

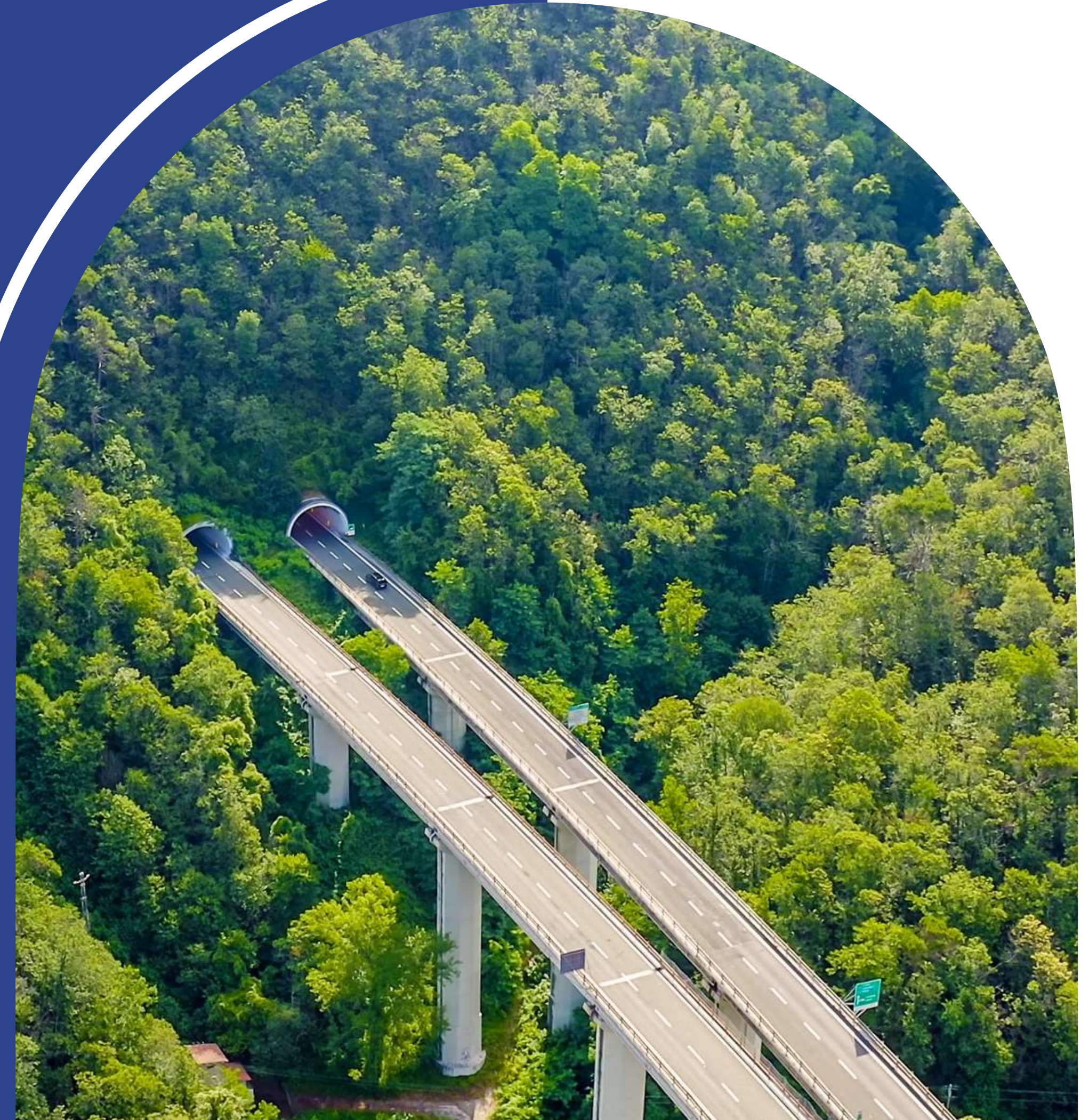
sat
Società
Autostrada
Tirrenica



Società Autostrada Tirrenica p.A.

SERVICE CHARTER 2026

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.

The Service Charter of Società Autostrada Tirrenica has also been prepared in compliance with the provisions laid down by the Transport Regulation Authority under Resolution No. 132 of 26 September 2024, entitled "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 motorway service areas".

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.

It constitutes an important transparency tool enabling users to verify the Company's compliance with its commitments and to submit assessments and requests through the communication and complaint channels specifically established for this purpose.

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THE COMPANY

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.



THE COMPANY

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.



THE COMPANY

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.

*Pursuant to Article 35 of Legislative Decree 162/2019 (the so-called “Milleproroghe Decree”), further information on the motorway managed by SAT is available on the website www.tirrenica.it.

THE COMPANY

MOTORWAY SECTIONS UNDER CONCESSION

SAT's FIGURES as at 31.12.2025

**Km
40**

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

**Km
14.5**

Section in
operation:
Tarquinia -
Civitavecchia



5
Interchanges



2
Barriers



3
Service areas



19,930
Average daily traffic



2
Maintenance facilities



3
Winter Maintenance Facilities



19
Variable message signs

THE COMPANY

MOTORWAY SECTIONS UNDER CONCESSION



EXEMPTION PROTOCOL

As of 8 June 2012, the date on which the Rosignano Marittimo–San Pietro in Palazzi motorway section entered into service, the Toll Exemption Protocol became operational. 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, providing for toll exemptions for residents of these municipalities holding 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 website www.tirrenica.it.

For more information, [click here](#) or scan the QR code:



THE COMPANY

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.**
Località Les Iles
(11010) Saint Pierre Aosta
Tel. 0165 922117



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



Tangenziale di Napoli S.p.A.
Via G. Porzio 4 Centro Direzionale Isola A/7
(80143) Naples
Tel. 081 72.54.111



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



**ANAS and other
Concessionaires**



THE COMPANY

LIVORNO - SAN PIETRO IN PALAZZI AND TARQUINIA - CIVITAVECCHIA

AUTOSTRADAE PER L'ITALIA'S NETWORK



AUTOSTRADAE PER L'ITALIA'S FIGURES

	Autostrade per l'Italia	Subsidiaries
Network Km	2,855	113
Tollgates	240	17
Service Areas	204	11
Parking areas	101	6
Customers per day (million)	4.4	0.5
Vehicles per day (million)	2.6	0.3



THE COMPANY

CORE PRINCIPLES

Below are the **CORE PRINCIPLES** set out in the Directive of the Ministry of Infrastructure and Transport of 19 February 2009 ("Directive for the Adoption of the Motorway Service Charter"), which motorway concessionaires must comply with in the provision of 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 relating to the services and products provided, in accordance with the procedures set out on page 32.

ROAD SAFETY

Società Autostrada Tirrenica is committed to adopting innovative tools and implementing actions aimed at the continuous improvement of the management and monitoring of engineering structures along the sections under its responsibility, with the objective of reducing the number and consequences of road 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.



THE COMPANY

SAT AND SUSTAINABILITY

In line with the Sustainable Development Goals of the 2030 Agenda, the Autostrade per l'Italia Group integrates sustainability into its business model and identifies it as a distinctive element of its mission.

THE GROUP'S COMMITMENT



ENVIRONMENT

- Net zero

The Group is committed to an ambitious pathway aimed at eliminating its direct and indirect carbon footprint, through:

- 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

Safety

Traffic safety

Over the years, numerous measures have been implemented which have contributed to reducing the fatality rate across the Group's network by more than 82% since 1999.

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.

Corporate philanthropy, social solidarity and promotion projects:

The Parent Company, Autostrade per l'Italia, has established the "Committee for Solidarity and Social Promotion Projects", which steers, coordinates and monitors the social initiatives undertaken by the Autostrade per l'Italia Group.

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 wellbeing.

GOVERNANCE



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

For more information, [click here](#) or scan the QR code:



CUSTOMER SERVICES

ONLINE CUSTOMER SERVICE

THE DIGITAL PLATFORM FOR MANAGING TOLL PAYMENT OPERATIONS

24/7, easy to access and conveniently available from home.

For information and assistance: info.sat@sat.autostrade.it

For more information, [click here](#) or scan the QR code:



Online Customer Service

Visit 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.

TRAVEL SERVICES

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 applicable to Società Autostrada Tirrenica, increased by a fee attributable to ANAS (pursuant to Laws 102/2009 and 122/2010) for each kilometre travelled. 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 thus obtained must be increased by VAT (22%) 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 of 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 RATES in force from 1 January 2026

VEHICLE CLASSES	A	B	3	4	5
Mountain toll tariff EUR/KM	0.16840	0.17271	0.22452	0.36271	0.42313
ANAS fee	0.006	0.006	0.018	0.018	0.018
VAT	22%				

Class A

Class B

Class 3

Class 4

Class 5

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.

TRAVEL SERVICES

TOLLING

ANNUAL TOLL INCREASE

The annual adjustment of the unit toll tariff is applied on the basis of a mathematical formula established by the Transport Regulation Authority. The resulting effects are communicated upon completion of the annual tariff update procedure through an interministerial decree signed by the Minister of Infrastructure and Transport and the Minister of Economy and Finance, 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 tariff in force from 1 January 2026 has increased by 1.5% compared to the 2025 tariff, on the basis of the communication from the Ministry of Infrastructure and Transport (MIT) Ref. No. 040012 of 31 December 2025.



TRAVEL SERVICES

TOLLING

TARIFF INCREASES OVER THE LAST 6 YEARS

Year	Increase
2021	The tariff increase was 0.00%
2022	The tariff increase was 0.00%
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.

Year	Increase
2024	<p>Based on the decree issued on 30 December 2023 by the Ministry of Infrastructure and Transport (MIT), a 2.30% tariff increase for the 2024 year was applied as of 1 January 2024.</p> <p>Based on the decree issued on 25 September 2023 by the Acting Commissioner ad acta, a 0.63% tariff increase relating to the 2017 year was applied as of 1 July 2024.</p> <p>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.</p>
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.
2026	Based on the communication from the Ministry of Infrastructure and Transport (MIT) Ref. No. 040012 of 31 December 2025, a 1.5% tariff increase for the 2026 year was applied as of 1 January 2026.

For more information, [click here](#) or scan the QR code:



TRAVEL SERVICES

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

DKV - www.dkv-mobility.com/it

Telepass - www.telepass.com

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

UnipolMove - www.unipolmove.it



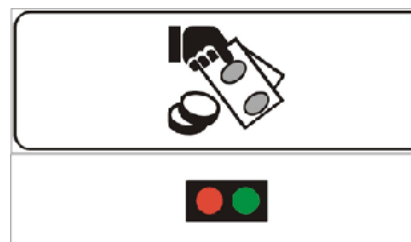
BLUE LANES

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



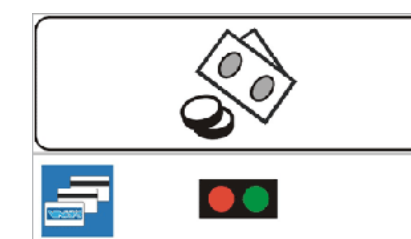
BLUE LANES FOR ELECTRONIC TOLL COLLECTION, IDENTIFIED BY THE 'T' SYMBOL AND THE EU FLAG

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	2025
% of payments made using electronic toll collection devices	27.7	64.0
% payments with other automatic systems (Viacard, ATM cards, credit cards, automatic cash machines, prepaid cards)	19.7	31.6
% cash payments with an operator	50.2	2.9
% 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)

TRAVEL SERVICES

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 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, 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 points of sale (bars, tobacconists, newsstands) across Italy (list available at www.mooney.it). The service is subject to a fee 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 non-payment of the amount indicated, the relevant documentation will be forwarded to the Traffic Police for the application of administrative sanctions pursuant to Article 176, paragraphs 11 and 21, of the Italian Highway Code, for the established breach of the obligation to pay the motorway toll (which provides for 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 Highway Code, without prejudice to the fact that the application of such sanctions does not release 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, 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 – www.autostrade.it

Toll-free number: 800 901640 - press 2;

info.sat@sat.autostrade.it

TRAVEL SERVICES

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 31/12/2025

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

TRAVEL SERVICES

TRAFFIC INFORMATION

OTHER OPERATORS' INFORMATION CHANNELS ARE:

AUTOSTRADA PER L'ITALIA'S SINGLE CONTACT NUMBER: 803-111

Toll-free number. Option 1 provides traffic information via 180 telephone lines available 24 hours a day, 7 days a week.



RTL 102.5

It is Italy's leading private FM radio station, with around 8 million daily listeners, broadcasting nationwide. 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. 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.

Approximately 70 updates per day are also broadcast on RTL 102.5 Traffic Autostrade per l'Italia, the Autostrade per l'Italia DAB radio station and RTL 102.5, available via the RTL 102.5 Play DAB radio app, the website rtl.it, and on TV on Sky channel 737 and Digital Terrestrial TV channel 233.

ISORADIO 103.3



It is the RAI channel dedicated to traffic information and national road and motorway conditions. From Monday to Friday, Autostrade per l'Italia operators provide nine live updates per day, and two on Sunday afternoons. In the event of major disruptions, emergency interventions are ensured by the managers of the nine Regional Headquarters.

WEBSITE

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**

OFFICIAL AUTOSTRADA PER L'ITALIA APP

The app provides quick and easy access to real-time traffic information, webcams across the entire network, as well as updates on traffic congestion, accidents, closures and roadworks. It also provides up-to-date information on routes and service areas.

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 NETWORK

Traffic, weather and news updates are broadcast within motorway service areas through the Infomoving TV network, which includes: 411 screens and 106 vertical touchscreen kiosks.

X

@Viabilita_ASPI, the official X channel of Autostrade per l'Italia providing real-time traffic updates.

AUTOSTRADA PER L'ITALIA – LIGURIA TELEGRAM CHANNEL

A channel dedicated to traffic information in the Liguria area, with continuous updates on roadworks and travel times.

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. When traffic conditions are normal, no traffic updates are displayed; instead, alternative safety messages are shown (road safety information and driving advice).

For more information, [click here](#) or scan the QR code:



TRAVEL SERVICES

SAFETY

In the recent past, SAT has implemented significant measures aimed at the continuous improvement of the management and monitoring of engineering structures along the motorway 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 structure, in accordance with the Bridge Guidelines and the relevant Operating Instructions, a "Class of Attention Report" has been prepared, summarising all Classes of Attention (CoA) required for calculating the overall CoA used to determine hazard, vulnerability and exposure factors.

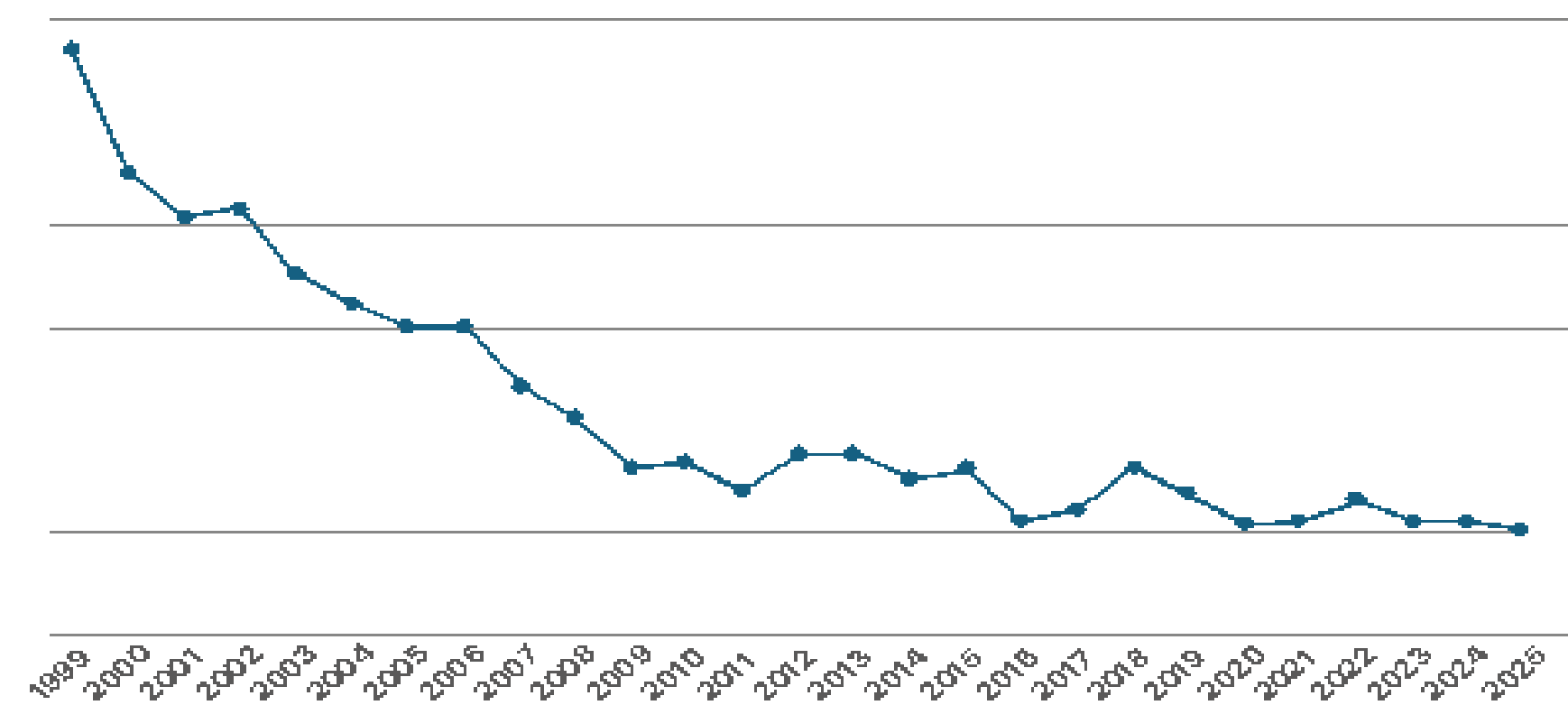
SAT's asset assessment programme, in line with the Guidelines, included several closely interrelated activities with a degree of in-depth analysis (survey, definition of the Class of Attention, detailed measurements, 3D modelling, material investigations, comparison between the capacity and demand of 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 82% between 1999 and 2025

TRAVEL SERVICES

SAFETY

SAFETY MEASURES AND RESULTS

- Completion of all interventions related to surveillance and road safety for the seven tunnels on each carriageway along the motorway section.
- Surveillance and maintenance of structural joints along the motorway sections.
- Study and analysis of structural monitoring systems for major viaducts and tunnels.
- Commencement of maintenance works on major structures.
- 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 openings in the central reservation using movable structures to allow them to be opened in emergency situations.
- Modernisation of the lighting and safety signalling systems in the tunnels along the road section.
- Worksite signage upgrade and supplementation.
- Installation of new safety barriers to protect the nose sections, equipped with impact attenuation 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.

TRAVEL SERVICES

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 rumble strips, designed to alert drivers when a vehicle is travelling outside the slow lane)

TRAVEL SERVICES

ROAD TRAFFIC OPERATIONS

OUR COMMITMENT

Traffic assistance and monitoring operations involve in-house staff and third-party staff. Traffic flow along the approximately 55 km section is continuously monitored through a certified control system.

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 improve traffic conditions and achieve these important results, SAT is focusing on the following areas:

WORKSITE MANAGEMENT



Maintenance worksites are essential to ensure the safety of travellers. In addition to extending the infrastructure's service life, they also enhance 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, in the vicinity of roadworks, supplementary signage is installed to provide users with further information on ongoing works.

The website **tirrenica.it** also provides, in addition to real-time traffic information, details on:

- planned roadworks (lasting more than 5 days);
- high-impact roadworks;
- scheduled closures along the motorway sections.



To learn more, **click here** or scan the QR

TRAVEL SERVICES

ROAD TRAFFIC OPERATIONS

ACCIDENT AND EMERGENCY MANAGEMENT



In the event of accidents or other emergency situations, Società Autostrada Tirrenica and the Traffic Police act in close coordination: the Traffic Police provide initial assistance to those involved, ensuring traffic safety, while Società Autostrada Tirrenica ensures the prompt deployment of its personnel and emergency vehicles in order to restore normal traffic flow conditions, providing continuous updates on traffic conditions 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 emergency events requiring the intervention of the Fire Brigade and/or specialist units to secure the area, which—on a precautionary basis for safety reasons—may order the temporary suspension of traffic in the vicinity 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 include the Emergency Management Plan (Legislative Decree 264/2006), shared with emergency response services, and the operational procedure “Emergency management in the event of fire and/or accident inside the Rimazzano tunnel”; the “Winter Operations Guidelines”, adopted when conditions require the motorway operator to issue a BLACK Code; and the Emergency Plan implemented in the event of rising water levels in the Mignone River.

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.

AVERAGE EVENT RESOLUTION TIME

With reference to the main events that, due to their frequency and significance, interfere with normal traffic flow (such as accidents, vehicle fires, breakdowns, etc.), the average resolution time in 2025 (defined as the time between event detection and its resolution) is approximately 60 minutes. It should, however, be noted that in the management of a specific event, the resolution time may also vary significantly from this average value, either decreasing or increasing. This depends on the level of complexity of the event, which may be influenced by multiple external factors such as the number of vehicles involved, the severity of injuries to persons, damage to infrastructure requiring urgent restoration works, the spillage of hazardous materials, and the involvement of emergency response bodies (Traffic Police, Fire Brigade, medical emergency services, Local Health Authorities, etc.). Such interventions, given their complexity and in order to ensure safety (both for the personnel of the entities involved and for road users in transit), may require operational procedures that impact the overall resolution time.

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



TRAVEL SERVICES

ROAD TRAFFIC OPERATIONS

WINTER OPERATIONS



A protocol has been established between the Ministry of Infrastructure and Transport, the Ministry of the Interior, AISCAT, ANAS, and the road haulage associations which provides, as is already the case in the rest of Europe, that in the event of heavy snowfall, heavy goods vehicles are temporarily stopped in specifically designated 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 **24 specialised vehicles** equipped with spreaders, sprinklers and blades;
- **18 in-house and 37 third-party specialised workers;**
- **4 salting treatments to prevent ice formation.**
No snow events **were reported in 2025.**
- 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 collection stations along the section at interchanges and 2 terminal barriers, with a total of 50 toll lanes.

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;
- expansion of the number of available toll lanes or their conversion to enable dynamic management according to traffic conditions.

SPECIAL HAULAGE



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 acting on behalf of such companies) with the WEB **TE online** portal, which enables the electronic management of the authorisation procedures required for abnormal load transports to use 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 abnormal load transports (i.e. vehicles/convoys which, in their operating configuration, exceed the size and/or weight limits defined by the New Highway Code) and, in particular, to industry operators (road haulage companies or agencies/cooperatives acting on behalf of such companies), enabling the electronic management of the authorisation procedures required to transit on motorway sections 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.

For more information, [click here](#) or scan the QR code:



QUALITY

QUALITY ASSURANCE AND GOVERNANCE POLICIES

The improvement of perceived quality is an objective towards which all our efforts are directed every day.

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 this is a strategic decision that can help improve its overall performance and provide a solid basis 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 this path of growth and continuous improvement, in 2025 SAT also obtained ISO 37001 certification – Anti-Bribery Management System – further strengthening its commitment to promoting ethical behaviour, preventing corruption, and fostering a corporate culture based on legality.

In 2025, the Company updated the Group's Integrated Management Systems Policy, with the aim of ensuring an infrastructure operator capable of adopting innovative design solutions, leading the transition towards sustainable mobility, ensuring high standards of safety and traffic flow efficiency, and effectively managing traffic operations.

The Policy also promotes the best working conditions, the protection of health and safety for users and workers, environmental protection, and the quality and safety of the motorway asset and services provided, as well as the continuity of business operations, guiding the Company's actions in line with the values of Ethics, Responsibility, Transparency and Integrity.

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;
- Anti-Bribery Management System ISO 37001.

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 AND FACTORS

QUALITY INDICATORS

As SAT has not yet signed the Addendum to the Single Concession Agreement under the new ART model, it applies the service quality indicators valid for all motorway concessionaires and defined **in accordance with Ministry of Infrastructure and Transport Directive No. 102/2009**, in coordination with the Directorate-General for the Supervision of Motorway Concessionaires, as set out in the table alongside.

(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 2025
<p>Base factor: Travel safety</p> <p>Notice period for communications, via orders, relating to worksites lasting > 5 days.</p>	<p>Notice period (hours)</p> <p>in 85% of cases</p>	24 h	
<p>Base factor: Regularity</p> <p>Condition of road markings (retroreflectivity) (RL). (1)</p>	<p>Retroreflectivity (mcd lx-1 m-2)</p>	100 RL (2)	
<p>Base factor: Comfort</p> <p>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.</p>	<p>No. of checks</p> <p>Per month</p>	2	
<p>Base factor: Services for travellers with disabilities</p> <p>Service areas – number of checks per month on at least 90% of areas. With 1 check per month on 100% of service areas.</p>	<p>No. of checks</p> <p>Per month</p>	2	
<p>Base factor: Information to users</p> <p>Response time to suggestions and complaints sent by e-mail.</p>	<p>Response time (days)</p> <p>in 85% of cases</p>	10 days	

In 2025, all reference standards were met

QUALITY

QUALITY INDICATORS AND FACTORS

QUALITY FACTORS

The quality factor, and the related methods for calculating the components necessary to define the quality indicator (Q), are governed by Annex C to the Master Agreement entered into in 2009 between SAT and the Grantor, as amended by subsequent addenda.

This factor is composed of two quality indicators: the "Safety Indicator" (Is) and the "Pavement Structural Condition Indicator" (Ipav), which are reported annually to the Grantor. On the basis of these indicators, the Q factor is then determined as a composite quality indicator for the sections managed by SAT.

With reference to the current quality monitoring system, the Company has, in recent years, achieved the required quality levels.

With Resolution No. 241 of 19 December 2025, ART established new indicators, divided into thematic areas for the motorway sector, which will be adopted by each concessionaire once the target thresholds are defined by ART.

This system will have an impact on the tariffs applied by each concessionaire to users, depending on the achievement of the target thresholds, through a bonus/penalty mechanism.

Below is the [link](#) to the Resolution.



INFORMATION AND COMMUNICATION SERVICES

WEBSITE

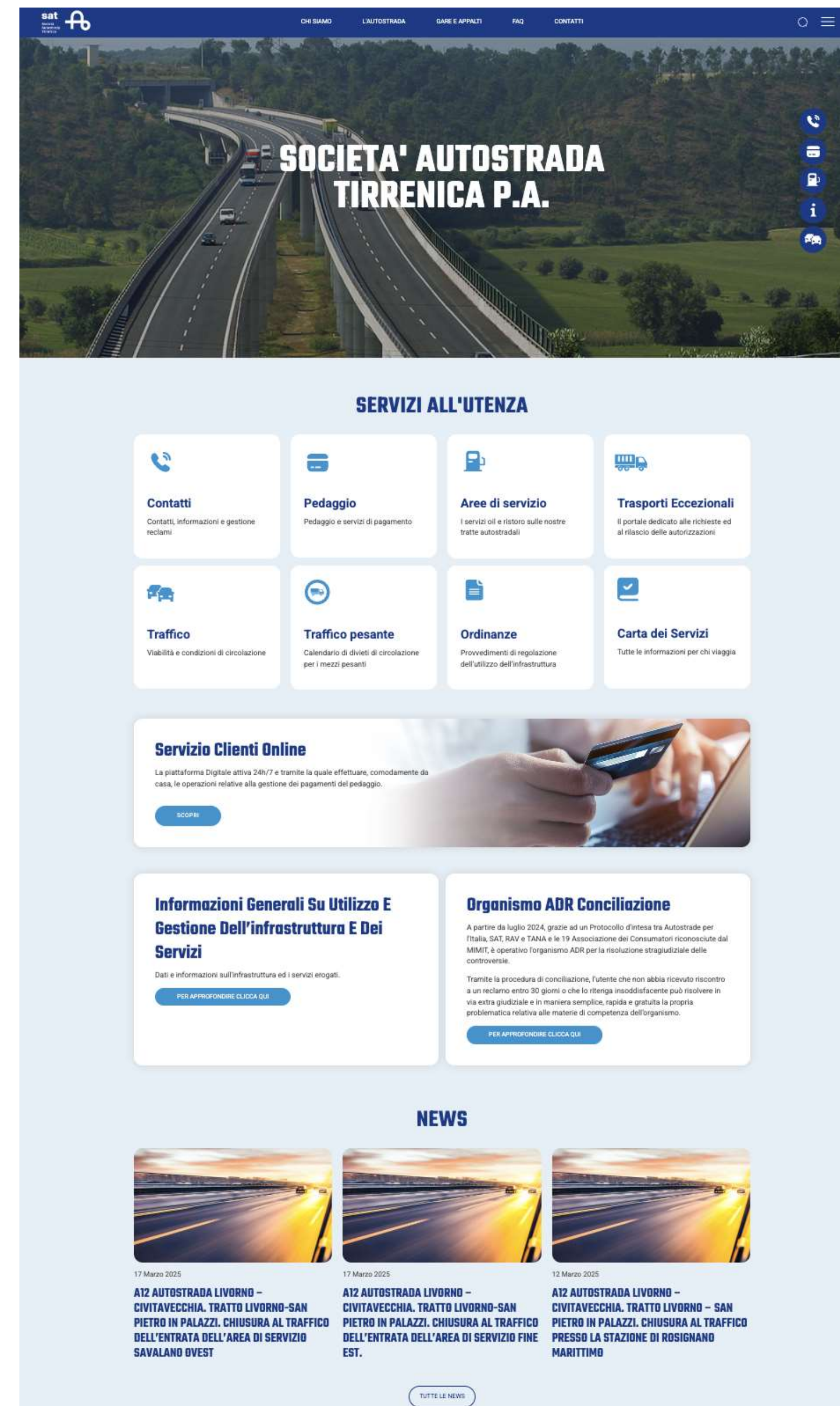
SAT's website is www.tirrenica.it, which contains all the company information.

SPECIFICALLY, THE HOMEPAGE CONTAINS:

- Online Customer Service;
- contacts;
- Information on how to initiate the dispute resolution procedure;
- information on tolls;
- information on service areas;
- special haulage;
- traffic information;
- traffic ordinances;
- regularly updated news highlighting events and initiatives concerning the sections 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.



INFORMATION AND COMMUNICATION SERVICES

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 follow up 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
- To submit a complaint regarding a journey on routes operated by SAT, please complete the online complaint form: https://societautostradatirrenicapa.formstack.com/forms/sat_richiesta_reclami

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.

- 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.

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.

- Claims for compensation relating to such incidents will be assessed by the competent company departments. They will be classified as complaints where they contain all the minimum requirements set out in Measure 10.2 of Annex A to ART Resolution No. 132/2024.
- 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.
The registered letter must include all the mandatory information indicated above.

INFORMATION AND COMMUNICATION SERVICES

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: societautostradatirrenicapatforms.tack.com/forms/sat_richiasta_reclami	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	autostradatirrenica@pec.tirrenica.it	

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

INFORMATION AND COMMUNICATION SERVICES

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/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, or a late response, or a response lacking adequate justification, the Customer shall be entitled to receive an **automatic compensation proportional** to the total tolls paid to the Concessionaire, as follows:

- 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:



INFORMATION AND COMMUNICATION SERVICES

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 20 consumer associations recognised by MIMIT, the ADR (Alternative Dispute Resolution) body is now available for the out-of-court settlement of disputes.

The body has been established in accordance with Directive 2013/11/EU, Article 141 of Legislative Decree No. 206/2005 (the so-called "Consumer Code"), as well as ART Resolutions No. 21/2023 and No. 60/2023.

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:

- <https://servizialcliente.autostrade.it/s/home-conciliazione>;
- <https://autostrade.my.site.com/portaleconciliatori> (for Consumers' Associations)
- by submitting the relevant form, which can be downloaded from the following website:
<https://www.autostrade.it/it/organismo-adr>, to the Secretariat via certified email (PEC) at segreteria.adr@pec.autostrade.it or via email at 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 and guidance of consumers*)
- ADUSBEP APS - Associazione per la difesa degli utenti dei servizi bancari, finanziari (*Association for the protection of users of banking and financial services*)
- ALTROCONSUMO - Associazione Indipendente di Consumatori (*Independent Consumers' Association*)
- ACP-AIACE-SDC Federazione Nazionale
- 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 degli utenti
- CODICI - Centro per i diritti del cittadino (*Citizens' Rights Centre*)
- CONFCONSUMATORI APS
- CTCU - Centro Tutela Consumatori Utenti Verbraucherzentrale Südtirol (*Consumer Protection Centre Verbraucherzentrale Südtirol*)
- 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

REST AREA SERVICES

SERVICE AREAS

There are three service areas along the motorway: Savalano Ovest, Fine Est and Corneto Ovest*.

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 Genoa–Rosignano Marittimo motorway, direction ROSIGNANO.
Km 196 – between Collesalveti and Rosignano Marittimo.

FINE EST

A12 Genoa–Rosignano Marittimo motorway, direction LIVORNO.
Km 200 – between Rosignano Marittimo and Collesalveti

CORNETO OVEST*

A12 Tarquinia–Civitavecchia motorway, direction Civitavecchia. Km 66+000 – between Tarquinia and Civitavecchia Porto.

SERVICE AREA MANAGEMENT

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

- **Operators are responsible for fuel services, bars, catering and retail areas, as well as for the cleaning and functionality of sanitary facilities and commercial areas, and for the construction, maintenance and upkeep of the same.**
- **SAT is responsible for the construction, maintenance and cleaning of green areas and parking spaces, as well as for traffic circulation and vehicle safety within the service areas.**

SAT awards the subconcession of services located within its service areas through public procedures consisting of two main phases:

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 evaluation of the bids, SAT identifies the successful operator for the service in accordance with the applicable legislation, with the subsequent signing of the relevant Service Framework Agreement.

In view of the current regulatory framework, competitive tendering procedures are carried out in accordance with the relevant ART Resolutions (No. 130/2022 and No. 1/2023) as well as the **Interministerial Decree of 18 July 2024 issued by the MIT/MASE**. The quality indicators are defined in accordance with Measure 15 of Annex A to Resolution No. 130/2022 and Measure 15 of Annex A to Resolution No. 1/2023 of the Transport Regulation Authority (ART).

QUALITY CONTROLS

A quality control plan has been implemented, structured through verification activities carried out by specialised external companies, as well as internal monitoring activities.

The plan provides for the monitoring of specific quality and service parameters, which service area operators are required to comply with. The main indicators subject to verification include, by way of example, waiting times at cash desks and counters, the level of cleanliness of sanitary facilities and retail areas, as well as compliance with public opening hours.

REST AREA SERVICES

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.

Fuel prices are updated directly and exclusively by the operators awarded the fuel and lubricants distribution services in the service areas, through their site managers, in accordance with the applicable regulations, and are published daily on the website.

SAT will appoint an independent external body (Third Party) to carry out price control and monitoring activities. This monitoring will cover new subconcession contracts relating to fuel ("oil") and food and beverage services.

The contracts will be awarded through competitive tendering procedures.

These procedures stem from the Transport Regulation Authority (ART) Resolutions No. 1/2023 and No. 130/2022.

PARKING AREA

The Mignone Ovest parking area, located at km 68+500 of the Civitavecchia–Tarquinia section in the southbound direction, is equipped with a video surveillance system consisting of 3 cameras.

The area provides a total of 43 parking spaces, divided as follows:

- 17 spaces for heavy vehicles;
- 25 spaces for light vehicles;
- 1 space reserved for persons with disabilities, in accordance with the applicable regulations.

SERVICES AVAILABLE FOR EACH SERVICE AREA

Service area		Refuelling points				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 Collesalveti and Rosignano Marittimo.	Self: 24/7 Served service: 8 am – 8 pm	IP/API refuelling service 12	2	2	My Chef: 11 am -10 pm	24/7	24/7	9	12	Oil: 1 Food:1	1	YES	1	110	2	32
FINE EST	North carriageway, Rosignano Marittimo - Genoa-bound. Km 200 - between Rosignano Marittimo and Collesalveti.	Self: 24/7 Served service: 06 am -10 pm	IP/API refuelling service 12	2	2	Autogrill: H 12 pm -3 pm; 7 pm -10 pm	24/7	24/7	9	11	Oil: 1 Food:1	1	YES	1	110	2	32
CORNETO OVEST	Southbound carriageway, direction Tarquinia – Civitavecchia Port, km 66+000	Self: H24 Served service: 06 am -10 pm	Shell refuelling service 8	2	2	Autogrill: H24	H24	H24	4	4	Oil: 0 Food:1	1	YES	NO	20	2	6



For up-to-date information and to find out more, [click here](#) or scan the QR code.

REST AREA SERVICES

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 experience that fully respects the rights of persons with disabilities and reduced mobility, ensuring accessibility and the provision of appropriate services in all service areas under its management. At the same time, it undertakes to continuously update the information available on its digital channels, which are also accessible via mobile devices.

In particular, in compliance with the obligations introduced by Resolution 132/2024, Società Autostrada Tirrenica undertakes to make available an adequate number of accessible parking spaces and toilets in the service areas of the sections it operates, in collaboration with 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

The Autostrade per l'Italia Group is committed to ensuring the accessibility of all its products and services, both physical and digital, so as to enable all individuals—regardless of ability, tools used or context—to effectively access the content and services provided, in line with the principles of equality, non-discrimination and inclusion that guide the Group's day-to-day operations.

To report any barriers or accessibility issues related to our digital products and services, a dedicated channel is available:

segnalazioniaccessibilita.sat@sat.autostrade.it

For up-to-date information and to find out more, **click here** or scan the QR code.



ANNEXES

AUTOSTRADA PER L'ITALIA'S WEBSITE

On the website **www.autostrade.it**, also available in mobile format, users can access all customer services and all traffic information, both in real time—through the interactive map and the webcams located along the network—and in advance, by calculating routes and tolls and consulting planned closures and roadworks in the dedicated section.



Contacts and information, to find the various channels available for communicating with the Company, submitting suggestions, reports and complaints, participating in the Conciliation Procedure, and submitting refund requests for the cases specifically indicated.



Traffic, routes and tolls, to access 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 consult planned closures along the network, with information on dates and durations of ongoing works and recommended alternative routes.



Customer Services, including all services related to tolls, non-payment of tolls, toll refunds, toll invoicing and receipts, compensation for damages, and conciliation.

ANNEXES

AUTOSTRADAE PER L'ITALIA'S WEBSITE

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

The social media profiles showcase the main infrastructure projects, local activities, initiatives dedicated to safety and sustainability, as well as career opportunities within the Group. Follow the Social Media Profiles:



Service areas, to check and locate the services available in motorway service areas along your chosen route.



Breakdown assistance, with information on contact numbers and maximum tariffs.



Weather forecasts, to consult weather conditions by time bands and Civil Protection weather alerts.



ANNEXES

THE AUTOSTRADE PER L'ITALIA APP

Real-time information on traffic and services available along the 3,000 km motorway network managed.

The app provides quick and easy access to:

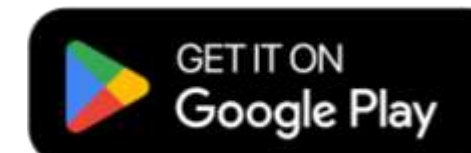
- Real-time traffic information and over 4,000 webcams, allowing users to monitor traffic conditions in detail and check for queues, accidents, closures and roadworks.
- The Service Areas section, to plan stops also based on the services provided.
- The Motorway Toll Stations section, to find out about available payment methods, connecting roads, reachable destinations and any notices regarding closures.

By logging in, users can save points of interest among their favourites and receive timely notifications, ensuring they never miss updates on traffic conditions, events or roadworks.

In addition, through geolocation, it is possible to receive notifications along the selected route, allowing users to be informed in advance of any updates on their journey.

The app also enables quick access to services for toll payment, self-certification of the entry toll station, requests for toll invoicing, and reimbursement of tolls or Viacard transactions.

Download the App and discover all the latest features.



ANNEXES

WONDERS

Explore Italy's Treasures

In 2025, the enhancement of the beauty of the national territory continues with "Wonders. Discover Italy's Treasures". The project promotes Italy's cultural, natural, food and wine heritage through over 500 travel experiences developed in collaboration with leading partners: Touring Club Italiano, WWF, Slow Food Italia and the Italian National Commission for UNESCO.

The initiative also promotes a culture of sustainable travel through a collection of itineraries developed by "Non Sprecare".

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".

Wonders is the soundtrack that accompanies travellers in an innovative and personalised way as they rediscover Italy, with particular attention to lesser-known destinations, through: the website www.wonders.it with a geolocated map; over 250 podcasts, also available on Spotify, featuring the voices of Luca and Paolo; and two dedicated social media channels (Instagram and Facebook) to engage 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**
- TOURING BILLBOARDS ALONG THE MOTORWAY NETWORK PROMOTE THE PROJECT AND THE NATURAL AND CULTURAL ATTRACTIONS OF THE SURROUNDING AREA **+300**
- OVER 250 PODCASTS, FEATURING THE VOICES OF LUCA AND PAOLO, DESCRIBE THE IMMERSIVE AND ORIGINAL ITINERARIES INCLUDED IN 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

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 | Telepass - www.telepass.com

TollTickets- www.tolltickets.com/it | UnipolMove - www.unipolmove.it

MECHANICAL RESCUE

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

