

**sat**

Società  
Autostrada  
Tirrenica



Società Autostrada Tirrenica p.A.

# SERVICE CHARTER 2025

Travel Information for Motorway Users





# INDEX

*The Service Charter is an official document through which Società Autostrada Tirrenica provides users with structured information regarding the infrastructure under its management and the services it delivers.*

*This Charter is drafted in compliance with:*

- the Directive issued by the President of the Council of Ministers on 27 January 1994, which outlines the core principles governing the delivery of public services;*
- the Directive of the Minister of Infrastructure and Transport No. 102 dated 19 February 2009, concerning the adoption of Service Charters, along with the related Operational Guidelines issued by the Ministry on 29 January 2010.*

*Starting with this edition, the Service Charter of Società Autostrada Tirrenica has also been prepared in compliance with the provisions established by the Transport Regulation Authority under Resolution No. 132 of 26 September 2024, titled "Approval of measures concerning the minimum content of specific rights, including compensation-related rights, that users may claim from motorway concessionaires and operators of services provided within the service areas of motorway networks".*

*The Service Charter outlines the range of services provided and offers essential information on how, when, and where users can access them. It also presents an overview of Società Autostrada Tirrenica's quality management policies, highlighting specific performance standards that enable objective measurement of service quality.*

*As a key instrument of transparency, the Charter allows users to monitor the Company's compliance with its commitments and to submit feedback or formal complaints through dedicated communication channels established for this purpose*

● COMPANY OVERVIEW	
About us	3
Our History	4
Motorway sections under concession	7
Livorno - San Pietro in Palazzi and Tarquinia - Civitavecchia on the Autostrade per l'Italia motorway network	10
Core principles	12
Toll	13
Toll payment options	16
Traffic information	18
Website	20
Online Customer Service	21
Service areas	22
Reports, information and complaints	25
Dispute resolution procedure	28
Service Accessibility	30
Safety	31
Road traffic operations	34
Investments and maintenance	37
SAT and sustainability	38
● QUALITY	
Quality Assurance and Governance	40
Quality indicators	41
● ANNEXES	
Autostrade per l'Italia's Website	42
Wonders – Explore Italy's Treasures	44



COMPANY PRESENTATION

# ABOUT US

SAT Società Autostrada Tirrenica p.A. is a company established in 1968, which was granted a concession by the State for the construction and operation of the 242 km Livorno – Civitavecchia A12 motorway.

It currently operates under the Concession Agreement entered into on 11 March 2009 and effective as of 24 November 2010 following the implementation of the requirements imposed by the CIPE.

The Milleproroghe Decree of 30 December 2019 has effectively limited SAT's concession to motorway sections in operation, setting its expiry date at 31 October 2028.





## COMPANY PRESENTATION

OUR  
HISTORY**1968**  
21 October

Società Autostrada Tirrenica p.A. is established in Grosseto with the purpose of 'promoting and designing, as well as constructing and operating a motorway from Livorno to Civitavecchia and the related connections and branches';

**1969**  
23 October

the Agreement with ANAS is signed, approved and made effective by Ministerial Decree no. 3210 of 7 November 1969, which regulates the concession granted to SAT for the construction and operation of the A12 Livorno – Civitavecchia motorway;

**1982**

Under Article 9 of Law No. 531 of 12 August, SAT is authorised to build the Livorno – Grosseto – Civitavecchia motorway within the limits of the budgetary allocations that would have been obtained on condition that Società Autostrade S.p.A. acquired a controlling interest of not less than 51% of the concessionaire's share capital;

**1993**  
3 July

the Livorno – Rosignano section (36.6 km) is declared open to traffic;

**1999**  
7 October

the new agreement between ANAS and SAT is signed, replacing the previous agreement of 23 October 1969 and subsequent addenda;

**2005**  
7 July

The preliminary project for the completion of the Livorno–Civitavecchia section from Rosignano to Civitavecchia (206 km) is prepared and sent to the competent authorities;

**2008**  
18 December

CIPE approves the Preliminary Project with a Resolution published in the Official Gazette on 14 May 2009;

**2009**  
11 March

SAT and ANAS sign the Draft Master Agreement;

**2009**  
15 May

The Basic Design for the first lot, Rosignano – San Pietro in Palazzi (4 km), is prepared and sent to ANAS. This Basic Design is then approved by ANAS and, following the Conference of Services, upon endorsement of the local community, it is approved by CIPE (3 December);

**2009**  
28 October

the Basic Design is contracted for the completion of the Livorno–Civitavecchia section, from San Pietro in Palazzi to Tarquinia;

**2009**  
15 December

the works for the first lot, Rosignano – San Pietro in Palazzi, are contracted, with completion scheduled for 2012;

**2010**  
30 March

The Basic Design for lot 6 A Tarquinia – Civitavecchia (14.6 km) is sent to ANAS and technically approved by the latter (29 April);

**2010**  
20 September

SAT, ANAS, the Prefecture of Livorno and other competent authorities sign the Protocols on Legality and Safety at Work for the worksites on the Rosignano – San Pietro in Palazzi section;

**2010**  
18 November

The CIPE approves the Basic Design for the secondary roads connected to Lot 1 (Rosignano - San Pietro in Palazzi) with a Resolution published in the Official Gazette on 21 January 2011;

**2010**  
24 November

ANAS and SAT sign the act implementing the CIPE provisions, which brings the Master Agreement into effect;

**2011**  
23 March

presentation of the Basic Design to ANAS for San Pietro in Palazzi - Tarquinia, technically approved by ANAS (6 June);

**2011**  
5 May

CIPE approves the Basic Design for Lot 6 A Civitavecchia - Tarquinia with a Resolution published in the Official Gazette on 29 August 2011;

**2011**  
27 June

the new Rosignano tollgate on the slip road connecting the A12 motorway to the SS1 Variante Aurelia is declared open to traffic;

**2011**  
2 August

The Construction Design for lot 6 A Tarquinia - Civitavecchia (14.6 km) is sent to ANAS and approved by the latter (14 October);

**2011**  
17 October

start of preliminary activities for the works on lot 6 A Civitavecchia - Tarquinia;

**2012**  
30 March

SAT contracts SAT Lavori s.c.ar.l. as the General Contractor for the construction of Lot 6 A Civitavecchia - Tarquinia;

**2012**  
22 May

SAT, the Province of Livorno and the ten municipalities of the Bassa Val di Cecina sign a memorandum of understanding for toll exemption for residents of the first section of the A12 motorway from Rosignano Marittimo to San Pietro in Palazzi;

**2012**  
8 June

the section between San Pietro in Palazzi and Rosignano Marittimo (approximately 4 km) is declared open to traffic;

**2012**  
13 June

SAT, ANAS and the Prefecture of Viterbo sign the Legality Protocol for worksites on the Tarquinia - Civitavecchia section;

**2012**  
3 August

CIPE approves the Basic Design for the completion of the Livorno - Civitavecchia section, from San Pietro in Palazzi to Tarquinia (Lots 2, 3, 5A and 6B) with a Resolution published in the Official Gazette on 27 December 2012;

**2012**  
22 November

SAT Lavori, the Supervisory Body for Motorway Concessionaires of the Ministry of Infrastructure and Transport, and the Prefecture of Viterbo sign the Protocol for Regularity and Safety on worksites on the Tarquinia - Civitavecchia section;

**2013**  
31 July

The Basic Design for lots 5 A (Ansedonia - Pescia Romana) and 6 B (Pescia Romana - Tarquinia) is sent to the Grantor. On 22 October, a favourable opinion was delivered for the Technical Validation of the project;

**2014**

Construction work continued on Lot 6 A Civitavecchia - Tarquinia, in agreement with the local authorities, resolving issues relating to expropriation and interference;



**2015**  
13 May

SAT, Autostrade per l'Italia, the Ministry of Infrastructure and Transport, the Lazio Region and the Tuscany Region sign a memorandum of understanding concerning the Tarquinia – San Pietro in Palazzi section;

**2016**  
22 March

The entire 15 km section of Lot 6 A Civitavecchia – Tarquinia, subject to toll payment as from 1 April 2016, is declared open to traffic;

**2016**  
23 March

SAT and the Municipality of Tarquinia sign a memorandum of understanding to grant toll exemptions on the newly constructed A12 Civitavecchia–Tarquinia section for residents of the Tarquinia area;

**2016**  
1 December

The notice initiating the approval process for the basic design, including the environmental impact assessment, is published for Lots 4 and 5B of the Grosseto Sud – Ansedonia section.

**2017**  
23 January

The Conference of Services for the approval of the basic design of Lots 4 and 5B of the A12 motorway is convened at the Ministry of Infrastructure and Transport;

**2017**  
April

The annex to the 2017 Economic and Financial Document (DEF - *Documento di Economia e Finanza*), titled “Connecting Italy: Infrastructure Needs and Projects,” included a project review activity aimed at completing the Livorno–Civitavecchia section;

**2017**  
22 December

CIPE delivers a favourable opinion on the briefing provided by the Ministry of Infrastructure regarding the procedural steps for defining the new proposal for completing the Tyrrhenian Corridor.

**2020**  
28 February

The Milleproroghe Decree of 30 December 2019 is converted into law, according to which SAT, under the master agreement entered into on 11 March 2009, will exclusively operate the motorway sections relating to the A12 Livorno - Grosseto - Civitavecchia motorway link until 31 October 2028, open to traffic on the date of entry into force of the law converting the decree

**SAT is responsible for operating the Livorno–Rosignano–San Pietro in Palazzi section, covering approximately 40 km, as well as the Civitavecchia–Tarquinia section, which spans roughly 15 km. The latter was opened to traffic on 22 March 2016 and became fully operational on 1 April of the same year.**



## COMPANY PRESENTATION

# MOTORWAY SECTIONS UNDER CONCESSION\*

Under Law No. 531 of 1982, SAT (Società Autostrada Tirrenica S.p.A.) was granted the concession for the design, construction, and management of the Tyrrhenian motorway axis connecting Livorno, Grosseto, and Civitavecchia, spanning approximately 242 kilometres (the Tyrrhenian Corridor).

In 1993, the first northern section—Livorno to Rosignano (36.6 km)—was completed and opened to traffic.

In 2009, following the enactment of the “Legge Obiettivo” (Strategic Infrastructure Law) of 2001, which reinstated the Livorno–Civitavecchia section within the national motorway development program, a new agreement was signed between ANAS and SAT. This agreement led to the redesign of the entire corridor and the resumption of construction activities. On 8 June 2012, the Rosignano–San Pietro in Palazzi section, approximately 4 km, was commissioned as an extension of the existing motorway segment. On 1 April 2016, the Civitavecchia–Tarquinia section—approximately 15 km—was opened to traffic as a continuation of the Rome–Civitavecchia motorway operated under concession by ASPI.

In addition to these completed motorway sections, SAT took care of the design and initiated the approval procedures for the remaining sections, which have been divided into individual lots: S. Pietro in Palazzi–Grosseto Sud (Lots 2 and 3); Grosseto–Ansedonia (Lots 4 and 5B) and Tarquinia–Ansedonia (Lots 6B and 5A).

As of now, the Conference of Services has been successfully concluded for Lots 2, 3, 5A, and 6B, and the basic design has been developed. For Lots 4 and 5B, however, the Conference of Services is still ongoing.

The recent enactment of the “Milleproroghe” Decree on 30 December 2019, established that SAT will continue to operate the motorway sections already built, while responsibility for the construction of the remaining sections will be transferred to ANAS. SAT will formally transfer the developed project documentation to ANAS.

Once construction is completed, ANAS will assume responsibility for the operation and maintenance of the sections it has built.

\*Following Art.35 of Legislative Decree 162/2019, so-called Milleproroghe  
Further information on the motorway managed by SAT is available at [www.tirrenica.it](http://www.tirrenica.it).





COMPANY PRESENTATION

# MOTORWAY SECTIONS UNDER CONCESSION

SAT's FIGURES AS AT 31.12.2024

**Km  
40**

Section in  
operation:  
Livorno -  
Rosignano - San  
Pietro in Palazzi

**Km  
14.5**

Section in  
operation:  
Tarquinia -  
Civitavecchia



**5**

Interchanges



**2**

Barriers



**2**

Service areas



**33,038**

Average daily traffic



**2**

Maintenance facilities



**3**

Winter Maintenance Facilities



**19**

Variable message signs



## COMPANY PRESENTATION

# MOTORWAY SECTIONS UNDER CONCESSION



## EXEMPTION PROTOCOL

As of 8 June 2012, the date on which the Rosignano Marittimo–San Pietro in Palazzi motorway section was commissioned, the Toll Exemption Protocol came into effect. In accordance with CIPE Resolution No. 118/2009, SAT signed the protocol on 22 May 2012 in agreement with the Province of Livorno and the ten municipalities of the Bassa Val di Cecina area. The protocol grants toll exemptions to residents of these municipalities who hold a Telepass Family or Telepass with Viacard contract.

The exemption protocol will remain in force until the entire motorway section between Cecina and Civitavecchia is fully operational.

In 2023, in compliance with the European Directive on Electronic Tolling (2019/520), the eligibility for resident toll exemption was extended to customers of other operators accredited on the SET platform.

The application form is available in the **Online Customer Service** section of the official website [www.tirrenica.it](http://www.tirrenica.it).

To learn more, [click here](#) or scan the QR code:





## COMPANY PRESENTATION

# LIVORNO - SAN PIETRO IN PALAZZI AND TARQUINIA - CIVITAVECCHIA

## AUTOSTRADE PER L'ITALIA'S NETWORK

**Autostrade per l'Italia S.p.A.**  
Via A. Bergamini 50  
(00159) Rome  
Tel. 06 4363.1  
*Motorway Concessionaires  
Controlled by Autostrade per  
l'Italia (113 kilometres)*

**Raccordo Autostradale  
Valle d'Aosta S.p.A.**  
Les Iles Saint Pierre  
(11010) Aosta  
Tel. 0165 922117

**Tangenziale di Napoli S.p.A.**  
Via G. Porzio 4 Centro Direzionale A/7  
(80143) Naples  
Tel. 081 75.08.111

**Società Autostrada Tirrenica S.p.A.**  
Via A. Bergamini 50  
(00159) Rome  
Tel. 06 4363.1

**Società Italiana per il Traforo del  
Monte Bianco S.p.A.**  
Via A. Bergamini 50 (00159) Rome  
Tel. 06 4363.1

**ANAS and other  
Concessionaires**





COMPANY PRESENTATION

LIVORNO - SAN  
PIETRO IN PALAZZI  
AND TARQUINIA -  
CIVITAVECCHIA

AUTOSTRADE PER L'ITALIA'S NETWORK



AUTOSTRADE PER  
L'ITALIA'S FIGURES

	Autostrade per l'Italia	Subsidiarie s
Network Km	2,855	113
Tollgates	240	17
Service Areas	204	11
Parking areas	101	6
Customers per day (million)	4.3	0.5
Vehicles per day (million)	2.6	0.3





## COMPANY PRESENTATION

# CORE PRINCIPLES

Below are the **FUNDAMENTAL PRINCIPLES** outlined in the Directive issued by the Ministry of Transport on 3 March 2009 ("Directive for the Adoption of the Motorway Service Charter"), which motorway concessionaires must adhere to in delivering services to users.

## EQUALITY

In delivering services to users, Società Autostrada Tirrenica makes no distinction based on gender, race, language, religion, or political beliefs, and guarantees equal treatment and service conditions for all. Società Autostrada Tirrenica undertakes all necessary initiatives to adapt service delivery methods to meet the needs of persons with disabilities.

## NEUTRALITY

In its interactions with users, Società Autostrada Tirrenica adheres to the principles of objectivity, fairness, and neutrality.

## EFFICIENCY AND EFFECTIVENESS

Società Autostrada Tirrenica delivers its services in a manner that ensures both efficiency and effectiveness. The company adopts appropriate measures to achieve these objectives, continuously improving operational performance.

## CONTINUITY

Società Autostrada Tirrenica provides its services in accordance with the procedures established by industry regulations, ensuring continuity, consistency, and uninterrupted operation. Any instances of irregular functioning or service disruption are handled in compliance with both industry regulations and in-house policies. In such cases, Società Autostrada Tirrenica adopts measures aimed at minimizing inconvenience to users.

## PARTICIPATION

Società Autostrada Tirrenica ensures user participation in the provision of services, both to safeguard the right to proper service delivery and to encourage collaboration with the company. Società Autostrada Tirrenica collects suggestions, reports, and complaints regarding the services and products it provides, in accordance with the procedures outlined.

## FREEDOM OF CHOICE

The company also ensures that users have the right to choose among other providers offering the same service.

## ROAD SAFETY

The company is committed to adopting innovative tools and pursuing actions aimed at the continuous improvement of the management and oversight processes for the engineering structures within its network, with the ultimate goal of reducing both the number and severity of traffic accidents.

## ENVIRONMENTAL PROTECTION AND RESPECT

Società Autostrada Tirrenica also aligns with environmental policies and strategies aimed at controlling and mitigating the impact of its activities on the environment, while promoting reduced consumption and the responsible use of natural resources.



## COMPANY PRESENTATION

# TOLLING

## ABOUT TARIFF

The motorway toll is the amount that the customer is required to pay for the use of the motorway.

**Toll revenues are allocated to recovering past and future investments, ensuring their return, and supporting the costs of modernisation, innovation, operation, and maintenance of the motorway sections.**






## TOLL CALCULATION RATIONALE

The toll is calculated by multiplying the kilometres travelled by the unit tariff, which includes an additional fee allocated to ANAS (pursuant to Laws 102/2009 and 122/2010) for each kilometre. The kilometres used in the calculation refer not only to the distance between toll gates, but also include the length of interchanges, access ramps, and toll-free motorway segments before and after the toll gates built and operated by the concessionaire.

The amount calculated is to be increased by VAT and rounded—up or down—to the nearest EUR 0.10. **This rounding is applied automatically, without any discretion by SAT** and is governed by Interministerial Decree No. 10440/28/133 dated 12 November 2001, issued by the Ministry of Infrastructure and Transport and the Ministry of Economy and Finance. The unit toll rate applied depends on the type of vehicle used (5 vehicle classes) and the characteristics of the motorway sections travelled (flatland or mountainous terrain).

## SAT UNIT TOLL TARIFFS

(inclusive of thw ANAS share pursuant to Laws 102/2009 and 122/2010, and VAT) effective 1 February 2025. Residents of one of the 10 municipalities in the Bassa Val di Cecina area who hold an electronic tolling contract are eligible for the toll exemption provided under the Exemption Protocol signed on 22 May 2012.

VEHICLE CLASSES	A	B	3	4	5
Mountain toll tariff EUR/KM	0.18915	0.19381	0.26439	0.41359	0.47884
<b>Class A</b> Height ≤ 1.3 m (measured at the front axle) 					
<b>Class B</b> Height > 1.3 m (measured at the front axle) 					
<b>Class 3</b> 					
<b>Class 4</b> 					
<b>Class 5</b> 					

## COMPANY PRESENTATION

# TOLLING

## ANNUAL TOLL INCREASE

The annual adjustment of the unit toll tariff is applied based on a mathematical formula established by the Transport Regulation Authority. The resulting effects are communicated at the conclusion of the annual tariff update process through an interministerial decree signed by the Minister of Infrastructure and Transport and the Minister of Economy, following the opinion of the Transport Regulation Authority. Due to the rounding mechanism to the nearest EUR 0.10, however, the final toll amount between an entry and exit toll gate may be higher, lower, or unchanged compared to the annual increase in the unit tariff. As a matter of fact, tolls on certain sections might remain unchanged for several years, with the cumulative annual increases being applied in a subsequent year

**The toll tariff effective as of 1 February 2025 has increased by 3.18% compared to the 2024 tariff, based on the decree issued on 9 December 2021 by the Acting Commissioner, relating to the 2015 fiscal year.**





COMPANY PRESENTATION

TOLLING

TARIFF INCREASES OVER THE LAST 6 YEARS

Year	Increase
2020	Based on the decree issued on 21 October 2020 by the Acting Commissioner, a 2.54% toll increase was applied for the 2014 fiscal year;
	Based on the decree issued on 27 October 2020 by the Acting Commissioner, a 9.03% toll increase was applied for the 2016 fiscal year;
	Based on the decree issued on 27 October 2020 by the Acting Commissioner, a 1.95% toll increase was applied for the 2017 fiscal year;
	Finally, based on the decree issued on 28 October 2020 by the Acting Commissioner, a 0.29% toll increase was applied for the 2018 fiscal year.
2021	The tariff increase was 0.00%

2022 The tariff increase was 0.00%

Year	Increase
2023	Based on the decree issued on 25 September 2023 by the Acting Commissioner, a 6.22% toll increase was applied for the 2017 fiscal year as from 1 December 2023.
2024	Based on the decree issued on 30 December 2023 by the MIT, a 2.30% toll increase was applied for the 2024 fiscal year as from 1 January 2024; Based on the decree issued on 25 September 2023 by the Acting Commissioner, a 0.63% toll increase was applied for the 2017 fiscal year as from 1 July 2024; Based on the decree issued on 25 September 2023 by the Acting Commissioner, a 5.59% toll increase was applied for the 2018 fiscal year as from 1 July 2024.

2025 Based on the decree issued on 09 December 2021 by the Acting Commissioner, a 3.18% toll increase was applied for the 2015 fiscal year as from 1 February 2025.

COMPANY PRESENTATION

TOLL  
PAYMENT  
OPTIONS

SIGNS FOR THE DIFFERENT  
PAYMENT METHODS

Below are the signs indicating the different payment methods installed by SAT at all toll gates on its network:



YELLOW LANES



dedicated to payment with electronic toll collection devices\*

Axxès - [www.axxes.fr/it/italia](http://www.axxes.fr/it/italia)

DKV - [www.dkv-mobility.com/it](http://www.dkv-mobility.com/it)

Telepass - [www.telepass.com](http://www.telepass.com)

TollTickets - <https://tolltickets.com/it/>

UnipolMove - [www.unipolmove.it](http://www.unipolmove.it)



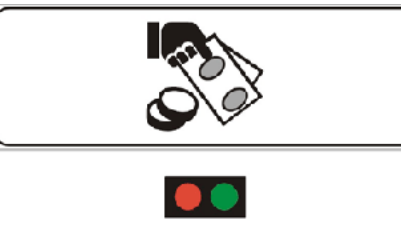
BLUE LANES

dedicated to card payments only: **Viacard, ATM cards, Credit cards**



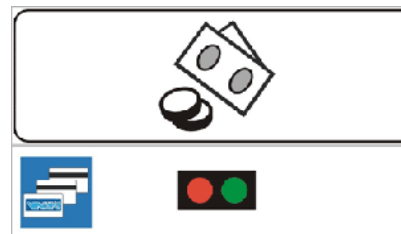
BLUE LANES FOR ELECTRONIC TOLL  
COLLECTION, IDENTIFIED BY THE 'T'  
SYMBOL AND THE EU FLAG

to pay with **Viacard, debit cards, credit cards, electronic toll collection devices**



WHITE LANES

Identified by the cash and the 'hand' symbols and to pay with: **cash to one of our operators**



WHITE LANES WITHOUT OPERATOR

identified by the cash symbol (without the 'hand') and the card symbol to pay with: **cash at the automatic cash machine, Viacard, debit card, credit card**



AT THE GATES MARKED WITH THE  
SIGNS SHOWN ON THE SIDE

You can pay with the indicated debit and credit cards WITHOUT ENTERING YOUR PIN AND WITHOUT ANY TOLL SURCHARGE

OUR COMMITMENT TO A BETTER SERVICE	2000	2024
% of payments made using electronic toll collection devices	27.7	62.3
% payments with other automatic systems (Viacard, ATM cards, credit cards, automatic cash machines, prepaid cards)	19.7	32.8
% cash payments with an operator	50.2	3.4
% other	2.4	1.5

To learn more, [click here](#) or scan the QR code:



\*Potential savings for specific categories of users (such as motorcycles)



## COMPANY PRESENTATION

# TOLL PAYMENT OPTIONS

## NON-PAYMENT REPORTS

In some cases, the toll may not be paid at the time of transit due to insufficient funds, incorrect card reading, insufficient balance, etc. **Under no circumstances is the user permitted to reverse the vehicle. At automatic gates, press the assistance button and wait for the operator to respond.**

Should the issue remain unresolved, the vehicle's license plate will be photographed and a **Non-Payment Report** will be issued.

### HOW TO SETTLE THE NON-PAYMENT REPORT



The amount due can be paid without additional fees on the website [www.tirrenica.it](http://www.tirrenica.it) in the Online Customer Service section, using credit cards and prepaid cards affiliated with Visa, Mastercard, Postepay and Maestro.

Alternatively, payment can be made as follows:



At SAT toll gates with operators;



On the website [www.autostrade.it](http://www.autostrade.it), with credit cards and prepaid cards affiliated with Visa, Mastercard, Postepay and Maestro.



By bank transfer to the account held by Autostrade per l'Italia S.p.A. at INTESA SAN PAOLO, IBAN IT 39 E 030 690 28 871 0000000 2973, indicating the vehicle registration number and the Non-Payment Report number in the payment description.



At over 40,000 Mooney sales points (bars, tobacconists, newsagents) in Italy (list available at [www.mooney.it](http://www.mooney.it)). The service involves a fee of EUR 2.50 payable to Mooney;

### TERMS OF PAYMENT

The corresponding amount may be settled without any additional charges within 15 days from the date of issuance. Beyond this period, the amount due will be increased to include inspection fees, in accordance with Article 176, paragraph 11-bis, of the New Motorway Code.

In the event of failure to pay the amount indicated, the relevant documents will be forwarded to the Traffic Police for the imposition of administrative penalties pursuant to Article 176, paragraphs 11 and 21, of the Motorway Code for the proven violation of the obligation to pay the motorway toll (which entails the payment of a fine ranging from EUR 87.00 to EUR 344.00 and the deduction of 2 points from the driving licence pursuant to Article 126 bis of the Motorway Code, it being understood that the imposition of the penalties does not exempt the driver from the obligation to pay the toll).

### CUSTOMER TRAVELLING WITHOUT AN ENTRY TICKET

In compliance with the applicable law, if the customer fails to present their entry ticket at the exit toll gate, the toll due will be calculated from the furthest toll gate. However, customers can pay the toll for the actual distance travelled on their journey via the Online Customer Service section of the website [www.tirrenica.it](http://www.tirrenica.it), self-certifying the entry toll gate in a simple, guided manner. SAT reserves the right to accept a self-certification made by the customer of the entry toll gate and to perform checks on the truthfulness of such certification.

For further information on Non-Payment Reports:

[www.tirrenica.it](http://www.tirrenica.it) – [www.autostrade.it](http://www.autostrade.it)

Toll-free number: 800 901640 - press 2;

[info.sat@sat.autostrade.it](mailto:info.sat@sat.autostrade.it)

## COMPANY PRESENTATION

# TRAFFIC INFORMATION

The Traffic Information System is operated by the SAT Radio Room. This system collects and processes information on traffic conditions, which is then disseminated through information channels. The radio room, which operates 24/7, monitors the route through cameras, with the help of road personnel, traffic police patrols and reports from our customers. The information collected and updated is then used to take action to manage events that have occurred and to inform users.

## INFORMATION CHANNELS

Information on motorway traffic and traffic conditions is disseminated through both SAT's internal information channels and those provided by other operators. The channels used by SAT are:

### 19 VARIABLE-MESSAGE SIGNS



Located along the route and at motorway toll gate entrances, Variable Message Signs are illuminated devices that provide travellers with information on traffic-related events, traffic disruptions, roadworks, journey times, closure forecasts and weather conditions.

In regular traffic situations, the signs display messages about correct driving behaviour for road safety and available services.

There are 8 VMSs signs on the motorway operated by SAT and 11 on the external motorway entrance.

#### OUR COMMITMENT TO A BETTER SERVICE AS AT 31/12/2024

VARIABLE-MESSAGE SIGNS - FIGURES	19
% of inbound traffic covered by service	100
% of motorway traffic covered by service	100

### TRAFFIC CALL CENTER - AVAILABLE AT THE TOLL-FREE NUMBER: 800 901640 - PRESS 1



### WEBSITE



**www.tirrenica.it** (also available in a mobile version) provides information on traffic, weather, webcams, routes and travel costs. The same information is also available at [www.rtl.it](http://www.rtl.it)



## COMPANY PRESENTATION

# TRAFFIC INFORMATION

## OTHER OPERATORS' INFORMATION CHANNELS ARE:

### TRAFFIC CALL CENTRE - AVAILABLE AT THE SINGLE NUMBER 803-111

Toll-free number, 180 lines available 24/7



### RTL 102.5

is Italy's leading private FM radio station, with around 8 million listeners every day, broadcasting throughout the country. Every day, 24 hours a day, RTL 102.5 broadcasts 27 live daily traffic reports with the Viaradio traffic information programme produced by the Autostrade per l'Italia Traffic Centre. Extraordinary flash updates are broadcast in case of critical traffic events on the network. 99% Autostrade per l'Italia network is covered by the RTL 102.5 radio service. The broadcasts are also available on the RTL102.5 Play app, on the rtl.it website and on Sky channel 736 and DTs channel 36.



### ISORADIO 103.3

is the RAI channel dedicated to traffic information and national road and motorway conditions. From Monday to Friday, Autostrade per l'Italia operators provide 9 reports per day and two on Sunday afternoons. Emergency interventions by the managers of the nine Regional Headquarters are guaranteed in the event of high-impact disruptions. RAI is responsible for finding the frequencies necessary to ensure coverage (currently 74.9%) of the Autostrade per l'Italia network.



## WEBSITE

[www.autostrade.it](http://www.autostrade.it), the Autostrade per l'Italia website (also available in a mobile version), provides information on traffic, weather, webcams, routes and travel costs. **The same information is also available at [www.rtl.it](http://www.rtl.it)**

## RTL 102.5 NEWS VIARADIO AUTOSTRADE PER L'ITALIA



The DAB radio of Autostrade per l'Italia and RTL 102.5 for traffic updates (about 70 flash updates a day), news and lots of useful information for travellers. The broadcasts are available on DAB radio, on the RTL 102.5 Play app, on the rtl.it website and on Sky channel 737 and DTs channel 233.



## TOTEM

106 large vertical touchscreen displays within the service areas, providing real-time news on traffic, tourist routes and other information to customers.



## TV

TV Every morning between 5:30 and 7:30 a.m., the main traffic news for the motorway network is broadcast on TG5 and TGLa7.



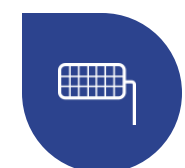
## INFOMOVING MAXISCREENS

411 screens located in service areas displaying information on traffic, weather and breaking news.



## X

@MuovyASPI, the official X channel of Autostrade per l'Italia with real-time traffic reports



## VARIABLE-MESSAGE SIGNS

The 1,927 variable message signs located throughout the Group's network provide customers with constant information during their journey.

They display traffic messages relating to accidents, roadworks, queues and slowdowns, journey times and weather events. In situations where traffic is flowing normally, traffic reports are withheld, and alternative safety messages are broadcast in their place.

To find out how to read Variable Message Signs

**[click here](#)** or scan the QR Code:



## COMPANY PRESENTATION

# WEBSITE

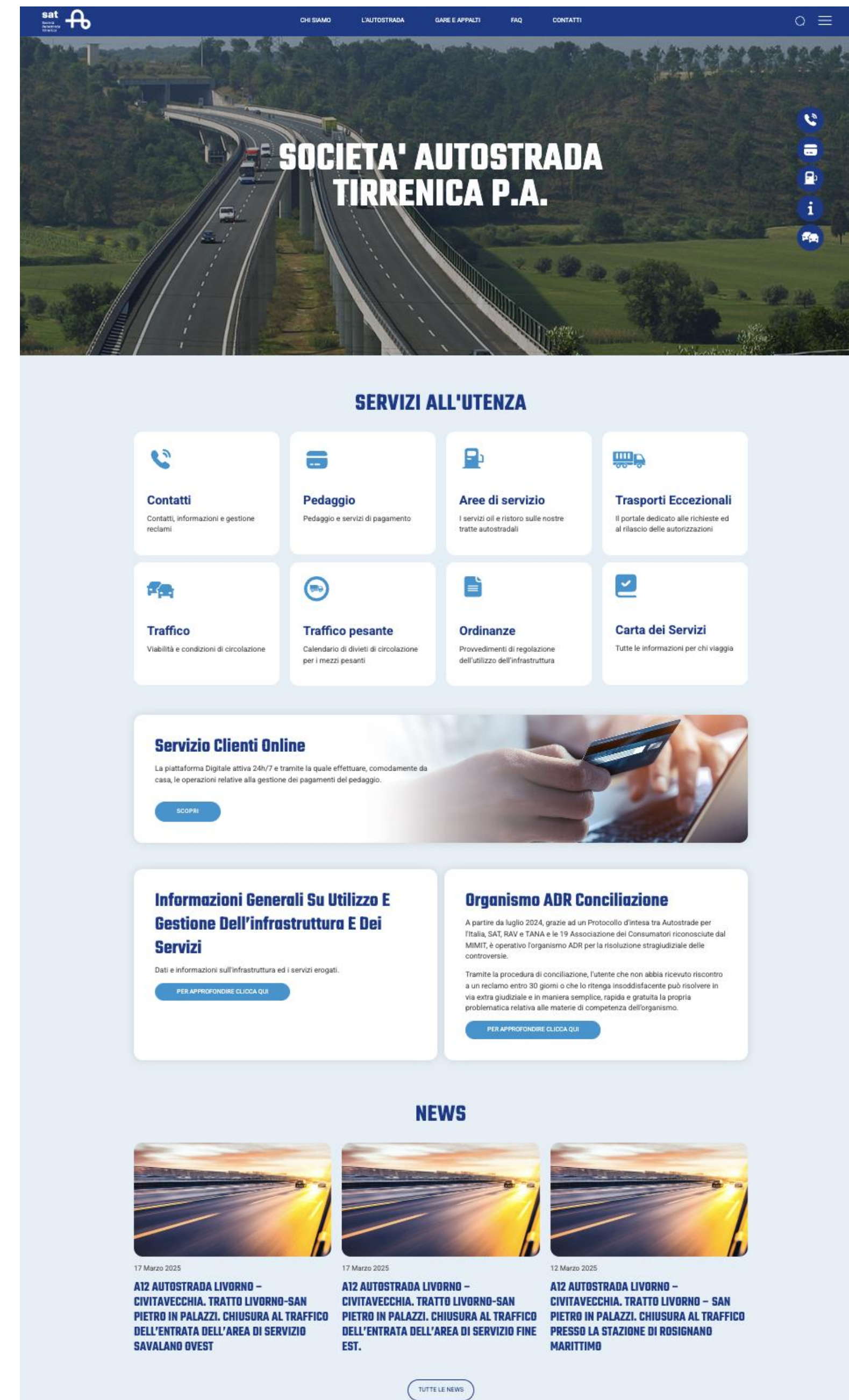
SAT's website is [www.tirrenica.it](http://www.tirrenica.it), which contains all the company information.

### SPECIFICALLY, THE HOMEPAGE CONTAINS:

- Online Customer Service;
- contacts;
- Information on how to initiate in the settlement procedure;
- information on tolls;
- information on service areas;
- special haulage;
- traffic information;
- traffic ordinances;
- up-to-date news highlighting events and initiatives affecting the routes operated by SAT.

### SAT LINKEDIN PROFILE:

The official LinkedIn profile, online since February 2023, lists open positions and provides news, projects and initiatives of the Company.





**COMPANY PRESENTATION**

# ONLINE CUSTOMER SERVICE

## THE DIGITAL PLATFORM FOR ELECTRONIC TOLL PAYMENT

Starting from 16 May 2022, a digital platform will be available for all Società Autostrada Tirrenica services: the Online Customer Service, available 24/7, user-friendly and conveniently accessible from home.

For information and assistance: [info.sat@sat.autostrade.it](mailto:info.sat@sat.autostrade.it)

## Online Customer Service

Visit [www.tirrenica.it](http://www.tirrenica.it) for:

- Non-payment reports:
  1. PAYMENT
  2. Apply for settlement procedure
  3. Management for exemptions under the applicable law
- Request for Resident Toll Exemption.
- Request for Replacement Receipt.
- Requests for Refunds in case of error.
- Requests for Credit Slip Refunds.
- Request for Toll Charge Invoice .
- Prepaid Viacards.

## COMPANY PRESENTATION

# SERVICE AREAS

There are 2 service areas on the motorway: Savalano Ovest and Fine Est. The areas feature spacious car parks, facilities for people with disabilities, nurseries and catering services. There are also petrol, diesel and LPG refuelling facilities.

**SAVALANO OVEST**

A12 Genova - Rosignano Marittimo - San Pietro in Palazzi, ROSIGNANO-bound  
Km 196 - between Collesalveti and Rosignano Marittimo.

**FINE EST**

A12 Genova - Rosignano Marittimo - San Pietro I Palazzi, LIVORNO-bound Km 200 - between Rosignano Marittimo and Collesalveti.

**SERVICE AREA MANAGEMENT**

The Service Agreement regulates the relationship between SAT and the Operators.

- **Operators are responsible** for fuel supply, bar, catering and market services, cleaning of toilets and sales areas, and the construction and maintenance of such facilities.
- **SAT is responsible** for the construction, maintenance and cleaning of green spaces and car parks, as well as traffic management and safety in service areas.

SAT subcontracts the services provided in the service areas of its network through public procedures involving two main stages:

1. the collection of 'Expressions of Interest' from operators following the publication of the call for tenders by SAT;
2. SAT 's submission of the request for quotation to qualified operators.

Following receipt and review of bids, SAT will select the successful operator for the service in accordance with the relevant regulations, signing the relevant Service Agreement.

For services to be subcontracted, tenders starting in 2025 will be organised in accordance with the specific ART Resolutions (130/22 and 1/2023) and the Decree of 5 July 2015, and the quality indicators will be defined in accordance with the provisions of Measure 15 of Annex A to Resolution No. 130/2022 and Measure 15 of Annex A to Resolution No. 1/2023 of the ART.

**QUALITY CONTROLS**

A quality control plan (external companies specialising in the sector and internal control) has been set up, based on quality and service standards that service area managers are required to meet (e.g. waiting times at cash registers and counters, cleanliness of toilets and sales areas, opening hours, etc.).



## COMPANY PRESENTATION

# SERVICE AREAS



### PRICE MONITORING

The retail prices of oil and food products are set independently by the service contractors, either directly or through the service operators holding the sales licences.









The contracts awarded to food operators currently provide for a mechanism for monitoring and moderating prices on a basket of specific products (coffee, cappuccino, 0.5 litre bottle of water and croissant). The mechanism is overseen by a third party, external to SAT, which sets a maximum retail price based on a benchmark of similar off-motorway businesses (e.g. shopping centres, stations, airports, top city bars). Likewise, a similar mechanism is used for monitoring and moderating the prices recommended by oil companies for fuel, it being understood that the final price to the consumers is freely set by the operator of the specific oil sales station.

For new oil and food sub-concession contracts to be awarded in 2025, following tenders organised in compliance with Resolutions ART 1-2023 and 130-2022, SAT will engage an external third party to implement a price monitoring and control mechanism.

### PARKING AREA

At km 68+500 of the Civitavecchia – Tarquinia section, heading south, there is the Mignone Ovest parking area featuring 3 cameras, 17 heavy vehicle parking spaces, 25 light vehicle parking spaces and one space reserved for disabled persons.

SERVICES AVAILABLE FOR EACH SERVICE AREA

Service area		Refuelling Stations IP/API				Food			Toilets		Services			Parking areas			
																	
Name	Carriageway	Hours	Petrol and diesel	LPG	Diesel Heavy vehicles	Restaurants	Bar	Market	Ladies	Gentlemen	Persons with reduced mobility (PMR)	Showers	Wi-Fi	Baby room	Cars	Reserved for persons with reduced mobility	Lorries and buses
SAVALANO OVEST	South carriageway, Genoa - Rosignano Marittimo-bound. Km 196 - between Collesalvetti and Rosignano Marittimo.	Self: 24/7 Full-service: 8 am -10 pm	12	2	2	My Chef: 11 am -10 pm	24/7	24/7	9	12	Oil:1 Food:1	3	Yes	3	110	2	32
FINE EST	North carriageway, Rosignano Marittimo - Genoa-bound. Km 200 - between Rosignano Marittimo and Collesalvetti.	Self: 24/7 Full-service: 06 am -10 pm	12	2	2	Autogrill: H 12 pm -3 pm; 7 pm -10 pm	24/7	24/7	9	11	Oil:1 Food:1	3	Yes	3	110	2	32



To learn more, click here or scan the QR



## COMPANY PRESENTATION

# REPORTS, INFORMATION AND COMPLAINTS

SAT greatly values all customer communications, which help us in our daily commitment to improving our service. Every day, we strive to respond to the requests we receive at our company.

To get a response as quickly as possible, please use the dedicated channel:

- For requests for information and reports, you can send an email to [info.sat@sat.autostrade.it](mailto:info.sat@sat.autostrade.it)
- To submit a complaint regarding a journey on routes operated by SAT, please complete the online complaint form:  
[https://societautostradatirrenicapatformstack.com/forms/sat\\_richiasta\\_reclami](https://societautostradatirrenicapatformstack.com/forms/sat_richiasta_reclami)

- Should the complaint concern events relating to material damage suffered by vehicles involving motorway infrastructure (so-called accidents), it must be submitted via **certified email** to:  
[autostradatirrenica@pec.tirrenica.it](mailto:autostradatirrenica@pec.tirrenica.it).

This includes damage to vehicles caused by: impact with the toll gate barrier; potholes or uneven road surfaces; objects falling from motorway structures; impacts with animals or objects not promptly removed from the motorway network.

- For all types of complaints, you can also send a registered letter to: Società Autostrada Tirrenica p.a. Via A. Bergamini 50 -00159- Rome. Please indicate 'Subject: COMPLAINT' on the envelope.

To start the complaint procedure, the following MANDATORY information must be provided:

- a) the **user's identification details** (first name, last name, contact details) and those of any representative, attaching the power of attorney and the user's identity document in this case;
- b) identification details of the **journey** (entry and exit toll gates, date and time of transit, vehicle registration number);
- c) a **copy of the toll payment receipt** or the number of the electronic toll collection device used to pay the toll or the number of the non-payment report;
- d) a **description of the problem** found.

In the case of complaints lacking one of these elements, SAT will notify the user that the complaint is ineligible and that it may be resubmitted once complete.



## COMPANY PRESENTATION

# REPORTS, INFORMATION AND COMPLAINTS

Complaints may be submitted in either Italian or English. In order to ensure proper handling of the complaint, please use the dedicated channel. Should the channel used be incorrect, Società Autostrada Tirrenica will inform the user of the correct channel to use.

Below is a summary of the channels for submitting requests



TYPES OF REQUESTES	SUBMISSION CHANNEL	
	DIGITAL	PAPER
Requests for information and reports	info.sat@sat.autostrade.it	
Complaints	Webform available at: <a href="https://societautostradatirrenicapatforms.tack.com/forms/sat_richiesta_reclami">societautostradatirrenicapatforms.tack.com/forms/sat_richiesta_reclami</a>	Registered letter to Società Autostrada Tirrenica p.A. Via Alberto Bergamini, 50 - 00159 ROME Please indicate 'SUBJECT: COMPLAINT' on the envelope
Claims relating to accidents	<a href="mailto:autostradatirrenica@pec.tirrenica.it">autostradatirrenica@pec.tirrenica.it</a>	

Users may submit complaints, requests or reports to the Transport Regulatory Authority regarding compliance with quality and tariff levels: <https://www.autorita-trasporti.it>



## COMPANY PRESENTATION

## RESPONSE TIME

All complaints, duly submitted, will receive a justified response within 30 days from their receipt, except in cases where the complaint requires a more in-depth examination, exceeding 30 days. In such cases, we reserve the right to provide the Customer, within the 30 days, with a preliminary response indicating the deadline by which the final outcome of the complaint will be provided.

Should the customer **not receive a response with the outcome of the complaint within the specified time frame, or if they do not consider the response received to be sufficient**, they may access the out-of-court dispute resolution procedure at:

<https://www.autostrade.it/it/web/autostrade/muovy/organismo-adr>

If the complaint falls under the jurisdiction of other motorway concessionaires or companies providing services in service areas, we undertake to forward the complaint to the relevant party within 30 days from receipt, and inform the customer accordingly.

For specific types of complaints, in addition to resolving the issues raised, we undertake to communicate the measures and actions taken to improve service quality.

## COMPENSATIONS

In the event of:

- No response to the complaint;
- Late response
- Unjustified response

The Customer is entitled to receive **automatic compensation commensurate** with the amount of tolls paid to the Concessionaire, amounting to:

- a) 30% in the event of a response provided between the 31st and 60th day from receipt of the complaint;
- b) 50% in the event of a response provided after the 61st day and in the event of no response.

Compensation is not due in cases where:

- a) the complaint is not submitted by the Customer in the manner and with the minimum information required;
- b) the user has already received compensation for a similar complaint relating to the same journey.

Compensation cannot be granted if the toll has not been paid correctly.

Compensation will be paid directly to the IBAN provided by the Customer

For further information  
**click here** or scan the QR Code:



## COMPANY PRESENTATION

# DISPUTE RESOLUTION PROCEDURE

Thanks to a Memorandum of Understanding between Autostrade per l'Italia, Società Autostrada Tirrenica p.A., Raccordo Autostradale Valle d'Aosta S.p.A. and Tangenziale di Napoli S.p.A. and the 19 consumer associations recognised by MIMIT, the ADR (Alternative Dispute Resolution) body is now available for the out-of-court settlement of disputes.

The body is provided for by Article 141 *ter* of the Consumer Code and Directive 2013/11/EU.

This procedure allows customers who find the response to their complaint insufficient to resolve their issue relating to matters within the body's responsibility out of court in a simple, quick and free manner.

The ADR body is composed of:

- a Secretariat for the administrative management of dispute resolution requests
- individual joint committees – composed of a conciliator representing the company and a conciliator representing consumer associations, characterised by neutrality and adequate training – appointed to identify a settlement proposal to be presented to the user
- a Joint Guarantee Body, with the main task of monitoring the work of the Organisation and the correct application of the Rules of Procedure

The Body deals with disputes involving the relationship with the user concerned established through the use of infrastructure and services directly operated by the company, such as: traffic and safety; motorway user assistance; accessibility to motorway services; tolls (incorrect calculation; non-payment); damage to vehicles caused by: impact with the barrier of the electronic toll collection lane at motorway entrances/exits; falling objects detached from motorway structures; impact with animals or objects not promptly removed from the motorway network; accidents caused by potholes or damage to the motorway surface, where the Company's liability has been proven.

Disputes concerning the infringement, for any reason whatsoever, of the consumer/user's right to health are excluded.

The ADR body is not intended to judge or assign blame. It is a joint dispute resolution body, i.e. designed to identify a mutually acceptable solution that satisfies both parties, avoiding recourse to ordinary justice, and it is not intended to award the dispute.





The dispute resolution request may be submitted in Italian, English or German by the consumer or by one of the user associations that have signed the Memorandum of Understanding.

The dispute resolution request may be sent to the ADR body through the following channels:

- For users: <https://autostrade.my.site.com/webformaspi/home-conciliazione>;
- For Consumers' Association: <https://autostrade.my.site.com/portaleconciliatori>

By submitting the related form:

- Available for download at: <https://www.autostrade.it/it/organismo-adr>,
- To the Secretariat at: Certified email: [segreteria.adr@pec.autostrade.it](mailto:segreteria.adr@pec.autostrade.it).  
or to the standard email: [conciliazione@autostrade.it](mailto:conciliazione@autostrade.it);
- Registered letter with return receipt sent to Autostrade per l'Italia: Ufficio Conciliazione, Via Bergamini, 50, 00159 Rome.

Any further information is available on the Body's website: ADR Body - Autostrade per l'Italia.

The dispute resolution request is examined by a Dispute Resolution Committee, composed of a conciliator from the competent Company and a conciliator from the Consumer Association chosen by the Customer.

The Consumer may withdraw from the procedure at any time and is not required to be represented by a lawyer, although always entitled to do so.

If the joint dispute resolution committee files a settlement proposal with the claimant, the latter is free to accept or reject it.

Autostrade per l'Italia and its Subsidiaries:

- ASPI Autostrade per l'Italia S.p.A.
- RAV Raccordo Autostradale Valle d'Aosta S.p.A.
- TANA Tangenziale di Napoli S.p.A.
- SAT Società Autostrada Tirrenica p.A.

## THE 20 CONSUMER ASSOCIATIONS:

- ACU - Associazione Consumatori Utenti (*Consumers and Users Association*)
- ADICONSUM - Associazione Difesa Consumatori APS (*Consumer Protection Association*)
- ADOC - Associazione per la difesa e l'orientamento dei consumatori (*Association for the protection of consumers*)
- ADUSBEP APS - Associazione per la difesa degli utenti dei servizi bancari, finanziari (*Association for the protection of users of banking, financial services*)
- ALTROCONSUMO - Associazione Indipendente di Consumatori (*Independent Consumers' Association*)
- ASSOCIAZIONE CONSUMATORI ACP APS
- ASSOCIAZIONE UTENTI DEI SERVIZI RADIOTELEVISIVI APS - ETS
- ASSOUTENTI APS - Associazione Nazionale Utenti di Servizi Pubblici (*National Association of Public Services Users*)
- CITTADINANZATTIVA APS
- CODACONS - Coordinamento delle associazioni per la tutela dell'ambiente e la difesa dei diritti dei consumatori
- CODICI - Centro per i diritti del cittadino (*Citizens' Rights Centre*)
- CONFCONSUMATORI APS
- CTCU - Centro Tutela Consumatori Utenti Verbraucherzentrale Südtirol (*Consumer Protection Centre*)
- FEDERCONSUMATORI APS - Federazione Nazionale di Consumatori e Utenti (*National Federation of Consumers and Users*)
- LA CASA DEL CONSUMATORE APS
- LEGA CONSUMATORI
- MOVIMENTO CONSUMATORI APS
- MOVIMENTO DIFESA DEL CITTADINO APS
- U.DI.CON - Unione per la Difesa dei Consumatori APS (*Union for the Protection of Consumers*)
- UNIONE NAZIONALE CONSUMATORI APS

## COMPANY PRESENTATION

# ACCESSIBILITY TO SERVICES FOR PERSONS WITH DISABILITIES OR REDUCED MOBILITY

Società Autostrada Tirrenica is committed to providing all its customers with a high-quality service that fully respects the rights of people with disabilities and reduced mobility, guaranteeing accessibility and the provision of appropriate services in all its service areas. In doing so, it undertakes to constantly update the information on its digital channels, which can also be accessed through mobile devices.

More specifically, in compliance with the obligations introduced by Resolution 132/2024, Società Autostrada Tirrenica undertakes to provide an adequate number of accessible car parks and toilets in the service areas of the road sections it operates, in collaboration with the service providers.

In order to ensure easy access to information on dedicated services, Società Autostrada Tirrenica has set up a specific telephone assistance service, providing an option (key 5) on the toll-free number: 800 901640

To learn more, [click here](#) or scan the QR





## COMPANY PRESENTATION

# SAFETY

SAT has recently implemented important measures aimed at continuously improving the management and monitoring of assets along the road sections under its responsibility

Surveillance of SAT route assets has been outsourced to third parties since 2020. Leading companies in the industry were also commissioned to carry out second-level inspections on the same surveillance processes conducted by external parties.

Following the implementation of the Guidelines on 'Risk classification and management, safety assessment and monitoring of existing bridges,' SAT began updating the surveillance and control system for bridges and viaducts in the network in 2022 to prepare Level 0 sheets (aimed at conducting an in-depth survey of the assets), prepare Level 1 sheets (aimed at assessing the state of repair of the assets) and determine the Classes of Attention (Level 2). For each asset, in accordance with the Bridge Guideline and related Operating Instructions, a 'Class of Attention Report' has been drawn up summarising all the classification codes useful for calculating the overall classification code used to determine the hazard, vulnerability and exposure factors.

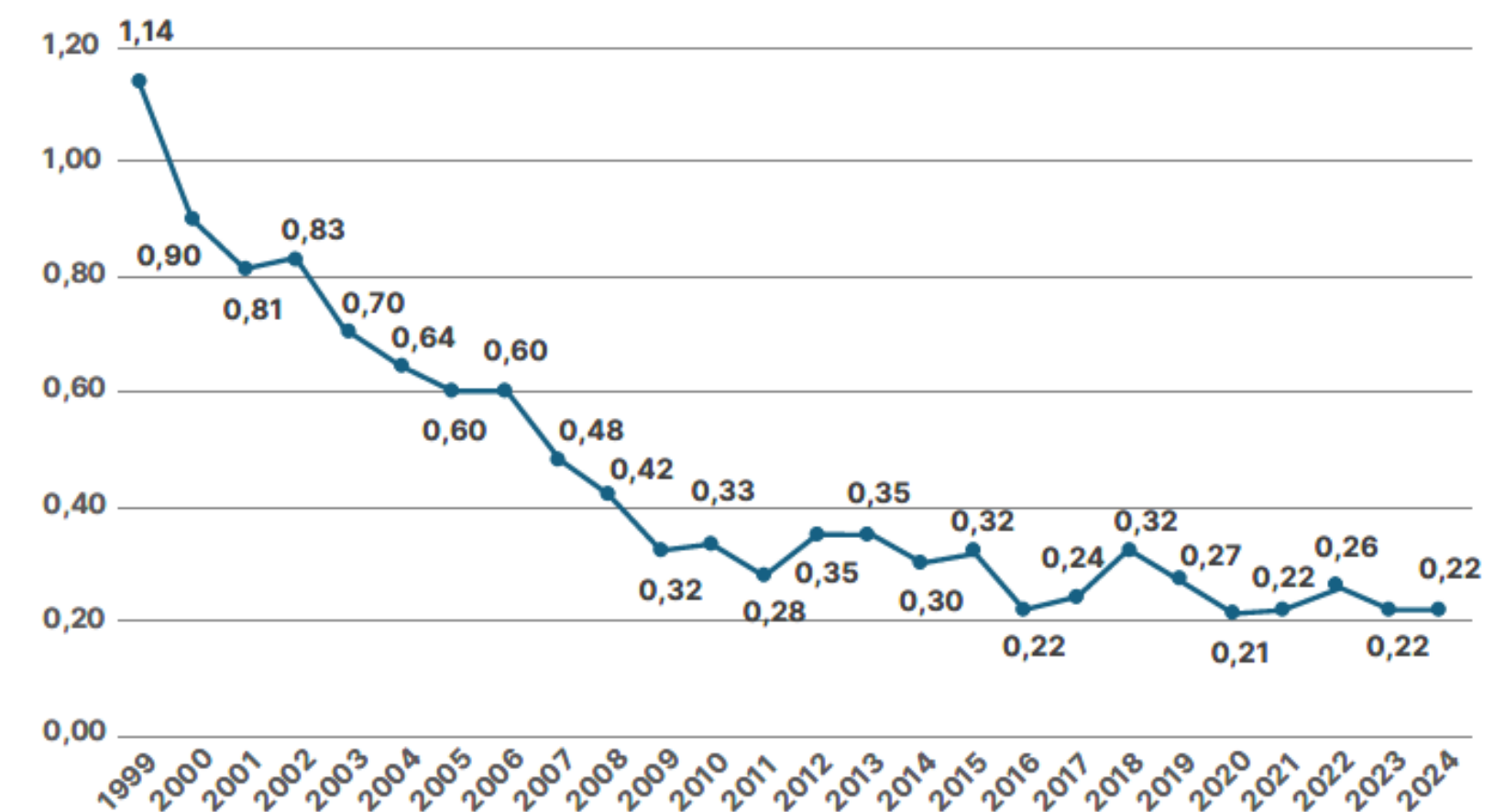
SAT's asset assessment programme, in line with the Guidelines, included several closely interrelated activities with a degree of in-depth analysis (survey, definition of the Class of Attention, detailed measurements, 3D modelling, material investigations, comparison between the capacity and demand of the structural elements of the asset, etc.) aimed at gaining in-depth understanding of the structures and assessing their performance both in relation to the requirements of the original design and to the loads introduced by the new technical standards for construction.

Based on the results of the statutory inspections, SAT has also planned to carry out safety inspections (Level 3 and Level 4 inspections) with the aim of improving the assessment of the state of repair of bridges and viaducts along the network. This is done through engineering and testing assessments, including monitoring activities, aimed at examining the structural effect of the defects detected, obtaining information about the response of the different structural parts to environmental actions and adopting any consequent interventions to be conducted on the asset concerned.

Similarly to the approach taken for bridges and viaducts, SAT, in order to respond comprehensively to the need for further inspections into the condition of the assets and in line with the criteria set out in the Tunnel Guidelines, has launched a major multi-year Assessment Plan to evaluate the state of conservation of existing tunnels, with the aim of increasing and improving the information available on the assets by achieving the highest level of information useful for their proper management and assessment of the necessary interventions.

As part of its strategic and technological evolution, SAT has completed the digitisation of its technical archives, creating a digital 'registry'. This has enabled the adoption of new software for managing the company's infrastructure assets, including ARGO, TEGI and GLM.

### MORTALITY RATE ON THE AUTOSTRADE PER L'ITALIA NETWORK AND ITS SUBSIDIARIES



Across the entire Autostrade per l'Italia motorway network, the mortality rate fell by 80% between 1999 and 2024

## COMPANY PRESENTATION

## SAFETY

## SAFETY MEASURES AND RESULTS

- Completion of all road safety surveillance measures in the 14 tunnels along the motorway sections.
- New surveillance and completion of ordinary maintenance on the structural joints along the motorway sections.
- Study and analysis of structural monitoring systems for major viaducts and tunnels
- Start of maintenance work on major assets.
- Restoration of the drainage wear layer and binder layer following receipt of high-performance survey data aimed at quality control of the road surface (analysis of adhesion conditions 'CAT' and analysis of pavement regularity conditions 'IRI'). The surveys were performed by the data processing and testing centre of the parent company, ASPI.
- Fulfilment of the safety requirements set forth in Directive 2004/54/EC and Legislative Decree 264/06 for the Rimazzano tunnel.
- Installation of 'rumble strips' along the continuous line of road markings bordering the emergency lane to prevent accidents caused by vehicles veering off the road due to drowsiness or distraction along viaducts.

Below is a list of other important safety measures implemented on the motorway sections.

- Extension of pavement resurfacing works using a new drainage mixture. Objective: increase the adhesion coefficients and evenness of the pavements.
- Installation of anti-climbing protection nets on all viaducts with separate carriageways (approximately 20 km).
- Closure of all gateways in the traffic divider with mobile devices to allow for opening in emergency situations.
- Modernisation of the lighting and safety signalling systems in the tunnels along the road section.
- Worksite signage upgrade and supplementation.
- Protection of road edges with impact mitigation devices.
- Installation of 74 SOS terminals with telephones for requesting mechanical and medical assistance.
- 24-hour surveillance by the Traffic Police with their patrols.
- Traffic management and assistance service provided by SAT operators using vehicles equipped for emergency response.



## COMPANY PRESENTATION

## SAFETY



Users are advised to comply with the rules set out in the New Motorway Code (Legislative Decree 285/1992 as amended), which are based on the principle of road safety, the measures issued in application thereof and the requirements indicated by road signs and variable message signs along the route. These rules also apply to traffic and the use of services within service areas, where users are also required to comply with the instructions and provisions issued by the service providers.

## MECHANICAL ASSISTANCE

In the event of a breakdown, malfunction or accident on sections operated by SAT, you can call the following numbers:

ACI

[803-116](tel:803-116)

Europ Assistance - Vai

[803-803](tel:803-803)

IMA

[800.613.613](tel:800.613.613)

## Our commitment to better service

Approximately 30 kilometres of  
rumble strips

(acoustic speed bumps, intended to warn drivers of vehicles driving outside the slow lane)

## COMPANY PRESENTATION

# ROAD TRAFFIC OPERATIONS

**OUR COMMITMENT**

Traffic assistance and monitoring operations involve in-house staff and third-party staff. A certified control system constantly measures traffic flow along the approximately 57 km road section.

SAT pays the utmost attention to minimising inconvenience to users caused by queues and slowdowns through effective operational management of emergencies, careful planning of worksites and constant dissemination of information on current and planned events along the road sections operated under the concession.

To learn more, [click here](#) or scan the QR



To improve traffic flow and achieve these important results, SAT is working on the following aspects:

**WORKSITE MANAGEMENT**

Maintenance worksites are essential to ensure the safety of travellers. In addition to renewing the infrastructure's life cycle, they also increase its original safety levels.

**Operations are conducted in accordance with the following management standards, except in unforeseeable emergency situations:**

- planning mainly during periods of low traffic; design and scheduling of interventions aimed at minimising road congestion;
- removal of worksites, except for immovable ones, during peak periods and along sections characterised by large movements (e.g. summer period, Christmas holidays, long weekends, etc.);
- suspension of work under heavy traffic conditions, consistent with ongoing activities;
- for worksites expected to have a significant impact on traffic, alternative traffic management measures (e.g. availability of additional lanes in case of queues) and traffic management plans are defined in agreement with the Traffic Police, in addition to a dedicated communication plan that may be agreed with the local authorities involved.

In addition, supplementary signage will be installed at the worksites to provide users with more information about the work in progress



## COMPANY PRESENTATION

# ROAD TRAFFIC OPERATIONS

## ACCIDENT AND EMERGENCY MANAGEMENT



Upon occurrence of accidents or other emergency situations, Società Autostrada Tirrenica and the Traffic Police intervene jointly: the Traffic Police provide initial assistance to people, ensuring traffic safety, and Società Autostrada Tirrenica ensures the timely intervention of its staff and emergency vehicles to restore normal traffic flow, providing constant information on the traffic condition through all its information channels.

Under certain circumstances, following unforeseen and unpredictable events, in agreement with the Traffic Police, it may be necessary to temporarily close the road section concerned for the time strictly necessary to restore normal traffic conditions. Below are the main conditions under which temporary closure measures are imposed:

- when, for reasons due to the complexity of rescue operations, the time required to resolve the event is expected to be very long and, depending on recorded/expected traffic, travel times are estimated to be significantly longer than average;
- during emergencies likely to cause dangerous traffic conditions (e.g. heavy snow, floods, landslides, mudslides, etc.);

Following accidents or other emergencies requiring the intervention of the fire brigade and/or special units to secure the area, which, as a precautionary measure for safety reasons, order the temporary interruption of traffic in the proximity of the event.

Furthermore, in agreement with the authorities and prefectures, where deemed necessary, operational protocols have been established and activated upon occurrence of specific events. Some examples are the Emergency Management Plan (Legislative Decree 264/2006) shared with the emergency services and the operating standard "Emergency management in the event of fire and/or accident inside the Rimazzano tunnel; the 'Winter Operations Guidelines' adopted in the event of conditions requiring the motorway operator to issue a BLACK Code; the Emergency Plan adopted as the water level of the Mignone River rises.

## EVENTS LIKELY TO CAUSE TRAFFIC DISRUPTIONS

The categories of events likely to cause disruption to motorway traffic and/or dangerous situations include accidents, broken-down vehicles, vehicles on fire, fires, and extraordinary events (e.g. flooding, landslides, mudslides, etc.) that may require the closure of part of the carriageway, reducing the number of lanes available for traffic.

## WINTER OPERATIONS



A protocol has been drawn up between the Ministries of Infrastructure and Transport and the Interior, Aiscat, Anas and the Road Hauliers' Associations which provides, as in the rest of Europe, that in the event of heavy snowfall, heavy goods vehicles will be temporarily parked in specific areas.

In addition, provision has been made for the possibility of banning heavy goods vehicles weighing more than 7.5 tonnes from the roads in the event of exceptional circumstances likely to impair traffic management in weather conditions that may hinder the flow of traffic. To manage traffic conditions under adverse weather conditions, SAT has organised a management system that includes:

- a company fleet of **25 specialised vehicles** equipped with spreaders, sprinklers and blades;
- **18 in-house and 37 third-party specialised workers;**
- **13 salting treatments to prevent ice formation.**  
**No snow events were reported in 2024.**

## COMPANY PRESENTATION

# ROAD TRAFFIC OPERATIONS

- an internal Weather Monitoring and Forecasting Service, to enable better interpretation of weather forecasts from accredited national and local sources, and constant monitoring of developments through continuous updating of forecasts;
- training activities, including online, for in-house and third-party operators;
- exercises, with simulations of nation-wide snow events, to test procedures and systems.

## ROAD ACCESSIBILITY AT TOLL GATES



There are 5 toll gates along the route at interchanges and 2 terminal toll gates.

**Our commitment focuses on the following objectives:**

- increasing the number of lanes dedicated to electronic toll collection systems at entry and exit points;
- reducing waiting times for assistance requests;
- increasing the number of lanes at toll gates or transforming them to allow flexible management depending on traffic conditions;

**Thanks to these measures, queues at toll gates were significantly shortened.**

## SPECIAL HAULAGE



### Special Haulage

<https://www2.autostrade.it/BVSPortal/#/home>

Special haulage/vehicles includes vehicles/convoys which, due to their size and/or weight, exceed the limits defined by the New Motorway Code. Società Autostrada Tirrenica provides industry operators (road haulage companies or agencies/cooperatives operating for the companies themselves) with the WEBTE online portal, which allows for the electronic management of the authorisation procedures required for special vehicles to travel on the motorway. The process for 'Design and provision of the authorisation service for special haulage and related monitoring on the motorway network' has been awarded Quality Certification in accordance with the international standard ISO 9001:2015. TE online is a web portal dedicated to special haulage (i.e. vehicles/convoys that, due to their size and/or weight, exceed the limits defined by the New Motorway Code) and in particular to industry operators (road haulage companies or agencies/cooperatives operating for the companies themselves), allowing them to manage online the authorisation procedures for access on motorway sections granted under concession to Autostrade per l'Italia and other interconnected concessionaires. Information and authorisations may also be requested at the dedicated desk at the Rosignano Operations Office.

To learn more, click here or scan the QR code:





## COMPANY PRESENTATION

# INVESTMENTS AND MAINTENANCE

## IN THE MOTORWAY NETWORK

Given the increasing traffic volumes and the age of the network, it is now crucial to modernise and upgrade the infrastructure we manage, while simultaneously becoming a benchmark for the development of increasingly sustainable, safe and smart mobility for the future.

### OUR COMMITMENT

SAT has allocated significant resources to modernising the network. Specifically, the latest draft of the 2024–2028 Economic and Financial Plan presented for approval provides for a total commitment of approximately EUR 56 million, including approximately EUR 28 million for upgrading safety barriers, EUR 18 million for modernisation following regulatory amendments, and over EUR 5 million for technological system upgrades.

### WORK PROGRESS

In addition to the work completed on the assets, involving modernisation and regulatory compliance, particularly on the Marta and Mignone viaducts, the upgrade of the safety barriers on the edge of the Rosignano Marittimo junction overpass was completed in 2024. The work currently underway to upgrade the safety barriers on the edge of the Collesalveti junction overpass is scheduled for completion by April 2025. Still in 2025, work will begin on the first lot for the upgrade of the side safety barriers on the Livorno – Rosignano section, which will continue over the next two years.

### ASSET APPROVAL PROCEDURE

The realisation of each concession investment requires a complex and lengthy environmental and urban planning authorisation process by the relevant ministries and authorities.

To learn more, click here or scan the QR code:





## COMPANY PRESENTATION

# SAT AND SUSTAINABILITY

SAT is committed to the transformation process undertaken by the Autostrade per l'Italia Group, in line with the sustainable development objectives of the 2030 agenda, which integrates sustainability into its business model and identifies it as a distinctive element of its mission.

The Group considers sustainability as the driving force behind a process of continuous and cross-cutting improvement that generates value and enables long-term results to be achieved.

## THE GROUP'S COMMITMENT

### ENVIRONMENT



Minimising environmental impact and eliminating carbon footprint through initiatives to reduce emissions, improve energy efficiency and produce energy from renewable sources.

#### - Net zero

The Group is committed to a journey towards minimizing its direct and indirect carbon footprint. GHG emission reduction targets have been defined according to a Science Based Target approach and validated by SBTi. With the sustainability programme launched in 2020, Autostrade per l'Italia has incorporated two pillars of ambition into its strategy:

- mitigating climate impact by reducing its carbon footprint and developing sustainable mobility models;
- adapting and ensuring the resilience of its infrastructure to climate change.

#### - Sustainable infrastructure

The parent company, Autostrade per l'Italia, aims to develop safe and resilient infrastructure and protect the ecosystem balance in the design, construction and maintenance of the network, minimising environmental impact. Therefore, the Group has developed a sustainable infrastructure model that integrates ESG elements throughout its entire life cycle, promoting the adoption of innovative solutions in all areas and the engagement of local communities.

### SOCIAL



#### Objectives

Ensuring the safety of infrastructure, traffic and workplaces. Increasing customer satisfaction and dialogue with communities. Creating an inclusive work environment, ensuring the well-being of our people and bridging the gender gap.

#### Safety

##### Traffic safety:

Over the years, many measures have been implemented to contribute to reducing the mortality rate across the Group's network by more than 75% since 2000.

##### Health and safety at work:

The Group complies with the highest international standards in the field of health and safety in order to implement continuous improvement to achieve the "zero accidents" goal.

#### Community and local environment: Engagement with local communities:

The constant dialogue with local authorities and the population is an essential tool available to the company to respond to the needs of the local community and carry out a constant analysis of the impact of infrastructure in the

social, environmental and economic domains.

This is why, for several years now, the Group has sought to expand opportunities for dialogue, in some cases anticipating the requests of the community.

##### Promotion of the national environment:

The parent company Autostrade per l'Italia is committed to promoting the national environment and has therefore launched the Wonders project. Explore Italy's Treasures.



**Corporate philanthropy and social solidarity and promotion projects:**

The parent company, Autostrade per l'Italia, has established the 'Solidarity and Social Promotion Projects Committee', which directs, coordinates and monitors the social initiatives undertaken by the Autostrade per l'Italia Group, with no distinction between those aimed at the external community and those reserved for employees

**Valuing our resources**

**Diversity, Equity& Inclusion:** The promotion of diversity plays a key role among the Group's ESG objectives, whether in terms of gender, age or training.

**Employer branding:** The group focuses on the constant exchange of skills, the development of resources and the search for new talents.

**Welfare:** the parent company, Autostrade per l'Italia, has always been committed to valuing its people and ensuring their well-being.

**GOVERNANCE**



The Group operates in compliance with the principles of legality, responsibility and transparency and bases its sustainability model on governance that complies with best practices and extended to all levels of the organisation.

To learn more, click here or scan the QR code:





## QUALITY

# QUALITY ASSURANCE AND GOVERNANCE POLICIES

**QUALITY ASSURANCE AND GOVERNANCE POLICIES**

Improving perceived quality is our daily common goal

**INTEGRATED MANAGEMENT SYSTEM**

A Management System is a set of activities aimed at continuously improving performance and the effectiveness of risk mitigation measures. For Società Autostrada Tirrenica p.A. (hereinafter SAT), it is a strategic decision that can help improve its overall performance and provide a solid foundation for sustainable development initiatives.

SAT is constantly committed to obtaining and improving certified Management Systems within the company, in compliance with ISO standards and international guidelines, assessing the associated risks, involving key stakeholders and respecting the following company values: Transparency, Responsibility, Quality and Performance, which are based on the founding principles of Work Ethics, Integrity, Inclusiveness, Professionalism and Sustainability.

In 2024, SAT was awarded the Excellence Certificate (for achieving the following Management System certification standards: ISO 9001, ISO 45001, ISO 14001, ISO 39001), issued by a recognised Certification Body for its constant commitment to the continuous improvement of its processes.

In 2024, the Company updated the Group's Integrated Management Systems Policy with the aim of providing the country with an infrastructure operator that, by adopting innovative design solutions, is a leader in the transition to a sustainable mobility model, guarantees the highest standards of safety and traffic flow and effective traffic management, ensures the best working conditions and safety performance for users and workers, environmental protection, the quality and safety of motorway assets and services provided, and the operational continuity of company activities.

**CERTIFICATIONS IN COMPLIANCE WITH INTERNATIONAL STANDARDS**

The Company works towards the implementation and continuous improvement of its Management Systems.

SAT has implemented a certified Management System in line with international standards:

- Quality ISO 9001;
- Safety at Work ISO 45001;
- Road Traffic Safety; ISO 39001;
- Environment ISO 14001;
- Business Continuity ISO 22301;

The SAT Inspection Body operates under accreditation by the Italian Accreditation Body Accredia in accordance with Standard UNI CEI EN ISO/IEC 17020:2012.



QUALITY

QUALITY  
INDICATORS

As SAT has not yet signed the Addendum to the Master Agreement in accordance with the new ART model, it applies the service quality indicators applicable to all motorway concessionaires and defined **in accordance with Directive No. 102/2009** of the Ministry of Infrastructure and Transport with the Directorate-General for the Supervision of Motorway Concessionaires, which are as follows:

(1) The data refers exclusively to measurements taken on the carriageway along the continuous emergency lane. Tunnels, service areas, appurtenances and worksites are not included.

(2) Compliance with the standard is assessed (excluding the winter operations period) on 90% of minimum 20 km sections, in accordance with the Master Agreement.

	Units of Measurement	Regulatory references	Completion of objectives for 2024
<b>Base factor: Travel safety</b>  Notice period for communications, via orders, relating to worksites lasting > 5 days.	Notice period (hours)  in 85% of cases	<b>24 h</b>	
<b>Base factor: Regularity</b>  Condition of road markings (retroreflectivity) (RL). (1)	Retroreflectivity (mcd lx-1 m-2)	<b>100 RL</b> (2)	
<b>Base factor: Comfort</b>  Services provided in service areas – number of checks per month on at least 80% of service areas. With 1 check per month on 100% of service areas.	No. of checks Per month	<b>2</b>	
<b>Base factor: Services for travellers with disabilities</b>  Service areas – number of checks per month on at least 90% of areas. With 1 check per month on 100% of service areas.	No. of checks Per month	<b>2</b>	
<b>Base factor: Information to users</b>  Response time to suggestions and complaints sent by e-mail to <a href="mailto:info.sat@sat.autostrade.it">info.sat@sat.autostrade.it</a>	Response time (days)  in 85% of cases	<b>10 days</b>	

In 2024, all reference standards were met

## ANNEXES

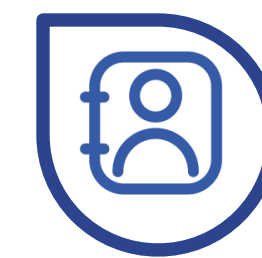
# AUTOSTRADA PER L'ITALIA'S WEBSITE

[www.autostrade.it](http://www.autostrade.it) provides information about the company, traffic conditions and services available along the network.

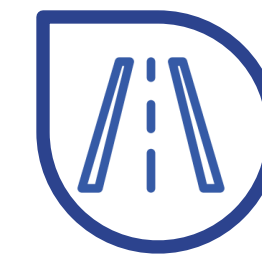
At [www.autostrade.it](http://www.autostrade.it), you can find, in the dedicated sections, all customer services and traffic information to check traffic conditions, routes and tolls in real time, including through webcams located along the network and the information channels RTL 102.5 and Isoradio. The website also contains all useful information about Autostrade per l'Italia.

[www.autostrade.it](http://www.autostrade.it) is available in mobile version, with layout and content designed for users accessing the website from a mobile device.

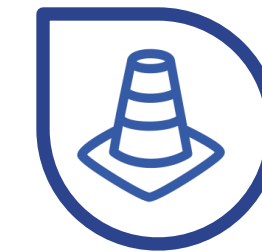
The traffic information section, reserved for users travelling on the network of Autostrade per l'Italia and its subsidiaries, is available on all pages of the website and provides access to the following services:



**Contacts and information**, to learn about the many channels available for communicating with the company, sending suggestions, reports and complaints, participating in the Dispute Settlement Procedure and submitting refund requests for the cases specifically indicated.



**Traffic, routes and tolls**, to browse the interactive map providing detailed, real-time information on traffic conditions along the motorway network, weather conditions and service areas. You can also view real-time images from webcams located along the Autostrade per l'Italia motorway network.



**Closures, roadworks and orders**: to view planned closures along the network, with information on dates and durations of roadworks in progress and recommended alternative routes.



**Customer Services**: includes all services related to tolls, toll payment, toll refunds, toll billing and receipts, compensation for damages, and dispute resolution



**Cashback**: includes all information on how to get a toll refund for delays caused by roadworks on the Autostrade per l'Italia network.



## ANNEXES

# AUTOSTRADA PER L'ITALIA'S WEBSITE



**Service Areas:** to check and identify the services available in the network's Service Areas based on your route of interest.



**Mechanical rescue,** with information on contact numbers and maximum rates.



**Weather Forecasts:** check the weather conditions by time slot and Civil Protection weather alerts.



## AUTOSTRADA PER L'ITALIA'S LINKEDIN, INSTAGRAM, FACEBOOK AND YOUTUBE CHANNELS

These channels provide information on major infrastructure projects, local initiatives and job vacancies.

## AUTOSTRADA PER L'ITALIA'S X CHANNEL



@MuovvyASPI, the official X channel of Autostrade per l'Italia with real-time traffic news.

## TELEGRAM CHANNEL AUTOSTRADA PER L'ITALIA- LIGURIA



This channel reports on traffic conditions in the Liguria region, with constant news on roadworks and journey times.



## ANNEXES

# WONDERS

## Explore Italy's Treasures

'Wonders' keeps promoting Italy's treasures in 2024. "Explore Italy's wonders", a project launched in 2022 that promotes the country's cultural, natural and food and wine heritage through more than 1,000 certified events and over 500 travel experiences designed in collaboration with leading partners: Touring Club Italiano, WWF, Slow Food Italia and the Italian National Commission for UNESCO.

In collaboration with the Italian National Commission for UNESCO, Wonders narrates and promotes Italian treasures which, despite being recognised as World Heritage Sites, in many cases have untapped potential in terms of visitors and awareness among Italian and foreign visitors.

The ever evolving initiative also promotes sustainable travel culture through a new collection of itineraries designed by Non Sprecare. Over 30 new experiences dedicated to Trentino Alto Adige, Basilicata, Calabria, Sicily and Sardinia complement the project, showcasing regions not directly connected to the Autostrade per l'Italia motorway network.

The project also includes the promotion of "Villa dei Volusii", an out-of-town residential complex discovered in 1961 during the construction of the Roma-Firenze Autostrada del Sole, in collaboration with the Ministry of Culture and "Aperti per Voi" (Open for You) – an initiative of the project partner "Touring Club Italiano".





ANNEXES

# WONDERS

Explore Italy's Treasures

Wonders is the soundtrack that accompanies travellers in an innovative and personalised way as they rediscover Italy, with a focus on less popular destinations, through: the website [www.wonders.it](http://www.wonders.it) with a geolocalised map, over 250 podcasts available on the "Wonders". Explore Italy's Treasures" on the Loquis platform, created with the voices of talents Luca and Paolo, and two dedicated social media channels (IG and FB) to interact with the community.

To learn more, click here or scan the QR code:



## THE INITIATIVE'S HIGHLIGHTS

- SERVICE AREAS ALONG THE NETWORK USE TOTEMS, MULTIMEDIA SYSTEMS AND THE INFOMOVING TELEVISION NETWORK TO SHOWCASE THE BEAUTY OF OUR COUNTRY WITH PURPOSE-MADE VIDEOS 100
- TRAVEL EXPERIENCES +500
- DESTINATIONS PROMOTED +1,000
- CERTIFIED EVENTS IN ITALY +1,000
- TOURING BILLBOARDS ALONG THE MOTORWAY NETWORK PROMOTE THE PROJECT AND THE BEAUTY OF THE SURROUNDING AREA +300
- PODCASTS WITH THE VOICES OF LUCA AND PAOLO DESCRIBE THE IMMERSIVE AND ORIGINAL ROUTES COVERED BY THE INITIATIVE +250



SAT - SOCIETÀ AUTOSTRADA TIRRENICA WISHES YOU

# A PLEASANT JOURNEY

**TOLL-FREE NUMBER FOR SAT CUSTOMERS 800 901640**

**For information on:**

Traffic

Non-payment reports

Exemptions and benefits

Customer Services

Services for people with disabilities

## **OTHER TRAFFIC INFORMATION**

ISORADIO FM 103.3

RTL 102.5

## **FOR INFORMATION, PLEASE CONTACT**

[info.sat@sat.autostrade.it](mailto:info.sat@sat.autostrade.it)

## **USEFUL NUMBERS IN CASE OF EMERGENCY**

TRAFFIC POLICE 113 | FIRE BRIGADE 115 | EMERGENCY MEDICAL ASSISTANCE 118

## **ELECTRONIC TOLL COLLECTION PROVIDER**

Axxes - <https://axxes.fr/it/> | DKV - [www.dkv-mobility.com/it](http://www.dkv-mobility.com/it) | Telepass - [www.telepass.com](http://www.telepass.com)

TollTickets- [www.tolltickets.com/it.it](http://www.tolltickets.com/it.it) | UnipolMove - [www.unipolmove.it](http://www.unipolmove.it)

## **MECHANICAL RESCUE**

ACI Global [803-116](tel:803-116) | Europ Assistance-Vai [803-803](tel:803-803) | IMA 800.613.613

