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A22 - today and tomorrow.

Dear User,

when trying to imagine a motorway, the picture that most probably comes to your mind is that of two carriageways with a number of lanes, toll gates and a few service areas. Of course, that’s what the Brenner Motorway is, too, but not only that. The purpose of the Service Booklet you are browsing through, in printed or digital form, is to show you what Autostrada del Brennero SpA can offer.

In these pages you will find detailed information regarding speed limits, driving bans, the right behaviour in case of emergency, how to plan your trip, as well as the ordinary and extraordinary measures put in place to keep you safe, starting with the possibility of receiving immediate on-site assistance within 7 minutes on average from your call. We will give you practical indications about everything you can find in our 22 service areas, but we will also inform you about the fact that all of them are equipped with a defibrillator and with personnel trained to use it – which makes the A22 the first ‘cardio-protected’ motorway in Italy. If you are driving a truck, we will tell you where the special rest areas for HGVs are and where you can find the charging stations for powering up your refrigeration system without having to keep your motor running. If you are driving an electric vehicle, you will be pleased to know that on the A22 you can travel worry-free thanks to 6 areas already equipped with EV charging stations.

In this Service Booklet, which is a kind of ‘identity card’ of our Company, you will also read about the European sustainability and innovation projects we are participating in. For instance, we are working towards making Autostrada del Brennero SpA a lead player in the automation of European mobility, so that in the near future so-called intelligent vehicles will find in the A22 a smart motorway to “talk” to.

Have a nice trip!

The Chief Executive Officer
Walter Pardatscher
The Company

Autostrada del Brennero is a joint stock Company with main office in Trento, in via Berlino 10. Its share capital is owned by a number of public and private enterprises. The Company operates as a concession holder and its core business is to “promote, design, build and operate motorways, including the Brenner-Verona-Modena motorway”.

1.2.1 History

This year Autostrada del Brennero SpA turns sixty! It was the 20th of February 1959, in fact, when the representatives of the local authorities from Bolzano to Modena established the Company with the aim of obtaining the concession for building and operating what was to become the A22 motorway. At the time, nothing was certain yet. Since the early 1950’s, the Trentino-South Tyrol region had been trying, in vain, to convince the Italian government of the need for a motorway connection between Northern and Southern Europe. Finally, in 1961, the so-called ‘Zaccagnini law’ assigned the concession. In 1963, following approval of the designs, the Board of Directors was finally able to launch the tendering process. On the 4th of May 1964, the first winning contractors started to work. The first projects consisted in building the Vodi bridge in Lavis and those in Vadena and Zambana. Just four years later, on the 21st of December 1968, the first section, consisting in the 50 km that separate Bolzano from Trento, was opened under a heavy snowfall. Less than six years later, on the 11th of April 1974, the last section was completed. This was the technically most complex part, running from Chiusa to Bolzano Sud. The Brenner Motorway was now complete. On the 20th of February 2019, on the occasion of the Company’s sixtieth anniversary, a convention was held at the PalaRotari in Mezzocorona, in Trentino, to tell the corresponding sixty-year story of the lands that reach from the Brenner Pass to Modena and to illustrate the challenges European mobility will be facing in the next few years. It was a moment of exchange from which the peculiarity of Autostrada del Brennero SpA emerged, a Company born of the will of local entities and that today still sees 84.7% of its shareholding owned by local public bodies - a feature that allows it to work close to local needs.

1.2.2 Company Structure

The Company is structured as follows:

- President
- Vice President
- Internal Auditing
- CEO
- General Technical Direction
- Administrative and Financial Direction
- Human Resources Dept.
- Legal Dept.
- Tolling Dept.
- General Affairs Dept.

1.2.3 Key Numbers

- 314 km of network
- 22 service areas
- 24 toll gates
- 1 museum rest area
- 1 User Assistance Centre - CAU
- 6 Motorway Safety Centres - CSA
- 6 Service Centres
- 31,2 km of bridges and viaducts
- 30 one-way tunnels
- 147 motorway flyovers
### Shareholding Structure

As at **28 February 2019**, the shareholding structure of the Company is as follows:

#### Direct subsidiaries:
- Stazione autostradale doganale di confine del Brennero S.p.A. (Sadobre Sp.A.)

#### Indirect subsidiaries:
- Rail Traction Company S.p.A.

#### Affiliates:
- Istituto per Innovazioni Tecnologiche Bolzano S.c.a.r.l.
- Lokomotion GmbH (indirect)

#### Other companies:
- Interbrennero – Interporto servizi doganali e intermodali del Brennero S.p.A.
- ASTM S.p.A.
- C.R.S Centro Ricerche Stradali S.p.A. in liquidazione
- Confederazione Autostrade S.p.A.
- Consorzio Autostrade Italiane Energia
- Quadrante Servizi S.r.l. (indirect)

*For further information, visit [www.autobrennero.it](http://www.autobrennero.it)*
The motorway route
1.4 Our principles

The following are the main principles on which are built the activities assigned to Autostrada del Brennero Spa (in terms of access to and maintenance of the infrastructure) within the context of a general system aiming to protect the interests of motorway users*.

LEGALITY
Autostrada del Brennero complies with all of the national and international laws, regulations and directives in force and with all commonly acknowledged rules. Every member of the Company acts in compliance with the internal corporate Code of Ethics and of Conduct and with its rules, applying them with rectitude and equality.

INTEGRITY
All Company staff members undertake to keep their promises, to comply with their commitments in a responsible manner and to act in good faith in every activity or decision.

COURTESY AND TRANSPARENCY
Autostrada del Brennero personnel undertakes to perform its duty with the utmost courtesy towards the user and to provide truthful, complete, transparent and comprehensible information so as to allow the users to make informed decisions regarding its relationship with the Company and with third parties.

EQUALITY AND IMPARTIALITY
Autostrada del Brennero ensures all of its users its respect of human rights and the protection of human dignity and moral integrity. It guarantees equal opportunity and the supply of equivalent service independently of the user’s gender, race, language, religion and political orientation. The personnel in direct contact with the public is committed to working in an objective, fair and impartial way and to use clear and simple language.

CONTINUITY AND REGULARITY
Autostrada del Brennero commits to maintaining regular and continuous service. In the event of exceptional and/or unforeseeable cases, it will promptly implement measures designed to restore normal service. The Company also undertakes to minimize any ensuing inconvenience to the user and any impact on the environment. The Company also implements resources and technologies to provide drivers with the most important information regarding traffic flow and weather and road conditions.

PARTICIPATION
Autostrada del Brennero takes into due account all of the memories, documents, observations and suggestions sent in by all of the motorway’s stakeholders (drivers, citizens, municipalities, provinces, associations, suppliers, etc.), and analyses them with a view to improving both the motorway service and the environmental objectives.

EFFICIENCY AND EFFECTIVENESS
Autostrada del Brennero aims at constantly improving the efficiency and effectiveness of the motorway service it supplies, in compliance with the environmental and safety objectives defined, by implementing the solutions that are most beneficial to the goal and compatibly with the resources available.

PROTECTION OF PERSONAL DATA
Autostrada del Brennero deems fundamental the protection of personal data. All personal data therefore are processed in compliance with current laws and regulations.

HEALTH AND SAFETY
Autostrada del Brennero deems fundamental the safety and health of employees, contractors, outsourced personnel, drivers and population.

RESPECT FOR THE ENVIRONMENT
Autostrada del Brennero believes that the environment is a unique and irreplaceable primary resource and that it’s its duty to protect and enhance it with continuous improvement and with pollution prevention.

* The national motorway system - as it is acknowledged in the preliminary remarks to Directive No. 102/2009 - is a specific sector, not comparable to the list of public services referred to in article 1 of National Law No. 146/1990. It ensues that not all the principles indicated by the ‘Ciampi directive’ of January 1994 are automatically applicable to the activities of the motorway concessionaire.
1.5 Tolls

1.5.1 The Toll: What It Is and How It Is Calculated

The toll is the price drivers pay to the motorway’s concessionaire for the cost of its construction, management and maintenance. It is calculated by multiplying the number of kilometres travelled by the kilometre-based unit fee, according to the vehicle’s class. Vehicles are classified according to an ‘Axles-Shape’ appraisal system that envisages five different classes: two for 2-axle vehicles and three for vehicles or convoys with three or more axles, as illustrated below.

1.5.2 Calculating the Toll

As regards the detailed and updated calculation of the fee for the various classes of vehicles and A22 sections, please visit the “Toll calculation” section of the website: www.autobrennero.it.

1.5.3 Discounts for Commuters (Brennerpass)

Brennerpass is an initiative by Autostrada del Brennero Spa aimed at commuters, giving them a 20% discount on the toll for the daily route to/from work. The initiative is bound solely to the use of the “Telepass family” device and applies only to a specific internal section of the A22, that from Brenner to Campogalliano. Any interconnection sections with motorways A1 or A4 and the intermediate sections between the two toll gates chosen are excluded. This means that if the commuter chooses the section Bolzano Sud-Trento Sud, the discount will not be applied if the user exits at Egna/Ora, San Michele or Trento Nord, for whatever reason. To join the program, the commuter must compile the required forms that can be obtained at the motorway’s Service Centers or downloaded from the Company’s webpage, and return them, duly signed, to one of the offices. The Company will check the documentation before issuing the Brennerpass.

For further information, please write an e-mail to: brennerpass@autobrennero.it
## Toll gates

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<th>ENTRANCES</th>
<th>REVERSIBLE</th>
<th>EXITS</th>
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<tr>
<td>BRENNERO</td>
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<td>4</td>
<td>13</td>
</tr>
<tr>
<td>VIPITENO</td>
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<td>1</td>
<td>4</td>
</tr>
<tr>
<td>BRESSANONE</td>
<td>3</td>
<td>-</td>
<td>7</td>
</tr>
<tr>
<td>BRESSANONE Z.I **</td>
<td>2</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>CHIUSA</td>
<td>2</td>
<td>1</td>
<td>4</td>
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<tr>
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<tr>
<td>BOLZANO SUD</td>
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<td>-</td>
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<tr>
<td>EGNA ORA</td>
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<td>1</td>
<td>5</td>
</tr>
<tr>
<td>SAN MICHELE</td>
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</tr>
<tr>
<td>TRENTO NORD</td>
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<tr>
<td>TRENTO CENTRO *</td>
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<td>-</td>
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<td>TRENTO SUD</td>
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<tr>
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<tr>
<td>VERONA NORD</td>
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<tr>
<td>CARPI</td>
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<td>-</td>
<td>6</td>
</tr>
<tr>
<td>CAMPOGALLIANO</td>
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<td>-</td>
<td>6</td>
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<td><strong>TOTAL</strong></td>
<td><strong>59</strong></td>
<td><strong>16</strong></td>
<td><strong>122</strong></td>
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* Entrance only
** Only Northbound entrance
Only Southbound exit
1.5.5 Types of Tollbooth Lanes and Methods of Payment

**Entering the Motorway**
Entrance tollbooths are 'dual mode': they issue a ticket or allow for drive-through via Telepass.

**Toll Ticket**
The toll ticket is issued at every tollbooth by an automatic ticket issuing machine. Drivers are invited to store the ticket in a safe place during their trip in order to avoid its damage or loss, and not to fold it or expose it to magnetic sources.

**Telepass Device**
Motorway access using the Telepass device is recorded automatically, so it is not necessary to stop for a ticket. Drivers must transit through at the speeds indicated: 15 km/h for trucks and 30 km/h for automobiles. See §1.7.1, item "Service Centres" for information on how to obtain a Telepass device.

**Exiting the Motorway**
Autostrada del Brennero offers drivers a wide range of toll payment methods, to be used in the various types of tollbooths.

**Manned Tollbooth**
The tollbooth is manned so that drivers can pay in cash (Euro coins and bills as well as non-EMU currencies) or with the following cards: Viacard, Fast Pay (ATM cards used for the so-called “fast-pay” circuit that can be used in the same way as Viacard cards), American Express, Diners, Visa/Carta Si, Eurocard, Mastercard credit cards, Electron via the Telepass device.

**Tollbooth with Automatic Cashpoint and Telepass Gate**
It performs the same functions of the manned tollbooth but is unmanned, and can also be used by Telepass holders.

**Dedicated Telepass Lane**
Lane dedicated solely to Telepass holders. Data related to the transit are recorded automatically. Telepass users can register free of charge via the website www.telepass.com. This allows them to view their transit history and to see the new product/service offers. The percentage of successful Telepass transits in 2018 amounted to 99.75% out of all transits performed using this method.

**Telepass and Automatic Lane**
These are unmanned ‘dual mode’ lanes that can be used either by drivers with a Telepass device or those wishing to pay automatically using Viacard or Fast Pay cards or an accepted credit via a specific reader. These lanes are surveilled by a MRP (Remote Lane Monitoring) system that allows the driver with a problem to obtain assistance via a technologically advanced multimedia communication system (audio channel and video signal). The management of MRP-equipped lanes and of their transits in fact is performed remotely by qualified operators located near the lanes.

**ETS-Equipped Lane**
These lanes are equipped to accept payment via European Electronic Toll Service (ETS) devices, in compliance with Directive 2004/52/EC. These lanes also accept the national Telepass service devices, however.

**Tollbooth lane assistance**
For safety reasons, and no matter what the problem is, drivers are strictly forbidden from getting out of their vehicle and of walking on the tollbooth lanes. All tollbooth lanes are surveilled by a Remote Lane Monitoring system (MRP). If a problem arises, the driver must press a specific button to speak to an operator who will quickly intervene to solve it.
**1.5.6 TOLL NON-PAYMENT**

As envisaged by the Italian Traffic Rules (Art. 176), a driver without the toll road entrance ticket must pay the toll calculated from the farthest toll gate.

The driver has the right to objectively demonstrate (via the presentation of receipts, invoices, third party statements, etc.) the actual toll gate at which he/she entered the motorway. The reasons for which non-payment may occur are many (lack of money, ticket loss, no card, insufficient card credit, etc.) and specific procedures are started either at the toll lane or in the administrative justification phase in function of the various reasons. The amount due must be settled by no later than the 15th day after transit, according to the methods indicated in the non-payment report.

Once this term has expired, A22 starts the credit collection procedure that includes additional expenses. Should the subject not pay within the allotted term, A22 will avail itself of the faculty to transmit the file to the Motorway police who will then ask for payment of the administrative sanctions indicated in Art. 176, §§ 11 and 21 of the Italian Traffic Rules for the ascertained violation of the obligation to pay the motorway toll (payment of a sanction ranging from € 85.00 to € 338.00 and removal of 2 points from the driver’s licence of the actual transgressor). The driver may submit a request for clarification to the Company (also used to consider a possible dismissal of the dispute) as follows:

- in writing to Autostrada del Brennero Spa at the following e-mail address: rmpp@autobrennero.it;

- by sending the specific “yellow card”, sent to the driver together with the report stating the non-payment, issued on the manned lane.

In the latter case, A22, once it has verified the correct payment of the toll due for the motorway section actually travelled and the validity of the justification documents submitted, will accept the driver’s application without further notification. Should the compilation of the ‘yellow card’ be incomplete and/or should the requirements necessary for dismissal be entirely absent or not sufficient for proving that the entrance station declared is actually the right one, A22 has the right to coercively collect the debt via written notification to the driver.

There is also a digital format of the yellow card that can be filed in via the specific form online at www.autobrennero.it. The driver may contact the Company for further information by calling +39 0461-212611 Monday to Friday from 9 a.m. to midday and from 2 to 5 p.m..

The personal data provided by the driver are processed in compliance with the Privacy regulations (Leg. Decree No. 196/2003 and EU Regulation No. 679/2016). The complete information notice is available at the website www.autobrennero.it.
### 1.5.7 TOLL REFUND

The procedure for toll refunding may be started directly by the user or indirectly by the Company’s accounting control during which toll overpayments are detected, that the Company undertakes to refund.

For further information, write to the Refunds Office at ufficio.rimborsi@autobrennero.it or visit the website www.autobrennero.it.

### 1.5.8 TOLL INVOICING

On exiting the motorway, after paying at a manned or automatic tollbooth, a toll payment receipt is issued on request showing the amount paid. This document is not valid for tax purposes.

To obtain an invoice, the driver must fill in a form and send it, together with the receipt(s) for which invoicing is requested to ‘Settore Esazione di Autostrada del Brennero’ (Brenner Motorway’s Exaction Dept.) located in Via Berlino, 10 in Trento.

The form (Richiesta fatturazione pedaggi – Toll Invoicing Request) can be downloaded from the Company website or can be picked up at a Service Centre.

Drivers may request an invoice for toll payments made in cash or using bank cards. For further information, write to ufficio.rimborsi@autobrennero.it or visit the website www.autobrennero.it.
1.6 Traffic management

1.6.1 Limits and Bans

Along the A22 there are speed limits and driving bans dictated by national laws (Traffic Rules, MD 1061 of 18.12.09) or by specific Company ordinances.

**SPEED LIMITS**
- 110 km/h from km 2 to km 85 (Brennero - Bolzano Sud)
- 60 km/h from km 54 to km 85 (Chiusa Val Gardena / Bolzano sud)
- 130 km/h from km 85 to km 314 (Bolzano Sud – Modena)

**OVERTAKING BAN**
For vehicles with full load mass > 7.5 t and for convoys consisting of vehicles towing mobile homes or trailers, since 1 August 2017 there is a 24h overtaking ban along the entire Brenner Motorway, in both directions.

**DRIVING BAN 2019 CALENDAR**
The 2019 calendar of driving bans can be consulted at and downloaded from the Company website www.autobrennero.it. It applies to vehicles and convoys with full load mass > 7.5 t, as well as to special vehicles or vehicles used for special transport as well as for vehicles transporting hazardous loads as per the National Traffic Rules and the Company’s specific ordinances.

**NO STOPPING IN EMERGENCY LAYBYS**
These laybys are intended only for emergency stopping, i.e. in the event of vehicle malfunction or physical malaise of the driver or of a passenger. Stopping is allowed only within the spaces specifically indicated. The ban applies to the entire motorway length, from Brenner Pass to Modena, in both directions.

1.6.2 ROADWORKS SCHEDULING

To reduce inconvenience to drivers, Autostrada del Brennero Spa plans maintenance operations according to an annual calendar that takes traffic forecasts into account. In highest traffic density periods (the weekends in January and February - Easter - Ascension/Pentecost/Corpus Domini – June - July – August and September – Immaculate Conception - Christmas) the Company does not authorise works that require (south/north) carriageway changes or narrowing of lane width, including overtaking lanes (except at night). Exceptions are made only for urgent works required to restore traffic safety or for unforeseen events (e.g.: persistent bad weather conditions and emergency maintenance works).

The calendar of roadworks for the current year is available on the Company website www.autobrennero.it.

1.6.3 TRAFFIC INFO

**User Assistance Centre - CAU**
Located at the motorway station of Trento Centro, the User Assistance Centre – CAU is the fulcrum of the information system in charge of keeping the drivers informed about the motorway conditions. Using fiber optics, radio bridges and telecommunication cables, it is connected to 131 traffic control cameras, 67 cameras for tunnel AID monitoring and 13 webcams. It also controls 403 SOS call boxes and 25 weather stations; it receives real-time data from these devices regarding traffic, weather, visibility conditions and requests for help. The CAU personnel is multi-lingual and works 24/7, 365 days a year. The same building hosts the COA – Motorway Operation Centre and the Trento sub-section of the Motorway police. The two centres work synergistically in order to ensure prompt intervention and maximum efficiency in handling emergencies.

In order to be informed in real time about the traffic and weather conditions on the A22, drivers may call the CAU at the following toll-free number: 800-279940 (from Germany, Austria and the Netherlands: 00-800-22022022). For news relating to traffic on the motorways linked to the A22, call: 840042121 for A1 Milano-Bologna, 800012812 for A4 Brescia-Padova/Autovie Venete Centropadane.
**Speed limits**

- **110** km/h: Speed limit for all vehicles
- **60** km/h: Speed limit for heavy vehicles

**Overtaking bans**

- *Only Northbound ENTRANCE*
- *Only Southbound EXIT*
**VARIABLE MESSAGE SIGNS**

To keep drivers informed about road, traffic and weather conditions as well as of any service disruptions, the CAU uses the following types of variable message signs (VMS):

- 28 double gantries and 1 single gantry at the roundabouts in proximity of the motorway toll gates;
- 38 lighted monochromatic whiteboards at all motorway entry points;
- 127 panels distributed along the motorway;
- 23 mobile sign trailers;
- 5 panels indicating parking availability at HGV rest areas.

The motorway is also equipped along its entire length with lighted panels indicating the self-service prices of fuel that are updated directly by gas station operators. By law, Autostrada del Brennero SpA may not be held responsible in any way for the prices indicated or for their updating.

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**INFO RADIO**

Road, traffic and weather conditions are communicated to drivers along the entire motorway route via live “Inforadio” newscasts sent every 30 minutes on three local radio stations (approximately at minutes 25 and 55), in addition to constant updates on events in progress, on:

- Radio NBC Rete Regione - from Brenner to Affi
- Radio PICO - from Rovereto to Modena
- Radio Südtirol 1 - from Innsbruck to Rovereto, or via RAS programs.

The frequencies at which the various radio stations can be received are indicated on the special road signs installed along the route and summarized in the map on page 28.

Drivers travelling on Italian motorways can receive information on traffic conditions and on any disruptions in motorway services by listening to the news broadcasts by ISORADIO and CCISS (Road Safety Information Coordination Centre). These can also be reached by phone at 1518 and are broadcast daily in the program “Onda Verde Viaggiare informati” by RAI 1, 2 and 3 channels. The same info is available on TV at RaiNews, that connects repeatedly with CCISS, and at Canale 5 and LA7 channels during the morning.
The website of Autostrada del Brennero provides detailed real-time info about traffic, road conditions and weather forecasts on an interactive map. More specifically, drivers may find information regarding:

- road, traffic and weather conditions
- traffic forecasts
- toll calculation and travel time
- webcams
- services available at service areas along the A22.

The website www.autobrennero.it also provides plenty of information regarding the Company and its activities.

It is possible to download the A22 application from Apple Store and Google Play. The official app of Autostrada del Brennero is for free and provides in real time georeferenced information regarding traffic and services along the Brenner–Modena motorway.

Maxiscreens located in the service areas are used by the Company to provide drivers with info regarding traffic, road and weather conditions as well as to show videos providing information on the geographical areas crossed through by the A22. Every day, the non-stop airing of the program from 6 a.m. to 10 p.m. provides news about traffic and road conditions in two languages that is updated in real time.

On page 425 “TRAFFICO Autostrada del Brennero S.p.A.” of the Regional Televideo on RAI TRE channel, concerning Trentino – South Tyrol, Veneto, Lombardy and Emilia Romagna, drivers will find information about road, traffic and weather conditions as well as any service disruptions along the A22.
1.6.4 WINTER SERVICE

To ensure suitable safety and transit conditions in winter months, Autostrada del Brennero constantly checks motorway pavement conditions. This is done also via the data collected in real time by the 25 weather stations deployed along the route and via the ice formation prevention and snow removal activity performed also through outsourced companies. At the CSA centres and at several motorway stations there are storage and conservation depots for de-icing salt and road maintenance vehicles and equipment such as salt spreaders, snow plows and snow cutters.

1.6.5 SAFE TRAVEL TIPS

In the event of forecasts of intense traffic* involving the risk of long queues, or of especially bad weather (intense and long rainfalls and/or snowfalls) it is best to postpone your departure or, if travel is absolutely necessary, to plan intermediate stops and bring onboard a supply of food and beverages. Pay special attention to transiting vehicles during deceleration and acceleration on the junctions to and from the motorway toll gates, service areas and rest laybys. At the first signs of fatigue, stop at a service area. Comply with speed limits taking into account the traffic and visibility conditions and the presence of roadworks, if any. Drive at a safe distance from vehicles ahead, wear your seat belts and do not drink alcohol while driving. Slow down in the presence of fog, snow, ice, wind and rain.

* For further information please consult the website www.autobrennero.it
1.7 Services

1.7.1 SERVICE CENTRES

There are 6 Autostrada del Brennero Service Centres along the motorway route. They are located at the motorway toll stations and represent qualified user contact points that can provide detailed information about the more common products, promotions and services, and support to motorway users with regard to the various toll payment methods.

SOME OF THE SERVICES AVAILABLE:
- handling of non-payments
- toll payment invoicing
- request for Viacard debit and credit cards
- request for assistance with Business and Family Telepass
- request for toll discounts (Brennerpass)
- reply to user questions regarding any features of the service supplied.

LOCATIONS:
- **Centro Servizi di Bressanone** - at the Bressanone motorway station
  Via Brennero, 133 - 39040 Varna (BZ) - Ph. +39 0472.201521
  fax +39 0472.201486 - centro.servizi.bressanone@autobrennero.it
- **Centro Servizi di Bolzano Sud** - at the Bolzano Sud motorway station
  Via E. Mattei - 39100 Bolzano - Ph. +39 0471.922616
  fax +39 0471.922385 - centro.servizi.bz@autobrennero.it
- **Centro Servizi di Trento Nord** at the Interporto Doganale (Freight Village) - Via Innsbruck 23 (ground floor, “Blocco A”) 38121 Roncafort di Gardolo (TN) - Ph. +39 0461.212728
  fax +39 0461.212779 - centro.servizi.tn@autobrennero.it
- **Centro Servizi di Affi** - at the Affi motorway station
  Località Canove, 1 - 37010 Affi (VR) - Ph. +39 045.7238030
  fax +39 045.6283413 - centro.servizi.affi@autobrennero.it
- **Centro Servizi di Mantova Nord** - at the Mantova Nord motorway station
  Località Mottella San Giorgio di Mantova (MN) Ph. +39 0376.270689 - fax +39 0376.271594
  centro.servizi.mn@autobrennero.it
- **Centro Servizi di Carpi** - at the Carpi motorway station
  Via C. Tarabini, 1 - 42012 Carpi (MO) - Ph. +39 059.668253
  fax +39 059.664805 - centro.servizi.carpi@autobrennero.it

Opening hours: Monday to Friday: non-stop from 8 a.m. to 6 p.m.
- on Saturdays: non-stop from 8 a.m. to 4 p.m. – on Sundays and holidays: closed.
1.7.2 SERVICE AREAS

There are twenty-two service areas along the Brenner Motorway, eleven for each carriageway. Their function is to provide travelers with the chance to stop along the way for fuel, for resting and for using primary services such as bathrooms, snack bars, restaurants and markets. By means of its staff and of third-party firms that conduct Customer Satisfaction and Mystery Shopping surveys, the Company constantly monitors the compliance with contract obligations by oil and non-oil operators, in order to guarantee the motorway’s transiting users very high quality standards. More specifically, the Company carries out random as well as periodic checks on management performance, on the authorizations required to perform the service, on how customers are treated, on the rates applied and on service levels in general. Should Autostrada del Brennero SpA observe any shortcomings or inefficiencies, it will order corrective measures to be performed, imposing on the operators the corresponding sanctions should they be envisaged by the contract.

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<th>LPG</th>
<th>Methane</th>
<th>Power stations</th>
<th>Camper area</th>
<th>Power stations for Campers</th>
<th>Toilets for the Disabled</th>
<th>Baby Room*</th>
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* the baby room offers a changing table, sink, baby water.
Further user observations and/or suggestions and/or complaints regarding the quality of the services offered sent to the e-mail address relazioni.esterne@autobrennero.it are processed by the Company via specific corrective actions, thereby adding to the already mentioned checks on the quality of the service provided by oil and non-oil operators. For more information, please visit the website www.autobrennero.it.

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<th>SERVICE AREA</th>
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<th>Vignette</th>
<th>Go-box</th>
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<td>159+700</td>
<td>Nogaredo Ovest</td>
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<td>Adige Est</td>
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<td>208+000</td>
<td>Garda Est</td>
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<td>19</td>
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<tr>
<td>208+000</td>
<td>Garda Ovest</td>
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<td></td>
<td></td>
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<td>0</td>
</tr>
<tr>
<td>240+800</td>
<td>Povegliano Est</td>
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<td></td>
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<td>240+800</td>
<td>Povegliano Ovest</td>
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<td>26</td>
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<td>1</td>
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<tr>
<td>267+900</td>
<td>Po Est</td>
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<td></td>
<td>70</td>
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<td>62</td>
<td>14</td>
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</tr>
<tr>
<td>309+000</td>
<td>Campogalliano Est</td>
<td>N</td>
<td>✓</td>
<td></td>
<td></td>
<td>53</td>
<td>25</td>
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</tr>
<tr>
<td>309+000</td>
<td>Campogalliano Ovest</td>
<td>S</td>
<td>✓</td>
<td></td>
<td></td>
<td>98</td>
<td>108</td>
<td>2</td>
</tr>
</tbody>
</table>

* The cameras are not the property of Autostrada del Brennero SpA and the images are for exclusive use of the service area operators.

Service areas equipped with AED (automated external defibrillator – DAE in Italian)
Every year in Italy, approx. 60,000 people die from a heart attack (Eurostat data). A prompt and adequate first aid intervention could reduce this statistic by 30%, and the availability of an automated defibrillator (AED) is often indispensable for contrasting the outcomes of cardiac arrest. Autostrada del Brennero, through the “Area di servizio cardio-protetta” (Cardio-protected Service Area) project launched in the second semester of 2018, has equipped every A22 service area, the Plessi Museum structure, the Sadobre Freight Village and the Rovereto Sud Autopark with a totem holding a defibrillator (AED). The project was followed by the extensive training of 365 people in the use of the AED, involving the Motorway police, the operators working on the A22 and part of the personnel working at the service areas.
1.7.3 ‘PLESSI MUSEUM’ REST AREA

The Plessi Museum is located at the Brenner Pass, close to where the customs offices on the border between Italy and Austria used to be and is the first example of a museum on a motorway. The Plessi Museum, covering a surface area of about 2,500 m², resembles a large crystal showcase covered by a large wood and COR-TEN steel roof. Inside it hosts a permanent exhibition curated by Fabrizio Plessi, an internationally renowned Italian contemporary artist, displaying his video installations, sculptures and drawings/paintings. The Plessi Museum also contains a fully equipped conference hall available for conventions, cultural and corporate events, as well as a modern and comfortable snack bar featuring a large market area that sells South Tyrolean food specialities and wines. For further information: plessimuseum@autobrennero.it.

1.7.4 PARKING AREAS FOR LIGHT VEHICLES

Autostrada del Brennero wishes to meet the need of its users of parking near motorway stations by providing light vehicle parking slots so as to facilitate the use of vehicles while contributing to reducing air and noise pollution.

**Number of parking slots at motorway stations:**
- Vipiteno (48)
- Bressanone Val Pusteria (137)
- Chiusa Val Gardena (68)
- Bolzano nord (11)
- Bolzano sud (23)
- Egna-Ora-Termeno (41)
- S. Michele all’Adige (21)
- Trento sud (160)
- Rovereto nord (59)
- Rovereto sud (203)
- Ala-Avio (26)
- Affi Lago di Garda Sud (169)
- Verona nord (156)
- Nogarole Rocca (71)
- Mantova nord (96)
- Mantova sud (101)
- Pegognaga (78)
- Reggiolo Rolo (76)
- Carpi (102)
- Campogalliano (95)
### 1.7.5 HGV REST AREAS

In view of the laws on the safeguarding of drivers of heavy goods vehicles (Reg. EC 561/2006 in force since 2007), that impose driving periods alternated with mandatory rest periods, Autostrada del Brennero offers these drivers, along the motorway route, various types of dedicated rest areas, as shown in this table:

<table>
<thead>
<tr>
<th>KM</th>
<th>PARKING</th>
<th>DIRECTIONS</th>
<th>NO. OF PARKING SLOTS</th>
<th>Gasoline</th>
<th>Diesel</th>
<th>Bar/ Vending machines</th>
<th>Restaurant</th>
<th>Local products</th>
<th>Servizi igienici</th>
<th>Showers</th>
<th>Camper area</th>
<th>Fridge truck charging stations</th>
<th>Power stations</th>
<th>Pic-nic area</th>
<th>Cameras</th>
<th>Alarm system</th>
<th>Extra services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1+800</td>
<td>BRENNERO Casa Lupo</td>
<td>Accessible from both carriageways</td>
<td>44</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85+327</td>
<td>BOLZANO SUD Firmian</td>
<td>A22 EXIT Bolzano Sud</td>
<td>72</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>131+739</td>
<td>TRENTO NORD Interporto</td>
<td>A22 EXIT Trento Nord</td>
<td>260</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>166+739</td>
<td>ROVERETO SUD</td>
<td>A22 EXIT Rovereto Sud</td>
<td>96</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</table>

### HGV PARKING AREAS INSIDE SERVICE AREAS

<table>
<thead>
<tr>
<th>KM</th>
<th>AUTOPORTO</th>
<th>DIRECTION</th>
<th>Gasoline</th>
<th>Diesel</th>
<th>Bar/ Vending machines</th>
<th>Market</th>
<th>Restaurant</th>
<th>Toilets</th>
<th>Showers</th>
<th>Camper area</th>
<th>Fridge truck charging stations</th>
<th>Power stations</th>
<th>Pic-nic area</th>
<th>Cameras</th>
<th>Alarm system</th>
<th>Extra services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+300</td>
<td>PLESSI MUSEUM</td>
<td>Passo del Brennero</td>
<td>25 Nord</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Passo del Brennero</td>
<td>Accessible from both carriageways</td>
<td>79 Sud</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
<tr>
<td>129+913</td>
<td>PAGANELLA EST</td>
<td>At Service Area on NORTHBOUND</td>
<td>36</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td>✔️</td>
</tr>
<tr>
<td>129+000</td>
<td>PAGANELLA OVEST</td>
<td>At Service Area on SOUTHBOUND</td>
<td>27</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td></td>
<td></td>
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<td>✔️</td>
</tr>
<tr>
<td>309+076</td>
<td>CAMPOGALLIANO</td>
<td>OVEST At Service Area on NORTHBOUND</td>
<td>108</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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### FREIGHT VILLAGES

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<th>KM</th>
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<th>Bar/ Vending machines</th>
<th>Market</th>
<th>Restaurant</th>
<th>Toilets</th>
<th>Showers</th>
<th>Camper area</th>
<th>Fridge truck charging stations</th>
<th>Power stations</th>
<th>Pic-nic area</th>
<th>Cameras</th>
<th>Alarm system</th>
<th>Extra services</th>
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</thead>
<tbody>
<tr>
<td>15+700</td>
<td>TRUCK PARK SADOBR BRENNER / Vipiteno</td>
<td>A22 EXIT Brennero</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A22 EXIT Brennero</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td>✔️</td>
<td>✔️</td>
<td></td>
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<td>✔️</td>
<td></td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

### LEGEND:

- Power stations for controlled temperature vehicle generators.
- Laundry service with 2 washing machines and 2 dryers, located in a dedicated area in the same building housing the toilets.

**MUSEUM AREA:** an innovative architectural structure hosting an exhibition dedicated to the art of Fabrizio Plessi, an internationally highly acclaimed Italian artist. It also hosts a snack bar and a conference hall.
1.8 Safety

1.8.1 INFRASTRUCTURE

PAVEMENT
The A22 has about 289 km of draining and sound-absorbing pavement. The remaining approx. 25 km consisting of sections inside tunnels, a few structures and a few sections between Vipiteno and Brenner Pass, feature a special Antiskid (SMA) pavement that guarantees performance similar to that of draining asphalt and at the same time protects and allows for excellent duration of salt products, thereby resulting in lower amounts of salt used and protection of the underlying infrastructure. These pavements allow to reduce noise caused by tyre rolling and reduce aquaplaning and spray effects. Their grip and macrotexture features ensure very high safety standards even in very bad weather conditions.

SAFETY BARRIERS
The safety barriers located on the A22 are made of COR-TEN steel, an excellent and very resistant iron alloy containing carbon, magnesium, silicon, phosphorus, sulphur, nickel, chromium and copper, that oxidises when exposed to weather agents. The patina, an even and resistant rust film, protects the underlying steel from corrosion while blending in well with the colours of the surrounding landscapes. To date, all types of guard-rails installed on the motorway are certified with the L.I.E.R. labs in Lyon (France) and with the AISICO lab in Rome, and have CE marking.

WIDENING OF THE EMERGENCY LANE
Following the requalification of the safety barriers along the median strip and the renovation of several structures, on the section between Egna and Verona (approx. 123 km) the emergency lane has been widened from 2.5 m to 3.5 m. In addition to increasing the safety margin in the event of an emergency stop, this width also allows for the opening of two transit lanes when maintenance is being performed on the road pavement, and, in the future, for contemporary use of the emergency lane as a third lane (dynamic lane), so as to increase traffic flow on days featuring especially intense traffic.
EMERGENCY LAYBYS
To date there are 427 emergency laybys along the Brenner Motorway. The addition of more laybys is planned in the near future. Stopping is forbidden in these laybys beyond the time required to solve the problem.

SOS CALL BOXES
Along the emergency stopping lane, spaced every 1,500 m, there are SOS call boxes that have three buttons to call for medical first aid, for mechanical assistance or the fire brigade and also, via an interphone, to speak directly with someone at the CAU. The emergency call using the SOS call box allows the operator handling the SOS call to immediately geolocalise the caller, thereby shortening response time.

LIGHTING
Lighting is provided at all motorway junctions and in tunnels. New technology has been used to improve visibility in recently renovated tunnels, such as LED fixtures, as well as whitewashing of the walls and the application of porcelain panels. To further increase safety, additional signalling systems have also been installed, such as LED luminous guiding systems and LED back-lit panels with three dynamic figures to indicate escape routes and distance from exits, as a luminous guidance evacuation aid.

FOG DETECTION SYSTEM AND LUMINOUS GUIDE
The system, that extends from Affi to Modena (106 km), consists of a LED-lamp luminous optical guide and of fog and light sensors. In poor visibility conditions, the system automatically activates the corresponding section of the varying in function of the visibility conditions. In the presence of danger, it is possible to activate the synchronised flashing of all the lights of the stretch involved in the event.

ROAD SIGNS
Vertical road signage: In order to guarantee perfect visibility of the road signs in daytime and at night, the Company uses only high quality 2nd class engineer grade reflective film.
Horizontal road signage: the materials used for horizontal signage consist in solvent paints, thermo-sprayed plastics and elastoplastic laminates.
In order to guarantee compliance with the performance standards of the materials used, the Company conducts periodic checks using specialised labs as well as its own equipment.

FENCING
Metal fencing has been installed along the entire motorway route to protect the road and the relevant fixtures. According to the type of stretch it protects (elevated, trench, flyover, bridge, viaduct, etc.), that can cross open countryside, roads, railway lines, etc., the fence is 1.2 m or 1.9 m high.
In order to provide even higher safety standards, a public call for bids has been launched to replace the 1.2 m tall fencing with 1.9 m fencing in the stretches where wildlife crossing is highly probable.
1.8.2 **ROAD ACCIDENT RATES**

Autostrada del Brennero constantly plans and carries out maintenance operations, and studies new technologies to be applied to the infrastructure and facility systems. All this is aimed not only at optimizing service levels but also at increasing road safety, as can be seen by consulting the road accident data curves shown below:

- 65.5% reduction in overall road accidents compared to 1999 (road accident rates are calculated as the ratio of number of accidents to 100 million km travelled).
- 86% reduction in traffic-related death rates compared to 1999.

1.8.3 **TRAFFIC WARDENS**

On the A22, assistance is carried out primarily by the Traffic Wardens that are on duty 24/7 for 365 days a year. The task of these workers is to provide vigilance, control, prompt intervention in case of accidents with no personal injuries, report problems, and help the Motorway police for a more efficient and complete security action. There are currently 82 Traffic Wardens on duty on the Brenner Motorway, spread among 6 CSA (Motorway Safety Centres) along the route, as well as teams of workers on call or on site in charge of maintenance and always ready to act alongside the Wardens when needed. Traffic Wardens use vans set up with assistance equipment and fitted with variable message sign panels to alert oncoming drivers.
1.8.4 MOTORWAY POLICE

The Motorway police is in charge of surveilling and checking traffic safety, of preventing and reporting traffic violations, of intervening in traffic accidents, of preparing and carrying out traffic regulation services and of repressing any criminal activity on the motorway. The actions of the Motorway police feature prompt and efficient response in order to ensure safety and the fluidity of motorway traffic. This service is provided on the motorway by operational units that report to Local Subsections. Patrolling is performed 24/7 for 365 days a year, on short distances and with frequent passages all along the route. The patrols are coordinated by the Motorway Operation Centre (COA) of Trento that can be reached by phone calling +39 0461 212992 or via pec e-mail: coa.tn@pecps.poliziadistato.it. To request assistance or in the case of a road accident, the user may call the Single Emergency Number 112, where activated.

The user may need to obtain information and/or data relating to accidents that occurred on the motorway and in which he/she was involved. In this case, he/she may contact the Motorway police office of the pertaining locality among those indicated below:

- **Motorway Subsection of Vipiteno**
  covers from the border to the Egna/Ora station
  Ph. +39 0472 761711
  sottosezpolstrada.vipiteno.bz@pecps.poliziadistato.it

- **Motorway Subsection of Trento**
  covers from the Egna/Ora to the Affi/Lago di Garda sud station - Ph. +39 0461.212590
  sottosezpolstrada.tn@pecps.poliziadistato.it

- **Motorway Subsection of Verona Sud**
  covers from the Affi/Lago di Garda sud to the Pegognaga station - Ph. +39 045.9214211
  sottosezpolstrada.veronasud.vr@pecps.poliziadistato.it

- **Motorway Subsection of Modena Nord**
  covers from the Pegognaga station to the junction with the A1 motorway - Ph. +39 059.381911
  sottosezpolstrada.modenanord.mo@pecps.poliziadistato.it

1.8.5 EMERGENCY MANAGEMENT

**NUMBERS TO CALL IN AN EMERGENCY**

- **Users Assistance Centre (CAU)**
  Toll-free number 800.279940
  Toll-free number from D, A, NL 00-800-22022022 or +39 0461.980085 - +39 0461.212851

- **The Operating Centre (COA):** +39 0461 212992

- **Medical first aid:** 118

- **Fire brigade:** 115

- **Motorway police:** 113

- **Single emergency number (where activated):** 112

**WHAT TO DO IN AN EMERGENCY**

In an emergency, i.e. vehicle malfunction or driver or passenger indisposition, reach the closest layby. After putting on the high visibility vest, get out of the vehicle on the side away from passing traffic, put out the temporary signage (triangle) as indicated by the Traffic Rules, and call for help. In a tunnel, you must carefully analyse the situation before deciding what to do. If possible, continue driving until you are out of the tunnel and, once you are out in the open, call for help. If you can’t proceed, stop the vehicle on the right-hand side of the carriageway (do not make a U-turn or back up!), activate the emergency flashing lights of the vehicle and turn the engine off, leaving the keys in the ignition. Then put the reflective vest on. If there is smoke, look for the light indicators that will guide you towards the tunnel’s nearest emergency exit. As soon as possible, call for help. In order to ensure prompt and effective rescue, be ready to describe:

- the kind of help needed (assistance, accident, mechanical assistance, medical aid, etc.);
- the direction you are travelling in and – as precisely as possible – your location, using:
  - the chainage indicators in kilometers (signs with a green background placed in the median strip) and the hundreds of metres in Roman numerals (white signs on the median guardrail);
  - the signs indicating the name of the viaduct or the tunnel;
  - the signs with a brown background with the ID number of the flyover and the green A22 logo, installed near the flyovers.
MECHANICAL ASSISTANCE
Assistance service is provided by the following partner workshops that are on call 24/7 for 365 days a year:
• ACI Global S.p.A. (Ph. 803116);
• Europ Assistance VAI S.p.A. (Ph. 803803).
• IMA Automotive Service (Ph. 800108510)
Their service consists in: the removal from the motorway of vehicles stopped due to malfunction or accident via on-site intervention that can be performed using the equipment and on-board tools of the assistance service vehicle.

MEDICAL FIRST AID
All calls for medical assistance and help are not only made using the toll-free single number 118 or the emergency single number 112, where active, but can also be transmitted through the CAU. In the event of a medical emergency, the user must give the operator as much information as possible to help him define the degree of severity and complexity of the event and therefore call in the most suitable type of response using all of the resources available (ambulance, helicopter assistance, etc.).

FIRE BRIGADE
The Fire Brigade performs many assistance functions in the event of road accidents with or without the involvement of dangerous chemical substances, fire, environmental pollution, landslides and/or floods involving the motorway and its fixtures. All emergency calls can be made by dialing the single toll-free number 115 or the single emergency number 112, where active.

ASSISTANCE IN TRAFFIC JAMS
In the event of queuing due to traffic blockage on the motorway with waiting periods that are estimated to be longer than three hours, a user assistance service is activated, composed of operational assistance units of the White Cross, Red Cross and volunteer fire brigades. The personnel guarantees precise information to drivers, with real time updates and distribution of basic needs.
1.8.6 THE NEW OBJECTIVES

URSA MAJOR NEO (2017-2020) PROJECT
The URSA MAJOR Neo (UMneo) project continues the development of ITS services in order to improve freight traffic on the TEN-T road network along the core corridors CEF RHINE-ALPS and SCANMED, linking North-Sea ports with the Mediterranean ports all the way down to Sicily, and also addressing the intermodal aspect of transport. The group of partners in UMneo, therefore, has been expanded to include the urban hubs, with a focus on port and railway hub operators. The specific activities implemented by Autostrada del Brennero within the context of this project are:
- development of an app to inform heavy goods vehicle drivers about the availability of unoccupied parking slots in rest areas along the A22;
- installation of 5 new power charging stations for fridge trucks at the Rovereto Sud parking area;
- installation of new variable message signs at 6 motorway access points: Bolzano Sud (2 VMS), Verona Nord, Mantova Sud, Reggiolo Rolo and Carpi;
- setting up of a new disaster recovery system for the User Assistance Centre (CAU) via the creation of a small operations room at the Motorway Safety Centre (CSA) of San Michele all’Adige (Trento).

C-ROADS ITALY (2017-2020)
In the near future, vehicles will interact directly with one another and with the road infrastructure. This interaction is the aim of cooperative-intelligent transport systems (C-ITS) that should significantly improve road safety and traffic efficiency, helping the driver make the right decisions and adapt to the situation.
C-ROADS ITALY plans to test a series of cooperative applications along the A22 as well as along motorway sections of CAV and Autovie Venete, as recommended by the C-ITS platform.
Within the context of the project, CRF and IVECO will test two specific applications: Highway Chauffeur and Truck Platooning, respectively. This implies infrastructure adjustments and the addition of C-ITS V2I (vehicle/infrastructure) services and V2V (vehicle/vehicle) information to vehicle control strategies. All applications will also be tested at trans-border level with Austria in order to verify the interoperability of the systems.

PROGETTO SAFESTRIP (2017-2019)
The purpose of the SAFESTRIP project, promoted within the context of the Horizon2020 program, is to increase the applications of cooperative systems (C-ITS) in motorways through the creation of intelligent strip markers that contain micro/nano sensors to be applied to the pavement and that will help both the final user (driving safety) and the road operator (pavement conditions, maintenance). The system, that will allow to ensure V2I (vehicle/infrastructure) communication, will be tested in Spain, France, Greece and Italy. One of the Italian test sites will be hosted by Autostrada del Brennero.
**ICT4CART (2018-2021)**

The objective of the ICT4CART project, co-financed by the European Commission within the context of the Horizon2020 program, is to create, implement and test in real life conditions a versatile telecommunications infrastructure (ICT) capable of streamlining the transition towards road transport automation. ICT4CART will bring together, adapt and improve the technological advances from different industries, especially telecom, automotive and IT. It will adopt a hybrid communication approach where all the major wireless technologies, i.e. cellular, ITS G5 and LTE-V, will be integrated into a flexible network architecture. Standardization and interoperability are of high interest within ICT4CART in order to ensure the impact of the project towards enabling the transition to higher levels of automation. To achieve its objectives, ICT4CART is based on four specific high-value use (urban and motorway) cases that will be demonstrated and validated in real-life conditions at the three test sites in Austria (Asfinag motorway network), Germany (City of Ulm) and Italy (Autostrada del Brennero and City of Verona), with trans-border tests conducted in Austria and Italy.

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**5G-CARMEN (2018-2021)**

The 5G-CARMEN project, co-financed by the European Commission within the context of the Horizon2020 program, tackles the challenges of cooperative, connected and automated mobility by exploiting the idea of "mobility corridors". In 5G-CARMEN, important European industries, academics and innovative SMEs are working to achieve world-wide impact by conducting extensive trials across an important corridor (in terms of passenger/goods traffic volumes) from Bologna to Munich, spanning 600 km of road and connecting three European regions (Bavaria, Tyrol and Trentino-South Tyrol) across three countries. Vehicle manoeuvre negotiation (at various levels of automation), infotainment, and emission control in sensitive areas are the cross-border use cases targeted by the 5G-CARMEN pilot projects in order to maximise the project’s commercial, societal, end environmental impact. The project will construct a 5G-enabled corridor to allow for the performance of trans-border trials. Autostrada del Brennero SpA will place its infrastructure at the project’s disposal for the implementation of the use cases developed together with the project partners.
1.9 Sustainability

1.9.1 Investments in the Fields of Energy and the Environment

Autostrada del Brennero is involved in many initiatives and activities concerning the use of alternative energy sources, the prevention of pollution and more in general the protection and enhancement of the environment. Following are a few examples:

- experimentation of renewable and sustainable energy sources (photovoltaic and small wind turbines) to feed the ITS (Intelligent Transport Systems) at several technical sites where the use of hydrogen and of fuel cells is experimented;
- installation of new automotive methane distribution systems at several service areas;
- positioning of fast-charging power stations (Tesla stations and one multi-standard station) for light vehicles and others for heavy vehicles that have an electric power generator for the maintenance of the cold chain;
- selective collection of waste coming from occupational activities and/or collected at the service areas;
- installation of traditional and photovoltaic noise barriers;
- installation of photovoltaic systems on building roofs;
- ordinary maintenance of sound-absorbing and draining road pavements;
- landscaping of the green areas at motorway stations and service areas.
1.9.2 RENEWABLE ENERGY

HYDROGEN
In 2014 the first large-scale plant in Italy for the production, storage and distribution of 'green' hydrogen – produced using only renewable energy sources – was opened at Bolzano Sud. The plant, constructed by Autostrada del Brennero and operated by Institute for Innovative Technologies – IIT, is capable of producing 180 normal cubic metres of hydrogen per hour, for a yearly total of over 1.5 million normal cubic metres of clean fuel - 'clean' because the electricity required to produce it, amounting to 1000 kWh (value for 1 hour of production) comes from the hydroelectric plant of Cardano. The plant can fuel about 15 hydrogen buses a day with a range of 200-250 km or up to 700 automobiles. The resulting annual environmental savings amount to 525,000 litres of gasoline or 440,000 litres of diesel fuel, that correspond to over 1,200,000 kg of carbon dioxide not emitted into the atmosphere.

The long-term objective of Autostrada del Brennero is to create a distribution network capable of serving the entire motorway, with refueling points not more than 100 km apart. The centre, that also contains a conference hall and a classroom, is open to the public.

Indeed, guided tours are a means of disseminating and promoting the awareness of hydrogen as an energy vector.

ELECTRICITY
For some time now, Autostrada del Brennero SpA has been striving to increase the number of e-vehicle charging stations along its motorway. The use of electricity reduces carbon dioxide emission into the atmosphere by about 85%.

Since February 2019, there are 6 charging stations along the motorway axis, for a total of 44 chargers, either fitted with universal sockets or dedicated to Tesla vehicles. Charging is for free for all motorway users.

**ELECTRIC MOBILITY: LOCATION OF CHARGING STATIONS**

- **PLESSI MUSEUM AT BRENNER PASS**
  KM 1+300
  16 TESLA CHARGERS
  1 CHARGER MULTI-STANDARD - 1 CHARGER AC

- **BRESSANONE/VAL PUSTERIA MOTORWAY STATION**
  KM 38+031
  1 CHARGER MULTI-STANDARD - 1 CHARGER AC

- **PAGANELLA EST SERVICE AREA**
  KM 129+000
  1 CHARGER MULTI-STANDARD

- **PAGANELLA OVEST SERVICE AREA**
  KM 129+000
  1 CHARGER MULTI-STANDARD - 1 CHARGER AC

- **ROVERETO SUD MOTORWAY STATION**
  KM 166+739
  1 CHARGER MULTI-STANDARD - 2 CHARGER AC

- **AFFI MOTORWAY STATION**
  KM 206+700
  16 TESLA CHARGERS
  1 CHARGER MULTI-STANDARD - 1 CHARGER AC

**TESLA CHARGERS**
For the charging of Tesla vehicles

**MULTI-STANDARD CHARGER**
For the fast charging of two vehicles simultaneously (1 AC and 1 DC), with 3 standard connectors: CCS combo2 at 50 kw, Chademo at 50 kw, Type 2 up to 43kw

**AC CHARGER**
For charging two vehicles simultaneously (2 AC), with 2 standard Type 2 Sockets up to 22 kw for one vehicle and up to 11 kw for two.
The period from 2016 to 2018 saw a strong rise in the use of the charging stations located on the A22, with over 8 thousand sessions performed, more than 90,000 kWh supplied and over 200 tons of CO2 saved from emission into the atmosphere. On the A22, electricity is also used to reduce the acoustic and environmental impact of the automotive sector. Charging stations for recharging the cold chain maintenance generators of HGVs have been installed at the Sadobre freight village of Vipiteno and at the parking area of the Trento Nord freight village. They are a sustainable alternative to turning on the diesel generators during rest stops. The service is free of charge.

**Photovoltaic systems**

In 2009, Autostrada del Brennero built a noise/sound-absorbing barrier in the municipality of Isera (Trento) on which 3,944 photovoltaic modules were installed. It is 1,067 m long and 5.6 m high, thereby protecting the town from motorway noise while at the same time generating clean electricity for local territorial use. The structure guarantees an output of approx. 690,000 kWh a year, equivalent to the domestic consumption of over 600 town inhabitants. As regards noise pollution abatement, the structure is highly successful both day and night, reducing traffic noise levels coming from the motorway down to 10 dB.

**NEW OBJECTIVES**

**1.9.3 BRENNERLEC (2016-2021)**

On 16 June 2016, the European Commission approved, within the context of the LIFE program, the access proposal to the co-funding for the “Brenner Lower Emissions Corridor - BrennerLEC” project. In addition to Autostrada del Brennero, acting as coordinator, the project also includes the participation of the Environmental Protection Agencies of the provinces of Trento and Bolzano, of the University of Trento, of NOI TechPark Südtirol / Alto Adige and of CISMA srl. The aim of the project is to create a low emission corridor along the A22 route in Trentino - South Tyrol by implementing, on an experimental basis, dynamic traffic management systems to protect the air quality and the climate and abate noise in several pilot areas. In detail, the project’s innovative aspect is to demonstrate that the anticipation of intervention measures based on complex and accurate forecasts benefits both the environment and traffic flow. March 2018 saw the conclusion of the first test phase of the project. The trials have suggested that these measures can provide concrete results – actually, potentially greater ones than those observed experimentally. Especially as regards nitrogen dioxide (NO2), a 10% drop in concentration measured at motorway roadsides was observed in connection with a real decrease in speed of 15 km/h of the vehicles. As regards intense traffic management, it has been confirmed that by slowing down the speed it is possible to reduce queuing, thereby decreasing travel time and increasing the motorway’s capacity by about 8%. The second test phase was launched in the summer of 2018 and will continue into the spring of 2019 with new traffic management experimental scenarios. During the summer of 2018 the driver information service was increased via the installation of 9 new variable message panels featuring Ultra Low Power technology, and work was done on the creation of a modelling chain that should be implemented in the course of 2019.

**ZERO EMISSION LIFE IP (2019-2027)**

The integrated project Zero Emission LIFE IP, co-financed by the European Commission within the context of the LIFE program, concerns the creation of a zero-emission integrated transport system based on the use of energy derived from hydroelectric plants for the environmentally-friendly production of electricity and hydrogen, used to fuel zero-emission vehicles. An important part of Zero Emission LIFE IP also regards the identification of numerous actions complementary to the project’s main actions, such as the installation of electric and hydrogen charging equipment and the deployment of vehicles financed by a series of public and private regional and European bodies. Within this context, Autostrada del Brennero SpA has two main tasks: the creation of a hydrogen distributor at Affi (Verona) and, as a complementary action, though not co-financed by the project, the installation of at least 5 power charging stations along the A22. The activity implemented by the Company for the project will be a way for extending the supply of zero-emission services beyond the borders of South Tyrol, thereby contributing to supplying an infrastructure complementary to the South Tyrolean one that is capable of ensuring a charging network that will boost the market of private and public zero-emission vehicles in various European countries.
2.1 Quality

2.1.1 QUALITY POLICY AND QUALITY MANAGEMENT

The Brenner Motorway obtained the integrated certifications UNI EN ISO 9001 and UNI EN ISO 14001 in 2003. Following the expiry of the concession contracts for construction and management of the 22 service areas located along the A22 motorway from Brenner Pass to Modena, the Company took over direct control of the service areas in 2007. This decision involved taking on responsibility for the quality of the services provided and for a range of serious environmental issues (such as soil remediation, management of sewers and waste, upgrading of facilities, etc.) and gave rise to the need to implement and monitor the management of these aspects within the Integrated System for Quality and the Environment. The first quality control conducted at the service areas took place in 2009 and ended successfully with the award of the certification. One year later (in May 2010), the first environmental control took place. This also led to a positive result with the award of the certification in August 2010. In the spring of 2011, the certifying body arrived at a positive assessment of the improvements in the Company's Integrated System and confirmed both the quality and environmental certifications extended to the service areas. In 2010, the Company launched the certification procedure for its Health and Safety at the Workplace management system according to the reference standard OHSAS 18001 - 2007 edition, and in 2011 was awarded the relevant certification. As from September 2014, Autostrada del Brennero is accredited as 'Type B inspection body' pursuant to UNI CEI EN ISO/IEC 17020 - Certificate No. 094 E. The need for this accreditation for the verification of large works, made necessary in view of Leg. Decree 163/2006, was reiterated by Leg. Decree 50/2016 that envisages under Art. 26 that the contracting authorities verify in the work contracts the conformity of the designs and their compliance with the regulations in force before contracting and constructing the works. In order to comply with these legal requirements, Autostrada del Brennero as from 2011 implemented a specific technical/organizational structure solely dedicated to verifying design documents. This organization unit, that is independent and impartial with respect to the Mother Company, allows the Company to also
verify designs that are above the EC threshold of 20 million euros in the fields of “Building construction, civil engineering works in general and relating systems, environmental safeguarding and protection works, soil bioengineering works and railway engineering works including metropolitan tunnels”.

In 2018, in the course of the quality and environmental renewal audit by the Certification Body, the Company’s Integrated Management System was adjusted to the revision of the international standards UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015, and the surveillance audit as per OHSAS 18001 was also concluded successfully in the same year. The certification of the Integrated Management System for Quality, Environment and Safety adopted is applied to the following purposes: management of motorway operation; design and management of works for the construction of motorway infrastructure and its maintenance; operation and control of the activities performed at the service areas.

At present, the continuing improvement of the quality standards applied to service to the users is mostly concentrated in the service area sector in view of the fact that in 2016 the Company launched the public tendering procedures that have been almost completed. In detail, the new contract awards envisage consistent investments and improvements regarding the requalification of the buildings and facilities of the service areas, a part of which have already been completed. The same commitment is also shown in the fields of information and safety in the form of widening of the carriageways and the use of the dynamic lane, as well as in emergency management.

As regards the environment, being of the opinion that it is a primary, unique and unrepeatable resource that must be protected and enhanced, the Company undertakes to reduce the impact of its activities. Among the objectives in this direction are: the reduction of the environmental impact related to the activities/services it operates through the promotion of railway transportation; the construction of additional noise barriers (84.5 km to date), the use of draining and sound-absorbing pavement; the use of low impact fuels; The participation in projects for the development and promotion of alternative technologies that respect the environment; the improvement of resource management, promoting the use of alternative low environmental impact energy sources (hydrogen, photovoltaic, district heating, etc.). Considering of fundamental importance the safety and health of the employees, the contractors, the external personnel, the users and the population, in conducting its corporate business the Company also sets for itself the following objectives: guarantee its commitment to preventing accidents at the workplace and occupational illnesses and to risk management; guarantee the continuous improvement of its safety performance; ensure the participation and consulting of employees and the involvement of external personnel, contractors and suppliers; put in place the best practices available for safeguarding health, individual and public safety, and the environment.

All of these objectives and improvement goals that the Company has set for itself are managed within the Integrated Management System for Quality, Environment and Safety with the drafting of implementation programs and the periodic control of the results achieved.
2.1.2 QAULITY INDICATORS

The following table shows the quality indicators envisaged by the Operating Instructions of the Italian Ministry for Infrastructure and Transport with regard to the definition of the Service Booklets of concessionaire companies. Autobrennero conducts constant monitoring on the outcome of these indicators so as to comply with the standards of reference.

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>UNIT OF MEASUREMENT</th>
<th>REFERENCE STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE CRITERION: TRAVEL SAFETY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alert time for communications (ordinances) relating to work sites lasting &gt; 5 days</td>
<td>Time (in hours) of alert in 85% of cases</td>
<td>24 hours</td>
</tr>
<tr>
<td>BASE CRITERION: SERVICE REGULARITY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status of horizontal signage (retroreflection) *</td>
<td>Retroreflection RL (mcd lx-1 m-2)</td>
<td>100 RL</td>
</tr>
<tr>
<td>BASE CRITERION: SERVICE COMFORT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services offered at rest areas - number of inspections per month on at least 80% of all areas (with at least 1 inspection per month on all areas)</td>
<td>No. of inspections/month</td>
<td>2 inspections</td>
</tr>
<tr>
<td>BASE CRITERION: SERVICE FOR PEOPLE WITH DISABILITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service areas – number of inspections a month on at least 80% of areas (with 1 inspection a month on 100% of areas)</td>
<td>No. of inspections/month</td>
<td>2 inspections</td>
</tr>
<tr>
<td>BASE CRITERION: INFORMATION FOR USERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reply time to suggestions and complaints via e-mail **</td>
<td>Response time (consecutive working days) in 85% of cases</td>
<td>10 days</td>
</tr>
</tbody>
</table>

(*) Compliance with the standard occurs (excluding the 10-day period of winter operations) in 90% on sections at least 20 km long.
(**) In function of complaint type, a holding reply is sent within 10 working days in at least 85% of cases.
In function of the lead time required to guarantee a reconstruction analysis of the event, the final reply may last more than the time limit indicated above.

2.1.3 CUSTOMER SATISFACTION SURVEY

The purpose of customer satisfaction surveys is to monitor, over the years, the degree of satisfaction of motorway users with regard to the services supplied by Autostrada del Brennero. The survey was performed on a representative sample of the population of motorway users by geographical area (percentage of questionnaires distributed in the various Service Areas) and by user type (truck drivers/non truck drivers), amounting to 1,067 interviews. The sample was selected randomly with the recording of the days (weekdays or holidays) and time bands (ordinary traffic or peak traffic) and controlled as regards the gender variable in the non-truck driver group, the percentage of which was established with a specific weight not less than 30% over the total number of interviewees.

TOLLBOOTHE STAFF
How would you rate the conduct of tollbooth operators on Autostrada del Brennero?

Rating %

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad</td>
<td>0.20%</td>
</tr>
<tr>
<td>Inadequate</td>
<td>2.20%</td>
</tr>
<tr>
<td>Adequate</td>
<td>45.30%</td>
</tr>
<tr>
<td>Good</td>
<td>52.30%</td>
</tr>
</tbody>
</table>
CLEANLINESS AND PROPRIETY OF WASHROOMS
Overall, how would you rate the level of cleanliness and propriety of the washrooms?

- Bad: 0.28%
- Inadequate: 1.69%
- Adequate: 13.31%
- Good: 22.49%

HAULERS

- Bad: 0.28%
- Inadequate: 1.69%
- Adequate: 13.31%
- Good: 22.49%

NOT HAULERS - OTHER DRIVERS

- Bad: 0.19%
- Inadequate: 3.84%
- Adequate: 27.09%
- Good: 31.11%

USE OF PARKINGS (ONLY FOR HAULERS).
Which of these three parking areas have you used?

- Sadobre: 31.2%
- Interbrennero: 24.2%
- Rovereto Sud: 25.6%
- All three: 19.0%

QUESTION ABOUT SAFETY
Overall, how would you rate the safety factor when travelling along the A22?

- Bad: 0.28%
- Inadequate: 0.00%
- Adequate: 1.03%
- Good: 44.12%

- Bad: 0.28%
- Inadequate: 1.87%
- Adequate: 20.71%
- Good: 39.64%

CLEANLINESS AND PROPRIETY OF WASHROOMS
Overall, how would you rate the level of cleanliness and propriety of the washrooms?

- Bad: 0.51%
- Inadequate: 4.84%
- Adequate: 29.72%
- Good: 44.12%

- Non Oil
- Oil
3.1 Contacts and useful numbers

1 / FOR INFO ON ROAD CONDITIONS, TRAFFIC AND WEATHER
   • User Assistance Centre (CAU)
     800279940 (toll-free number) - +39 0461 980085
     +39 0461 212851
   • Website: www.autobrennero.it
   • RADIO: Radio1-2-3 (CCISSL - Onda verde viaggiare informati), Südtirol 1 – Radio NBC – Radio Pico
   • TV: televideo RAI 1 e RAI 2: pag.648 (Italy’s entire motorway network), televideo RAI 3: pag.425 (A22 motorway), Canale 5 – LA7 (from 6 to 9 a.m.)

2 / FOR REPORTING AND REQUESTING INFORMATION
   • By e-mail: relazioni.esterne@autobrennero.it
   • By mail: AUTOSTRADA DEL BRENNERO SpA
     Via Berlino, 10 - 38121 TRENTO
   • By filling in the “Parola all’utente” blue card available at all Service Centres and motorway stations or by compiling it online on the Company’s official website. Any personal data provided by the user are processed in compliance with the so-called ‘Privacy Code’ (Leg. decree 196/2003 and EU Reg. 679/2016). Full Information Notice available at www.autobrennero.it.

3 / FOR TOLL NON-PAYMENT AND INVOICING
   Consult the www.autobrennero.it website or see pages 18, 19 and 20 (¶ 1.5.6.)

4 / FOR MECHANICAL ASSISTANCE
   • ACI 803/116
   • EUROP ASSISTANCE 803/803
   • IMA Automotive Service 800/108510

5 / FOR INFO ON ACCIDENTS
   • Motorway Operation Centre (COA) – +39 0461 212992
   • mail: coa.tn@pecps.poliziadistato.it or see contacts of the Motorway police Subsections on page 48

6 / FOR EMERGENCIES
   • Motorway Police 113
   • Fire Brigade 115
   • Medical First Aid 118
   • Single emergency number (where enabled) 112