



SERVICE CHARTER 2016



L'Italia si fa strada

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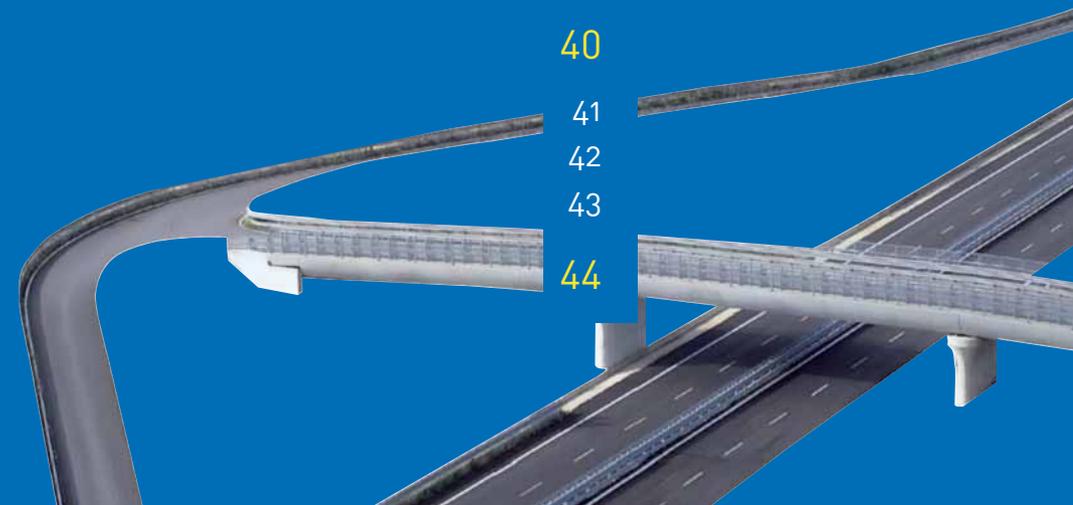
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SECTION 1

ABOUT US



OUR SERVICE CHARTER

SATISFACTION OF OUR CUSTOMERS.
THE HIGHEST EXPRESSION OF ANAS VALUES

Dear Customers,

This Service Charter is the communication tool which allows us to inform you of the activities that Anas performs to ensure that Italy's road network is ever-increasingly safe and efficient. In our commitment to providing competent, professional responses to today's changing demands, we have chosen to go beyond legal requirements and to establish an open dialogue with the general public based on mutual trust and cooperation. Our activities and our services are clearly laid out in detail, as are our quality standards and the results which have been, and will be, achieved. All because we know full well that accessible, useful information helps you understand and evaluate our work, and helps us reach ever higher. Consulting our Service Charter is like travelling down the road together, expanding our horizons: an opportunity to be seized!

Have a good trip,

Gianni Vittorio Armani

President and CEO of Anas S.p.A.

THE ANAS ROAD NETWORK

Today, our road network includes 25,553.494 km of directly managed national roads and motorways, including junctions and slip roads.

Directly managed motorways	937,748	Km
Motorway links	372,825	Km
State Roads	19.229,614	Km
NSA (roads in the process of being classified or declassified)	300,419	Km
Junctions	1.036,939	Km
Service roads	3.675,949	Km
TOTAL	25.553,494	Km




MOTORWAYS AND MOTORWAY LINKS


STATE ROADS



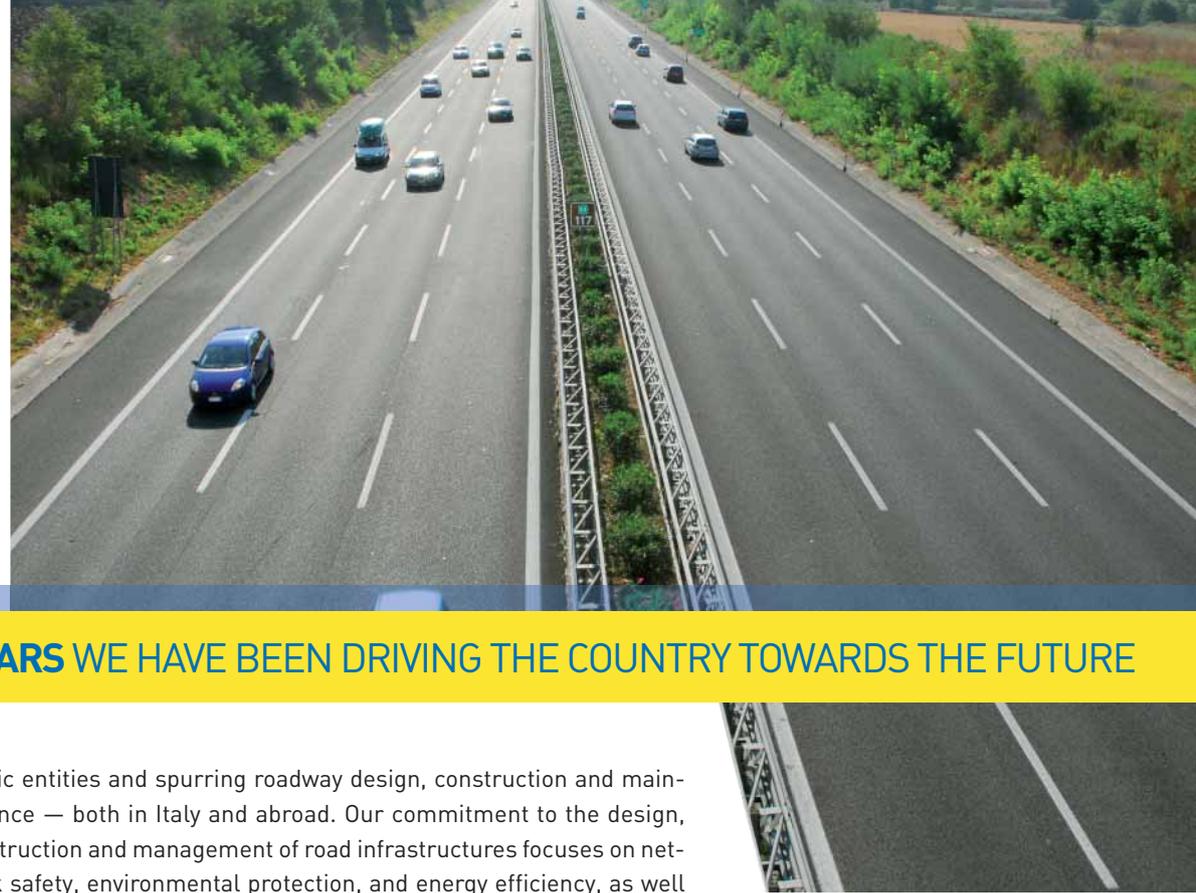
The website www.stradeanas.it provides all information on the routes operated

OUR HISTORY

ANAS, PAST AND FUTURE

The company Azienda Autonoma Statale della Strada (A.A.S.S.) was founded in 1928. After the Second World War and in the aftermath of the referendum that transformed Italy into a republic, A.A.S.S. was abolished and a decree passed on 27th June 1946 established ANAS, Azienda Nazionale Autonoma delle Strade Statali [Autonomous State Owned Company of State Roads]. These years saw the rebuilding of the country and ANAS was engaged in restoring the national network of roads, operating a full 21,146 kilometres of road network. The mass motorisation of the 1950s required expanding the network of motorways which jumped from 500 km to 5500 km by 1975. The “economic miracle” of the early 1960s saw an explosion in private consumption: the number of cars and motorcycles purchased was so significant that it required enacting, in 1960, a new Highway Code and opening roads to facilitate communications with Switzerland and France. In 1961, besides a partial name change to Azienda Nazionale Autonoma delle Strade [Autonomous State Owned Roads Company], ANAS underwent re-structuring. The following year the Cesano Road Network Research Centre started operations to perform analyses, tests and research directly in the field. During the same period, the network underwent remarkable change: 35,169 km were reached in 1963 and 42,800 in 1970. After austerity, due to the 1970s oil crisis, the 1980s saw a strong economic resurgence and investments were resumed — with consequent reorganization of the motorway-concessionaires shareholders and increased lengths of road network assigned to ANAS through reclassifications requ-

sted by the provincial authorities. In the 1990s, the company introduced innovations — such as its safety programme and territorial information system — and invested in technology and quality control and traffic forecasting. Then, in 1992, the new Highway Code was enacted. With Italian Legislative Decree 143/94 and Prime Ministerial Decree dated 26 July 1995, ANAS was transformed into the Italian National Highways Authority, a public body, while maintaining the same name. In the early 2000s, a road network regionalisation process began for part of the network, under which functions delegated to ANAS were transferred to other national bodies (20,000 Km of public roads continued to be directly managed by Anas while approximately 25,000 Km were transferred to regional authorities). With art. 7 of Italian Legislative Decree 138/2002, converted by Law no. 178/2002, ANAS became a joint-stock company. On 19 December 2002, the Shareholders’ Meeting approved both the new By-Laws and appointed the Board of Directors and Board of Statutory Auditors. In addition, as of 1 January 2003, ANAS became fully operative as a joint-stock company (S.p.A.). Since 1st October 2012, monitoring of contracted construction works and supervision of motorway management, previously performed by ANAS (IVCA), were transferred to the Ministry of Infrastructure and Transport. On 9 August 2013, the ANAS Shareholders’ Meeting approved the new company By-Laws. That same year, ANAS won the 50th edition of the “Financial Statements Oscars”, in the category of Large Unlisted Companies and Enterprises.



OUR ACTIVITIES

FOR NEARLY **100 YEARS** WE HAVE BEEN DRIVING THE COUNTRY TOWARDS THE FUTURE

Anas manages the Italian national network of roads and motorways. It is a joint-stock company with the Italian Ministry of Economy and Finance as its sole shareholder. It is subject to the auditing and technical-operative supervision of the Ministry of Infrastructure and Transport as well as to audits by the Court of Accounts. Thanks to the substantial experience accrued in over 80 years and the skill of its personnel, Anas has expanded its range of services, providing support for

public entities and spurring roadway design, construction and maintenance — both in Italy and abroad. Our commitment to the design, construction and management of road infrastructures focuses on network safety, environmental protection, and energy efficiency, as well as on safeguarding the landscape.

OUR MAIN SERVICES ARE:

- **OPERATION**, ordinary and extraordinary maintenance of the roads and motorways;
- **RENOVATION** and gradual **IMPROVEMENT** of the roadway network and related signs;
- **CONSTRUCTION** of new roads and motorways, both directly and through contracts with third parties;
- **INFORMATION** services for customers;
- **IMPLEMENTATION** of laws and regulations regarding protection of the roads and motorways, and safeguarding of traffic and signs;
- Adoption of necessary measures to ensure traffic **SAFETY** on roads and motorways;
- **DESIGN** and **PARTICIPATION** in studies, research and experiments on road networks, traffic and circulation.



WITH WIDESPREAD PRESENCE, WE ARE ALWAYS CLOSE TO OUR CUSTOMERS

TERRITORIAL MANAGEMENT

Anas has an articulated structure and widespread presence throughout the national territory. It has: 18 Regional Road Departments (Ancona, Aosta, Bari, Bologna, Cagliari, Campobasso, Catanzaro, Florence, Genoa, L'Aquila, Milan, Naples, Perugia, Potenza, Rome, Turin, Trieste, Venice), a Regional Management Office (Palermo) and an Office for the Salerno-Reggio Calabria Motorway. The territorial approach allows precise control over the road network and ensures more effective works planning — bolstered by direct cooperation with local authorities — as well as a reliable overview of the country's transport policy.

OPERATIONS CENTRES

Through a network of 20 Departmental Operations Centres, a National Operations Centre and a fleet of over 1,000 vehicles equipped with cameras and GPS, Anas continuously monitors its roadway infrastructures to ensure safety and the smooth flow of traffic, coordinating the activities of the operating personnel. Real-time acquisition of images is an effective operational tool and ensures that critical situations are dealt with promptly. The National Operations Centre supports Anas Emergency Coordination in tackling emergencies, both natural and man-made, working in cooperation with the Department of Civil Defence and the Italian Ministry of the Interior's National Coordination Centre for Road Security.



THE TELEPHONE NUMBERS AND ADDRESSES OF OUR LOCAL FACILITIES ARE FOUND ON PAGE 43



MANAGEMENT OF EMERGENCIES



In compliance with Italian Law no. 225/92 and Prime Minister's Directive "Operational guidelines" dated 3rd December 2008, among its institutional duties, Anas also cooperates with the Italian Department of Civil Defence, a sitting member of its Operating Committee.

By Decree, on 27th January 2005, the "National Coordination Centre for Road Conditions" (called Viabilità Italia) was established, chaired by the Director of the Traffic Police. "Viabilità Italia" is a technical-administrative coordination structure that can implement operational measures, including preventive measures, to deal with problems related to roadway and motorway practicability due to bad weather or other circumstances. Anas guarantees its cooperation with both structures through the

Operation and Territorial Coordination Office, which makes use of the Emergency Coordination body (CO.EM.), planning activities to deal with hypothetical risk scenarios (snow, summer exodus, etc.) and managing critical events as they occur. Through the Operation and Territorial Coordination Office and the Departments, ANAS ensures its presence at all institutional meetings to deal with emergency conditions (the Civil Defence Operating Committee, C.C.S. - the First Aid Coordination Centre, Di.Coma.C. - the Command and Control Management, C.O.M. - the Joint Operating Committee, C.O.V. - the Traffic Operations Committee).



PROTEZIONE CIVILE
Presidenza del Consiglio dei Ministri
Dipartimento della Protezione Civile



ANAS COOPERATES WITH THE DEPARTMENT OF NATIONAL CIVIL DEFENCE AND ARRANGES PREVENTIVE OPERATIONS TO DEAL WITH PROBLEMS RELATED TO ROAD AND HIGHWAY CONDITIONS



RESEARCH AND DEVELOPMENT: ROAD NETWORK RESEARCH CENTRE

WE ARE WORKING TO **BUILD THE ROADS OF THE FUTURE**

The Cesano Road Network Research Centre (CSS – Centro Sperimentale Stradale di Cesano) tests construction materials, particularly those used in roadways. The experience gained over time, the modern equipment and the advanced computer systems used make the Centre a benchmark for certified consulting services and for high-performance testing and services for modern road-network management. Since 1968, the CSS is listed as one of the official national laboratories (Italian Law no. 95/68). With its own technicians, the Centre participates in work groups and committees — UNI (Italian Organization for Stan-

darization), FEHRL (Forum of European National Highway Research Laboratories), CEDR (Conférence Européenne des Directeurs des Routes), PIARC (Permanent International Association of Road Congresses), SITEB (Italian Association of Asphalt Bitumen Roads) — that prepare and update technical standards and spread road-related knowledge. The CSS participates in several national and international congresses, presenting papers and technical reports, and it publishes articles in trade journals.



FOR FURTHER INFORMATION ON THE CENTRE'S ACTIVITIES AND HOW TO REQUEST ITS SERVICES, THE COSTS AND TIMES, LOG ONTO THE CORPORATE WEBSITE WWW.STRADEANAS.IT.



TRANSPARENT COMPANY



WE ENSURE **TRANSPARENCY** AND **ACCESSIBILITY**
OF THE INFORMATION ON OUR ACTIVITIES

Anas has developed a Three-Year Corruption Prevention Plan (PTPC – Piano Triennale di Prevenzione della Corruzione) for the prevention of “corruptive” behaviour, in line with Model 231 (referring to the crimes covered by Italian Legislative Decree no. 231/2001), which contains specific measures for cases covered in Italian Law no. 190/2012. The work of the Anas Supervisory Body and the Anti-Corruption Body is coordinated and complementary. Documents, information and data are available on our corporate website www.stradeanas.it; this information is found in the “Transparent Company” section and is organized as specified by the Italian Legislative Decree no. 33/2013 “Reform of regulations governing advertising, transparency and dissemination of information by Public Administrations”.

IN PARTICULAR, THE SAME SECTION ALSO CONTAINS:

- the instructions for whistleblower reporting;
- the updated Anas Corruption Prevention Plan that includes the Transparency and Integrity Programme as per Italian Legislative Decree no. 33/2013, article 43;
- Model 231 and the Corporate Code of Ethics.

Likewise, the “**Transparent Company**” section of the corporate website also spells out the means for “civic access” under Legislative Decree no. 33/2013 article 5, e.g. how to exercise one’s right to request the publication of documents, information and data required under current legislation. Such request is free, no justification required and it can be emailed to the Anas S.p.A. Transparency Manager using the “**Civic Access Request**” form which can be downloaded from the corporate website www.stradeanas.it, under Società Trasparente/Altri contenuti/Accesso Civico [currently available only in Italian]. Send requests for civic access to: accessocivico@stradeanas.it. Further information is available under Società Trasparente/Altri contenuti/Accesso Civico [currently available only in Italian].

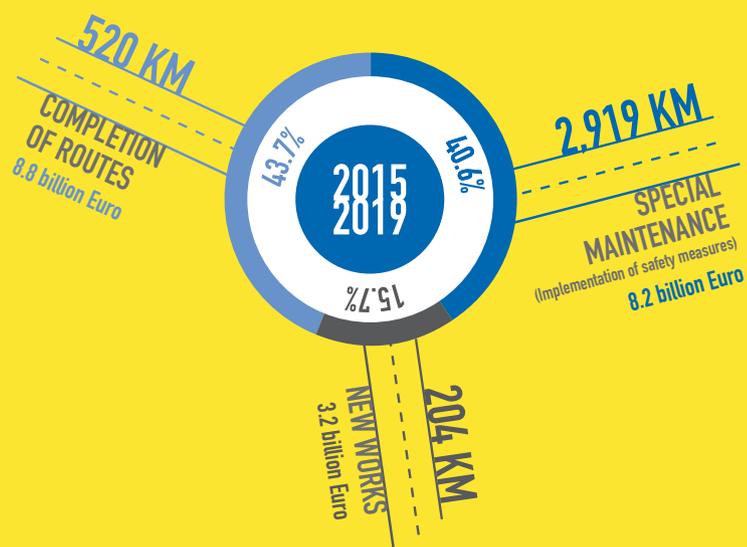
OUR COMMITMENT TO OUR COUNTRY'S ROADS

ANAS MULTI-YEAR INVESTMENT PLAN 2015-2019

The Anas Multi-year Investment Plan 2015-2019 establishes a substantial injection of resources, until 2019. For the most part these investments are aimed at strengthening the country's strategic infrastructure, improving access to urban centres and upgrading intermodal connections. The plan was drawn up taking into account the cost/benefit analysis, according to the highest European standards, with reference to the following factors:

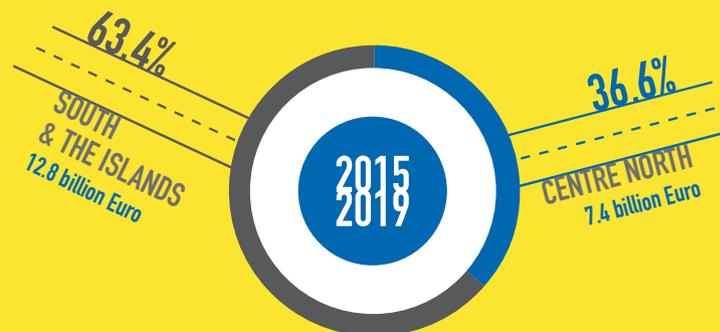
- Traffic levels;
- Accidents and road safety;
- Intermodality (connection with harbours, airports, logistics centres, railway interchanges);
- Completion of routes;
- Benefits for network services (e.g. hospitals, courts, universities etc.).

THE MULTI-YEAR PLAN 2015-2019 ENVISAGES OVER **20.2 BILLION** EURO FOR MORE THAN **3,600 KM** OF ROADS:



GEOGRAPHICAL BREAKDOWN OF INVESTMENTS:

TOTAL 20.2 BILLION





The Multi-year Plan earmarks €8.2 billion for special maintenance. Focusing resources on special maintenance makes it possible to: i) work more quickly because the time required for implementation is shorter, ii) increase the life cycle of infrastructure by upgrading technological outfitting, and iii) increase transport capacity, reaping significant benefits in terms environmental impact and territorial consumption with positive effects on economic growth and GDP. The routes for which redevelopment or special maintenance have been scheduled include the following: A3 Salerno-Reggio Calabria, E45/E55 Orte-Mestre, S.S. 106 "Jonica" and A19 "Palermo-Catania."

SCHEDULED MAINTENANCE

Such major investments in roadway maintenance as envisaged in the Multiyear Plan are accompanied by a renewed vision of road management, oriented toward planning the works according to performance targets and standardized risk scenarios. Performing "scheduled" maintenance of the roadways means overcoming the logic of episodic, emergency-based intervention and knowing how to "read" into the nature of the infrastructure — and the events that occur on or around it — to prevent criticalities related to network safety, comfort or functionality. This brings concrete benefits to road users in terms of greater continuity and quality of the services and lower overall intervention costs for all involved. This is the goal of Anas and, to achieve it, the company is bringing to bear its nearly centennial experience in road management, experience that makes it possible to integrate knowledge of the infrastructure and how it is used with knowledge of the territory surrounding that infrastructure and its geomorphological evolution. The end goal is to plan preventive or corrective works of routine or special maintenance over a period of several years. In fact, to check conditions on its network, Anas carries out continuous investigations, monitoring and surveys. All major works are subject to periodic inspections

by the Anas personnel. For these monitoring activities, the company recently initiated new trials in the use of innovative technologies, such as micro MEMS sensors or fibre-optic sensors. The hydrogeological layout of the territory crossed by the infrastructure plays an important role in network safety. For this reason, Anas has moved forward both through instrumental monitoring of potentially critical sites and by implementing structured, functional cooperation with the national authorities having jurisdiction — such as ISPRA (the Italian Institute for Environmental Protection and Research) — continuously sharing data on areas along the road network that are subject to landslides. Among these projects, it is worth mentioning the trial started to analyse the historical evolution of the mountain slopes which are subject to instability and which could interfere with the road network. This project involves DInSAR (Differential SAR Interferometry) processing of satellite data from the Italian Space Agency.

PERFORMANCE INDICATORS

In 2015, working with the Ministry of Infrastructure and Transport, performance indicators were introduced to measure the quality of the services Anas offers its customers and to provide for specific penalties. This is just the beginning and, in 2016, the evolution and improvement in these indicators could already be seen for such services as road surfacing, vertical signage, lighting, etc. Thus the indicators make it possible to monitor Anas's performance in relation to measurable services.



TO CONSULT THE ANAS PLAN AND UPDATES TO THE PROGRAMME AGREEMENT GO TO: WWW.STRADEANAS.IT AND WWW.MIT.GOV.IT



WORKS APPROVAL PROCESS

A TIMELY AND ACCURATE APPROVAL PROCESS

Under current law, realization of a works project requires a complex authorization process that, in addition to Anas, involves the relevant Ministries. The approval process for a works project is structured as follows:

STEP 1		FEASIBILITY STUDY performed by Anas	STEP 7		FINAL PROJECT INTEGRATION AND APPROVAL performed by Anas
STEP 2		PRELIMINARY DRAFT performed by Anas	STEP 8		PREPARATION OF WORKING DRAWINGS performed by Anas
STEP 3		DRAFTING OF FINAL PROJECT performed by Anas	STEP 9		VERIFICATION AND APPROVAL OF WORKING DRAWINGS performed by Anas
STEP 4	MIT	TECHNICAL OPINION performed by the Ministry of Infrastructure and Transport	STEP 10		CALL FOR BIDS AND WORKS CONTRACTING performed by Anas
STEP 5		ENVIRONMENTAL IMPACT ASSESSMENT (E.I.A) performed by the Ministry of the Environment and Protection of Land and Sea, the Ministry of Cultural Heritage and Activities and the Regional Authorities	STEP 11		DELIVERY AND EXECUTION OF THE WORKS performed by contractor (Works Management performed by Anas)
STEP 6		SERVICES CONFERENCE performed by the Ministry of Infrastructure and Transport	STEP 12		OPENING TO TRAFFIC performed by Anas



ESSENTIAL ANAS PRINCIPLES FOR TRAVELLER PROTECTION

EQUALITY AND FAIRNESS

Anas is committed to ensuring equal treatment to customers regardless of sex, race, language, religion, political persuasion, personal and social conditions. In this context, moreover, service conditions being equal, Anas is committed to providing the same treatment both in the different geographical areas and for all categories of customers.

CONTINUITY AND REGULARITY

Anas is committed to keeping its directly managed network of roads and motorways functional by ensuring timely maintenance and repairs. It is also committed to taking the steps necessary to minimise disruptions and inconveniences to customers, even when operation is interrupted or functions irregularly because of force majeure and/or elements beyond Anas's control. The Company also provides the resources and technologies needed to inform customers of basic road and traffic conditions.

EFFICIENCY AND EFFECTIVENESS

Anas pursues ongoing development of its activities — also by upgrading its internal structure and introducing new technologies — and does so efficiently, diligently and effectively. It is also committed to maintaining and improving the efficiency and effectiveness of the services offered.

PARTICIPATION

Anas promotes the participation of customers — both individually and jointly with others — and implements forms of cooperation focused on improving the services provided. To this end, adopting the methods set out in this Charter, each customer may contact the Company's organization to report findings, produce documents or notes, and make comments or suggestions about the services received. The personnel in contact with customers is adequately prepared and can courteously provide comprehensive information.

COURTESY

Anas has made courtesy and attention to customers a distinctive aspect of the way it does business.

PRIVACY

Anas is committed to safeguarding the privacy of its customers, who are entitled to information on how their personal data is processed in simple, straightforward language. Customers are also entitled to give their consent — free, differentiated and revocable — according to the different ways the data may be used, including by authorized third parties.

TRAVELLER PROTECTION, A PRIME VALUE

FREEDOM OF CHOICE

Anas participates in initiatives and studies designed to encourage intermodality and the development of alternative transport systems.

ROAD SAFETY

Anas is committed to launching initiatives aimed at preventing and countering roadway accidents, even through personnel authorized to act as Traffic Police. In this context, awareness-raising and public opinion campaigns — mainly on traffic issues and driving safety — are implemented periodically, before periods particularly critical for circulation (e.g. the summer exodus). Information campaigns are achieved using multiple media (print, radio, television, web) and distributing informational materials.

ENVIRONMENTAL PROTECTION

As part of the remodernisation and/or construction of its roads and highways, Anas is committed to utmost respect for the environment. In particular, the Anas environmental policy and strategy focus on controlling and mitigating the environmental impact of its activities as well as on fuel economy and reducing the use of natural resources.



THESE PRINCIPLES ARE SET OUT IN THE DIRECTIVE ISSUED
BY THE PRESIDENT OF THE COUNCIL OF MINISTERS ON 27 JANUARY 1994.



ROAD SAFETY



WE PLEDGE TO MAKE OUR ROADS SAFE

Road safety is an issue of global interest. The United Nations estimates that, if corrective measures are not implemented, in 2030 roadway accidents will be the fifth leading cause of death worldwide. Currently, it is ninth. All parties — both public and private, whether involved directly or indirectly — are committed to making the roads increasingly safe. In Italy, since 2001, the number of casualties has steadily declined. In the period between 2001 and 2014 the death rate dropped from 7,096 to 3,381. Although en-

couraging, this decrease is still not enough, because the roads still reap too many victims. Statistics show that most accidents are due to driver misconduct. The introduction of the penalty points system for driving licenses and the remote systems to control average and instantaneous speeds have proved an effective deterrent to preventing such behaviour.

A TECHNOLOGICAL NETWORK FOR SAFETY

OUR TECHNOLOGY ENABLES US TO SAFEGUARD OUR CUSTOMERS AND PROVIDE TIMELY INFORMATION ON ROAD CONDITIONS

The design of our roadway infrastructure starts with implementation of increasingly high safety standards, in line with European directives. The primary objective of any Anas network intervention is to increase user safety by acting on both aspects: active safety (accident prevention) and passive safety (reduction of consequences). Our technological solutions are aimed at reducing the accident and mortality rate, increasing traffic flow, constantly monitoring the network and improving comfort for users. We are moving towards the concept of the "fully equipped" road, equipped with all necessary technological

components installed and fully interoperable. Initiatives such as "Vergilius", the installation of new variable message signs, cameras and weather stations are designed to raise the standards of safety for the network managed. We make every effort to spread the culture of safety and respect for the Highway Code. Our commitment to safety is also guaranteed by a daily monitoring of the network, by prompt intervention of the operating personnel as needed, as well as constant operations of the National Operations Centre and Departmental Operations Centres.

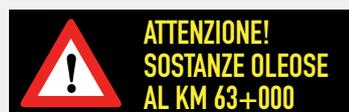
WE KEEP YOU INFORMED DURING YOUR JOURNEY

Through VMS (Variable Message Signs) present along the Anas network of roads and motorways, customers are kept informed in real time of traffic slowdowns, accidents, closed ramps, construction sites, queues and delays, travel time, weather events and anything else that could disrupt the smooth flow of traffic. When traffic is running normally, these signs provide information and utility messages, e.g. driving advice.

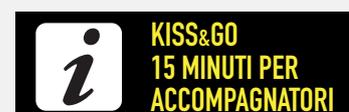
The 423 VMS are managed remotely by Anas from its Departmental Operations Centres. Of these, 130 are located along the A3 Salerno - Reggio Calabria motorway and 87 on the Main Ring Road and A91. Other roads of national importance with significant numbers of VMS are the Anas-run motorways in Sicilia and the S.S. 36 in Lombardy.



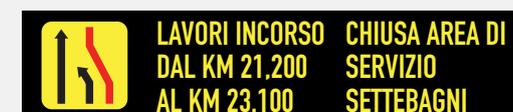
RAMPS CLOSED
EXIT 17
EXIT 16



WARNING!
OILY SUBSTANCES
AT KM 63+000



KISS & GO
15 MINUTES
FOR COMPANIONS



WORK IN PROGRESS
FROM KM 21.200
TO KM 23.100

SETTEBAGNI
SERVICE AREA
CLOSED



TECHNOLOGY SYSTEMS USED BY ANAS:

VIDEO CAMERAS AND VIDEO SURVEILLANCE SYSTEMS

[CCTV - CLOSET CIRCUIT TELEVISION]

Video surveillance traffic monitoring system; uses digital images and can detect information to support real-time decisions.



TRAFFIC DETECTION (TD)

System to detect the volume of traffic (ADT - Average Daily Traffic) and related vehicle types to facilitate the decision making process for road management and maintenance.



WEATHER STATIONS

System to monitor weather conditions using specially configured electronic devices; makes it possible to implement road safety management policies and keep customers informed.



VARIABLE MESSAGE SIGNS (VMS)

The customer information system uses variable message signs that can be both installed and set at junctions with ordinary traffic.





VERGILIUS SYSTEM

The system to control compliance with speed limits using vehicle detectors and integrated intelligent units. Detecting average and instantaneous speeds, it can be used as traffic detector and can run checks on the vehicle — e.g. insurance compliance or theft — in real time.



**WITH VERGILIUS
WE MEASURE YOUR SAFETY.**



**WE MEASURE
YOUR SAFETY**

Failure to respect the speed limits is one of the principal causes of fatal accidents on both state roads and motorways. To deal with this problem, Anas has tested an innovative, remote, electronic system to detect average and instantaneous vehicle speeds. This system is called Vergilius. Initially installed in 2012 on some high accident prone sections of the S.S. 309 "Romea", S.S. 1 "Aurelia" and S.S. 7 "Quater Domitiana", since July 2014 Vergilius has been operative on the S.S. 145 "Sorrento" and, since July 2015, on 108 kilometres of the A3 "Salerno-Reggio Calabria" motorway.

Through twenty-six control sections, this system can measure vehicle speeds under all weather and lighting conditions. Management of the information system and related fines for speeding violations are handled by the State Police, more specifically the Traffic Police, with which Anas has an ongoing relationship of fruitful collaboration. In compliance with industry regulations, on the basis of prior safety assessment and in coordination with the Prefectures, Anas also authorises the local police forces to install speed checkpoints along its main roads.



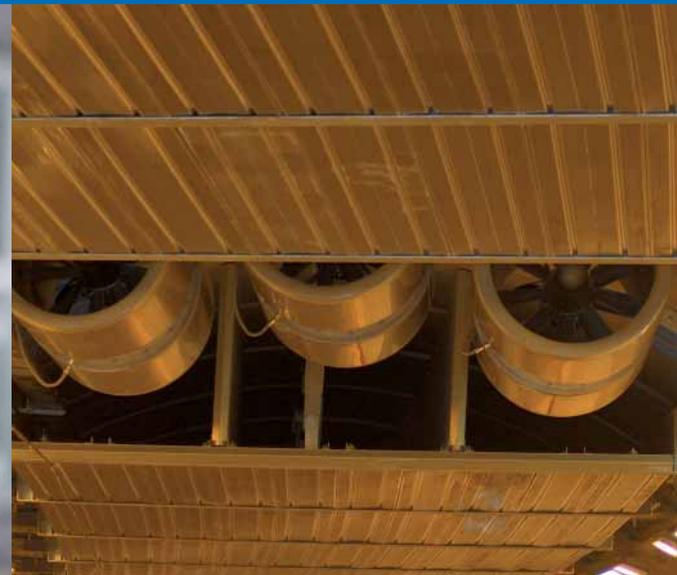
TUNNELS



WE ARE COMMITTED TO IMPROVING THE SAFETY OF OUR TUNNELS

The network directly operated by Anas includes around 1,300 tunnels. Anas is constantly involved in improving road tunnel safety standards, in accordance with the principles of efficiency and effectiveness and the pertinent regulations such as Italian Legislative Decree no. 264/2006 “Implementation of Directive 2004/54/EC concerning safety of tunnels that are part of the TEN-T Network” and Italian Presidential Decree 151/11 “Regulations governing the procedures for fire prevention”, emphasizing high-tech solutions and minimizing environmental impact. In order to ensure improvement in safety standards and compliance with the regulations, Anas defines and updates its Special Maintenance Plan for tunnel systems, updating them in accordance with the following activities:

- **Galleries that are part of the TEN-T network:**
Italian Legislative Decree no. 264/2006 “Implementation of Directive 2004/54/EC concerning safety of tunnels that are part of the Trans-European Networks”
- **Tunnels in the ordinary road network:**
 - Fire prevention: according to Presidential Decree 151/11, all Anas tunnels measuring over 500 m in length fall within this category
 - Risk mitigation and energy saving installations with the introduction of high-tech systems.





BARRIERS

WE DESIGN CUTTING-EDGE TOOLS TO EFFECTIVELY PROTECT THE **SAFETY OF ALL OUR CLIENTS**

For passive safety devices, through its Road Network Research Centre, Anas has designed — and validated with real crash tests — a complete range of continuous road safety barriers, with shielded poles that provide maximum safety, even for vulnerable road users such as motorcyclists. This feature — along with others such as minimum deformation space following impact and construction using matching elements to facilitate maintenance — is undergoing further improvement, particularly for installations on existing roads.



ROAD SURFACE CHECKS



The road surface is crucial for active safety. Even when there are no visible signs of deterioration and the surface looks in order, it must be regularly checked. Anas constantly monitors road surface quality over the hundreds of kilometres of its road network. The company does so using its own equipment including:

WE ARE CONSTANTLY TESTING NEW ROAD SURFACES TO MAKE YOUR JOURNEY SAFER AND MORE COMFORTABLE

- **ERMES**, a cutting-edge unit that measures surface slipperiness (under worst case conditions, e.g. when the road is wet) and road uniformity (measuring intensity and frequency vibrations induced on the vehicles using the road);
- **FWD** (Falling Weight Deflectometer by DYNATEST), which uses an impact mechanism to strain the surface and measures the response in terms of deflection range;
- **TSD** (Traffic Speed Deflectometer), the most advanced vehicle in the world. It uses a set of laser Doppler units to measure the extent to which the roadway is lowered under the weight of the vehicle's rear axle and does so at high speed, without interfering with traffic.





CLEARLY VISIBLE ROAD SURFACE MARKINGS
MAKE THE DIFFERENCE AND **SAVE LIVES**



ROAD SURFACE MARKINGS

Certain details are perceived better in adverse conditions. Particularly at night and under poor visibility conditions, e.g. rain or fog, clearly visible road surface markings are a form of active safety that makes the difference and saves lives. Every year Anas monitors thousands of kilometres of its network, measuring the retroreflection — parameter that measures night visibility — of the edge lines and centre lines through a specialized mobile laboratory (DELPHI - DELineation PHotometric Instrument). Using a special instrument, the vehicle illuminates the road surface markings and measures their visibility by simulating the geometry when the driver sees the signs while driving.



ENERGY EFFICIENCY



WE USE **SUSTAINABLE ENERGY TO LIGHT OUR ROADS**

Energy conservation is a goal shared by Anas: in particular, during the design of technological systems, in accordance with UNI 11095, we are increasingly focusing attention on energy efficiency measures, through the use of specific, cutting-edge software. We are making major investments to replace conventional high-pressure sodium luminaires with more efficient lighting systems based on LED technology, both for modernisation and for new construction along the roads and in tunnels. Tunnel lighting systems are the main object of our modernisation and technological upgrading works, the aim being to improve and standardise road safety and services for our customers and, at the same time, optimise energy consumption, particularly for lighting and ventilation systems which generally consume the most power.

In fact, a system upgrading programme is currently underway. These works have already installed the above-mentioned LED lighting technology in 114 tunnels, ensuring energy savings of up to 40% over conventional technology. We are also installing luminance sensors at tunnel entrances so we can adjust internal lighting according to outside luminance, with the possibility of point-by-point adjustment.

In addition, the high colour rendering index, luminous efficiency and high visual comfort typical of LED equipment enables us to lower the luminance on the road surface which translates into considerable energy savings.



ENVIRONMENTAL COMPATIBILITY OF MAJOR WORKS

WE HELP PROTECT THE ENVIRONMENT BY BUILDING LOW-IMPACT ROADS

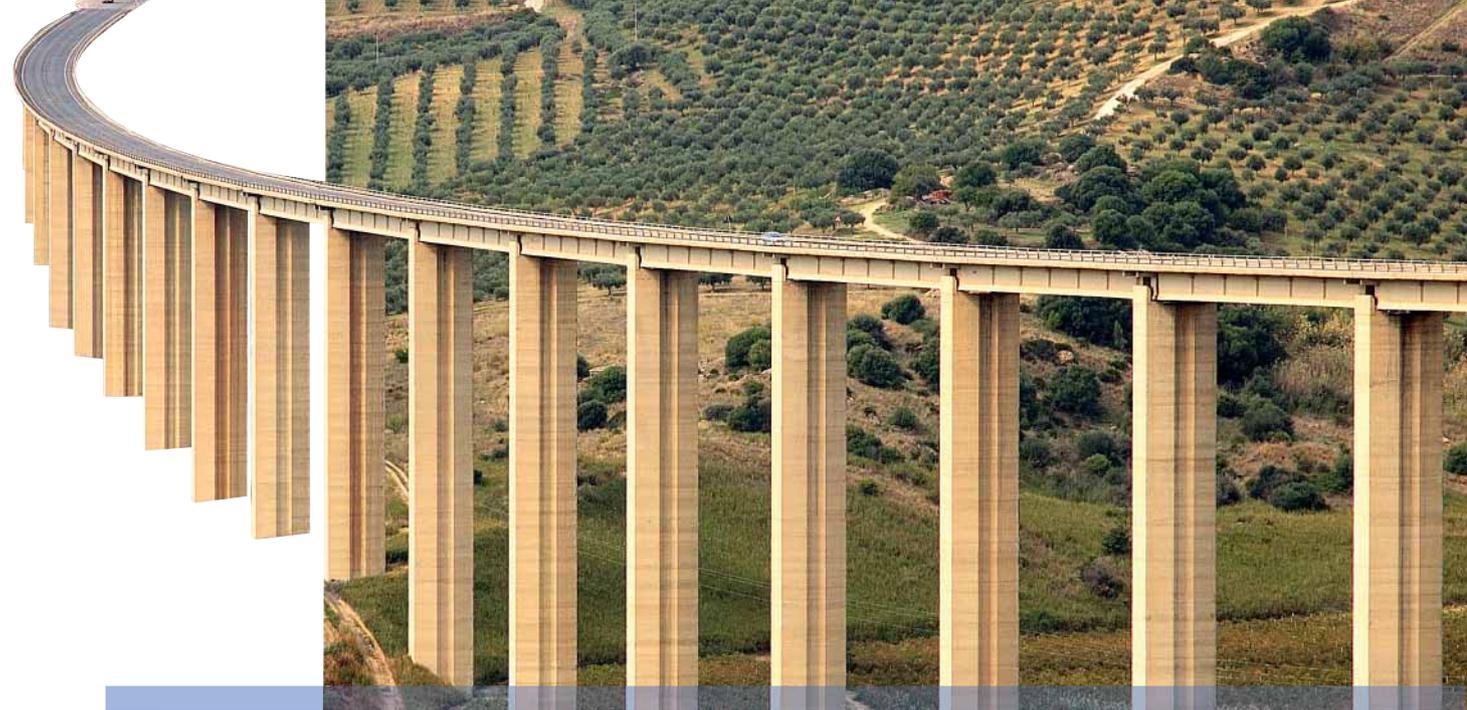
Environmental responsibility is synergistically integrated into all phases of Anas's activities. The possible repercussions on the ecosystem are taken into account and carefully assessed during the design stage; likewise, they are monitored and managed during construction, management and operation of roads and motorways. All projects — both new works and modifications or extensions of existing works under the Programme Contract (whether or not they fall under the strategic infrastructures of national importance) — are subject to Environmental Impact Assessment (EIA) procedures, respectively pursuant to Italian Legislative Decree no. 163/2006, as amended, or pursuant to Italian Legislative Decree no. 152/2006 as amended. In addition, checks are run to determine whether the projects are subject to Environmental Impact Assessment to analyse the impact of future infrastructures on all territorial environmental components. If the project or the possible impact of its implementation affect, even partially and/or indirectly, Sites of Community Importance and/or Special Protection Zones — as per Habitats Directive 92/43/EEC and Birds Directive 79/409/EEC for the establishment of the Natura 2000 ecological network — the EIA procedure includes the Impact Assessment procedure as per art. 5 of Italian Presidential Decree 357/97. As part of the EIA procedures, Anas is committed to the preparation of technical environmental impact studies (EIS), in-depth analyses of the geomorphological, hydrological, landscape, archaeological, infrastructural, urban planning, wildlife and vegetation aspects as well as the quality of air and noise levels affecting the territories.

THE PARTIES INVOLVED IN THE EIA PROCEDURES ARE:

- Ministry of the Environment and Protection of Land and Sea – Head Office for environmental assessments and permits;
- Ministry of Cultural Heritage and Activities – Head Office Fine Arts and the Landscape;

- Regions, Provinces and Cities whose territory is affected or impacted by implementation of the project, even if only partially;
- Other Administrations/Agencies having jurisdiction to issue any form of environment-related permits, agreements, concessions, licenses, opinions, clearances and consents;
- Superintendencies of Fine Arts and the Landscape and Superintendencies of Archaeology having territorial jurisdiction;
- Park authorities and other parties managing protected nature areas of any sort;
- Harbour Offices (for projects in coastal marine and/or offshore areas);
- Regional authorities for the Territory (national, inter-regional, regional);
- Land Reclamation consortia;
- Autorità d'Ambito Territoriale Ottimale (Optimal Local Environment Authority Consortium);
- General Public, which is informed of the onset of the procedure and can consult the related technical documentation, either on the Ministry of Environment's website for the Environmental Assessments EIA-EIS and at other Administrations holding the documentation.

Anyone who may be interested can review the project and related environmental assessment, present their own comments — even providing new or additional facts and evaluations — in writing or by certified e-mail to dgsalvanguardia.ambientale@pec.minambiente.it within a period of sixty days from the date of publication in the daily newspapers, as outlined in the requirements to be fulfilled by the party promoting the project.



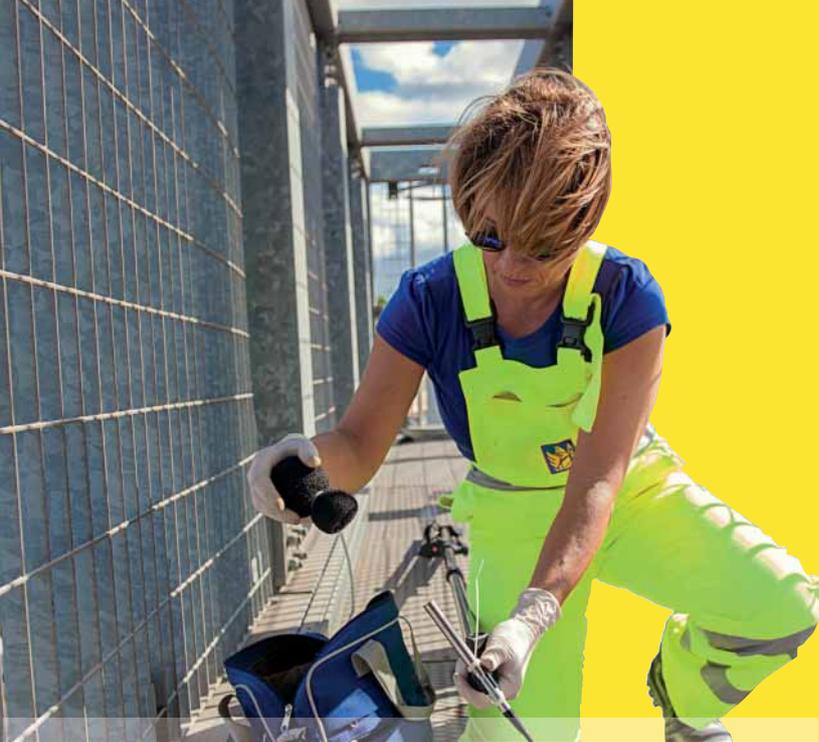
GUARANTEE PROVIDED BY CONTINUOUS MONITORING

Anas monitors all major environmental impact aspects of its approved projects, as well as their compliance with the requirements contained in the Environmental Impact Assessment. This activity is performed in parallel with the controls performed by the Ministry of Environment, also through its operating structures: ISPRA - the Italian Institute for Environmental Protection and Research, ARPA - the Regional Environment Protection Agency, APPA - the Provincial Environment Protection Agency. Environmental conditions are assessed through periodic monitoring performed before, during and after the construction of new works or expansion of existing facilities. Finally, during the construction phase, Anas constantly audits the work, including that of contractors that adopt an Environmental Management System for work sites.



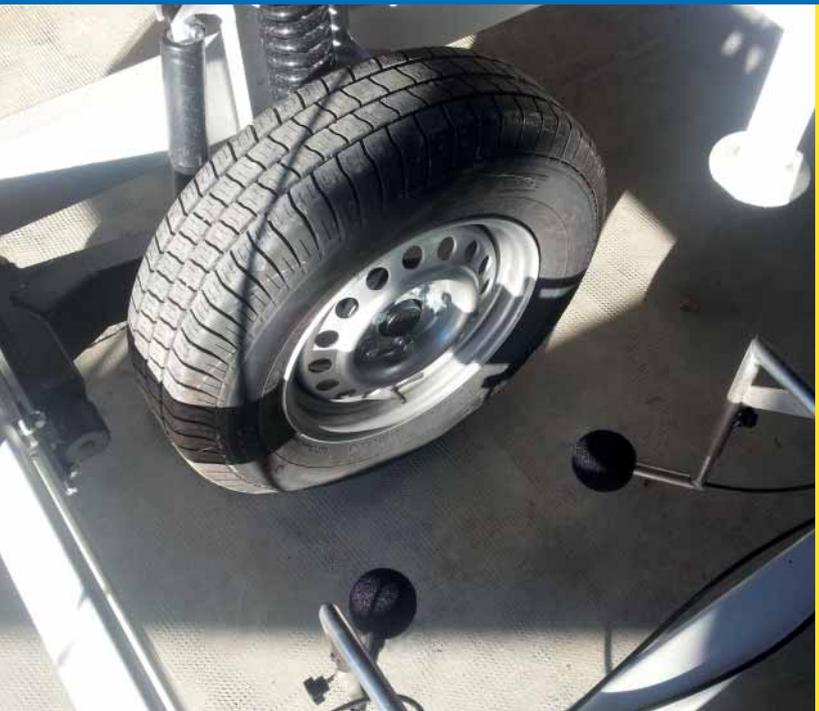
ACOUSTIC MONITORING

Anas systematically measures noise exposure, in response both to requests from individual citizens and reports received from the local authorities. In recent years (2012–2015), in response to requests received, around 800 days worth of on-site measurements have been performed to determine the exposure to noise plus an additional 360 days were spent processing the data recorded at the homes of affected users.



**WE PLEDGE TO SAFEGUARD THE HEALTH OF THE GENERAL POPULATION
THROUGH NOISE ABATEMENT WORKS ALONG OUR ROADS**

NOISE EMISSIONS: ROAD SURFACE



Anas has developed a vehicle to measure the noise emissions produced by vehicle-road surface interaction (CPX - Close ProXimity method). The vehicle is designed to measure the effects of the installation of low-emission road surfaces. To date, the emissions have been measured at around 50% of the areas covered by the first year of the National Noise Abatement Plan.



INFORMATION ON ROAD CONDITIONS

TOLL-FREE NUMBER

Anas has a toll-free number — “Pronto ANAS” 800 841 148 — that is operative 24/7 every day of the year, including holidays, to provide traffic information and report emergencies or dangers. For other types of information: weekdays — Mondays through Fridays except public holidays — 8:00 am to 8:00 pm. You can also contact the service via its email and certified email addresses, via Twitter and the corporate website:

 servizioclienti@stradeanas.it

 PEC: servizioclienti@postacert.stradeanas.it

 [@stradeANAS](https://twitter.com/stradeANAS)

 www.stradeanas.it

 Toll Free Number 800.841.148

RAI RADIO

Anas cooperates with CCISS “Viaggiare Informati” [Travelling informed], distributing traffic information through the “ONDA VERDE” traffic bulletins broadcast daily by the RAI [Italian National Radio] channels 1, 2 and 3.

ISORADIO

Anas cooperates with CCISS “Viaggiare Informati” [Travelling informed], distributing traffic information through the RAI Isoradio service.

TELEVIDEO

Anas helps provide local traffic information through the RAI Teletext channel.

CCISS

The Anas dedicated staff collaborates with the National Infomobility Centre (CCISS), together with the Traffic Police, Carabinieri (the Italian Police), ACI (the Italian Automobile Club), AISCAT (Italian Association of Toll Motorway and Tunnel Operators), AUTOSTRADE PER L'ITALIA highway association, RAI and Infoblu. The CCISS “Viaggiare Informati” [Travelling informed] provides information via Twitter, using the portal www.cciss.it (where, in addition to traffic conditions in real time, constantly updated audio and video bulletins are available), and through the iCCISS app and its Toll Free Number 1518.

THE ANAS CORPORATE WEBSITE

A vast portion of the corporate website www.stradeanas.it (see details on page 30) is devoted to traffic information. This is where you can find out about traffic and weather conditions in real time. Moreover, interactive maps let you organize your trip and view the open construction sites with details indicating the routes affected and the works schedules (VAI - Anas Integrated viability).

SOCIAL MEDIA

Anas has its own Twitter channel — @stradeANAS — where key news regarding traffic and events on the roads and motorways of prime importance to customers are published in real time, 24/7.

VAI APP FOR SMARTPHONE AND TABLET

Anas brings customers the application VAI ANAS PLUS for smartphones and tablets, running on both Apple and Android platforms. This free app provides access to geo-referenced information (updated every 200 seconds) on traffic, presence of construction sites and road events (delays, obstacles, cargo spills).

HEAVY VEHICLE TRANSPORT CALENDAR

The Ministry of Infrastructure and Transport website www.mit.gov.it publishes its annual decree banning particular types of vehicles and road transport from driving outside residential areas on certain days and at certain times during the year.

OPEN CANTIERI

The website opencantieri.mit.gov.it — operated by the Ministry of Infrastructure and Transport — provides complete, up-to-date information on the public infrastructure construction process.



THE ANAS S.p.A. CORPORATE WEBSITE

SPECIFIC, DIVERSIFIED INFORMATION

www.stradeanas.it is the Anas S.p.A. website, another “route” connecting us with our customers. The website presents ‘corporate’ and ‘business’ information and useful pages, addressed to the reference target and stakeholders.

The ‘corporate’ pages regularly trace the profile and history of the company, emphasizing its governance, organization, internal and Group structure, providing financial data and information on activities. Maximum attention is paid to transparency through the “Transparent Company” section where the contents pursuant to Italian Legislative Decree no. 33/2013 are made available. The ‘business’ areas contain all information related to the road and motorway network operated by Anas, also broken down by region, by ongoing works and their progress, by calls for bids and works envisaged for the main national routes.

These areas also emphasize the services offered to third parties for the management of activities that fall within the road network. In particular, in the “Roads” section, information is provided on the size of the road network and here it is possible to search the roads, both by region and by individual route. For each roadway, information is provided such as the extension, in kilometres, and the local landscapes it passes through.

The space dedicated to the **Traffic Observatory** illustrates the monthly traffic data and associated Mobility Index detected throughout the national territory. A large part of the website is dedicated to customer services: this is where one can find out how to contact the company and request information and exercise the right to access documents. The Viability section provides, through the **VAI - the Anas Integrated Viability system**, real time geo-re-

ferenced information on traffic and open construction sites, as well as the calendar of driving restrictions relating to the periods of greatest interest (Snow Plan, Summer Exodus).

Other useful pages concern connection with the **CCISS - National Infomobility Centre** and weather information. Additional information for other targets are also published on the website: in the Press area, the media can download press releases, speeches and official company documents, photos and videos.

In the Work with us area, one can view jobs currently available and apply for them using the special on-line form. The website is also a dialogue box: Anas connects with its customers through the social media links present on the home page. Between 1st January and 31st December 2015, Anas corporate website recorded more than 11.5 million hits and was consulted by 10,653,344 individual users.

MECHANICAL ASSISTANCE

According to Article 175 of the Highway Code, assistance on the highway can only be provided by the roadway owner or by companies authorized by the latter. The main arteries managed by Anas covered by this regulation are A3 "Salerno-Reggio Calabria", the Sicilian motorways A18 "Messina-Catania", A19 "Palermo-Catania" and A29 "Palermo-Mazara del Vallo", A90 "Main Ring Road", A91 "Roma-Fiumicino", the motorway links Salerno-Avellino (RA02), A/4 - Trieste (RA13), A/4 - Trieste - branch to Ferneti (RA14) Sicignano-Potenza (RA05).





SERVICE AREAS

THE SERVICE AREAS PRESENT ALONG OUR NETWORK PROVIDE A WIDE RANGE OF SERVICES FOR ROADWAY CUSTOMERS

SERVICE AREA MANAGEMENT

There are a total of 45 service areas on the motorways and links managed directly by Anas: 40 are licensed under concession, 5 under authorization (as per article 24 of the Highway Code). The concessionaires of the fuel and catering service pay Anas a fee based on royalties that are fixed and/or proportionate to the volume of sales achieved. Service concessions are awarded through public procedures governed by the Code of Public Contracts (art. 30 of Italian Legislative Decree no. 163/2006). The Service Agreement regulates the relations between Anas and the Concessionaires, defining the respective rights and obligations. The Concessionaires are responsible for fuel distribution, bar, restaurant and market services, cleaning and maintenance of restrooms and commercial areas, greenery and parking lots, traffic and safety within their Service Areas.

CHECKING STRUCTURES AND THE QUALITY OF SERVICES PROVIDED

Through specific detection forms, Anas runs planned, ongoing checks of the fuel distribution and refreshment Concessionaires licensed to manage the service area. In particular, Anas exerts oversight on the status of the facilities and system function, compliance with contractual obligations, reviewing how customers are treated by the Concessionaires, the level service in general, and condition of the restrooms in the Service Areas. If, while checking Concessionaire activities, Anas discovers shortcomings or inefficiencies, it uses all appropriate means of action to eliminate them through appropriate corrective measures and by applying penalties when warranted by the contract.



DESCRIPTION OF SERVICE AREAS ALONG THE ROADS ANAS MANAGES DIRECTLY, WITH LOCATION AND MAIN SERVICES AVAILABLE TO THE CUSTOMER, IS PRESENTED IN A TABLE ON PAGE 44, AND IN THE SECTION DEDICATED TO SERVICE AREAS ON THE ANAS CORPORATE WEBSITE WWW.STRADEANAS.IT.



SPECIAL TRANSPORT: TEWEB



ALL THE CONVENIENCE OF **PAPERLESS** MANAGEMENT



Accessible in the “Trasporti Eccezionali” section on the corporate website www.stradeanas.it, TEWEB is the Anas web portal “Exceptional Transport Web” dedicated to handling requests for road access authorization by exceptional vehicles and loads, i.e. all those vehicles or transport loads that exceed the weight or size limits outlined in the Italian traffic rules. Submitting a request for authorization requires registration to obtain an ID and password to access the restricted area. Transport companies, exceptional vehicle owners, administrative consultants, trade associations, etc. can register. Management of the entire process through TEWEB allows both the executives and the applicants to monitor progress of the procedure.

Indeed, besides simplifying procedure management, computerization has made it more transparent, uniform and available 24/7 from any PC connected to the Internet. Registered customers have access to an area where they can verify all payments made and download the relevant invoices. The open access area contains useful information for customers: offices to be contacted for information and support when submitting requests, answers to frequently asked questions, forms, key ordinances restricting transit of exceptional vehicles and loads.

A SPECIAL WEB APPLICATION IS AVAILABLE

ADVERTISING

The placement of billboards and other forms of advertising along or in sight of the roads, and within the service stations along the roads and motorways managed directly by Anas, is subject to authorization from the road owner, as outlined in the Highway Code and its implementing and enforcement regulations. Within town centres, competence for authorisation falls to the Municipalities — after receiving prior technical approval of the owner in the case of national, regional or provincial roads (Art. 23 paragraph 4 of the Highway Code). When the signs and other advertising media along a road are visible from another road owned by a different party, authorisation is subject to having received permission from the latter. When visible from the road, signs and other advertising located along railways are subject to the provisions of art. 23 of the Highway Code and placement is authorised by the Ferrovie dello Stato (the state railways) after having first received permission from the road owner (art. 23, paragraph 5 of the HC). Advertising is subject to payment of the a fee — calculated according to the rates applied by Anas and published in the Official Gazette - Announcement Sheet - Part II, signed by the President. This document can be consulted at our corporate website www.stradeanas.it. Permits to install billboards, signs and other forms of advertising have a three-year duration and may be renewed; to this purpose, and in accordance with paragraph 5 of article 27 of the HC, the conditions and technical or administrative requirements are indicated in the permit itself. Prospective customers wishing to install advertising, or existing customers who wish to renew their permits, can download the forms for all sorts of requests from the corporate website www.stradeanas.it. A dedicated Web app has been created for our customers holding licenses, again accessible from the corporate website www.stradeanas.it; this app enables the customer to view data on their advertising systems contained in the Anas management database.





LICENSES AND CONCESSIONS



Regarding the use of the roads, the principle holds that, when it comes to ordinary use, such use is free to all and is not subject to any administrative act. This, however, does not hold for the other permitted uses or, in particular, for exceptional uses which require preliminary decision by the authorities having jurisdiction. Permits are administrative acts that, by removing an obstacle, make it possible to exercise a right or a power already held by the individual subjects. Concessions, however, grant the parties new powers and new rights and thus expand their legal sphere of influence. The concessions affecting Anas are of the sort indicated in the jurisprudence as constituent and tend to grant the applicant permission to use and occupy public lands for a purpose other than that for which the State property is directly intended. Licenses and permits issued by Anas can be summarized in acts which, under the Highway Code (Italian Legislative Decree no. 285/92) and its Implementing Regulation (Italian Presidential Decree no. 495/92) allow and, when applicable, regulate:

- slip roads and branches running from the road to lands or side buildings and road junctions for public or private use;
- crossings — longitudinal and transverse, overhead or underground — of the national roads by municipal, provincial, regional or other public roads;
- crossings — longitudinal and transverse, overhead or underground — of the national roads by railroads, canals, aqueducts, drainage networks, gas pipelines, power lines, telephone and telecommunications cables (TLC networks in general), etc.;
- opening of vehicular or pedestrian access from the roads to farms, residential homes and commercial and industrial facilities;
- opening of access to automatic automotive fuel distribution facilities (liquid and/or gas) located beside state roads;
- issuing of provisions to grant requests for waivers, pursuant to the second paragraph of art. 9 of Italian law no. 729/61, for construction of buildings less than 25 m from the border of highway property, subject to the relevant provisions of applicable law;

- issuing of provisions to grant requests for waivers, pursuant to art. 2.1.07, paragraph d) of the Ministerial Decree for Public Works no. 449/88, for installation or remote maintenance support for non-compliant overhead power lines that border on road properties;
- issuing of opinion on granting amnesty for buildings located at a non-compliant distance from border of road properties, as these fall within areas subject to construction constraints to protect the roadway belt (Italian Law no. 45/1985, art. 32, as amended).

Granting of licenses and concessions involves payment of a fee — calculation criteria and quantification methods can be found in the special annual rates and fees adjustment provisions signed by the President of Anas and published in the Official Gazette.

A special Licenses and Concessions area on the corporate website www.stradeanas.it contains all relevant information for customers such as:

- **applicable laws and regulatory requirements;**
- **applicable provisions;**
- **requests procedures and forms;**
- **answers to frequently asked questions;**
- **offices to be contacted.**

THROUGH A **MONTHLY BULLETIN** WE PROVIDE
OUR CUSTOMERS WITH **TRAFFIC DATA**

THE TRAFFIC OBSERVATORY



Anas provides the customers with traffic data and information on the detected Mobility Index through a monthly newsletter published on the corporate website www.stradeanas.it. With more than 1,150 measurement sections, the Automatic Statistical Traffic Detection System is distributed over the entire Anas-operated network. Essentially the sensors use two technologies: inductive loop and microwave. Therefore, currently the system also receives traffic data obtained through the Vergilius system for electronic average speed control. In addition, additional technologies — e.g. dynamic scales, video cameras to detect hazardous goods, Bluetooth plotters to detect travel time — have been implemented. All sensors send their data to the central Anas Platform for Monitoring and Analysis — called PANAMA — which checks and processes the data.



SECTION 2

QUALITY



OUR CHOICES FOCUS ON IMPROVING CORPORATE STANDARDS TO **PROVIDE INCREASINGLY EFFICIENT SERVICES FOR OUR CUSTOMERS**

QUALITY POLICY AND MANAGEMENT

The basic principles underlying our quality policy are:

- Ongoing improvement, design and implementation of innovative products and services compliant with current standards and our quality management system, consideration of the cost-benefit ratio and placing customer protection first;
- Ability to meet customer satisfaction, measuring request response time and checking the quality and quantity of the information provided.

Anas currently has a Quality Management System compliant with UNI EN ISO 9001/2008, certified in October 2012 by TÜV Italia Srl.

Quality is an Anas responsibility and commitment. It is therefore the duty of the process managers and each and every employee to work to ensure that the established objectives are challenging and pursued with utmost commitment.



Certificate no. 50 100 11515

THE QUALITY INDICATORS

THE SERVICE QUALITY INDICATORS MEASURED BY THE ANAS QUALITY MANAGEMENT SYSTEM ARE:

BASE FACTOR	UNIT OF MEASURE	REFERENCE STANDARD
TRAVEL SAFETY		
1	Time, under normal conditions, of advance notice of Ordinances affecting work sites lasting more than of 48 hours	Time (hours) 24 (hours)
	Time between verification of reports of road-related events received by the Operations Centre and their publication on user information systems (VAI, VMS, ANAS WEBSITE).	Time (minutes) max 30 minutes
REGULARITY OF SERVICE		
2	Average retroreflection value (how the brightness of road surface markings is perceived by drivers under conditions requiring use of vehicle headlights) detected on sample road sections identified in the Programme Contract 2015-2016	Retroreflection (RL) RL ≥ 100
	Amount of time roads are closed due to unexceptional snowfalls and/or for reasons other than scheduled closure of sample road sections identified in the Programme Contract 2015-2016	Time (hours) ≤ 12 (hours)
SERVICE COMFORT		
3	Service Area Restrooms, number of inspections per month on at least 80% of the areas. With 1 check per month on 100% of the areas	No. of inspections 2 inspections

BASE FACTOR	UNIT OF MEASURE	REFERENCE STANDARD
SERVICES FOR TRAVELLERS WITH DISABILITIES		
4	Service Area Restrooms, number of inspections per month on at least 90% of the areas. With 1 check per month on 100% of the areas	No. of inspections 2 inspections
INFORMATION TO CUSTOMERS		
Management of information requests, complaints, suggestions:		
5	First feedback to inform the customer that the request is being handled	Time (working days) ≤ 2 working days
	Final response time	Time (calendar days) ≤ 30 calendar days in 80% of cases
	Publication of the monthly Anas Traffic Observatory bulletin	Time (calendar days) by the 10 th day of the month following the report
COMPLIANCE		
6	Average time to issue a permit for installation of an advertising system (art. 53 paragraph 5 of the Highway Code), net the times for which the customer is responsible	Time (calendar days) <60 calendar days
	Average time to issue a permit for exceptional load transport, net the times for which the customer is responsible	Time (calendar days) <15 calendar days (as per Italian Presidential Decree 495/92)
	Average time to issue a permit for passage of agricultural machinery, net the times for which the customer is responsible	Time (calendar days) <10 calendar days



SECTION 3

CUSTOMER PROTECTION



CUSTOMER SERVICE



Pronto Anas 800 841 148

La strada chiama ANAS risponde

The road calls - ANAS responds

ALWAYS LISTENING TO YOUR NEEDS

Anas considers your reports, suggestions and complaints a valuable source of information for assessing the quality of services offered and a guide for corporate decisions with an eye to ongoing improvement.

You can contact Customer Service at:

- The “Pronto Anas” Toll Free Number 800 841 148: operative 24/7 every day of the year, including holidays, for traffic information and to report emergencies or danger. For other types of information regarding Anas activities, it is possible to contact the “Pronto Anas” staff weekdays — Mondays through Fridays except public holidays — from 8:00 to 20:00. The service can also be contacted via the e-mail address servizioclienti@stradeanas.it and certified e-mail address servizioclienti@postacert.stradeanas.it; it is also available on Twitter @clientiANAS and on the corporate website www.stradeanas.it;
- Customer Relations Office of the Corporate Headquarters in Rome, open to the public on weekdays: Mondays through Thursdays from 9:30 am to 12:30 pm and 3:00 to 5:00 pm; Fridays from 9:30 am to 12:30 pm;

- Communications by post to the competent territorial office.

Anas handles all your communications with utmost attention and discretion as required by the Law governing the safeguarding of privacy. Moreover, the company is committed to responding as quickly as possible. Customers contacting the “Pronto Anas” Toll Free Number will receive an immediate response if the request can be processed directly by its personnel; if not, the request will be forwarded to the representatives having jurisdiction who, within 48 working hours, will notify the customer that they have taken over management of the request and will provide a final response within 30 calendar days from the date on which the request was received. Since 2007, Customer Service conducts quarterly and annual customer satisfaction surveys using anonymous questionnaires to directly verify the efficiency of the offices and the degree of satisfaction with the “Pronto Anas” Toll Free Number.

CONTACTS



ProntoAnas 800 841 148
(the Anas toll free emergency number)



servizioclienti@stradeanas.it



servizioclienti@postacert.stradeanas.it



Twitter @clientiANAS



A QUICK AND EASY ROUTE TO RESOLVE DISPUTES

Anyone wishing to send Anas a request for damages must do so through one of the following ways:

- By registered mail with return receipt, sent to the Corporate Headquarters of Anas S.p.A. Via Monzambano, 10 - 00185 Rome, to the attention of Enterprise Risk Management or by its own certified e-mail to cfo.erm@postacert.stradeanas.it;
- By registered mail with return receipt, sent to the Regional Road Department — Anas S.p.A. Compartimento della Viabilità — where the accident occurred, to the attention of the Legal Office or by its own certified e-mail to the certified e-mail of the Anas Regional Road Department having jurisdiction. To this end, the Anas corporate website www.stradeanas.it, in the “Contacts” section, provides a complete list of the addresses of the Regional Road Department Offices throughout the country and their certified e-mail addresses.

The claim must specify the following information:

- date, time, place and, where possible, kilometre mark, where the accident occurred;
- cause of the accident and type of damage, with express indication of any physical injuries and approximate quantification of damages.

AMICABLE SETTLEMENT PROCEDURE

The claim must be accompanied by the following documents:

- invoice or cost estimate for any material damage;
- Emergency Unit report in case of physical injury;
- report of the Police Department that intervened on the scene of the accident, if the applicant has a copy.

The claim thus forwarded will be promptly reviewed by the pertinent Anas Offices by opening a case file.

Then a claim investigation ensues, performed by verifying the allegations and documentation gathered.

If the accident is covered by one of the Anas insurance policies, the claim is forwarded to the appropriate insurance company. In this case, the applicant is informed of the contacts for the insurance company, which processes the claim for damages and proposes an amicable settlement of the dispute if Anas liability is found.

Instead, if the accident cannot be presented for insurance coverage, the Anas Department Legal Offices will process the claim and determine the possibility of an amicable settlement. In both cases, if a settlement agreement is reached, the procedure will conclude with definition of the compensation for damages and transmission of the order for payment thereof.



USEFUL NUMBERS AND ADDRESSES

USEFUL NUMBERS

Single Emergency Call Number **112**

Pronto Anas Toll Free Number **800 841 148**

CCISS Toll Free Number **1518**

MECHANICAL ASSISTANCE

- For the A3 “SALERNO - REGGIO CALABRIA” motorway: **Toll Free Number 800 290 092**, or Departmental Operations Centre **0984 308368, 0984 308367**
- For the CATANIA - SYRACUSE motorway: **095 5292639**
- For SICILIAN Motorways A19 and A29: **091 379666**
- For the Main Ring Road of Rome (A90) and the ROME - AIRPORT FIUMICINO motorway (A91): Departmental Operations Centre **06 72291000**
- For the motorway links RA13 “A4 - TRIESTE” and RA14 “A4/TRIESTE - BRANCH TO FERNETTI”: Departmental Operations Centre **040 226774**
- For the motorway links RA2 “SALERNO - AVELLINO” and RA9 “BENEVENTO”: Departmental Operations Centre **081 7253146**
- For the motorway link RA5 “SCALO SICIGNANO - POTENZA”: **Toll Free Number 800 271 172**

REGIONAL ROAD DEPARTMENTS

ANCONA - Via Isonzo, 15 - 60124 Ancona - Tel. 0715091

AOSTA - Via Grand Eyvia, 12 - 11100 Aosta - Tel. 0165215311

BARI - V.le Luigi Einaudi, 15 - 70125 Bari - Tel. 0805091111

Foggia Regional Section - Via Vittime Civili, 83 - 71100 Foggia - Tel. 0881711341

Lecce Regional Section - V.le Gallipoli, 17 - 73100 Lecce - Tel. 0832308119

BOLOGNA - V.le Angelo Masini 8, 40126 Bologna - Tel. 0516301111

CAGLIARI - Via Giuseppe Biasi, 27 - 09131 Cagliari - Tel. 07052971

Sassari Regional Section - Via Carlo Felice, 1 - 07100 Sassari - Tel. 0792830800

CAMPOBASSO - Via Luigi Falcione snc - 86100 Campobasso - Tel. 08744301

CATANZARO - Via Eugenio De Riso, 2 - 88100 Catanzaro - Tel. 0961531011

Reggio Calabria Regional Section - C. port link - 89100 Reggio Calabria - Tel. 096547991

Cosenza Contrada Ligiuri Regional Section - 87100 Cosenza - Tel. 098 434 071

Office for the A3 motorway SA-RC Cosenza Contrada Ligiuri - 87100 Cosenza - Tel. 0984308311

Salerno Regional Section - Via degli Etruschi, 6 - 84100 Salerno - Tel. 089 484 111

Reggio Calabria Regional Section - Port link, 10 - 89121 Reggio Calabria - Tel. 0965367111

FLORENCE - V.le dei Mille, 36 - 50131 Florence - Tel. 05556401

GENOA - Via Savona, 3 - 16129 Genoa - Tel. 01054771

L'AQUILA - Via dei Piccolomini, 5 - 67100 L'Aquila - Tel. 0862305001

Pescara Regional Section - Via Raffaello, 44 - 65124 Pescara - Tel. 08542601

MILAN - Via Corradino D'Ascanio, 3 - 20142 Milan - Tel. 02826851

Sondrio Regional Section - Via Gramsci, 21 - 23100 Sondrio - Tel. 0342511096

NAPLES - V.le Kennedy, 25 - 80125 Naples - Tel. 0817356111

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Trapani Regional Section - Via Marino Torre, 38 - 91100 Trapani - Tel. 0923543503

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ROME - V.le Bruno Rizzieri, 142 - 00173 Rome - Tel. 06722911

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Udine Regional Section - Via della Rosta, 6 - 33100 Udine - Tel. 0432275711

VENICE - Via Elia Millosevich, 49 - 30173 Venezia Mestre - Tel. 0412911411

Belluno Regional Section - V.le Europa, 71 - 32100 Belluno - Tel. 04379101



L'Italia si fa strada

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Where to find the Service Charter
www.stradeanas.it

References
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