2023 SERVICE CHARTER

travelling on the A22

safety | innovation | sustainability
2023
SERVICE CHARTER

This Service Charter is based on Directive No. 102 of 19 February 2009 issued by the Italian Ministry of Infrastructure and Transport.
WELCOME TO THE A22

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Dear Customer,

the Service Charter of Autostrada del Brennero that you hold in your hands is our portrait: commitment, efficiency and innovation, along with attention to the needs of customers and of the local communities, within a context of quality and transparency.

In the pages of this Charter, which we update on a yearly basis, you will discover how the values that inspire our work translate into concrete actions at the service of customers. From sustainable mobility to safety. From digitisation to intermodality. These are sectors in which we have already invested a great deal, ahead of the times, and in which we want to invest even more, to meet the challenge of zero-emission, zero-accident mobility in the future.

The foundations for achieving this goal have already been established, with a project to make the Brennero-Modena motorway the first Green Corridor in Europe, which has been approved by the Italian Ministry of Infrastructure and Transport. A 7.2 billion investment plan that revolutionises the very concept of mobility and has innovation as its main driver. From the pages to the road you will see the A22 grow day by day: more charging stations for electric vehicles, hydrogen filling stations, more parking areas, more and more high-performing structures, more and more connected driving. The future awaits us.

Best wishes for a good journey from Autobrennero.

Diego Cattoni
CEO of Autostrada del Brennero SpA
ABOUT US

Autostrada del Brennero is a public limited company operating under a service concession arrangement. 84.75% of its stock is held by a number of local governments and public entities, 14.16% by private shareholders and 1.09% by the Company.

Historical Milestones

- 20 Feb. 1959 the Company is established
- 1963 the concession agreement is signed with ANAS
- 1964 construction work begins
- 1968 the first Bolzano – Trento section is inaugurated
- 11 Apr. 1974 the entire motorway opens

Our Charter

The main purpose of Autostrada del Brennero is “to promote, design, build and operate motorways, including the Brennero-Verona-Modena Motorway, already agreed to in the concession agreement, besides carrying out any related or complementary road engineering works and other public works that may be required, in connection with or otherwise ancillary to the motorway operation activities ...”.

Our Group: conscious investments

The Company is currently committed to completing two strategic infrastructure projects in northern Italy: the ARC Cispadana regional motorway, a route linking Reggiolo to Ferrara (connecting with the A13 Bologna-Padua motorway at the Ferrara sud toll gate) and the AUTOCS, the Campogalliano Sassuolo motorway link, an extension of the A22 from its intersection with the A1 motorway to state road SS467 – called “Pedemontana” – near the town of Sassuolo. Autostrada del Brennero controls both operating companies with a 51% stake.

In the 1990s, with the foresight that road traffic would increase, the Company began actively promoting intermodal transport by acquiring a direct controlling stake in the freight rail company STR - Brennero Trasporto Rotaia, the parent company of STR2. The latter holds a controlling stake in InRail (100%) and RTC - Rail Traction Company (95.53%), as well as approximately 50% of Lokomotion (20% directly and 30% through RTC). Autobrennero is now the second-largest freight operator in Italy.

Shareholding structure updated at 31 Dec. 2022:

Subsidiaries
- Sadobre SpA
- ARC SpA - Autostrada Regionale Cispadana SpA
- AUTOCS SpA - Autostrada Campogalliano Sassuolo SpA
- STR SpA - STR Brennero Trasporto Rotaia SpA

Indirect subsidiaries
- STR2 SpA
- RTC SpA - Rail Traction Company SpA
- InRail SpA

Associates
- IIT Scarl - Istituto per Innovazioni Tecnologiche Bolzano Scarl
- Lokomotion GmbH

Other companies
- Interbrennero SpA
- CRS SpA - Centro Ricerche Stradali SpA
- Consorzio Autostrade Italiane Energia
- Quadrante Servizi Srl (indirectly)

To ensure maximum efficiency of the motorway service from Brennero to Modena through an increasingly safe, digital and green mobility, constantly investing in maintenance, modernisation, renewable energy and new services.

To create a “green corridor” for people and goods, with zero emissions thanks to the use of renewable energy sources and integrated road-rail mobility and zero accidents thanks to autonomous and assisted driving.
OUR KEY PRINCIPLES AND ORGANISATION STRUCTURE

At Autostrada del Brennero we are fully aware of our links with local communities and stakeholders, with which we are pleased to collaborate on the basis of a range of key founding values: environmental protection and sustainable development, social and economic improvement, at local, national and European level, and risk mitigation in our operations for health and safety.

Our Key Principles
Our operations are inspired by the following key principles:

<table>
<thead>
<tr>
<th>Compliance</th>
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<tbody>
<tr>
<td>At Autostrada del Brennero we are committed to complying with all applicable domestic and international laws, directives, rules and regulations. Every Company employee abides by our Code of Ethics and Conduct and internal regulations.</td>
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<thead>
<tr>
<th>Integrity</th>
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<tr>
<td>Every employee of Autostrada del Brennero is committed to staying loyal to their word, to acting in accordance with their commitments with sense of responsibility, and to operating in good faith in all their activities and decisions.</td>
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<tr>
<th>Courtesy and transparency</th>
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<tr>
<td>At Autostrada del Brennero we are committed to operating with the utmost courtesy, in all our dealings with the general public, providing accurate, complete, transparent and comprehensible information.</td>
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<thead>
<tr>
<th>Equality and impartiality</th>
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<tr>
<td>At the Company, we assure that we respect human rights, hold dignity and moral integrity in high regard, guarantee equal opportunities and treatment without any distinctions based on gender, ethnicity, language, religion or political opinions.</td>
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<tr>
<th>Continuity and regularity of service</th>
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<tr>
<td>The Company strives to ensure a regular and consistent service at all times. If exceptional events occur we promptly implement suitable measures to restore normal operation and minimise any inconvenience to users and environmental impact.</td>
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<tr>
<th>Involvement</th>
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<tr>
<td>At Autostradnero we duly consider all documents, observations and suggestions received from our stakeholders (users, members of the public, municipal and provincial governments, associations, suppliers, etc.) and take them into account to improve both our operations and environmental goals.</td>
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<th>Efficiency and efficacy</th>
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<tr>
<td>At Autostrada del Brennero we strive to continuously improve the efficiency and efficacy of our motorway services, in conformity with the relevant environmental and safety objectives, adopting the solutions most suited to attaining this purpose and which are compatible with the available resources.</td>
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<tr>
<th>Personal data protection</th>
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<tr>
<td>For the Company, protecting personal data is of critical importance and we process data strictly in accordance with the applicable law.</td>
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<tr>
<th>Loyalty and confidentiality</th>
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<tr>
<td>The Company places great importance on a commitment to loyalty and confidentiality, with respect to our business operations, information, knowledge, know-how and activities.</td>
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<tr>
<th>Health and safety</th>
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<tr>
<td>At Autostrada del Brennero, we consider as paramount the safety and health of our employees, contractors, outsourced staff, users and the general public.</td>
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<tr>
<th>Environmental responsibility</th>
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<tr>
<td>At the Company, we view the environment as a unique and irreplaceable primary resource and are therefore committed to protecting and enhancing it, by striving to constantly improve and to prevent pollution.</td>
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Our Organisation Structure

Autostrada del Brennero SpA is based on an ad hoc Organisation Structure and is certified in accordance with the international UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001:2018 voluntary standards, which apply to the “Management of motorway operations – Design and site supervision for the construction and maintenance of motorway infrastructures – Operation control of activities carried out in service areas”.

A22 certifications

• QUALITY CERTIFICATION
• ENVIRONMENTAL CERTIFICATION
• HEALTH AND SAFETY CERTIFICATION

Over the years, our Organisation Structure has been constantly implemented and updated, also in view of the introduction of new personal data protection requirements.

In May 2009, Autostrada del Brennero adopted its Organisation, Management and Control Model (Italian Legislative Decree No. 231/2001) and Code of Ethics and Conduct. Since September 2014, Autostrada del Brennero has also been accredited as a “Type B” Inspection Body (UNI CEI EN ISO/IEC 17020) for the inspection of projects in the fields of “Building construction, civil engineering works in general and related plant engineering works, environmental protection and defence works, soil bioengineering and railway engineering works, including tunnelling”. The Technical-Organisational Unit for Design Inspection is a company department, independent and unbiased towards the parent company, through which Autostrada del Brennero can verify projects, for validation purposes, also in excess of the EU ceiling of € 20 million (Public Procurement Code: article 26 of Italian Legislative Decree 50/2016).

Since 2016, the Company also prepares a Sustainability Report illustrating our values and social and environmental commitment towards stakeholders, besides enhancing our relationship with the communities in the areas crossed by the A22. In 2021, we prepared our first group-wide Sustainability Report, based on the awareness that we need to effectively integrate the various types of mobility.

Every year, we set ourselves new goals to increasingly improve our quality standards, in order to optimise user services, environmental performance, safety, compliance with the applicable regulations and to provide evidence and ensure continuity.

At Autostrada del Brennero we also hold in high regard the occupational health and safety of workers, collaborators, economic operators, users and the general public. Therefore, in the performance of our operations we are committed to:

• preventing accidents at work and occupational diseases and ensuring risk management;
• ensuring the ongoing improvement of performance safety;
• ensuring the participation of workers and the involvement of collaborators and economic operators;
• adopting the best available practices for the protection of health, safety, the environment and public safety.

All the improvement goals and targets we have set for the Company are managed within the framework of an Integrated Quality, Environmental and Safety Management System, through dedicated implementation programmes and periodical inspections of the results achieved.
GREEN MOBILITY AND ENVIRONMENTAL PROTECTION

At Autostrada del Brennero we have adopted a two-pronged approach, combining careful management with initiatives aimed at pollution prevention and reduction, environmental protection and improvement and the use of renewable energy sources. Our goal is to offer the best possible service with the least possible environmental impact.

GREEN HYDROGEN

First hydrogen motorway in Italy

Unending, powerful, clean. Produced by a process of water electrolysis, it has a real zero impact on nature.

There is only one production and distribution facility in Italy, opened in 2014 at Bolzano Sud with the decisive support of Autostrada del Brennero SpA.

The Company plans to open 5 new filling points along the A22, which will make it Italy’s first and number one hydrogen motorway.

www.autobrennero.it/en
GREEN HYDROGEN

In 2014, the Company provided a decisive contribution to the construction, at Bolzano sud, of the first green hydrogen production, storage and distribution centre in Italy. This “H2” facility, which is managed by the Istituto per Innovazioni Tecnologiche (IIT), supplies hydrogen-powered buses and vehicles and, to date, has allowed over 3 million km of travel with only water emissions.

The long-term objective of Autostrada del Brennero is to build another 5 plants (Brennero, Trento, Rovereto, Verona, Campogalliano) along the entire length of the A22 Brennero-Modena motorway.

ELECTRICITY

CAR CHARGING POINTS - The Company is engaged in developing a widespread network of charging points between Brennero and Modena and has already approved a capacity enhancement plan to double the number of charging points, from the current 76 (universal standard and Tesla-dedicated) points at 13 stations.

PHOTOVOLTAICS

In 2009, Autostrada del Brennero built a noise and sound-absorbing barrier at Isera (Trento) fitted with 3,944 photovoltaic modules. The barrier is 1,067 metres long and reaches a height of 5.6 metres, protecting the town from the noise from the motorway, while at the same time producing clean energy to serve the area. The barrier guaranteed in 2022 an electricity output of about 820,000 kWh (733,000 kWh in 2021). There have also been excellent results in terms of noise pollution mitigation, during the day and at night: the barrier, in fact, has significantly reduced traffic noise from the motorway by up to 10 dB.

ROAD-RAIL INVESTMENTS

Autostrada del Brennero is currently the only Italian motorway operator with a longstanding rail transport history as well. Through STR – Brennero Trasporto Rotaia and STR2, it controls InRail, RTC - Rail Traction Company and Lokomotion that handle over 15,500 trains per year, thanks to the work of 500 collaborators, transferring about 1,000 HGVs per day from road to rail and contributing to the production of less 200 thousand tonnes of CO2 per year along the entire Brennero corridor.

At Autostrada del Brennero we are striving to achieve sustainable mobility along the Brennero corridor by transferring freight traffic from road to rail, as one of the pillars
of our ambitious “green corridor” project through the Alps, ensuring that people and goods can move as rapidly and safely as possible without polluting and providing an accident-free environment.

BrennerLEC After LIFE (2022-2027)

"BrennerLEC After Life" is the natural continuation of BrennerLEC, the project which ended in 2021 and which demonstrated that dynamic speed reduction achieves two goals: reducing harmful emissions and shortening travel times on days with intense traffic. For this reason, the partners of the initiative, Autostrada del Brennero with the Environmental Agencies of Trento and Bolzano, the University of Trento, Cisma and NOI Techpark Südtirol/Alto Adige, have decided to continue their collaboration even outside of the EU co-financed programme. By extending the stretches subject to speed reduction, both for environmental and traffic management purposes, the strategic collaboration started in 2016 is to be maintained. The aim is to continue developing the implemented technological system and continue monitoring the benefits associated with the traffic management measures, preparing an annual report on air quality near the main urban areas along the motorway. Further measures for the future will be considered on the basis of the results obtained.

European Project
Life Alps (2019-2027)

A project of the European LIFE Programme, centred on infrastructures and facilities for zero-emission mobility in South Tyrol, along the Brennero corridor (a major European traffic axis) and the neighbouring regions. The project envisages the construction of hydrogen filling stations, the purchase of hydrogen vehicles and the opening of new charging stations for electric vehicles.
## INNOVATION AND DIGITALISATION

Autostrada del Brennero is engaged in various initiatives for introducing cutting-edge technology aimed at enhancing safety and service quality and reducing environmental and noise pollution. A22 is working in two parallel directions to meet the ambitious goal of a zero-emission, zero-accident motorway: the expansion of the network of charging points for green energy sources, such as electricity and hydrogen, and the continuous implementation of a sophisticated infrastructure for connected and autonomous driving.

### European Projects

The Company is actively engaged in a number of European projects for testing state-of-the-art automated and autonomous driving systems and for improving the efficiency of HGV transport management. The goal is to develop as rapidly as possible a new mobility model combining the advantages of individual mobility with the benefits of collective mobility: time of arrival, destination and speed will be better harmonised with a more rational traffic management, which will no longer be the result of the chaotic sum of individual decisions. The A22 is already equipped with 63 Road Side Units, i.e. a series of antennas that are physically installed along the infrastructure and a virtual Road Side Unit, and it has set the Italian standard for hybrid communication.

#### Napcore (2020-2023)

A project sponsored by the Connecting Europe Facility 2 (CEF2) European Programme that aims to increase Europe-wide data exchange on mobility and strengthen the interoperability of the National Access Points. The objective is to harmonise and bring into line the mobility data communication standards, as well as to broaden data availability through coordinated access.

https://napcore.eu

#### C-Roads Italy 3 (2020-2023)

A project sponsored by the Connecting Europe Facility (CEF) European Programme, which continues in the wake of the C-Roads Italy and C-Roads Italy 2 projects. Its aim is to extend the C-ITS – Cooperative Intelligent Transport Systems – services by strengthening the C-Roads Platform and harmonising the information and technology systems on the European road network.

c-roads.eu
Pass4Core-ITA 2 (2021-2024)

Autostrada del Brennero is the coordinator of this project of the Connecting Europe Facility (CEF2) European Programme, which involves the development of a network of safe and secure truck parking areas (SSTPA) along the Italian TEN-T road network. All parking areas will meet the highest standards in terms of safety, security, quality, connectivity and transparency, as indicated in the EU study on safe and secure parking places for trucks MOVE/C1/2017-500.

MERIDIAN (2021-2025)

The project of the Connecting Europe Facility (CEF2) European Programme is designed to promote the digitalisation of mobility by implementing digital systems and services along Europe’s most trafficked freight transport corridors, in particular the Scandinavian-Mediterranean and North Sea-Baltic CEF core network corridors. Its implementations will serve the common goals of increasing traffic safety and reducing congestion and environmental pollution.

PoDIUM (2022-2025)

This project of the Horizon Europe European Programme aims to develop specific use cases of connected and autonomous driving (in both urban and motorway environments), demonstrated and validated under real-life conditions in 3 Living Labs in Germany, Italy and Spain. The project also intends to test the models in complex contexts, such as cross-border locations and tunnels.

podium-project.eu

In the new scenario that is emerging for road mobility management, following the dissemination of C-ITS systems, at Autostrada del Brennero we have set up a proprietary infrastructure to allow the use of cooperative systems for exchanging messages between infrastructure and vehicles (I2V).

It has thus become possible to send safety and infomobility messages directly to vehicles enabled to receive the signal.

www.autobrennero.it/en
ROAD SAFETY AND MANAGEMENT

Autostrada del Brennero operates based on the awareness that motorway safety can be achieved by carefully balancing several specific factors: infrastructure, environment, vehicles and people. We are constantly committed to guaranteeing efficient cutting-edge infrastructure, effective maintenance of the roadway and road structures, active and dynamic 24/7 traffic management and speedy roadside assistance.

The Infrastructure
Autostrada del Brennero has a dedicated engineering department staffed by 125 engineers who design all new infrastructure developments.

Road surface
Almost 289 km of the A22 have been surfaced with sound-absorbent drain asphalt (to mitigate aquaplaning and splash and spray effects). The remaining 25 km, consisting of stretches inside the tunnels, on certain structures and in certain sections between Vipiteno and Brennero, feature anti-skidsurfacing, which is similar to the drain asphalt and also optimises the performance of the de-icing agents in winter and safeguards the underlying infrastructure.

Crash barriers
Along the A22, the safety barriers, referred to as “guardrails”, are made of COR-TEN steel, which oxidises after exposure to weather forming a layer of rust that protects the actual steel from corrosion. All types of guardrails mounted along the A22 are certified by the L.I.E.R. laboratories in Lyon (France) and AISICO in Rome (Italy) and carry the CE marking.

Bridges and viaducts
The A22 motorway features 142 bridges and viaducts with a total length of approx. 32 km. The most important structure is the Colle Isarco Viaduct (between Vipiteno and Brennero): 1,028 m in length, it has 13 spans reaching a maximum height above the valley floor of 110 m. The Company has invested 12 million euros to upgrade and modernise the structure.

Single-direction tunnels
There are 30 single-direction tunnels along the A22 (12.6 km) and four of them are over 500 m long and abide by Directive 2004/54/EC on safety requirements for tunnels, namely the Brennero, Fortezza, Bolzano (Virgolo) and Trento (Piedicastello) tunnels.
Flyovers
Most of the 146 flyovers spanning the A22 have been upgraded and are designed and built as local architectural features, with the lowest possible impact on the environment.

Widened breakdown lanes
In the section between Egna and Verona (about 123 km), the breakdown lanes have been widened from 2.50 to 3.50 m. Besides improving safety in case of vehicle breakdown they also provide two extra lanes that can be used by traffic during carriageway maintenance work or to ease heavy traffic congestion (so-called “dynamic” lane).

Emergency lay-bys
Along the A22 there are 427 lay-bys for use in emergency situations, such as sudden illness of drivers and passengers or vehicle breakdown.

Lighting
All motorway junctions and tunnels are well-lit. To enhance visibility inside tunnels, LED lights are used to guide drivers, with the walls painted white or covered with glazed panels. In all the tunnels, LED back-lit panels have also been installed with moving figures guiding towards the emergency escape routes and indicating the distance to the exit.

Fog lighting system
The fog lighting system stretches for about 106 km, from Affi to Modena, and consists of LED lights and sensors. The system activates automatically in foggy conditions, as needed, and light intensity is regulated according to the level of visibility.

Signage and markings
To ensure that all road signs are always perfectly visible, day and night, Autostrada del Brennero exclusively uses signs made with high-performing retroreflective sheeting. For road surface markings, Autostrada del Brennero uses solvent-based paints, hot-spray plastic and elastoplastic laminates, and conducts regular inspections to ensure that the signs and markings are always intact, using its own special equipment or outsourced laboratory services.

Fencing
The entire motorway is enclosed by metal fencing. The height of the fencing – between 1.20 and 1.90 m – varies depending on the structure (flyovers, bridges, viaducts, etc.).
MONITORING AND MAINTENANCE

Road structures
The Company conducts periodical inspections to constantly control the A22 road structures, also by means of instruments that collect and monitor mechanical and electro-chemical parameters, where necessary. The road maintenance staff is based at the six Motorway Safety Centres (CSA) and are familiar with every metre of the motorway. Autostrada del Brennero can use the data to promptly and efficiently schedule maintenance or renovation works, to ensure the overall structural and functional efficiency of the road structures. All data, whether collected during the inspections or transmitted by the monitoring equipment, are fed into a digital archive where a dedicated software can specifically identify the need for any priority actions.

Road Surface
The Company also uses sensors and inspections by qualified personnel to constantly monitor road surface conditions, so that resurfacing operations can be scheduled well in advance.

TUNNEL SYSTEMS
Technological systems are installed inside the tunnels featuring remote command and control units (operated by CAU) and AID (Automatic Incident Detection) systems for automatic traffic monitoring purposes, as well as identifying anomalous situations (such as fire, stationary vehicles and smoke).

WRONG-WAY ALERT SYSTEMS
Autostrada del Brennero has also installed alerting devices using sound and light signals at service stations and toll gates to signal any incidents of “wrong-way driving”.

HAZARDOUS FREIGHT TRACKING
Since 2014, Autostrada del Brennero has also implemented a tracing and monitoring system for the transport of hazardous goods. Thanks to 6 portals located along the motorway, it is now possible to detect and classify any vehicles carrying hazardous goods by reading the ADR/Kemler plates or panels using OCR (Optical Character Recognition) and infrared technology.
Safety and security players

**User Assistance Centre (CAU)**

The CAU is the heart of the Motorway’s control, coordination and information system. It is based at the Trento Centro toll gate facility and consists of two divisions: a Traffic Control Centre (TCC) and a Traffic Information Centre (TIC). The CAU features connections with 230 cameras, 403 SOS call boxes (every 1.5 km) and 25 weather stations collecting real-time information on traffic, roadworks, weather conditions and emergency requests. The staff works in shifts, on a 24/7 basis, to manage the information and coordinate the roadside assistance operations; it calls in the other emergency services (breakdown response, ambulance service and fire fighters) and keeps travellers up to date by way of dedicated information channels, such as variable-message signs (VMS), radio channels, website and Telegram.

In 2022, the CAU also handled 50,299 incidents (accidents, roadside assistance operations, roadworks, tailbacks, snow operations and abnormal/oversize loads), amounting to an average of 138 incidents/day.

**Motorway Operations Centre (COA) and Road Police**

The COA coordinates the Road Police patrols which guarantee round-the-clock policing and law enforcement on the motorway. Road Police services on the A22 are operated by the Departments of Trentino-South Tyrol and Belluno, Veneto, and Emilia Romagna, through the four Sub-departments of Vipiteno, Trento, Verona sud and Modena nord. The Mantova department integrates the Verona Sud Sub-department. The police officers are tasked with a range of duties, including prevention of traffic offences, imposing penalties for road traffic offences, managing road traffic incidents and accidents, regulating and controlling traffic, and providing assistance to motorists. The COA and the CAU are both based in the same building and work together closely to ensure timely and effective service response.

In 2022, the Road Police, working with the firefighting, roadside assistance and emergency services, handled 18,225 incidents.

**Motorway Safety Centres (CSA) and Traffic Managers**

The CSAs are facilities manned by engineers, workers and traffic managers and provided with the necessary vehicles and equipment. The 6 CSAs are strategically spaced along the motorway, at distances of 50 km, which enables them to constantly monitor and inspect motorway conditions and provide timely maintenance. The CSA staff are also tasked with setting up the signage for roadworks and non-routine maintenance activities, such as snow clearance operations. To this end, the CSAs also have storage facilities for de-icing salt agents, as well as a range of winter service vehicles, including gritters and de-icing trucks, snowploughs and snow cutters.

Traffic Managers, in particular, assist and aid motorway users on a 24/7 basis, working with the Road Police and under the coordination of the CAU. The Company has also concluded ad hoc support agreements with other emergency aid resources, such as the White Cross and voluntary firefighter organisations and the Red Cross, in the case of tail backs or heavy traffic congestion.
In 2022, Traffic Managers handled 14,062 incidents along the entire motorway, with 63,888 patrol hours. On average, they handled 39 incidents a day, for an average intervention time of 7’00”.

**Winter service** - In winter the A22 is subject to very cold temperatures and heavy snowfall. Therefore, the Company has put into place ad hoc procedures for winter maintenance operations that draw on the skills and activities of the facilities involved (CAU, COA, CSA and outsourced support companies), which liaise to ensure adequate safety standards. Autostrada del Brennero uses the data from weather stations, pavement sensors and thermal mapping vehicles to monitor road surface conditions, prevent snow from sticking or ice from forming and plan snow clearance operations in advance. This way, the use of de-icing agents can also be optimised to reduce environmental pollution and the deterioration of the road structures. In emergencies, operations are also regulated by a specific Protocol implemented jointly with the Road Police, Firefighters and 118 emergency service.

**Winter service vehicles of Autostrada del Brennero:**

- **6 CSAs**: Vipiteno, Bolzano, San Michele, Ala, Verona and Pegognaga
- **Traffic managers**: 82
- **Workers**: 182
- **Technicians**: 34

**Silos and Storage Facilities:**
- **3,280 t**: Silos for solid saline de-icers
- **1,050 t**: Storage tanks for solid saline de-icers
- **12,380 t**: Storage sheds for solid saline de-icers

**Vehicle Types:**
- **Snowploughs**: 167
- **De-icing trucks**: 82
- **Snowploughs**: 17
- **De-icing sprayer trucks**: 10
- **Wheel loaders**: 58
- **Wheel loaders with plough**: 41
- **Snow cutters**: 6
WHAT TO DO IN AN EMERGENCY

In the event of an accident, vehicle breakdown, driver / passenger illness, you must try, if possible, to reach the nearest emergency lay-by and:
• switch on the emergency lights to signal the presence of the vehicle;
• turn the wheels towards the hard shoulder;
• put on a reflective safety vest;
• exit the car from the side facing the hard shoulder;
• display a breakdown triangle sign;
• call the CAU (800 279940).

To ensure a fast and effective response by the emergency services you must
• specify the type of assistance you need (mechanical, medical, etc.)
• specify your direction of travel (north or southbound)
• as far as possible, your exact location, which you can find by observing the kilometre markers, i.e. the white signs placed every 100 metres in the median strip. By connecting to Telegram or the A22 App, the information is available, via geolocation, under the SOS heading.

In tunnels, it is essential to attentively assess the situation. If it is not possible to drive to the exit of the tunnel, stop the vehicle on the right-hand side of the carriageway (do not reverse or perform a U-turn at any time!), switch on the emergency lights, switch off the engine leaving the keys in the ignition, turn the wheels towards the curb and put on the reflective safety vest. Follow the LED signs as far as the exit, paying attention to the passing vehicles, and once you make a safe exit alert the emergency services (CAU).

MOTORWAY ROADSIDE ASSISTANCE

Roadside assistance services on the A22 are provided in partnership with the following organisations: ACI Global, Europ Assistance VAI and IMA Service, and their network of authorised workshops. Their services include disabled vehicle recovery, due to breakdown or accidents, and roadside assistance operations by means of recovery equipment and tow trucks.

Emergency medical services can be summoned by calling the dedicated toll-free emergency telephone number 118 – or the single emergency number 112, where active – but also by contacting the CAU. When calling the emergency medical services, you will need to provide the call-taker with as much information as possible, in order to establish the seriousness of the accident and the type of response (ambulance, helicopter rescue, etc.).

Firefighters respond to various emergency situations: road accidents with or without spillage of hazardous chemicals, fires, environmental pollution, landslides and/or floods. They too can be summoned by calling the dedicated toll-free emergency number 115, or the single emergency number 112, where active.

SOS PHONES

Emergency call boxes are spaced about every 1.5 km circa on the hard shoulder and in the proximity of an emergency lay-by. Each call box has three buttons, one to call the breakdown service, one to call the emergency health services and one to call the firefighters. An interphone system connects with the CAU, which can therefore immediately locate the caller’s position.

EMERGENCY NUMBERS

Road Police 113  
Medical service 118  
Firefighters 115  
Single emergency number (where active) 112
**Accident rates**

Accident rate data show that the strategies and operations put into place by Autostrada del Brennero – as described above – are effective.

**GLOBAL ACCIDENT RATE**  
(accidents per 100 million vehicle-km)

The global accident rate recorded on the A22 in 2022 was 14.81, the lowest ever in the history of the A22.

The graph highlights, in particular, a **67.3% drop in the global accident rate compared to 2000** (the accident rate is expressed as the number of accidents per 100 million kilometres travelled).

In 2022, the reported fatal accident rate dropped compared to 2000 by 59.4%.

**ABC PROJECT**

**Learning about road safety**

An educational and interactive project for upper secondary school pupils in grades 12 and 13 attending schools along the A22 motorway.

The goals of the project are raising awareness among young people of the risks they run when driving, promoting the right behaviour on the road and informing on motorway rules and specificities.

The project is promoted by Autobrennero in collaboration with the Road Police and other safety partners to achieve a common goal: 0 victims of road accidents.

[www.autobrennero.it/en](http://www.autobrennero.it/en)
MOTORWAY SERVICES

At Autostrada del Brennero we see the A22 as a “neighbourhood motorway”, in the sense of an infrastructure that aims to establish close ties with the areas it crosses, generating opportunities for economic and social growth and with a special focus on safeguarding the environment. According to this approach we are engaged in transforming the motorway rest and service areas into retail and refreshment facilities providing a travel experience that combines cultural identity, the landscape and food and wine traditions, alongside innovative services linked to the overhaul process under way.

Service areas

Here are 22 service areas on the A22 motorway, 11 in each direction and about 30 km apart. Restaurant (non-oil) and fuel (oil) facilities are operated 24/7 under sub-concession agreements awarded on the basis of a competitive procurement process.

The Company performs strict controls, first and foremost with regard to all prices, cleanliness and customer satisfaction. If Autostrada del Brennero finds any failures or shortcomings, it requires the service area operators to take the appropriate corrective measures or applies the penalties provided in the agreement. Travellers can find more information on all the available services at each area on our website, together with the prices of non-oil and oil product prices.

<table>
<thead>
<tr>
<th>INDICATOR for service comfort at the A22 service areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of inspections per month in at least 80% of the service areas</td>
</tr>
<tr>
<td>Number of inspections per month in at least 100% of the service areas</td>
</tr>
</tbody>
</table>

The service areas are being improved by large-scale refurbishment of the premises, with the reorganisation of the indoor spaces – and the implementation of new facilities – as well as an architectural makeover to enhance their visual appeal in the local settings. The Company has also initiated the “Open” certification procedure for two service areas, at Nogaredo est (Trento) and Laimburg est (Bolzano), an accessibility standard granted by the Autonomous Province of Trento. Besides the removal of all architectural barriers at facilities, it also provides for the promotion of organisational, educational and behavioural aspects with added social value.
In 2018, Autostrada del Brennero launched its “Making Service Areas More Heart-Safe” project by installing AED equipment at all service areas, plus the Plessi Museum, Sadobre truck park and the HGV parking area at Rovereto Sud. An AED (semiautomatic defibrillator) is absolutely necessary to mitigate the consequences of a cardiac arrest. At present, 394 people are authorised to use AEDs (279 company employees and 115 members of the State Police): in 2022, the company trained 78 new people and upskilled 132.

On the northbound carriageway towards Brennero, near the Isarco est service area and the Plessi Museum rest area, motorists travelling to Austria can also purchase a “Vignette” tag for the Austrian motorway network. At the Isarco est service area there is also a GO-box for HGVs.

There are also 24 message signs along the A22 showing self-service fuel prices, updated directly by the service area operators. However, Autostrada del Brennero is not responsible by law for the accuracy of the prices and their updating.

The Plessi Museum at the Brenner Pass

The Plessi Museum is located at the Brenner Pass and is the first museum in Italy to open on a motorway. Designed as a glass box with a COR-TEN steel and timber roof, it covers an area of about 2,500 m2 and houses a permanent exhibition of works by internationally renowned Italian artist Fabrizio Plessi, with video installations, sculptures, graphic works and paintings, besides a modern restaurant and a large shop selling specialty food & wines from South Tyrol. The museum complex also has a conference room for holding meetings and cultural and institutional events.

For an overview of the services available at each area see pages 70-71
HGV parking areas and driver services

Autostrada del Brennero offers various types of rest areas specifically dedicated to HGVs, allowing haulage drivers to comply with mandatory rest rules with an adequate degree of comfort (EC Reg. No. 561/2006, in force since 2007).

Over the years, the Company has upgraded and improved these facilities. Some are located at the service areas (Paganella est, Paganella ovest, Campogalliano ovest), one is located at the Plessi Museum rest area and yet another (former Dogana ovest) is located a short distance away, while the other 5 (Sadobre truck park, Brennero Casa Lupo, Firmian, Trento nord Interport, Rovereto sud) are dedicated areas designed to provide specific and diverse services for both drivers and HGVs. These include personal care services (toilets, showers, food, refreshment points with vending machines, laundry service), vehicle services (refuelling, de-icing, charging points for refrigerated trucks), security (lighting, CCTV surveillance), information and IT services (traffic information, weather, critical situations on special monitors) and general services (cashpoints).

For a detailed overview of the services available at each area see the table on pages 76-77.

Light vehicle parking areas

Outside all its motorway stations, Autostrada del Brennero has built light vehicle parking areas with a view to optimising the use of means of transport and helping reduce air and noise pollution. Charging points for electric vehicles are now available at the Rovereto sud, Affi and Mantova nord parking areas.
QUALITY INDICATORS

The following quality indicators are provided in the Operating Instructions issued by the Ministry of Infrastructure and Transport, in relation to the definition of the Service Charters of motorway operators.

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>UNIT OF MEASUREMENT</th>
<th>BENCHMARK STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASIC FACTOR: TRAVEL SAFETY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advance notice period of communications, by way of ordinances, relating to roadworks lasting &gt; 5 days</td>
<td>Advance notice time (hours) in 85% of cases</td>
<td>24 H</td>
</tr>
<tr>
<td>BASIC FACTOR: SERVICE REGULARITY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Road marking conditions (retroreflection)*</td>
<td>RL Retroreflection (mcd lx-1 m-2)</td>
<td>100 RL</td>
</tr>
<tr>
<td>BASIC FACTOR: QUALITY OF SERVICE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service area facilities: number of inspections per month in at least 80% of areas. With 1 inspection per month in 100% of areas.</td>
<td>No. inspections/month</td>
<td>2 inspections</td>
</tr>
<tr>
<td>BASIC FACTOR: SERVICES FOR DISABLED TRAVELLERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service area facilities: number of inspections per month in at least 90% of areas. With 1 inspection per month in 100% of areas.</td>
<td>No. inspections/month</td>
<td>2 inspections</td>
</tr>
<tr>
<td>BASIC FACTOR: USER INFORMATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Response time to emailed suggestions/complaints **</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 winter operations period) on 90% of minimum 20 km sections.
(**) Depending on the type of complaint, an interim response can be sent in at least 85% of cases within 10 working days. Depending on the technical time necessary to guarantee an analytical process of reconstruction of the events, the final answer may take longer than the time limit described above.

Customer Satisfaction

The customer satisfaction survey aims to monitor the level of satisfaction of motorway users with the services offered by Autostrada del Brennero. The survey was addressed to a representative sample of users of the section (Brennero-Modena), with questionnaires divided among the different service areas and various types of users (car/HGV drivers) for a total of 1,554 persons.

The sample was selected on a random basis, according to weekday/holiday, time of day, ordinary/peak traffic, type of user, whether car or HGV driver (represented by no less than 30% of the total number of respondents).

ANALYSIS OF RESULTS

Interview on safety
Question: How do you assess, in general, safety when travelling on the A22?

TOTAL POSITIVE REPLIES 91.55%
**Interview on automation**

Question: *How do you assess the increasing adoption of motorway traffic automation systems leading to fully connected driving?*

![Graph showing responses to the interview on automation]

**TOTAL POSITIVE REPLIES 82.2%**

**Interview on service areas**

Question: *How would you rate the quality of products at the bar and at the restaurant?*

![Graph showing responses to the interview on service areas]

**TOTAL POSITIVE REPLIES 91.25%**

**Interview on alternative mobility**

Question: *If you have experienced them, how do you assess the alternative mobility services offered by the A22?*

![Graph showing responses to the interview on alternative mobility]

**TOTAL POSITIVE REPLIES 90.15%**

**Interview on payment systems**

Question: *How would you rate the quality of payment systems with cards and unstaffed payment booths?*

![Graph showing responses to the interview on payment systems]

**TOTAL POSITIVE REPLIES 87.7%**
A22: ROUTE, TRAVEL INFO AND SERVICES
THE A22 MOTORWAY

The A22 is 314 km in length and links the town of Brennero (km 0) to Modena (km 314), crossing four regions along the way: Trentino-South Tyrol, Veneto, Lombardy and Emilia Romagna. Both northbound and southbound carriageways have two 3.75 m wide traffic lanes, plus a 2.5 m wide breakdown lane, which has been widened to 3.5 m between Egna and Verona.

ROUTE INFORMATION

314  Total length (km)
1325 Metre difference in elevation (from 50 to 1375 m a.s.l.)
142  Bridges and viaducts (31.2 km)
30   Single-direction tunnels (12.6 km)
146  Flyovers
24   Toll gates
22   Service areas
1    Rest area with a museum

COMMERCIAL INFORMATION (TOLLS)

6    Service Centres

ROAD INFORMATION, MAINTENANCE AND ASSISTANCE

1    User Assistance Centre (CAU)
1    Motorway Operations Centre (COA)
4    Road Police Sub-departments
6    Motorway Safety Centres (CSA)
DRIVING RULES

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 with Gross Vehicle Weight Rating (GVWR) > 7.5 tonnes

Bans

Overtaking is banned (at all times, from Brennero to Modena), for all vehicles with GVWR > 7.5 tonnes and combination vehicles, such as towed caravans and semi-trailers.

Ban on stopping in emergency lay-bys (at all times, from Brennero to Modena). Emergency lay-bys must be used exclusively for stopping if experiencing vehicle problems or in the case of illness of the driver or a passenger and only within the specifically marked space.

Heavy goods vehicle ban: The ban calendar can be downloaded from the Company website and applies to vehicles or combination vehicles with a GVWR > 7.5 t, abnormal/oversize/overweight vehicles, and vehicles transporting hazardous goods.
TRAVEL INFO

Before setting off, motorists are advised to consult the Company’s traffic and weather forecasts, check vehicle and tire conditions, search for information on the facilities available along the A22 and memorise the CAU telephone number, to request information or in the case of an emergency.

Autostrada del Brennero also reminds motorists that, once on the motorway, they must at all times:

• respect the speed limits, taking into account the amount of traffic and any roadworks;
• reduce vehicle speed in case of fog, rain, snow or ice;
• carefully read the notices on the variable message signs and keep up to date with traffic conditions via radio or the A22 website, Telegram or App;
• pay special attention to vehicles slowing down or accelerating at junction slip roads or service areas and to vehicles leaving the lay-bys;
• stop at a service area at the first signs of fatigue.

Autostrada del Brennero produces accurate traffic forecasts to allow users to plan their journeys in the best way possible by checking the days and times when delays or tailbacks are most likely to occur. Traffic forecasts can be consulted on the motorway website at www.autobrennero.it and on Telegram at A22autostradaBot.

Winter tires or snow chains on board are compulsory on the A22 from 15 November to 15 April, with or without snow. Failure to comply will result in a fine of between € 87 and € 344.

The Company prepares a calendar of the days on which roadworks are removed. As a rule, in the busiest periods of the year (in early January, Easter, Ascension Day, Whitsun, Corpus Christi, summer weekends, Immaculate Conception and Christmas holidays) no roadworks are allowed that require switching carriageways or traffic/overtaking lane reductions (except at night). Exceptions to this rule are made in the case of urgent works for traffic safety or of unforeseeable events such as adverse weather conditions. The calendar can be downloaded from the Company’s website and the A22autostradaBot Telegram channel.

Oversize/overweight vehicles – within the meaning of the New Italian Motorway Code (in terms of length, width and height and/or mass of the vehicle) – require a special permit to use the A22. Interested users should directly contact the relevant office of Autostrada del Brennero at the Trento nord Interport Centre. Applications will be assessed by the staff, liaising with the CAU, COA and CSA, and the ultimate decision is taken based on the traffic forecasts and scheduled roadworks.
INFO CHANNELS

The Variable Message Signs (VMS), at the entrance points and then at various locations along the motorway, display real-time information on traffic, weather conditions and service disruptions. There are various types of VMS:
• 130 message signs along the motorway across both carriageways
• 28 double portals and one single portal at the roundabouts outside the toll gates
• 38 monochrome LED displays at each motorway entrance
• 23 vehicle-mounted signs
• 5 parking occupancy signs for HGVs.

The www.autobrennero.it/en website provides information about the company, traffic and facilities on the A22 motorway. An interactive map on the home page gives updated real-time information on traffic conditions and roadworks, as well as the location of service areas and HGV parking areas, with the facilities found there, while a dedicated section provides journey planning information by section, with a distance and toll calculator. The site also provides all the information and useful references on tolls and payment methods.

Motorists can sign up to the Telegram bot @A22autostradaBot to receive and customise traffic and weather info and the range of facilities available on the motorway, from Brennero to Modena, from charging points to camper service areas, with the plus of communicating the exact position in an emergency.

A new bot, new look, new functions

Activate the new bot A22 and enjoy a smoother journey thanks to intuitive and fast information. You will be able to check traffic forecasts, webcams, charging points and fuel prices with a direct link to our website.

www.autobrennero.it/en
Traffic and weather information is broadcast in “Inforadio” news bulletins, which are aired every 30 minutes (at approximately 25 and 55 minutes past the hour), while live coverage of unfolding events is also available on three local radio stations:

- Radio **NBC Rete Regione** – from Brennero to Affi
- Radio **PICO** – from Rovereto to Modena
- Radio **Südtirol 1** – from Innsbruck to Rovereto or RAS programmes.

Radio frequency signs can be found along the motorway and are summarised in the picture on page 35. Users can also receive the information brought by ISORADIO and CCISS (Road Safety Information Coordination Centre), which are also broadcast daily by “Onda Verde Viaggiare informati” and the RAI 1, 2 and 3 channels. The same information is also available by telephone at the public utility number 1518 and on the RaiNews TV channel, which links up with the CCISS various times a day, and on the Canale 5 and LA7 TV channels in the morning time slot.

**Move tv** is a TV channel operated by Autostrada del Brennero and broadcast on monitors found at the service areas of the A22, with bilingual news bulletins, updated in real time, about traffic, road and weather conditions. The programme, aired h24, also features presentation videos of the Company and tourist videos showcasing the attractions in the areas crossed by the motorway.
TOLLS AND SERVICE CENTRES

What are tolls and how much do they cost?

Tolls are fees charged to use the motorway and are determined on the basis of the motorway construction, management and maintenance costs. The amount of the toll can be calculated by multiplying the kilometres travelled by the unit rate per kilometre, depending on the type of vehicle, according to a system based on the number of axles and the vehicle height at the first axle:

**CLASS A**

- 2 AXLES / Height ≤ 1.3 m (measured at the front axle) / Only motorcycles with a cylinder capacity in excess of 150 cc.

**CLASS B**

- 2 AXLES / Height > 1.3 m (measured at the front axle)

**CLASS 3**

- 3 AXLES

**CLASS 4**

- 4 AXLES

**CLASS 5**

- 5 OR MORE AXLES
Motorway toll stations

Tolls are calculated based on the motorway entry and exit points.

<table>
<thead>
<tr>
<th>Toll station</th>
<th>entrances</th>
<th>reversible*</th>
<th>exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brennero</td>
<td>4</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>Vipiteno</td>
<td>1</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Bressanone</td>
<td>4</td>
<td>3</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>
</tr>
<tr>
<td>Bolzano nord</td>
<td>2</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Bolzano sud</td>
<td>4</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Egna Ora</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>San Michele</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Trento nord</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Trento centro (only entrance)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trento sud</td>
<td>3</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Rovereto nord</td>
<td>2</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Rovereto sud</td>
<td>4</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Ala Avio</td>
<td>2</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Affi</td>
<td>4</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Verona nord</td>
<td>4</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Nogarole Rocca</td>
<td>2</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Mantova nord</td>
<td>3</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Mantova sud</td>
<td>2</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Pegognaga</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Reggiolo Rolo</td>
<td>2</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Carpi</td>
<td>3</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Campogalliano</td>
<td>3</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>62</strong></td>
<td><strong>15</strong></td>
<td><strong>123</strong></td>
</tr>
</tbody>
</table>

* Slip lanes can be opened for incoming or outgoing traffic
** Entrance for northbound traffic only – Exit for southbound traffic only

Joining and leaving the motorway and payment methods

JOINING THE MOTORWAY

At the motorway entrance toll booth, motorists can either take a ticket from the machine at each entry lane or use the subscription-based electronic toll collection system without needing to stop. In this case, the motorist must approach the toll gate at the required speed, which is 15 km/h for HGVs and 30 km/h for light vehicles.

LEAVING THE MOTORWAY

(Staffed) toll payment booths

Payment in cash (Euro coins and banknotes, as well as non-EMU currencies), with the following cards: Viacard, Fast Pay (cash cards running on the “fast-pay” network, which work like Viacard) and other cards running on the American Express, Visa/Carta Si, Eurocard, Mastercard, Electron networks or via the electronic toll collection systems.

Unstaffed and electronic payment booths

At unstaffed or electronic payment booths payments are accepted in cash, by way of authorised payment cards or a toll tag.

Electronic and automatic toll collection (only cards)

Payments are accepted by way of a toll tag or authorised payment cards.
Electronic toll collection

Some lanes are exclusively dedicated to electronic toll collection by way of a toll tag fitted on the vehicle. In 2022, a successful electronic toll payment rate of 99.67% was recorded.

EETS/ITS-HGV lanes

Payment by way of the wireless European Electronic Toll Service and the Interoperable Toll System for HGVs, conforming to Directive 2004/52/EC. The standard Italian electronic toll collection system “Telepass” is also accepted. Currently, EETS/ITS-HGV tags distributed by DKV Euro Service, Axxés and UnipolTech operate on the interconnected network.

For safety reasons it is severely forbidden to leave a vehicle and cross the lanes on foot. Motorists are advised to use the Remote Lane Monitoring (MRP) system to contact an operator for audio/video assistance in resolving the problem.

Unpaid tolls

Motorists might fail to pay the toll for a number of reasons: lack of money, loss of ticket, lack of a payment card, insufficient credit, a malfunction, in which case a specific enforced toll collection procedure is initiated (described in the Company’s website at https://www.autobrennero.it/en/on-the-road/toll/non-payment-of-toll/). Motorists who fail to present a valid entrance ticket at the exit booth will be required to pay a toll calculated from the furthest motorway entrance point (Article 176, Italian Motorway Code), unless they can provide hard evidence of their actual point of entrance (such as receipts, invoices, third party witness accounts, etc.).

Toll refunds and billing

Motorists who pay a higher toll than due shall be refunded of the excess payment either by directly applying for a refund or by the Company on the basis of subsequent checks. Users may request a toll invoice by filling in and sending the relevant form (downloaded from the Company’s website or collected from any A22 Service Centre), with the necessary support documents, to: Autostrada del Brennero Settore Esazione - Via Berlino, 10 - 38121 Trento. Toll receipts furnished at the staffed/automatic toll booths are not valid for tax purposes.
Concessionary rates

To qualify for the concessionary rates, you must be equipped with a toll tag.

**BRENNER PASS**: It gives a **20% discount** on tolls for travel to and from work. The discounted rates by Autostrada del Brennero are available only to commuters who travel to and from work on the A22 between Brennero and Campogalliano, excluding any sections interconnecting with the A1 or A4 motorways and any intermediate sections between the selected points.

*For more info email us at: brennerpass@autobrennero.it*

**URBAN PASS**

**TRENTO - ROVERETO**: motorists are **exempted from toll payments** on any section between Trento Nord and Rovereto Sud, in both directions, on weekdays, from 6 am to 9 am and then from 5 pm until 8 pm. This scheme is the result of an agreement between the Autonomous Province of Trento and Autostrada del Brennero.

**BOZNER URBAN-PASS BOLZANO**: motorists are **exempted from toll payments** between Bolzano Nord and Bolzano Sud, in both directions, on weekdays, from 7 am to 9 am and then from 4 pm until 7 pm. This scheme is the result of an agreement between the Autonomous Province of Bolzano and Autostrada del Brennero.

*For more info email us at: urbanpass@autobrennero.it*

**FOR MOTORCYCLISTS**: a **30% discount** on tolls is available to motorcyclists with a toll tag associated with only one number plate, which will be photographed at each entrance and exit booth. Autostrada del Brennero has joined this scheme, sponsored by the Italian Ministry of Infrastructure and Transport, which, however, cannot be used with other concessionary passes.

www.autobrennero.it/en/on-the-road/toll/facilitations/

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**Service Centres**

The Service Centres of Autostrada del Brennero provide information about the most popular services (toll payments, electronic toll collection systems, Viacard, etc.) and assistance with regard to the various types of toll payments

- **Services provided**
  - Viacard and electronic toll collection
  - Unpaid tolls
  - Toll billing
  - Concessionary rates

**Bressanone - Bolzano sud - Trento nord/Interporto - Affi - Mantova nord and Carpi**

www.autobrennero.it/en/service-centre/
PARKING AREAS
AND DRIVER SERVICES
### Light vehicle parking areas and driver services

#### FOOD AND FUEL*

**Towards Brennero**

<table>
<thead>
<tr>
<th>KM</th>
<th>SERVICE AREAS</th>
<th>BAR</th>
<th>FUEL</th>
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* Check for updates at the Company's website www.autobrennero.it/en

** The Plessi Museum and its facilities can also be reached by southbound travellers via a pedestrian subway.
CHARGING POINTS
Charging points along the A22*

km
PLESSI MUSEUM - BRENNER PASS
1+300 24 Tesla-dedicated charging points
2 ultra-fast charging points (150kW)
1 AC charging point (22 kW)

km
Tollgate BRESSANONE - VAL PUSTERIA
38+031 2 multi-standard fast charging points (50kW)

km
SERVICE AREA ISARCO EST
63+600 2 ultra-fast charging points (180kW)

km
SERVICE AREA PAGANELLA EST
128+913 2 multi-standard fast charging points (50kW)

km
SERVICE AREA PAGANELLA OVEST
129+004 2 multi-standard fast charging points (50kW)
1 AC charging point (22 kW)

km
SERVICE AREA NOGAREDO EST
159+690 2 multi-standard fast charging points (50kW)

km
SERVICE AREA NOGAREDO OVEST
159+690 2 multi-standard fast charging points (50kW)

km
Tollgate ROVERETO SUD
166+739 2 multi-standard fast charging points (50kW)
1 AC charging point (22 kW)

km
Tollgate AFFI
206+669 24 Tesla-dedicated charging points
2 multi-standard fast charging points (50kW)

km
SERVICE AREA GARDA EST
208+000 1 ultra-fast charging point (180kW)

km
SERVICE AREA GARDA OVEST
208+000 1 ultra-fast charging point (180kW)

km
Tollgate MANTOVA NORD
256+181 2 multi-standard fast charging points (50kW)
1 AC charging point (22 kW)

km
SERVICE AREA PO OVEST
268+603 2 multi-standard fast charging points (50kW)
1 AC charging point (22 kW)

* Check for updates at the Company's website www.autobrennero.it/en
HEAVY TRANSPORT TRAVEL LIGHT

SAFE TO DESTINATION WE ARE AT YOUR SIDE

Parking areas with dedicated services to be close to those who are far from home

Constant maintenance and prompt operations to ensure maximum safety on the road at all times

www.autobrennero.it/en/on-the-road/hgv-parking-areas/

Autobrennero, your motorway
HGV PARKING AREAS AND SERVICES

<table>
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<tr>
<th>km</th>
<th>Name</th>
<th>Access</th>
<th>Services</th>
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<tbody>
<tr>
<td>1+300</td>
<td><strong>PLESSI MUSEUM - BRENNER PASS</strong></td>
<td>accessible from the northbound carriageway or from the ordinary roads, accessible for those travelling South via a pedestrian subway</td>
<td>SERVICES: bar, typical products, toilets, museum</td>
</tr>
<tr>
<td>1+300</td>
<td><strong>FORMER DOGANA OVEST AREA</strong></td>
<td>parking area accessible from the southbound carriageway</td>
<td>toilets</td>
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<tr>
<td>1+800</td>
<td><strong>BRENNERO CASA LUPO</strong></td>
<td>parking area accessible from the southbound carriageway, or from the ordinary roads</td>
<td></td>
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<tr>
<td>15+700</td>
<td><strong>SADOBRE TRUCK PARK</strong></td>
<td>parking area accessible from both northbound and southbound carriageways</td>
<td>SERVICES: bar, restaurant, toilets, showers, laundry, market, ATM, fuel (petrol, diesel, LNG/bio-LNG and CNG), hotel and de-icing facility electric charging points for refrigerated trucks</td>
</tr>
<tr>
<td>85+327</td>
<td><strong>BOLZANO SUD FIRMIAN</strong></td>
<td>parking area adjacent to the Bolzano Sud toll gate</td>
<td>SERVICES: toilets and hydrogen production and distribution facility</td>
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<tr>
<td>129+913</td>
<td><strong>PAGANELLA EST</strong></td>
<td>parking area accessible from the northbound carriageway</td>
<td>SERVICES: toilets, showers, bar, market, typical products, fuel (petrol, diesel, methane and LPG)</td>
</tr>
<tr>
<td>129+000</td>
<td><strong>PAGANELLA OVEST</strong></td>
<td>parking area accessible from the southbound carriageway</td>
<td>SERVICES: toilets, showers, bar, restaurant, market, typical products, relaxation area, internet (in the bar/restaurant), laundry, fuel (petrol, diesel, methane and LPG), picnic area</td>
</tr>
<tr>
<td>131+739</td>
<td><strong>TRENTO NORD INTERPORT</strong></td>
<td>parking area adjacent to the Trento Nord toll gate</td>
<td>SERVICES: toilets, refreshment area (vending machines) electric charging points for refrigerated trucks</td>
</tr>
<tr>
<td>166+739</td>
<td><strong>ROVERETO SUD</strong></td>
<td>parking area adjacent to the Rovereto Sud toll gate with mandatory vehicle exit both northbound and southbound</td>
<td>refreshment area (vending machines, relaxation area) toilets, showers, laundry - electric charging points for refrigerated trucks</td>
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<tr>
<td>309+076</td>
<td><strong>CAMPOGALLIANO OVEST</strong></td>
<td>parking area accessible from the southbound carriageway</td>
<td>SERVICES: toilets, showers, bar, restaurant, market, typical products, internet (in the bar/restaurant), laundry, fuel (petrol, diesel, methane and LPG), picnic area</td>
</tr>
</tbody>
</table>

Updates can be found at www.autobrennero.it/en
Rovereto Sud
Parking area for HGVs

Large area dedicated to HGVs
for a comfortable and safe stop
in a strategic location, close to the Trentino
Garda area.

The parking area can accommodate about
a hundred vehicles at the same time.

Two buildings in the area house
the services reserved to HGV drivers:
a nice relax area with vending machines,
restrooms with showers,
washing machines and tumble dryers,
a large outdoor area to relax
a bit after the many hours of driving
and charging stations
for the generators of refrigerated trucks.
ROAD, TRAFFIC AND WEATHER INFO / EMERGENCIES

User Assistance Centre (CAU)
Phone +39 0461 980085 / +39 0461 212851
Freephone:
• 800 279940 (Italy only)
• 00 800 22022022 from Germany Austria Netherlands

ACCIDENT INFO / ROAD POLICE
Motorway Operations Centre (COA)
Phone +39 0461 212992 - 212993
dipps.207.0100@pecps.poliziadistato.it

Road Police Sub-departments: jurisdiction and contacts
Road Police Sub-department of VIPITENO
jurisdiction: from the border to the Station of Egna/Ora
Phone +39 0472 767171
dipps.207.0101@pecps.poliziadistato.it

Road Police Sub-department of TRENTO
jurisdiction: from the station of Egna/Ora to the station of Affi/Lago di Garda sud
Phone +39 0461 212960
dipps.207.031a@pecps.poliziadistato.it

Road Police Sub-department of VERONA SUD
jurisdiction: from the station of Affi/Lago di Garda sud to the station of Pegognaga
Phone +39 045 9214211
dipps.204.051a@pecps.poliziadistato.it

Road Police Sub-department of MODENA NORD
jurisdiction: from the station of Pegognaga to the connection with the A1 motorway
Phone +39 059 381911
dipps.210.041a@pecps.poliziadistato.it

INFO FOR TOLL CHARGES, PAYMENT METHODS, NON-PAYMENT

Service Centres

Bressanone at the motorway station
Via Brennero, 333 - 39040 Varna (BZ)
Phone +39 0472 201523 - Fax +39 0472 201486
centro.servizi.bressanone@autobrennero.it

Bolzano sud at the motorway station
Via E. Mattei - 39100 Bolzano
Phone +39 0471 922616 - Fax +39 0471 922385
centro.servizi.bz@autobrennero.it

Trento nord at the customs Interport
Località Canove, 1 - 37010 Affi (VR)
Phone +39 045 7238030 - Fax +39 045 6283413
centro.servizi.affi@autobrennero.it

Mantova nord at the motorway station
Località Mottella San Giorgio di Mantova (MN)
Phone +39 0376 270689 - Fax +39 0376 271594
centro.servizi.mn@autobrennero.it

Carpi at the motorway station
Via C. Tarabini, 1 - 42012 Carpi (MO)
Phone +39 059 668253 - Fax +39 059 664805
centro.servizi.carpi@autobrennero.it

* Updates can be found at www.autobrennero.it/en
INFOS ABOUT CONCESSIONARY RATES
• Urban Pass  urbanpass@autobrennero.it
• Brennerpass brennerpass@autobrennero.it
• Motorcycles at the Service Centres

NON-PAYMENT OF TOLL CHARGE
Monday to Friday:
9.00 - 12.00 / 14.00 - 17.00
Saturday, Sunday and holidays: closed

Fill in the form:
www.autobrennero.it/en/on-line-toll-payment/
Phone +39 0461 212611
rmpp@autobrennero.it

* Check for updates at the website of Autobrennero

REFUNDS & BILLING
ufficio.rimborsi@autobrennero.it

REPORTS OR REQUESTS FOR INFORMATION
Fill in the form:
www.autobrennero.it/en/highlightings-and-complain/
email:  a22@autobrennero.it
post:  AUTOSTRADA DEL BRENNERO SpA
Via Berlino, 10 - 38121 TRENTO

We will process all personal data we receive strictly in accordance with the Privacy Law (Legislative Decree 196/2003 and EU Regulation 679/2016). Complete information on www.autobrennero.it/en

EMERGENCY NUMBERS
CAU / traffic managers
Phone +39 0461 980085
800 279940

Breakdown service
ACI Global 803 116
Europ Assistance VAI 803 803
IMA Service 800 108510

Road Police

Medical service

Firefighters

Single emergency number
(where active)
112