

PERFORMANCE MANAGEMENT EVALUATION FORM



I. Evaluation Data

| | | | | | |
|------------------------|---------------------|-------------------|--------------------|-------------|------------------------|
| Evaluation type | Time Frame | | Fiscal Year | Ship | Evaluation date |
| End of contract | From 01 Sep 2008 | To 25 Oct 2008 | 2007-2008 | CEUR | 23 Oct 2008 |

EMPLOYEE

| | | | |
|---------------------------------|---------------------|---------------------|----------------------------------|
| Enumber | Surname 1 | Surname 2 | Position |
| 99-51889 | Fabris | | Cruise Director |
| Date of birth | First name 1 | First name 2 | Seniority in the Company |
| 31 Jul 1959 | Emilio | | over 20 years |
| Duration of the contract | | | Seniority in the position |
| 11/08/2008-25/10/2008 | | | from 10 to 20 contracts |

EVALUATOR

| | | | |
|--|---------------------|---------------------|-----------------|
| | Surname 1 | Surname 2 | Position |
| | Abruzzini | | Hotel Director |
| | First name 1 | First name 2 | |
| | Alberto | | |

APPROVER

| | | | |
|--|---------------------|---------------------|--------------------------------|
| | Surname 1 | Surname 2 | Position |
| | Abruzzini | | Hotel Director + Ent. Director |
| | First name 1 | First name 2 | |
| | Alberto | | |

II. Behaviors - Cruise Director

BEHAVIOR EVALUATION RATING DESCRIPTION (see Rating Description Sheet)

1 Consistently Below Expectations
2 Below Expectations

3 Meets Expectations

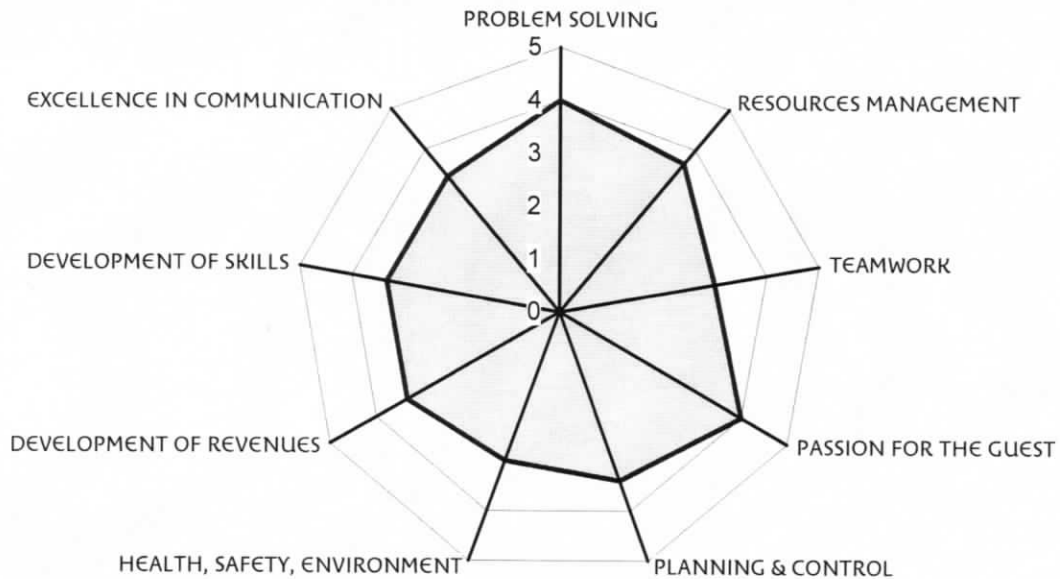
4 Above Expectations
5 Consistently Above Expectations

| CLUSTER | CLUSTER WEIGHT | DESCRIPTION OF BEHAVIORS | EVALUATION |
|------------------------------------|----------------|--|-------------|
| | | | Rating |
| PROBLEM SOLVING | 10% | deals with unexpected problems and emergencies calmly and with a sense of responsibility, trying to guarantee the excellence of the service | 4 |
| | | effectively manages crisis communication with the Guests in the event of emergencies (e.g. program changes, breakdowns, etc) | 4 |
| | | takes immediate action to solve the Guests' problems and evaluates them correctly | 4 |
| | | PROBLEM SOLVING | 4.00 |
| Evaluator's comments: | | | |
| RESOURCES MANAGEMENT | 10% | communicates effectively with staff and colleagues | 4 |
| | | defines clear and challenging objectives for staff and evaluates them objectively | 3 |
| | | successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job | 4 |
| RESOURCES MANAGEMENT | | | 3.67 |
| Evaluator's comments: | | | |
| TEAMWORK | 10% | builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences | 4 |
| | | disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc) | 2 |
| | | reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them | 3 |
| TEAMWORK | | | 3.00 |
| Evaluator's comments: | | | |
| PASSION FOR THE GUEST | 15% | acts and dresses in a professional manner (appearance, uniform, etc) in accordance with the Costa Style, setting an example for the workplace | 4 |
| | | adapts to the type of Guest and the structure of the ship and is always at her/his ease in any situation | 4 |
| | | proposes ideas and ways to improve the activities and the service | 4 |
| PASSION FOR THE GUEST | | | 4.00 |
| Evaluator's comments: | | | |
| PLANNING & CONTROL | 15% | constantly monitors the budget variances, identifying areas of efficiency and saving in respect of the defined quality standards | 3 |
| | | continuously monitors the quality of the shipboard entertainment and the related customer satisfaction levels | 4 |
| | | plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc....) | 4 |
| | | plans, coordinates and optimizes the embarkation and disembarkation operations with all the positions involved (Tour Manager, Staff Captain, etc...) | 3 |
| | | provides a complete and comprehensive report at the end of each cruise, detailing the Guests' level of satisfaction with the product | 3 |
| PLANNING & CONTROL | | | 3.40 |
| Evaluator's comments: | | | |
| HEALTH, SAFETY, ENVIRONMENT | 5% | always checks that the activities are performed so as to safeguard the welfare of the Guest in conformity with health, safety and environmental requirements | 3 |
| | | correctly supports the bodies in charge and takes an active part in safety drills | 3 |
| | | offers daily examples of conformity with the rules of behavior and safety on board, verifying that standards are always applied | 3 |
| HEALTH, SAFETY, ENVIRONMENT | | | 3.00 |
| Evaluator's comments: | | | |
| DEVELOPMENT OF REVENUES | 10% | is prepared and willing to implement and develop new Company initiatives used as sources of revenue | 3 |
| | | motivates her/his staff to constantly promote and publicize the services offered | 3 |
| | | publicizes and promotes the Costa product (services, concessionaires, excursions, etc.) constantly and effectively | 4 |
| DEVELOPMENT OF REVENUES | | | 3.33 |
| Evaluator's comments: | | | |
| DEVELOPMENT OF SKILLS | 10% | determines the staff's level of competence and implements the most suitable training measures | 3 |
| | | identifies the potential of staff and helps their development by means of on-the-job training and job rotation | 3 |

| | | |
|------------------------------|--|-------------|
| | uses positive or negative feedback as a tool for improving performances and skills | 4 |
| DEVELOPMENT OF SKILLS | | 3.33 |
| Evaluator's comments: | | |

| | | | |
|--|-----|--|-------------|
| EXCELLENCE IN COMMUNICATION | 15% | is a great communicator on stage in several languages, is enthusiastic, charismatic and good at involving the Guests in the shipboard activities | 3 |
| | | plays the role of the "perfect host", showing good public relations ability and representing the Costa style | 4 |
| | | runs information meetings clearly and accurately, catching the Guests' attention and making the most of the time available | 3 |
| EXCELLENCE IN COMMUNICATION | | | 3.33 |
| Evaluator's comments: | | | |
| BEHAVIOR FINAL EVALUATION | | | 3.49 |
| BEHAVIOR FINAL EVALUATION (Hundreths) | | | 70 |

Behavior Evaluation Chart



Comments on Behavior Evaluation

III. Skills

| LANGUAGE EVALUATION RATING DESCRIPTION | | COMPUTER SKILLS EVALUATION RATING DESCRIPTION | |
|---|--|---|--|
| 0 | No knowledge | 0 | No knowledge of the application |
| A1 | Basic user 1 (knowledge of everyday expressions and very basic phrases) | 1 | Basic knowledge of the functionalities of the application |
| A2 | Basic user 2 (knowledge of familiar and routine matters expressions) | 2 | Expert knowledge of the functionalities of the application |
| B1 | Independent User 1 (fairly good knowledge) | 3 | Excellent knowledge of the whole application |
| B2 | Independent User 2 (good knowledge) | | |
| C1 | Proficient user 1 (very good knowledge) | | |
| C2 | Proficiente user 2 (excellent knowledge / mother tongue) | | |
| Please specify in the sections "Other" any language which is not considered in the list | | | |
| Languages | | Computer | |
| English | C1 | MS Office | 3 |
| Italian | C2 | SA&PI | 2 |
| Spanish | C1 | CRUNCH TIME | 1 |
| German | C1 | INFOSHIP | 3 |
| French | C1 | TQS | 2 |
| Portuguese | B1 | Other | 0 |
| Chinese | A1 | Other | 0 |
| Russian | C1 | | |

IV. Development

Costa Positioning System (C.P.S.)

| | |
|---|--|
| <p style="text-align: center; background-color: #808080; color: white; margin: 0;">AREA OF MOBILITY</p> <p style="text-align: center; margin: 5px 0;">PERFORMANCE * 70 TO 100</p> <p style="text-align: center; margin: 0;">Short term promotion (within 12 months)</p> | <p style="text-align: center; background-color: #808080; color: white; margin: 0;">AREA OF CONTINUITY</p> <p style="text-align: center; margin: 5px 0;">PERFORMANCE * 60 TO 100</p> <p style="text-align: center; margin: 0;">Foreseen stability in the next 24 months</p> |
| <p style="text-align: center; background-color: #808080; color: white; margin: 0;">AREA OF REPOSITIONING</p> <p style="text-align: center; margin: 5px 0;">PERFORMANCE * < 60</p> <p style="text-align: center; margin: 0;">Decision on repositioning</p> | <p style="text-align: center; background-color: #808080; color: white; margin: 0;">AREA OF DEVELOPMENT</p> <p style="text-align: center; margin: 5px 0;">PERFORMANCE * 70 TO 100</p> <p style="text-align: center; margin: 0;">Medium term promotion (within 24 months)</p> |

BEHAVIOR FINAL EVALUATION (Hundreths)

C.P.S. - AREA OF CONTINUITY

1st RECOMMENDED POSITION

2nd RECOMMENDED POSITION

Comments on Development

V. Comments on Evaluation

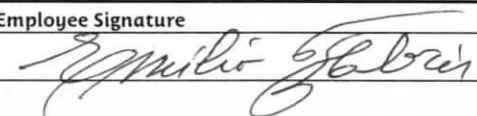
Approver's Comments

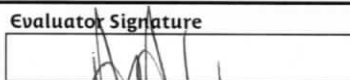
Evaluator's Comments

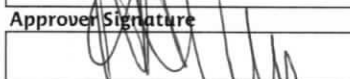
Gentle and polite allways inspire a good impression to guests.

Employee's Comments

VI. Signature

Employee Signature


Evaluator Signature


Approver Signature


Date of Evaluation

Date of Approval