CHARTER OF SERVICES
2020

safety  |  innovation  |  sustainability
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WELCOME TO THE A22
Dear customer,

When preparing this Service Charter, we tried to observe the motorway from your point of view in order to provide you with a complete but summarized picture of everything the A22 has to offer in terms of infrastructure and services. We have also pointed out our guaranteed quality standards and the contact numbers you can call to deal with all your needs in the shortest time possible, from a request for rescue services to questions regarding the tolls. For sixty years Autostrada del Brennero SpA has been proudly serving Italy and the areas through which the A22 runs and which founded the motorway in 1959 and have always been the major shareholders. In terms of safety, our commitment is something that has always been a major concern and an innate part of our mission. However, this Charter has been written for you, and for this reason it seemed dutiful to start with the topic of "safety": the first right of travelers. Autostrada del Brennero tackles this from three different angles: infrastructure, maintenance and traffic management. To make people feel truly safe when they are traveling, it is firstly necessary to have an outstanding quality of infrastructure: The A22 was the first motorway in Italy to be covered completely in sound-absorbent, draining asphalt and is still the only one to use weathering steel (Cor-ten) for its guardrails. Safety is furthermore guaranteed by constant maintenance: all work along the A22 is carried out by the book and each year, over € 200,000 per km are spent in maintenance. Another crucial safety factor lies in traffic management: with its own User Assistance Center, the nerve center of the Company's control, coordination and information activities, and its Traffic managers, Autostrada del Brennero can rightfully consider itself a benchmark at both national and European level. Safety is followed by services. You will find them all listed in this Charter and they are aimed at both holiday travelers and professionals in the haulage sector. Our services are based on the needs within Europe, first and foremost with regard to environmental protection. Our motorway passes through the delicate ecosystem of the Alps and we want to do so with the utmost respect for this priceless heritage. It is no coincidence in fact that along the A22, there are numerous e-vehicle charging points that are also free of charge, and we are also the only motorway able to provide our users with hydrogen fuel.

Enjoy reading and have a good trip

Diego Cattoni
CEO of Autostrada del Brennero S.p.A
THE COMPANY: AUTOSTRADA DEL BRENNERO
HISTORY, VALUES AND PROJECTS

Autostrada del Brennero is a public limited company. Of its shares, 84.7% are held by Public Bodies in the areas through which the A22 passes, private shareholders account for 14.1%, while the remaining shares are owned by the Company itself. The Company operates under a public services scheme with the main aim of "promoting, planning, constructing and operating motorways, including the Autostrada del Brennero Verona-Modena, known as the A22".

Due to the specific shareholder structure of the Company, it is natural that it operates in the public interest, with particular attention to the needs of the areas through which the motorway infrastructure passes.

The Company was incorporated on February 20, 1959 by the representatives of the local Public Bodies between Bolzano and Modena, the same bodies that financed the construction of the future A22. After obtaining building permission in 1963, the Company set to work in 1964. The first section between Bolzano and Trento was opened in 1968. In 1974, less than ten years after the first stone was laid, the motorway was then completed and opened for regular traffic. This marked Italy's first motorway connection with the rest of Europe. As early as the 90s, with the knowledge that traffic would increase constantly, Autostrada del Brennero began to actively promote intermodal freight transport and railway transport with a direct controlling interest in the rail traction company STR - Brennero Trasporto Rotaia, and an indirect interest in RTC - Rail Traction Company and Lokomotion GmbH.

The Company was also committed to completing two strategic routes in Northern Italy: the Cispadana motorway that was to link Reggiolo (with an exit along the A22) with Ferrara (by connecting to the exit Ferrara Sud along the A13 Bologna-Padua motorway) and Campogalliano Sassuolo, which is an extension of the A22 where it meets the A1 motorway, up to SS (state road) 67 known as the "Pedemontana" in the area of Sassuolo. Autostrada del
Brennero controls both these motorways with a 51% shareholding.

THE GROUP

Subsidiaries:
- Tollgates at the customs and border area of Brennero SpA (Sadobre SpA)
- Regional motorway Cispadana SpA (ARC SpA)
- Motorway Campogalliano Sassuolo SpA (Auto CS SpA)
- STR Brennero Trasporto Rotaia SpA (STR SpA)

Indirectly controlled enterprises:
- RTC Rail Traction Company SpA

Affiliated enterprises:
- Istituto per Innovazioni Tecnologiche Bolzano Scarl
- Lokomotion Gmbh

Other enterprises:
- Interbrennero - Interport of customs and intermodal services of Brennero SpA
- ASTM SpA
- Società iniziative autostradali e servizi SpA (SIAS SpA)
- CRS Centro Ricerche Stradali SpA in liquidation
- Confederazione Autostrade SpA
- Consorzio Autostrade Italiane Energia
- Iteralia Foundation
- Quadrante Servizi Srl (minor shareholding)

Shareholdings updated as of 12/31/2019
OUR PRINCIPLES

Below we have presented the fundamental principles of the activities of Autostrada del Brennero (in terms of access to and maintenance of the infrastructure) within a general system that aims to protect citizens using the motorway infrastructure*.

**Lawfulness**
Autostrada del Brennero complies with all national and international norms, laws, directives and regulations in force and all generally acknowledged rules. Every person in the Company abides by the Code of Ethics and Conduct and the internal company regulations, which they apply with righteousness and fairness.

**Integrity**
Every person in the Company is loyal to their word, acts in accordance with the commitments they have taken with a sense of responsibility and operates in good faith in every activity and decision.

**Courteousness and transparency**
Autostrada del Brennero undertakes to carry out its activities with maximum courteousness on the part of its employees in their relations with the public and to provide truthful, complete, transparent and comprehensible information to allow their counterparts to take informed decisions in their dealings with the Company itself and with third parties.

**Equality and impartiality**
Autostrada del Brennero assures all users its respect of human rights, the protection of dignity and moral integrity, the guarantee of equal opportunities and equal treatment, without any distinction owing to gender, race, language, religion or political opinion. When dealing with users, the personnel is required to adopt conduct that is inspired by objectiveness, justice and impartiality and to communicate in a clear and simple language.

**Continuity and regularity**
Autostrada del Brennero undertakes to maintain a regular
and continuous service. In exceptional and/or unforeseeable cases it will promptly adopt measures suitable to restore normal circumstances and minimize any inconvenience to the user and environmental impacts. The Company will also provide resources and technology in order to inform users of the most important information on the roads and traffic situation at any time.

**Involvement**
Autostrada del Brennero will duly consider all motions, documents, observations and suggestions sent to them by the parties involved (users, citizens, municipalities, provinces, associations, suppliers etc.) and will analyze these to improve both the motorway services and its environmental objectives.

**Efficiency and efficacy**
Autostrada del Brennero aims to continuously improve the efficiency and efficacy of the motorway service it provides, in compliance with the environmental and safety objectives defined, adopting solutions that are the most suitable for the purpose and compatible with the available resources.

**Protection of personal data**
Autostrada del Brennero considers the protection of personal data of crucial importance. Personal data is processed in compliance with the laws in force.

**Health and safety**
Autostrada del Brennero considers the safety and health of its employees, contractors, external staff, users and the population to be of prime importance.

**Respect for the environment**
Autostrada del Brennero considers the environment to be a unique and irreplaceable primary resource and is committed to protecting and enhancing the environment through constant improvement and by preventing pollution.

*The national motorway sector – as acknowledged also in the introduction to directive no. 102/2009 – is a specific sector that cannot be compared with the public services referred to in art. 1 of law no. 146/1990. Consequently, not all the principles indicated by the Ciampi directive of January 1994 are automatically applicable to the activities of the Motorway Concessionaire.*
A22: THE MOTORWAY AXIS
A22: THE MOTORWAY AXIS

The A22 has a length of 314 km and links Brennero (km 0) with Modena (km 314), passing through four regions: Trentino South Tyrol, Veneto, Lombardy and Emilia Romagna. In both directions (north and south), the motorway has two lanes with a width of 3.75 m and an emergency lane of 2.5 m, widened to 3.5 m between Egna and Verona.

**Infrastructure**

- **314** length of motorway axis
- **1325** difference in level from 50 to 1375 m a.s.l.
- **144** bridges and viaducts (31.2 km)
- **30** unidirectional tunnels (12.6 km)
- **147** motorway flyovers
- **24** tollgates
- **22** service stations
- **1** museum

**Commercial information (toll charges)**

- **6** Service Centers

**Road information, assistance and maintenance**

1. User Assistance Center [Centro Assistenza Utenza (CAU)]
2. Motorway Operation Center [Centro Operativo Autostradale (COA)]
3. Subsections, Road traffic police
4. Motorway Safety Centers [Centri per la Sicurezza Autostradale (CSA)]
ENTRY possible only in the north-bound direction
EXIT possible only in the south-bound direction
ROAD SAFETY AND MANAGEMENT

Motorway safety is the result of the delicate balance between several factors: infrastructure, environment, vehicles and people. Some of these factors are significantly influenced by the choices of the motorway operator. For this reason, Autostrada del Brennero is constantly committed to guaranteeing an efficient, cutting-edge infrastructure, punctual maintenance of the road sections and road structures, active traffic management 24/7 and rapid assistance to users where needed.

INFRASTRUCTURE

Road structures
Along the A22, including a long section through the Alps, there are numerous road structures:

• **144 bridges and viaducts (31.2 km)**
  The most significant road structure is the Colle Isarco viaducts (between Vipiteno and Brennero): it is 1,028 m long made up of 13 spans with a maximum height from the valley of 110 m. The Company has invested 12 million Euros to upgrade and modernize the structure.

• **30 unidirectional tunnels (12.6 km)**
  Four of the 30 tunnels along the A22 have a length of over 500 meters. These are the tunnels in Brennero, Fortezza, Bolzano (Virgolo tunnel) and Trento (Piedicastello tunnel).

• **147 flyovers**
  Most of the flyovers along the A22 have been upgraded and are designed and constructed as an architectural enhancement to the specific areas, and to have the lowest impact possible on the environment.

Road surface
The road surface for a total of around 289 km of the A22 is of the draining type (which reduces the phenomena of aquaplaning and the spray effect) and sound-absor-
bent. The remaining 25 km inside the tunnels, on certain road structures and in certain sections in the area between Vipiteno and Brennero, have an anti-skid surface that guarantees a performance similar to that of draining asphalt, but at the same time optimizes the yield of grit used during winter and safeguards the infrastructure below.

**Crash barriers**
Along the A22, the safety barriers referred to as "guardrails" are made in weathering steel (Cor-ten): this excellent, resistant iron alloy containing carbon, manganese, silicon, phosphorous, sulphur, nickel, chrome and copper, oxidizes when exposed to the atmospheric agents. It is covered with an even and resistant film of rust that protects the actual steel from corrosion. All types of guardrail mounted along the A22 are certified by the L.I.E.R. laboratories of Lyon (France) and AISICO of Rome and bear the CE label.

**Widening of emergency lanes**
In the section between Egna and Verona (about 123 km), the emergency lane has been widened from 2.50 m to 3.50 m. This, in addition to increasing safety in the emergency lane, makes it possible to provide two traffic lanes during maintenance work along the carriageway and, in critical traffic conditions, to use the emergency lane as an additional lane (dynamic lane).

**Emergency lay-bys**
Along the A22 there are 427 lay-bys to be used in an emergency, in other words problems with vehicles or illness of the driver or a passenger. Further lay-bys are planned over the coming years.

**SOS call boxes**
Along the emergency lane, SOS call boxes are placed at intervals of around 1,500 m. They have three buttons for requesting an ambulance, break-down service or the fire fighters. An inter-phone on the call box also allows direct communication with the CAU, which localizes the...
geographic position of the user thus optimizing the time needed to take action.

**Illumination**

All motorway exits and tunnels are well-lit. To ensure greater visibility inside tunnels, LED lights are installed to create a luminous guide, with the walls painted in white or the installation of porcelain paneling. In all tunnels, panels with LED back-lighting are also installed with three dynamic figures indicating the direction of the escape routes and the distance to the end of the tunnel.

**Vehicle distancing and luminous guide for foggy conditions**

The anti-fog system stretches about 106 km from Affi to Modena and is composed of an optical luminous guide with LED lamps and sensors. The system automatically activates the relative road section according to actual need by switching on lamps with varying intensity depending on the level of visibility.

**Road signs**

To guarantee perfect visibility of the vertical signs (road signs) both during the day and at night, the Company uses exclusively a film with a high refractive index. For horizontal signs (strips and writing on the road surface), Autostrada del Brennero uses solvent-based paint, thermo-sprayed plastic paints and elastoplastic laminates, and performs periodic controls to ensure the road signs are intact, using special apparatus of its own or of specialized laboratories.

**Fencing**

Metal fencing is installed along the entire motorway to protect the road belt. The mesh fencing, with a height of between 1.20 and 1.90 m, varies according to the type of section (flyovers, bridges, viaducts etc.), whether in open countryside, roads or built-up areas.
STRUCTURAL MONITORING AND MAINTENANCE

The Company’s 2020 budget envisages a maintenance investment equal to 68 million Euros.

Along the A22, the road structures are constantly controlled by means of periodic inspections and, where necessary, through the continuous instrumental monitoring of mechanical and electro-chemical parameters. The Company is thus able to promptly and efficiently schedule maintenance or road resurfacing interventions that are necessary to assure the full structural and functional efficiency of the road structures. The data collected in the course of the inspections, as well as those transmitted by the sensors used for monitoring purposes, are then fed into a digital archive managed by specific software that identifies, in particular, the priority of action.

In the tunnels, technological systems are installed that are fitted with remote controls (CAU) and AID (Automatic Incident Detection) systems for the automatic monitoring of traffic, and are able to identify any anomalies (such as fire, stationary vehicles and smoke).

By means of sensors and inspections carried out by specific personnel, the Company constantly monitors also the condition of the road surface, enabling it to schedule resurfacing well in advance.

Since 2014, Autostrada del Brennero has furthermore implemented a tracing and monitoring system for hazardous goods. 6 portals positioned along the motorway axis detect and classify vehicles transporting hazardous goods by reading their number plates and hazard code panels (UN and Kemler codes) using OCR and infrared technology.

In addition, at the service and tollgates along the motorway, Autostrada del Brennero has installed a sound and luminous system that signals any cases of traffic going in the "wrong direction".
Along the motorway there are six Motorway Safety Centers (CSA), i.e. structures with technicians, workers and traffic managers with the relative vehicles and equipment necessary to provide assistance. The CSAs are strategically placed along the axis at intervals of around 50 km, which means they can monitor and inspect the condition of the motorway constantly through constant maintenance work. The Company decided to include such a high number of workers along each section in order to guarantee the greatest possible awareness of each detail of the infrastructure. The staff employed at the CSAs are also responsible for setting up signs for road works and for extraordinary services, such as clearing snow from the motorway. For this purpose, silos and hangars are situated at the CSAs for the storage of salt and grit, gritters and de-icers, snow ploughs and snow blowers.

**USER ASSISTANCE CENTER [CENTRO ASSISTENZA UTENZA (CAU)] AND TRAFFIC MANAGERS**

The CAU or User Assistance Center is the nerve center of the Company's control, coordination and information system. It is located near to the tollgate of Trento Centro and consists of two distinct divisions: a Traffic Control Center (TCC) and a Traffic Information Center (TIC). Through optic fibers, radio links and telecommunication cables it receives images from 202 CCTV cameras: 131 are dedicated to traffic control, 67 to AID monitoring inside tunnels while 13 are linked to the website (web cam). It is also connected to 403 SOS call boxes and 25 weather stations. In this way it obtains information in real time about: traffic, weather conditions, visibility and requests for rescue services.
The staff of the CAU consisting of 4 assistants and 19 operators work on a shift rota to manage the information and coordinate interventions of the traffic managers 24/7. The traffic managers are widely distributed along the entire motorway and have the main task of providing users with assistance where necessary and signaling tailbacks, work in progress and road disruption. They also support the actions of the Road traffic police (Policia stradale).

The CAU also transmits warnings to the other emergency services (road emergency service, ambulance service and the fire fighters) and to travelers themselves via the dedicated radio channels: variable message signs (VMS), radio, website and the App.
MOTORWAY OPERATION CENTER [CENTRO OPERATIVO AUTOSTRADALE (COA)] AND ROAD TRAFFIC POLICE (POLIZIA STRADALE)

The Motorway Operation Center (COA) coordinates the Road traffic police patrols who keep watch over the motorway 24/7 365 days a year. The Road traffic police service along the A22 is organized by the Departments of Trentino South Tyrol and Belluno, Veneto, and Emilia Romagna, with the four sub-departments of: Vipiteno, Trento, Verona sud and Modena nord. The tasks assigned to each of the above range from the prevention and detection of highway code infringements to the detection of accidents, from the arrangement of services aimed at regulating and controlling the traffic to providing assistance to motorists in difficulty. The COA and the CAU are both housed in the same building and work together closely to ensure a prompt and smooth response in each case. The CAU coordinates any events requiring the intervention of the Road traffic police with the COA.

COA CONTACTS

Scroll down the Charter of Services until p. 77

OVERSIZE AND OVERLOADS VEHICLES

For the transit of vehicles along the A22 that exceed the limits established by the New Highway Code in terms of size (length, width and height) and/or mass, referred to as oversize and overloads vehicles, a specific permit is required. Users interested can directly contact the office for the oversize and overloads vehicles of Autostrada del Brennero at the Headquarters of the Interport of Trento nord. In liaison with CAU, COA and CSA, the personnel in charge will evaluate the requests depending on the traffic forecasts and any roadworks scheduled along the motorway.
Autostrada del Brennero has a total of 261 vehicles for dealing with the emergency of snow. In the hangars at the CSA it keeps a quantity of 5,000 tons of solid grit and 1,400 tons of liquid grit.

WINTER ROAD SERVICE

Due to the geographic location of the A22, it is subject to extremely rigid winter temperatures and heavy snowfall. To manage the operations in winter, the Company has established a specific procedure that regulates the responsibilities and activities of the various structures involved (CAU, COA, CSA and other third party providers), which it coordinates to guarantee adequate safety standards. With its 25 weather stations, sensors installed in the road surface and vehicles that deal with the thermal mapping, Autostrada del Brennero monitors the condition of the road surface, prevents snow from sticking or the formation of ice, and schedules snow-clearing activities well in advance. In this way it also optimizes the use of the grit, reducing environmental pollution and the deterioration of the road structures. In an emergency, any measures taken are also regulated by a Protocol that is shared with: the Road traffic police, the fire fighters and the 118 emergency call service.

Winter equipment of Autostrada del Brennero

- **121** gritter trucks
- **94** snow plough trucks
- **39** snow loaders and snow ploughs
- **7** snow blower vehicles
EMERGENCIES

Emergency situations on the A22 are managed and coordinated by the CAU, which remotely monitors the entire motorway axis. When an alarm is triggered, in other words when a potentially dangerous situation occurs due to a vehicle breakdown, tailbacks, accidents or adverse weather conditions, the operators warn the most suitable personnel and emergency vehicles to deal with the emergency (Road traffic assistants, Road traffic police, ambulance service etc.) and transmit the warning to: variable message signs, radio, website and the A22 App. In the event of exceptional tailbacks that are expected to take over three hours to clear, they also activate a support service for the user with the distribution of essential items in collaboration with first responder units of the Croce Bianca, the Croce Rossa and voluntary fire-fighting service.

What to do in an emergency

In the event of accident, vehicle breakdown, sudden illness of the driver or passenger, if possible try to reach the nearest emergency lay-by. Then switch on your emergency lights to signal the presence of your vehicle, steer the wheels towards the outside of the lane, get out of the vehicle on the side opposite the traffic wearing reflective vest, display your temporary warning sign (triangle) and call the CAU. To allow a fast and efficient intervention by the rescue services, specify the type of request (mechanical or ambulance service etc.), your driving direction (north or south) and the most exact possible position of your whereabouts, namely the kilometer marking indicated on the small white boards at intervals of 100 meters along the central reservation. By connecting to the A22 App, you will receive this information immediately via the geolocation feature under the heading SOS. It is crucial to assess the situation inside the tunnels. If possible, always try to continue in your vehicle and reach the exit; once outside, call the rescue services. If this is not possible, stop your vehicle on the
right side of the lane (do not do a U-turn or reverse!), switch on your emergency lights, switch off the engine leaving your key inserted, steer the wheels toward the outside of the lane and put on your reflective vest; then follow the LED floor lighting until you are outside, staying well clear of any vehicles in transit. Warn the rescue services as soon as possible.

The motorway roadside assistance along the A22 is managed by the following workshops by special agreement: ACI Global SpA, Europ Assistance VAI SpA and IMA Automotive Service. Their service consists in the removal of vehicles that are stationary due to a breakdown or accident and in on-site interventions that can be carried out with equipment and devices on board the rescue trucks.

All urgent phone requests and requests for ambulance services can be made by calling the single free-phone number 118 or the unique emergency number 112, where active, or by contacting the CAU. For calls requesting an ambulance, it is crucial to provide the operator with all the information possible in order to define how critical the emergency is and thus activate the most suitable service (ambulance, helicopter rescue service etc.).

The fire fighters (Vigili del Fuoco) intervene to deal with several situations: road accidents with or without the leakage of hazardous chemicals, fires, environmental pollution, landslides and/or floods. Urgent phone requests may be made by calling the single free-phone number 115 or the unique emergency number 112, where active.
ACCIDENTS
The data referring to accidents show the efficacy of the organizational and operational strategies of Autostrada del Brennero described in the previous paragraphs. To this, we must also add the overtaking ban for heavy vehicles.

The graph highlights:
• a reduction of 62.6% in the global accident rate compared to 2000 (the rate of accidents is calculated as a ratio between the number of accidents for each 100 million km travelled).
• a reduction of 68.7% in the rate of fatal accidents compared to 2000.
MOTORWAY AXIS SHOWING THE SPEED LIMITS AND BAN ON OVERTAKING

For all vehicles:
- Limits
- No overtaking along the whole A22

For heavy vehicles:
- Limits
- No overtaking along the whole A22

Key:
- A1, A22, A4
- MILANO, Brescia, Verona, Vicenza, VENEZIA
- Bozen Nord/Egental, Bolzano Nord/Val d’Ega
- Brenner, Brennero, Sterzing, Vipiteno
- Brixen/LZ, Bressanone/LZ, Klausen/Groden, Chiula/Val Gardena
- Neumarkt/Auer/Tramin Egna/Ora/Termeno
- Trento Nord, Trento Centro (entry only), Trento Sud
- Rovereto Nord, Rovereto Sud, Lago di Garda Nord
- Verona Nord, Mantova Nord, Mantova Sud
- Nogarole Rocca, Mantova Nord, Pegognaga, Reggio di Roio
- Carpi, Campogalliano, Modena, Reggio Emilia
- Bozen/Sud/Bolzano Sud

Note: Speed limits and overtaking restrictions apply to specific segments of the motorway as indicated on the diagram.
DRIVING REGULATIONS
AND ADVICE FOR YOUR JOURNEY

All the dates concerning circulation bans, the closure of roadwork sites and traffic forecasts are published on the Company’s website:

www.autobrennero.it/en/on-the-road/traffic-forecast

To increase safety, the Company has activated specific regulations over the years in addition to the limits and bans posed on transit by the national legislative measures (Highway Code, Ministerial Decree 1061 dated 12/18/09).

LIMITS AND PROHIBITIONS

Speed limits

110 km/h from Brennero to Bolzano Sud (from km 2 to km 85)

130 km/h from Bolzano Sud to Modena (from km 85 to km 314)

60 km/h from Chiusa Val Gardena to Bolzano Sud (from km 54 to km 85) for vehicles weighing > 7.5 t with a full load

Overtaking ban

Along the entire A22 motorway in both directions, there is an overtaking ban at all times for vehicles weighing > 7.5 t with a full load and for road trains consisting of cars towing caravans or trailers.

No stopping in the emergency lay-bys

The emergency lay-bys along the motorway are reserved exclusively for stopping in the case of problems with the vehicle or physical illness of the driver or a passenger and only inside the appropriately marked off spaces. The ban on stopping in the emergency lay-bys applies to the entire length of the A22 Brennero-Modena, in both directions.
Circulation ban (transit)
The 2020 calendar of circulation bans can be downloaded from the Company's website and applies to:
• vehicles or vehicle trains weighing > 7.5 t with a full load
• exceptional vehicles or vehicles for the transport of exceptional loads
• dangerous goods vehicles.

Calendar for the closure of roadwork sites
At the beginning of the year, the Company issues a ruling specifying the dates on which roadwork sites will be closed: during the busiest times of the year in terms of traffic (the first days of January, Easter, Ascension day, Whitsun, Corpus Domini, the weekends in summer, the Feast of the Immaculate Conception (8 December) and the Christmas season), no roadworks are allowed that require vehicles to move to the other carriageway (south/north) or the reduced width of the ordinary and overtaking lanes (except during set hours at night). Exceptions are urgent roadworks aimed at restoring safe traffic conditions or due to unforeseeable events such as extreme weather conditions. The calendar for the closure of roadwork sites can be downloaded from the Company's website.

WINTER TIRE OR SNOW CHAIN OBLIGATION
Along the A22, from 15 November to 15 April, motorists are obliged to either have winter tires fitted or to have snow chains on board at all times; this obligation applies also in the absence of snow. Failure to comply with this instruction envisages a fine between 80 and 318 Euros and will lead to the injunction not to continue your journey without having procured the means required.

TRAFFIC FORECASTS AND ADVICE FOR YOUR JOURNEY
Autostrada del Brennero prepares accurate traffic forecasts to allow the user to plan their journey better, checking the days and times of day in which they are more likely to find slowdowns or tailbacks.
Before starting any journey, the Company invites motorists to consult the traffic and weather forecasts, to check their vehicle and the condition of their tires, to find out about the services present along the A22 and to memorize the phone number of the CAU, which they can contact for any information whatsoever or in an emergency.

**On the motorway it is further essential:**
- to respect the speed limits at all times, in view of the traffic and any roadworks
- to reduce speed in the event of fog, rain, snow or ice
- to carefully read all warnings published by the CAU on the variable message signs and to keep updated on the traffic situation via radio, web or the A22 App.
- to pay particular attention to any vehicle that is slowing down or accelerating near to the entrances/exits of the tollgates or the service areas and to vehicles leaving the rest areas.
- to stop at a service area at the first signs of fatigue.

**ROAD INFORMATION DURING YOUR JOURNEY**

Variable message signs (VMS): to inform users about the traffic and weather conditions and any service interruptions, the CAU has the following types of variable message signs (PMV):

- **28** double portals and one single portal on the roundabouts just before the tollgates
- **38** monochrome luminous displays at each entrance into the motorway
- **127** panels along the entire motorway
- **23** mobile display carts
- **5** panels indicating the status of parking lots for heavy trucks
Along the motorway there are also 24 luminous panels showing the self-service fuel prices, which are updated directly by the service area operators. Under current legislation, Autostrada del Brennero is in no way responsible for the prices indicated and ensuring they are updated.

**Website:**

The website www.autobrennero.it/en contains all information regarding the company, the road and traffic conditions and the services along the motorway axis A22. The homepage provides information in real time on an interactive map (also via cam) regarding the road and traffic conditions, roadworks and services. The map also indicates the location of the service areas and the services they offer, the rest areas for heavy goods, as well as a special section that allows you to plan your journey along a specific section, calculating the distance in km and the toll charge. The website also contains all the information and references to the toll charges and the different payment methods.

**A22 App**

This is the official and free App of Autostrada del Brennero, which provides information in real time regarding geo-reference information on the road and traffic conditions and the services along the A22 motorway between Brennero and Modena. It is available for both iOS and Android.

**Inforadio**

Information regarding road, traffic and weather conditions is broadcast along the entire A22 by "Inforadio"
news bulletins, every 30 minutes, on three local broadcasting stations (at around 25 and 55 minutes past the hour). It also provides sporadic information in the case of ongoing events on:

- Radio NBC Rete Regione - between Brennero and Affi
- Radio PICO - between Rovereto and Modena
- Radio Südtirol 1 - between Innsbruck and Rovereto

or on the programs of RAS (Radio broadcasting station of South Tyrol) Signs positioned along the motorway show the frequency to tune into for the various broadcasting stations, which are summarized in the image on page 35. The user may also receive information on the road and traffic conditions by listening to the radio bulletins of ISORADIO and the CCISS (Centro di Coordinamento Informazioni sulla Sicurezza Stradale = Center of Coordination for Road Safety Information) which are also broadcast daily by "Onda Verde Viaggiare Informati" and by the TV networks RAI 1, 2 and 3. The same information can be obtained by calling the public utility number 1418 and on the TV program RaiNews, which frequently connects with the CCISS, and on Canale 5 and LA7 in the morning.

**Move tv**

This is a TV channel managed by Autostrada del Brennero that can be viewed on the maxi-screens positioned in the eateries in the service areas along the A22, and provides bilingual news, updated in real time, on the road, traffic and weather conditions. The live bulletins are broadcasted continuously at intervals from 6 am to 10 pm, and also proposes videos presenting the Company and the areas through which the motorway passes.
TOLL CHARGES AND PAYMENT METHODS

DESCRIPTION AND CALCULATION
The toll charge is the amount payable by the user depending on the construction, management and maintenance costs of the motorway infrastructure. It is calculated by multiplying the km traveled by the unit km rate, depending on the vehicle according to the "Axis-shape" shown below:

CLASS A

2 AXLES / Height ≤1.3 m (measured according to front axle) / Only scooters with a HP of over 150 cc are allowed on the motorway.

CLASS B

2 AXLES / Height >1.3 m (measured according to front axle)

CLASS 3

3 AXLES

CLASS 4

4 AXLES

CLASS 5

5 OR MORE AXLES

For a detailed and updated calculation of the toll charges, please consult the Company’s website: www.autobrennero.it/en/on-the-road/toll
## Tollgates

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<thead>
<tr>
<th>Station</th>
<th>Entrances</th>
<th>Reversible*</th>
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<tr>
<td>Trento Centro (Entrance Only)</td>
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</table>

* Lanes that may be open for incoming or outgoing traffic
** Only Northbound entrance - only Southbound exit
TYPES OF CARRIAGeway AND PAYMENT METHODS

TRANSIT UPON ENTERING THE MOTORWAY

The lanes leading into the motorway are known as "bimodal" as vehicles can either collect a toll ticket or drive directly through the Telepass lane.

Toll ticket
The toll ticket is issued at each entry point by an automatic machine. To prevent the ticket from becoming tattered or getting lost during your trip, we advise keeping it in a safe place and not to bend it or expose it to magnetic sources.

Telepass device
When a vehicle entering the motorway passes through the Telepass lane, it is automatically registered: there is no need to stop to pick up a toll ticket. The user must transit through the barrier at the speed limit envisaged: 15 km/h for trucks and 30 km/h for cars. To obtain your Telepass device, please contact our Service Centers (see page 78).
LEAVING THE MOTORWAY
To leave the motorway, you can choose from different payment systems available in the different types of lanes listed below.

Manual lane
This involves paying a toll charger, with the possibility to pay in cash (Euro coins and bank notes, and with non-EMU currencies), with the Telepass device or with the following cards: Viacard, Fast Pay (accepted debit cards on the “fast-pay” circuit that can be used with the same methods available for the Viacard vouchers), cards linked to the American Express, Diners, Visa/Carta Sì, Eurocard, Mastercard and Electron circuits.

Automatic pay lane and Telepass lane
This works in exactly the same way as the manual lane, without the physical presence of a toll charger. It also allows the fast transit of vehicles fitted with a Telepass device.

Dedicated Telepass lane
These are dedicated exclusively to users with a Telepass device. The details of the transit are automatically encoded by the device: Telepass users can connect to the website www.telepass.com to obtain information about their transits and new products/services offered. The percent of Telepass transits that were properly concluded in 2019 came to 99.30% of the total of payments made using this method.

Telepass and automatic lane
These are bimodal lanes available to both users with a Telepass device and users who wish to pay automatically using the cards Viacard, Fast Pay and the enabled credit cards using a
specific reader. These lanes are equipped with a Remote Lane Monitoring system (MRP) that makes it possible to help the user, in the case of difficulty, by means of a cutting-edge system that uses multimedia communication (audio channel and video signal). The MRP lanes and relative transits are in fact managed by a qualified operator located far away from the lane itself.

**EETS lanes**

These lanes are already able to accept the European Electronic Toll Service systems in compliance with Regulation 2004/52/EC. In these lanes, it is still possible to use the devices of the national Telepass service.

**Lane assistance**

For safety reasons and regardless of the type of problem involved, it is strictly forbidden to get out of your vehicle and walk across the lanes. A remote lane monitoring system (Monitoraggio Remoto di Pista - MRP) is in place in the toll collection lanes: in the case of difficulty, by pressing a button you will be put in touch with an operator who will quickly help to resolve any problem.

**CONTACTS AND PAYMENT METHODS**

Please contact the Service Center

*Scroll down the Charter of Services until p. 78*
NON-PAYMENT OF TOLL CHARGE

A user who does not have the entrance ticket is required to pay the toll charge calculated from the furthest entrance (pursuant to art. 175 Highway Code), unless he/she provides tangible proof (with cash receipts, invoices, evidence from third parties etc.) of the actual entrance junction. There are numerous reasons for the failure to pay (lack of cash, loss of ticket, loss of payment card, insufficient credit on card etc.) and they each trigger specific procedures, both along the route and during the administrative justification phase. The payment of the amount due must be made no later than the 14th day after the date of transit using the methods shown on the non-payment report slip. After this time-limit, the Company will initiate the credit recovery procedure, with the addition of the relative expenses. In failure to pay within the time-limited indicated, Autostrada del Brennero will avail itself of the right to send the documents to the Road traffic police for the consequent application of the administrative sanctions (art. 176(11) and (21) of the Highway Code) for the confirmed infringement of the obligation to pay the toll charge (this involves the payment of between € 85.00 and € 338.00 and the curtailment of 2 points from the driving license of the offender). Any explanations on the part of the user, also with view to requesting the case to be dismissed, can be sent to the Company by email to the address rmpp@autobrennero.it or using the "cartolina gialla" (yellow card) handed over to the user in the manual toll lane together with the non-payment report slip, indicating the number of non-payment.

- If the Company is able to ascertain the exact amount of toll due in relation to the motorway section actually traveled and the validity of the proof provided by the user, it may accept the users' requests without further communication.
- If the "yellow card" has not been fully compiled and/or the requisites for dismissing the case are totally
absent or insufficient to believe the entrance junction declared to be true, the Company may avail itself of the right to enforce collection of the amount due by sending a written claim to the user. There is also a digital version of the yellow card that can be compiled, using a specific form, on www.autobrennero.it/en. (The personal data provided by the user will be processed in compliance with the Privacy law (Legislative Decree 196/2003 and EU Regulation 679/2016). Full information can be found on www.autobrennero.it/en)

Refund of toll charges
The procedures relative to the refund of toll charges can be initiated by the user or, indirectly, by the control management division of the Company, if it is found that the toll charges paid are higher than the amount due, which the Company undertakes to refund.

CONTATTI
For information, please write to ufficio.rimborsi@autobrennero.it or consult the website www.autobrennero.it/en

Billing of toll charges
To obtain a toll charge bill, it is necessary to compile a specific form (which can be downloaded from the Company's website or picked up at the A22 Service Centers), and to send this together with the receipt(s) for which you require a bill to:

Autostrada del Brennero Settore Esazione
Via Berlino, 10 - 38121 Trento

Any receipt of toll charges that is requested upon exit, after paying the toll in the manual or automatic lanes, is not valid for tax purposes.

CONTATTI
For information, please write to ufficio.rimborsi@autobrennero.it or consult the website www.autobrennero.it/en

CONTACTS IN THE CASE OF NON-PAYMENT REFUNDS AND INVOICING
Scroll down the Charter of Services until p. 79
SPECIAL REDUCTIONS

For commuters (Brennerpass)
This is an initiative of Autostrada del Brennero aimed at commuters and envisages a 20% discount on the toll charge relating to the journey to and from work. To adhere to the Brennerpass scheme, you must possess a Telepass Family device and travel exclusively along an internal section of the A22, from Brennero to Campogalliano; any sections connecting with the A1 or the A4 motorways and the intermediate sections between the chosen stations are excluded. To register, you must compile the request form available at the Company's Service Centers or available for download on the website, and return this form, duly signed, to the competent offices.

For motorcyclists
Autostrada del Brennero has adhered to the initiative promoted by the Ministry of Infrastructure and Transport regarding the creation of differentiated tariffs for motorcyclists, who are entitled to a 30% discount on the motorway charge, provided they obtain a Telepass (Family) device. This must be used exclusively in association with their number plate, that will be photographed upon each transit through the toll gate. Adhesion to the initiative excludes the possibility to take advantage of other existing special reductions (such as the "Brennerpass" promotion). To adhere to the program, it is necessary to sign a specific form that can be downloaded from the website or picked up at the Company's Service Centers.

Urban Pass (Trentino)
To those Public Bodies that so wish, to compensate for any temporary difficulties in ordinary road and traffic conditions and which accept the costs involved, the Company offers users the possibility to travel along certain sections of the motorway free of charge. There is currently a special arrangement in place with the Autonomous Province of Trento that envisages the
possibility to be **exempt from the payment of toll charges in the section between Trento nord-Trento sud and in the section Rovereto nord-Rovereto sud, in both directions, from 6 to 9 am and from 5 to 8 pm.** To take advantage of this, it is sufficient to request a **Telepass** device, specifying the reason for which it is requested or, if you already have one, to ask for it to be activated. This operation can be carried out directly at the Service Centers of Trento Nord or by sending the specific form, which is available for download from the Company’s website to urbanpass@autobrennero.it.

**THE SERVICE CENTER**

The Service Centers of Autostrada del Brennero are six in total, positioned along the axis close to the tollgates of: Bressanone, Bolzano Sud, Trento nord/Interporto, Affi, Mantova Nord and Carpi. They provide users with information concerning the most popular products and services (payments, viacard, telepass) and also provide support with the various methods of toll payment.

**Services offered at the A22 Service Centers:**
- management of non-payment
- billing of toll charges
- requests for pre-paid Viacards and Viacards associated with bank account,
- request and assistance for Telepass Business and Family
- request for special reductions of toll charges (Brenner-pass – Urban Pass)
- assistance with user questions on aspects connected with the service provided.

**CONTACTS FOR REDUCTIONS**

*Scroll down the Charter of Services until p. 79*

**CONTACTS FOR SERVICE CENTER**

*Scroll down the Charter of Services until p. 78*
SERVICES

SERVICE AREAS
There are twenty-two service areas along the A22: eleven in each direction at intervals of approximately 30 km. The catering services (non-oil) and the fueling services (oil) are subcontracted to operators who are bound by contract to guarantee high service standards. The Company carries out regular and scrupulous checks in particular on the administrative documents, the way in which customers are treated, the prices offered and the cleanliness of the premises. If Autostrada del Brennero detects any shortfalls or lacks of service on the part of the operator, it prescribes suitable corrective measures or applies the penalties agreed on in the contract.

The service areas are constantly upgraded: this involves not only the reorganization of internal spaces with the insertion of new services and an extension of the parking lots, but also ensures that the architecture of the structures is in keeping with the territory. The service areas are open 24/7.

"PLESSI MUSEUM" REST AREA
The Plessi Museum is the first example in Italy of a museum space along a motorway and is located by the Brenner Pass, close to the place in which the customs gate once stood between Italy and Austria. It covers an area of approximately 2,500 m² and has the appearance of a large crystal showcase with a large roof in wood and weathering steel (COR-TEN). Inside, it houses a permanent exhibition by Fabrizio Plessi, one of the most appreciated Italian artists in the world. It consists of video installations, sculptures and graphic/pictorial elements, as well as a large restaurant with an extensive market area dedicated to the sale of typical food and wine products of South Tyrol. The Plessi Museum also has a well-equipped conference room for meetings, cultural and company events.
In the northbound carriageway leading to Brennero, at the service areas of Isarco est, Plose est, Trens est and Plessi Museum, it is possible to purchase the "vignette" stickers, which are obligatory for circulating on the motorways in Austria. At the Isarco est service area, the go-box device for heavy trucks is also available. **CCTV cameras**, which are not the property of the Company, are installed in all service areas: the images are for the exclusive use of the service areas.

**DAE (semi-automatic defibrillator)**

Every year in Italy, there are about 60,000 deaths due to heart attack (data from Eurostat). Fast and adequate first-aid can reduce this type of death by as much as 30%, and the availability of an automatic defibrillator (DAE) often proves crucial for combating the results of a heart attack. In 2018, Autostrada del Brennero set up the project "Area di servizio Cardio-protetta" (Cardio-protected Service area) at all the 22 service areas, the Plessi Museum, the freight terminals of Sadobre and Rovereto Sud, and installed DAE (defibrillator) columns. To ensure correct usage, 365 people were trained, including personnel of the Road traffic police, Traffic managers and employees of the A22 who work at the service areas.
# OIL SERVICES AND/OR BAR AREAS

**Northbound carriageway in the direction of Brennero**

<table>
<thead>
<tr>
<th>KM</th>
<th>SERVICE AREAS</th>
<th>RESTAURANTS</th>
<th>Wi-fi</th>
<th>Baby room / diaper changing</th>
<th>SHOWERS</th>
<th>Picnic Area</th>
<th>PLAY AREA</th>
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<tbody>
<tr>
<td>1+300</td>
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**Southbound carriageway in the direction of Modena**

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</tr>
</tbody>
</table>

* REACHABLE VIA PEDESTRIAN SUBWAY

<table>
<thead>
<tr>
<th>FUEL OPERATOR</th>
<th>LPG/CNG (natural gas)</th>
<th>ELECTRIC VEHICLE CHARGING POINTS</th>
<th>CAMPER-VAN AREA</th>
<th>PARKING LOTS FOR LIGHT VEHICLE</th>
<th>PARKING LOTS FOR BUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>95</td>
<td>25</td>
</tr>
<tr>
<td>APS fuel</td>
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<tr>
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<td>✓</td>
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<tr>
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<td>LPG</td>
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<td>20</td>
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<tr>
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<td></td>
<td></td>
<td>62</td>
<td>14</td>
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<tr>
<td>ENI</td>
<td>LPG/CNG</td>
<td>✓</td>
<td></td>
<td>98</td>
<td>108</td>
</tr>
</tbody>
</table>
ELECTRIC VEHICLE CHARGING POINTS

In February 2019, Autostrada del Brennero set up 8 ev charging stations along the motorway axis, for a total of 50 charging stations including universal charging stations and dedicated charging stations for Tesla vehicles. For heavy trucks, the Company has installed 5 charging stations at the freight terminal of Sadobre and Vipiteno and 4 at the parking lot of the Trento nord Interport, for the controlled-temperature fueling of the generators of those vehicles that transport frozen, cold or low temperature goods.

The service is free of charge

<table>
<thead>
<tr>
<th>Km</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+300</td>
<td>PLESSI MUSEUM - BRENNERPASS</td>
<td>16 charging points for Tesla vehicles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>15+700</td>
<td>Freight terminal SADOBRE</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>38+031</td>
<td>Tollgate BRESSANONE - VAL PUSTENA / BRIXEN - PUSTERTAL</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>129+000</td>
<td>Service area PAGANELLA EST</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td>129+000</td>
<td>Service area PAGANELLA OVEST</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>131+739</td>
<td>Interport TRENTO NORD</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>166+739</td>
<td>Tollgate ROVERETO SUD</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>206+669</td>
<td>Tollgate AFFI</td>
<td>16 charging points for Tesla vehicles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>256</td>
<td>Tollgate MANTOVA NORD</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
<tr>
<td>267,89</td>
<td>Service area PO OVEST</td>
<td>1 charger multi-standard (50kW)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 charger AC (22 kW)</td>
</tr>
</tbody>
</table>
PARKING LOTS FOR LIGHT VEHICLES
At the exit of its tollgates, Autostrada del Brennero has created parking lots for light vehicles to favor the optimized use of vehicles, helping to reduce atmospheric and sound pollution.

**Number of parking lots at the tollgates:**

- Vipiteno n. 48
- Bressanone Val Pusteria n. 137
- Chiusa Val Gardena n. 68
- Bolzano nord n. 11
- Bolzano sud n. 23
- Egna-Ora-Termeno n. 41
- S. Michele all’Adige n. 21
- Trento nord n. 107
- Trento sud n. 160
- Rovereto nord n. 59
- Rovereto sud n. 203
- Ala-Avio n. 26
- Affi Lago di Garda Sud n. 169
- Verona nord n. 156
- Nogarole Rocca n. 71
- Mantova nord n. 96
- Mantova sud n. 101
- Pegognaga n. 78
- Reggiolo Rolo n. 76
- Carpi n. 102
- Campogalliano n. 95

REST AREAS FOR HEAVY VEHICLES
Along the A22 there are different types of rest areas specifically for drivers of heavy trucks, to allow freight transporters to meet the legal provisions that impose specific periods of rest (pursuant to Reg. CE 561/2006 in force since 2007).
## Services in Areas Dedicated to Trucks

### Sadobre Freight Terminal

<table>
<thead>
<tr>
<th>KM</th>
<th>Parking Lots</th>
<th>Carriageway</th>
<th>Gas Diesel</th>
<th>LPG and CNG</th>
<th>Showers</th>
<th>Rest Area Services and Toilets</th>
<th>Bar / Vending Machines</th>
<th>Services and Toilets for Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>15+700</td>
<td>Sadobre Freight Terminal</td>
<td>A22 exit &quot;Brennero&quot;</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### Rest Areas Dedicated to Heavy Vehicles

<table>
<thead>
<tr>
<th>KM</th>
<th>Parking Lots</th>
<th>Carriageway</th>
<th>Gas Diesel</th>
<th>Showers</th>
<th>Services and Toilets</th>
<th>Bar / Vending Machines</th>
<th>Services and Toilets for Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+800</td>
<td>Brennero Casa Lupò</td>
<td>reachable from both carriageways</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85+327</td>
<td>Bolzano Sud Firmian</td>
<td>A22 exit &quot;Bolzano sud&quot;</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 &quot;Trento nord&quot;</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>166+739</td>
<td>Rovereto Sud</td>
<td>A22 exit &quot;Rovereto sud&quot;</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Parking Lots for Heavy Trucks within the Service Area (A.S.)

<table>
<thead>
<tr>
<th>KM</th>
<th>Parking Lots</th>
<th>Carriageway</th>
<th>No. of Lots</th>
<th>Gas Diesel</th>
<th>Bar / Vending Machines</th>
<th>Services and Toilets for Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+300</td>
<td>Plessi Museum at the Brenner Pass</td>
<td>A22 exit &quot;Brennero&quot; both carriageways</td>
<td>25</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>129+913</td>
<td>Paganella Est</td>
<td>in the carriageway Northbound</td>
<td>36</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>129+000</td>
<td>Paganella Ovest</td>
<td>in the carriageway Southbound</td>
<td>27</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>309+076</td>
<td>Campogalliano Ovest</td>
<td>in the carriageway Southbound</td>
<td>108</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
SUSTAINABILITY

INVESTMENTS IN ENERGY AND THE ENVIRONMENT

The Company is committed to various initiatives aimed at using alternative sources of energy, to preventing pollution and, in general, to safeguard and enhance the environment.

The main initiatives include:

• the experimentation of renewable and sustainable energy sources (photovoltaic and micro aeolian) to serve the ITS (Intelligent Transport Systems) at certain technical sites, where experiments are performed on the use of hydrogen and fuel cells;

• the positioning of rapid electric energy charging stations (Tesla and multi-standard) for light vehicles and others for heavy trucks equipped with an electric generator to maintain a cold start cycle;

• the installation of photovoltaic systems on the roofs of the buildings;

• the installation of traditional and photovoltaic sound barriers;

• the creation of new distribution systems for CNG for transportation at certain service areas;

• the differentiated disposal of waste from work activities and/or collected at the service areas;

• the ordinary maintenance of the draining, sound-absorbing road surfaces;

• the setting up and enhancement of the green areas in and around the tollgates and service areas.

HYDROGEN

In 2014, the first plant in Italy for the production, storage and distribution of green hydrogen was opened in Bolzano Sud. This means hydrogen generated using only renewable energy sources. The system was created by Autostrada del Brennero and managed by the Institute for Technological Innovation (IIT), and is able to produce 180 normal cubic meters of hydrogen per
hour for a total per year of over 1.5 million normal cubic meters of clean fuel, produced by the hydro-electric plant of Cardano. The hydrogen distributor has the capacity to fuel around 15 coaches with hydrogen per day, with an autonomy of 200-250 km, or up to 700 cars. The consequent annual saving for the environment is around 525,000 liters of gas or 440,000 liters of diesel, which correspond to over 1,200,000 kg of carbon dioxide that is not emitted in the atmosphere. The long-term objective of Autostrada del Brennero is to create a distribution network that can serve all users along its section of motorway, with fueling stations at intervals of no more than 100 km. The hydrogen distribution center where there are also buildings with offices, conference rooms and educational training areas, is open to the public: with guided tours, it provides information and raises awareness about hydrogen as a source of energy for transport.

**ELECTRIC**

In 2018, Autostrada del Brennero approved a plan for sustainable mobility focusing on widespread **EV charging stations** and the offer of alternative fuels. Along the A22, there are currently 8 charging stations and **50 charging points** (18 of Autostrada del Brennero and 32 bearing the Tesla brand). The 18 charging points installed and managed by the Company are universal and compatible with all models of electric cars currently on the market; they are also set up to recharge new car models, which will be on the market in the near future. The Company currently offers the recharging service free of charge. From 2016 to 2019, a strong growth was recorded in the use of the charging stations available along the A22, with over 21,000 sessions for a total of over 277,500 kWh and a saving of over 690 tons of CO2 emissions. Autostrada del Brennero has already approved a plan to reinforce and double the number of charging stations along the motorway axis. Along the A22, electric energy is also used to reduce the environmental
and acoustic impact of freight transport: at the freight terminal of Sadobre and Vipiteno and at the parking lot of the Trento nord Interport, **ev charging stations have been installed for the controlled-temperature fueling of the generators of vehicles that need to maintain a cold cycle.** This service, offered free of charge by the Company, offers a sustainable alternative to the start-up of diesel generators during stopovers. During 2020, the same charging stations will be installed also in the parking lot for heavy trucks of Rovereto Sud.

**PHOTOVOLTAIC**

In 2009, in the Municipality of Isera (TN), Autostrada del Brennero built an anti-sound and sound-absorbing barrier on which 3,944 photovoltaic modules are installed. It is 1,067 meters in length and up to 5.6 meters in height, sheltering the town from the noise coming from the motorway and at the same time producing clean energy for the area. This structure guarantees on average an electricity output of around 750,000 kWh per year, which corresponds to the domestic consumption of over 250 families. With regard to the reduction of sound pollution, it produces excellent results during both the day and night: the barrier has significantly reduced the noise from traffic from the section of motorway, by up to 10 dB.
QUALITY

QUALITY STRATEGY/MANAGEMENT
The internal organization of Autostrada del Brennero SpA is certified and governed by an Organizational System that meets the international standards UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and BS OHSAS 18001:2007. These voluntary standards are applied to the "Management of the motorway - Planning and Direction of works for the construction and maintenance of motorway infrastructure - Operation and control of the activities carried out at the Service Areas".

A22 Certifications:
• since 2003 UNI EN ISO 9001
• since 2007 UNI EN ISO 14001
• since 2010 OHSAS 18001

Over the years, the Organizational System has been constantly implemented and updated also on the basis of the new obligations for the protection of personal data.


Since September 2014, Autostrada del Brennero has also been accredited as a “Type B” Inspection Body (UNI CEI EN ISO/IEC 17020) for inspecting projects in the fields of "Construction of buildings, civil engineering works in general and the relative systems, structures to monitor and protect the environment, soil engineering and railway engineering, including motorway and metropolitan tunnels". The technical-organizational structure for inspecting the project, an independent and impartial unit within the Company with regard to the
parent company, allows the Company to inspect projects, for the purposes of validating them, that also involve amounts over the Community threshold of 20 million Euros (Contract Code: Legislative Decree 50/2016, art. 26).

Since 2016, the Company has drawn up a **Sustainability Balance** to illustrate its values and its social and environmental commitment to its stakeholders, and to enhance the relationship that is has established with the areas through which the A22 passes.

Every year, the Company sets itself new objectives to constantly improve its quality standards that are aimed at optimizing the services to the users, its environmental performance, safety, compliance with the current legislation connected with its activities, and to prove and continue with these objectives. At present, the Company pours huge resources into the upgrading of its service areas, into technological development to provide its customers with increasingly effective and timely information, into safety with constant maintenance operations and into the optimization of procedures of traffic and roadworks management.

In environmental terms, Autostrada del Brennero is committed to minimizing the impact of its activities by: promoting transport on rail (intermodal), constructing sound barriers, using draining and sound-absorbing road surfaces, using low-impact fuels, taking part in projects for the development and promotion of alternative technologies that respect the environment, and the promotion of the use of alternative sources with a low environmental impact such as hydrogen, photovoltaic and electric energy.

Autostrada del Brennero also considers the safety and health of its employees, contractors, external staff, users and the population in general to be of prime importance. For this reason, when carrying out its activities, it also sets itself the following objectives:
• to guarantee its commitment to preventing occupational accidents and professional illnesses and to risk management;
• to guarantee the constant improvement of its performance in terms of safety;
• to assure that its involves its employees and external staff, contractors and suppliers in its decisions;
• to adopt the best practices available for the protection of health, safety, the environment and public safety.

All the objectives and targets of improvement that the Company has set itself are managed within the Integrated Management System for Quality, Environment and Safety, by drafting programs for the implementation and periodic control of the results achieved.
QUALITY INDICATORS
The quality indicators below are those prescribed by the Operational Instructions of the M.I.T. Ministry of Infrastructure and Transport for the definition of the Service Charters of concessionaire companies. Autostrada del Brennero constantly monitors the value of such indicators to meet the reference standards and to assure its customers the maximum quality of its services.

<table>
<thead>
<tr>
<th>INDICATOR OF MEASUREMENT</th>
<th>UNIT OF MEASURE</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BASIC FACTOR: SAFETY WHILE TRAVELING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notice period for communications, by means of official rulings, relative to roadwork sites with a duration of &gt; 5 days</td>
<td>Time (hours) of notice in 85% of cases</td>
<td>24 HOURS</td>
</tr>
<tr>
<td><strong>BASIC FACTOR: REGULARITY OF SERVICE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status of horizontal signs (backlighting) *</td>
<td>RL Backlighting (mcd lx-1 m-2)</td>
<td>100 RL</td>
</tr>
<tr>
<td><strong>BASIC FACTOR: COMFORT LEVEL OF SERVICE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services in service areas - number of controls per month on at least 80% of areas. With 1 control per month on 100% of the areas</td>
<td>No. of controls / month</td>
<td>2 Controls</td>
</tr>
<tr>
<td><strong>BASIC FACTOR: SERVICES FOR DISABLE TRAVELERS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services in service areas - number of controls per month on at least 90% of areas. With 1 control per month on 100% of the areas</td>
<td>No. of controls / month</td>
<td>2 Controls</td>
</tr>
<tr>
<td><strong>BASIC FACTOR: INFORMATION TO USERS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Response time for proposals and complaints sent by e-mail**</td>
<td>Response time (consecutive working days) in 85% of cases</td>
<td>10 days</td>
</tr>
</tbody>
</table>

(*) The standard is met (excluding the period of winter operations) on 90% of sections of min. 20 km.
(**) Depending on the type of complaint, a response may be sent in at least 85% of cases within 10 working days. Depending on the technical times necessary to guarantee an analytical process to reconstruct the events, for the final response it may take longer than the above-described time-limit.
CUSTOMER SATISFACTION SURVEY

The customer satisfaction survey has the objective of monitoring the level of satisfaction among customers of the motorway with regard to the services offered by Autostrada del Brennero.

The survey was aimed at a representative sample of users in the section (Brennero Modena), and the questionnaires were distributed between the various service areas and to different types of customer (motorists/truck drivers) for a total of 1,500 cases.

The sample was extracted on a casual basis, bearing in mind whether the days were work days or holidays, the hours of the day, whether in ordinary traffic conditions or during rush-hour, the type of users, whether motorist or truck drivers (which accounted for no less than 30% of the total number of people interviewed).

Interview regarding the toll-collection staff

Question: “How do you assess the conduct of the "toll-collection" staff on the Autostrada del Brennero?”

TOTAL OF POSITIVE JUDGEMENTS 95.53%

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terrible</td>
<td>1.45%</td>
</tr>
<tr>
<td>Insufficient</td>
<td>3.03%</td>
</tr>
<tr>
<td>Sufficient</td>
<td>36.84%</td>
</tr>
<tr>
<td>Good</td>
<td>58.68%</td>
</tr>
</tbody>
</table>

100% 92.56%
Interview regarding safety
Question: “On the whole, how would you assess safety along the A22?”

TOTAL OF POSITIVE JUDGEMENTS 91.45%

Interview on the cleanliness and decency of the restrooms
Question: “Which of the restrooms have you used? On the whole, how do you assess their level of cleanliness and decency?”
Interview on the use of the rest areas for heavy trucks (for truck drivers only) Question: “Which of these three parking lots have you used?”

- Sadobre
- Interbrennero
- Rovereto Sud
- ALL THREE
- NO USE
- USERS

Interview regarding the service areas
Question: “On the whole, how would you assess the level of cleanliness and decency in the fuelling area?”

<table>
<thead>
<tr>
<th>Service area</th>
<th>Insufficient</th>
<th>Sufficient</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 - Isarco Est</td>
<td>66.00%</td>
<td>34.00%</td>
<td></td>
</tr>
<tr>
<td>02 - Laimburg Est</td>
<td>45.12%</td>
<td>54.88%</td>
<td></td>
</tr>
<tr>
<td>03 - Laimburg Ovest</td>
<td>1.69%</td>
<td>30.51%</td>
<td>67.80%</td>
</tr>
<tr>
<td>04 - Plose Est</td>
<td>33.33%</td>
<td></td>
<td>66.67%</td>
</tr>
<tr>
<td>05 - Plose Ovest</td>
<td>15.56%</td>
<td>40.00%</td>
<td>44.44%</td>
</tr>
<tr>
<td>06 - Sciliar Ovest</td>
<td>34.78%</td>
<td>39.13%</td>
<td>26.09%</td>
</tr>
<tr>
<td>07 - Adige Est</td>
<td>31.15%</td>
<td></td>
<td>68.85%</td>
</tr>
<tr>
<td>08 - Adige Ovest</td>
<td>9.32%</td>
<td>41.53%</td>
<td>49.15%</td>
</tr>
<tr>
<td>09 - Garda Est</td>
<td>15.66%</td>
<td>50.60%</td>
<td>33.73%</td>
</tr>
<tr>
<td>10 - Nogaredo Est</td>
<td>13.56%</td>
<td>44.07%</td>
<td>42.37%</td>
</tr>
<tr>
<td>11 - Nogaredo Ovest</td>
<td>3.85%</td>
<td>42.37%</td>
<td>53.85%</td>
</tr>
<tr>
<td>12 - Paganella Est</td>
<td>13.33%</td>
<td>34.29%</td>
<td>52.38%</td>
</tr>
<tr>
<td>13 - Paganella Ovest</td>
<td>10.87%</td>
<td>34.06%</td>
<td>55.07%</td>
</tr>
<tr>
<td>14 - Campogalliano Est</td>
<td>12.62%</td>
<td>49.51%</td>
<td>37.86%</td>
</tr>
<tr>
<td>15 - Campogalliano Ovest</td>
<td>11.87%</td>
<td>42.75%</td>
<td>44.44%</td>
</tr>
<tr>
<td>16 - Po Est</td>
<td>12.77%</td>
<td>46.81%</td>
<td>40.43%</td>
</tr>
<tr>
<td>17 - Po Ovest</td>
<td>25.37%</td>
<td>28.36%</td>
<td>46.27%</td>
</tr>
<tr>
<td>18 - Povegliano Est</td>
<td>15.87%</td>
<td>36.51%</td>
<td>47.62%</td>
</tr>
<tr>
<td>19 - Povegliano Ovest</td>
<td>2.53%</td>
<td>37.97%</td>
<td>59.49%</td>
</tr>
<tr>
<td><strong>Total Areas</strong></td>
<td><strong>9.93%</strong></td>
<td><strong>40.79%</strong></td>
<td><strong>49.28%</strong></td>
</tr>
</tbody>
</table>
INNOVATION AND EUROPEAN PROJECTS

Particularly sensitive to the topic of the environment and innovation, which are strictly interconnected, Autostrada del Brennero is actively involved in numerous European projects. It aims to pioneer infrastructure and technology to allow an increasingly automated driving and greater autonomy, and to improve the management of heavy goods transport, all with view to greater road safety and sustainability.

ENVIRONMENT

BrennerLec (2016-2021)
A project of the European Program LIFE, it has the objective of creating a LEC (Lower Emissions Corridor) along the entire axis of the Autostrada del Brennero, by means of a dynamic traffic management that can have a positive effect both on the environment and on the road and traffic conditions.

https://brennerlec.life

Life Alps (2019-2027)
A project of the European Program LIFE, focused on the creation of infrastructure and services for zero emissions traffic in South Tyrol, along the Brennero corridor (Europe’s main traffic axis) and in the surrounding regions. The project envisages the creation of hydrogen filling stations, the purchase of hydrogen-fueled vehicles and the installation of new electric vehicle charging stations.

https://www.life-alps.eu

TECHNOLOGY

C-Roads Italy
A Project of the European Program Connecting Europe Facility (CEF) based on the development of technologies
and applications that allow an effective exchange of data and information between vehicles (V2V) or between infrastructure and vehicles (I2V) for the creation of "intelligent cooperative transport services" to favor greater safety. Autostrada del Brennero, a reference pilot site, is equipped with the infrastructure necessary to guarantee I2V communication.

https://www.c-roads.eu

Safestrip (2017-2019)
A Project of the European Program Horizon2020 which is committed to creating a system of micro and nano sensors integrated in the road surface, with a low cost and a low energy consumption. Through cutting-edge connectivity and sensors, they allow the collection of necessary information (road surface conditions, environmental parameters, traffic data etc.) to provide motorists with warnings of potential danger by means of I2V communication.

https://safestrip.eu

Ursa Major neo (2017-2020)
A Project of the European Program Connecting Europe Facility (CEF) which studies intelligent transport systems (ITS) aimed at improving international goods traffic on the trans-European transport road network TEN-T. With the careful and constant monitoring of the flows of heavy trucks, the objective of the project is that of improving the services dedicated to these vehicles: parking lots for trucks, access to ports, availability of information and safety while traveling.

https://ursamajor.its-platform.eu

ICT4CART (2018-2021)
A Project of the European Program Horizon2020 that aims to develop ICT (Information Communication Technology), in other words technology for the processing and exchange of information in digital format, which can assure vehicles, in the case of connected and autonomous driving, reliable
connections and the sharing of data with the surrounding area. The objective is to achieve "smart" mobility based on the automation and fully automated connectivity, of the transport.

https://www.ict4cart.eu

5G-Carmen (2018-2021)
A Project of the European Program Horizon2020, which aims to assess the potential of 5G technology where it is implemented for cases of connected and autonomous driving. The project will concern 600 km of motorway along the "Munich-Bologna corridor", one of the most important identified by the European Community to improve the mobility of people and goods throughout Europe.

https://5gcarmen.eu
EMERGENCIES

CAU and Traffic managers:
T. +39 0461 980085
800 279940

Mechanical assistance:
ACI 803 116
EUROP ASSISTANCE 803 803
IMA Automotive Service 800 108510

Road traffic police
Emergency health services
Fire brigade

Single emergency number
(if in operation)
INFO ON ROAD AND TRAFFIC CONDITIONS AND WEATHER / EMERGENCIES

User Assistance Center [Centro Assistenza Utenza (CAU)]

T. +39 0461 980085 / +39 0461 212851

Toll-free number
- 800 279940 when calling from Italy
- 00 800 22022022 when calling from Germany, Austria and Holland

ACCIDENT INFORMATION / ROAD POLICE

Motorway Operation Center [Centro Operativo Autostradale (COA)]

T. +39 0461 212992 - coa.tn@pecps.poliziadistato.it

Local offices of Road police:

Sub-section of Vipiteno
area of competence: from the border to the Station of Egna/Ora
T. +39 0472 761711
sottosezpolstrada.vipitno.bz@pecps.poliziadistato.it

Motorway sub-section of Trento
area of competence: from the tollgate of Egna/Ora to that of Affi/Lago di Garda sud
T. +39 0461 212590
sottosezpolstrada.tn@pecps.poliziadistato.it

Motorway sub-section of Verona Sud
area of competence: from the tollgate of Affi/Lago di Garda sud (Lake Garda south exit) to that of Pegognaga
T. +39 045 9214211
sottosezpolstrada.veronasud.vr@pecps.poliziadistato.it

Motorway sub-section of Modena Nord
area of competence: from the tollgate of Pegognaga up to the junction with the A1 motorway
T. +39 059 381911
sottosezpolstrada.modenanord.mo@pecps.poliziadistato.it
INFO ON TOLL CHARGES, PAYMENT METHODS AND WHAT TO DO IN THE EVENT OF NON-PAYMENT

Service Centers

from Monday to Friday: 8.00 am - 6.00 pm
Saturdays: 8.00 am - 4.00 pm
Sundays and public holidays: closed

Bressanone by the tollgate
Via Brennero, 133 - 39040 Varna (BZ)
T. +39 0472 201521 - F. +39 0472 201486
centro.servizi.bressanone@autobrennero.it

Bolzano Sud by the tollgate
Via E. Mattei - 39100 Bolzano
T. +39 0471 922616 - F. +39 0471 922385
centro.servizi.bz@autobrennero.it

Trento Nord by the Customs Interport
Via Innsbruck 23 (piano terra, “Blocco A")
38121 Roncafort di Gardolo (TN)
T. +39 0461 212728 - F. +39 0461 212779
centro.servizi.tn@autobrennero.it

Affi by the tollgate
Canove, 1 - 37010 Affi (VR)
T. +39 045 7238030 - F. +39 045 6283413
centro.servizi.affi@autobrennero.it

Mantova Nord by the tollgate
Mottella San Giorgio di Mantova (MN)
T. +39 0376 270689 - F. +39 0376 271594
centro.servizi.mn@autobrennero.it

Carpi by the tollgate
Via C. Tarabini, 1 - 42012 Carpi (MO)
T. +39 059 668253 - F. +39 059 664805
centro.servizi.carpi@autobrennero.it
INFO FOR REDUCTIONS

• **Urban Pass**  urbanpass@autobrennero.it
• **Brennerpass**  brennerpass@autobrennero.it
• **For motorcyclists**  contact the Service Center

IN THE CASE OF NON-PAYMENT

Compile the form:
www.autobrennero.it/en/on-the-road/toll/on-line-toll-payment/
T. +39 0461 212611
rmpp@autobrennero.it

REFUNDS AND INVOICING

ufficio.rimborsi@autobrennero.it

IF YOU WISH TO REPORT ANYTHING OR REQUEST INFORMATION

Compile the form:
www.autobrennero.it/en/information-highlightings-and-complain/
by email:  a22@autobrennero.it
by post:  AUTOSTRADA DEL BRENNERO SpA
          Via Berlino, 10 - 38121 TRENTO

*The personal data provided by the user will be processed in compliance with the Privacy Law (Legislative Decree 196/2003 and EU Regulation 679/2016). Full information can be found on www.autobrennero.it/en*
Download the A22 App and stay up-to-date about the road and traffic conditions

safety  |  innovation  |  sustainability