

SERVICE CHARTER 2017



L'Italia si fa strada

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SECTION 1

about us



L'Italia si fa strada



OUR SERVICE CHARTER

Dear customers, the Service Charter is the communication tool which allows us to inform you of the activities and services that Anas performs, as well as of our qualitative standards and of the results achieved and to be achieved, to ensure that Italy's road network is ever-increasingly safe and efficient.

The 2017 edition proves our commitment to find a way to best ensuring the right to mobility and we think the new corporate strategy is definitely heading that way. We have indeed decided to be more locally based to better take care of our roads, by strengthening the planned maintenance activities to safeguard the continuity of the strong relations we have with the local communities.

Our goal is to lead the Country towards the digital transformation of our infrastructures, in order to provide services which facilitate mobility and the monitoring of works, and to turn into smart roads almost 3,000 kilometres of roads and motorways, including the new A2 "Autostrada del Mediterraneo", which will be the first Italian smart road with an innovative and safe layout able to interact with users. Thanks to the trust Institutions have placed on us, we have started a recovery plan including over 6,000 kilometres of regional and provincial roads, as a consequence our network will be extended up to over 30,000 kilometres, efficiency will be increased and a more rational road section management will be ensured.

In addition, given the important role played by Anas in managing the national road mobility, we work together with the Civil Protection and with Viabilità Italia when facing situations of national emergency, even supporting other bodies. We are also strongly committed to disseminating a road safety culture through awareness-raising campaigns promoted in cooperation with the State Police.

Anas wants to be a reliable and steady point of reference for drivers and aims at satisfying with professionalism and expertise your needs, while establishing a dialogue based on mutual trust helping you to evaluate our work and encouraging us to further improve.

Consulting our Service Charter is like travelling down the road together, expanding our horizons: an opportunity to be seized!

Have a good trip,
Gianni Vittorio Armani
President and CEO of Anas S.p.A.

SATISFACTION OF OUR CUSTOMERS. THE HIGHEST EXPRESSION OF ANAS VALUES



ANAS ROAD NETWORK

Today, our road network includes **26,440.307 km** of directly managed national roads and motorways, including junctions and slip roads.

Directly managed motorways	Km	942,183
Motorway links	Km	355,495
State Roads	Km	20.021,316
NSA (roads in the process of being classified or declassified)	Km	368,319
Junctions and Slip Roads	Km	4.752,994
TOTAL	Km	26.440,307



The website www.stradeanas.it (Le Strade/Anas per Regione) provides all information on the routes operated.



OUR HISTORY

The company Azienda Autonoma Statale della Strada (A.A.S.S.) was founded in 1928. After the Second World War and in the aftermath of the referendum that transformed Italy into a republic, A.A.S.S. was then abolished and a decree passed on 27th June 1946 established ANAS, Azienda Nazionale Autonoma delle Strade Statali [Autonomous State Owned Company of State Roads]. These years saw the rebuilding of the country and ANAS was engaged in restoring the national network of roads, operating a full 21,146 kilometres of road network. The mass motorisation of the 1950s required expanding the network of motorways which jumped from 500 km to 5,500 km by 1975. The “economic miracle” of the early 1960s saw an explosion in private consumption: the number of cars and motorcycles purchased was so significant that it required enacting, in 1960, a new Highway Code and opening roads to facilitate communications with Switzerland and France. In 1961, besides a partial name change to Azienda Nazionale Autonoma delle Strade [Autonomous State Owned Roads Company], ANAS underwent re-structuring. The following year the Cesano Road Network Research Experimental Centre, now Cesano Research Centre, started operations to perform analyses, tests and research directly on field. During the same period, the network underwent remarkable change: 35,169 km were reached in 1963 and 42,800 in 1970. After austerity, due to the 1970s oil crisis, the 1980s saw a strong economic resurgence and investments were resumed – with consequent reorganization of the motorway-concessionaires shareholders and increased lengths of road network assigned to ANAS through reclassifications requested by the provincial authorities. In the 1990s, the company introduced innovations – such as its safety programme and territorial information system – and invested in technology and quality control and traffic forecasting. Then, in 1992, the new Highway Code was enacted. With Italian Legislative Decree no. 143/94 and Prime Ministerial Decree dated 26 July 1995, ANAS was transformed into the Italian National Highways Authority, a public body, while maintaining the same

ANAS, PAST AND FUTURE

name. In the early 2000s, a road network regionalisation process began for part of the network, under which functions delegated to ANAS were transferred to other territorial bodies (20,000 Km of public roads continued to be directly managed by ANAS while approximately 25,000 Km were transferred to regional authorities).

ANAS BECOMES A JOINT STOCK COMPANY

With art. no. 7 of Italian Legislative Decree no. 138/2002, converted by Law no. 178/2002, Anas became a joint-stock company. On 19 December 2002, the Shareholders' Meeting approved both the new by-laws and appointed the Board of Directors and Board of Statutory Auditors. In addition, as of 1 January 2003, Anas became fully operative as a joint stock company (S.p.A.). Since 1st October 2012, monitoring of contracted construction works and supervision of motorway management, previously performed by Anas (IVCA), were transferred to the Ministry of Infrastructure and Transport. On 9 August 2013, the Anas Shareholders' Meeting approved the new company by-laws. That same year, Anas won the 50th edition of the “Financial Statements Oscars”, in the category of Large Unlisted Companies and Enterprises.

In 2016 Anas started an identity renewal process aimed at making organization and procedures more efficient, at improving the services provided to the Stakeholders and introducing new technological solutions.

As of January 9, 2017, a new organizational model is in operation for the territorial management, in particular Anas is divided into 8 Territorial Coordination Centres and 23 Regional Offices.

In addition, we are about to recover over 6,000 km of regional and provincial roads, whose management will be given to Anas, so that the efficiency of the Italian road network will be increased.



OUR ACTIVITIES

Anas manages the Italian national network of roads and motorways. It is a joint-stock company with the Italian Ministry of Economy and Finance as its sole shareholder. It is subject to the auditing and technical-operative supervision of the Ministry of Infrastructure and Transport. Thanks to the substantial experience accrued in over 80 years and the skill of its personnel, Anas has expanded its range of services, providing support to public entities and spurring roadway design, construction and maintenance – both in Italy and abroad. Our commitment to the

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

design, construction and management of road infrastructure focuses on network safety, environmental protection, and energy efficiency, as well as on safeguarding the landscape.

Our goal is to ensure the territorial continuity of the road network and an ever safer and more efficient viability, in accordance with the time and costs estimated, even through the study and use of innovative technologies.



OUR MAIN SERVICES ARE:

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



OUR VALUES

Our attention towards social, ethical and environmental responsibility plays a primary role in defining our commitment areas and assessing the results, while promoting the protection of persons and resources and increasing the mutual trust between our company and the collectivity.

The management of our company is based on the creation of a virtuous circle founded on those principles guiding the corporate assets, the management processes and the organizational communication.

Every day each of us is called upon to confirm such commitment before colleagues, co-workers, consultants, shareholders, clients, partners, suppliers, institutions, collectivity. We also expect our values to be embraced by all those, who, although

A STRONG AND DISTINCTIVE COMMITMENT

company outsiders, have interests linked to our activities.

THE INTERNAL BRANDING CAMPAIGN «OUR VALUES»

Our leading values play a primary role in the change management strategy aimed at disseminating, sharing and integrating these principles, so that they can become a behavioural reference in line with our corporate mission and our identity.

We have drafted our Charter of Values and shared our values and principles with our internal and external Stakeholders through posters in all our corporate buildings.



OUR VALUES ARE:

- Honesty and fairness
- Responsibility and compliance with the obligations assumed
- Merit and equality
- Customer service
- Sense of belonging
- Loyalty and cooperation
- Environmental responsibility
- Expertise and professionalism

CHARTER OF VALUES The values that guide us



Our Chart of Values is available at the website www.stradeanas.it, under *L'Azienda/Le persone*, link **Download Carta dei Valori**.



TERRITORIAL MANAGEMENT

Our organizational model for the territorial management, approved by the Board of Directors on October 4, 2016, ensures an even more efficient and widespread presence: the national territory is divided into 8 Territorial Coordination Centres (Sicily, Sardinia, North-West, North-East, Centre, Adriatic, Tyrrhenian and Calabria) and 23 Regional Offices, this allows a precise control over the road network and ensures more effective works planning, as it is facilitated by a direct cooperation with local authorities, as well as by a reliable overview of the country's transport policy.

OPERATIONS CENTRES

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

WITH WIDESPREAD PRESENCE,
WE ARE ALWAYS CLOSE TO OUR CUSTOMERS





MANAGEMENT OF EMERGENCIES

In compliance with Italian Law no. 225/92 and Prime Minister’s Directive “Operational guidelines” dated 3 December 2008, among its institutional duties, Anas also cooperates with the Italian Civil Protection Department and with the National Coordination Centre for Road Conditions (Viabilità Italia), which is chaired by the Director of the Traffic Police Service. “Viabilità Italia” is a technical-administrative coordination structure that can implement operational measures, including preventive measures, to deal with problems related to roadway and motorway practicability due to bad weather or other circumstances.

When planning activities to deal with hypothetical risk scenarios (snow, summer exodus, etc.) and managing critical events as they occur, our cooperation is ensured by the activities of the Emergency Coordination body (CO.EM).

Furthermore, through the company territorial offices we also ensure our presence at all institutional meetings set up to deal with emergency situations (the Civil Protection Operating Committee, C.C.S. – the First Aid Coordination Centre, Di.Coma.C. – the Command and Control Management, C.O.M. – the Joint Operating Committee, C.O.V. – the Traffic Operations Committee).

In this context, in August and October 2016, we took a series of measures aimed at dealing with the emergencies linked to the earthquake which affected some of the Italian regions (Umbria, Lazio, Marche, Abruzzo), particularly at ensuring good driving conditions of State roads and, also, of some provincial and municipal road networks, and at regularly monitoring the infrastructure concerned (tunnels, bridges, viaducts, underpasses, etc.). In addition, with the National Monitoring Centre, Anas has provided support to the Italian Civil Protection Department, the CO.EM., the Police and to all the bodies and institutions in charge of dealing with the emergency.

Later, to ensure that emergency activities are promptly implemented, the Government, through Decree Law no. 205/2016 and with the following Law no. 229 of 15 December 2016, established that Anas shall, as implementing body of the Civil Protection, ensure

the general coordination of the safety and traffic restoration operations on national, regional and local road infrastructure.

So far, the coordination body has conducted over 600 inspections to identify the criticalities and to draft the first version of the “Programma degli Interventi per il ripristino della viabilità” [Programme of traffic restoration measures] approved by the Civil Protection on February 13, 2017, providing for over 400 actions for a total amount of about 390 million euro.



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



RESEARCH AND DEVELOPMENT: THE CESANO RESEARCH CENTRE

The Cesano Research Centre (CRC) tests construction materials, particularly those used in roadways. The experience gained over time, the modern equipment and the advanced computer systems used make the Centre a benchmark for certified consulting services and for high-performance testing and services for modern road-network management. Since 1968, the CRC is listed as one of the official State national laboratories (Italian Law no. 95/68). With its own technicians, the Centre participates in work groups and committees – UNI (Italian Organization for Standardization), FEHRL (Forum of European National Highway Research Laboratories), CEDR (Conférence Européenne des Directeurs des Routes), PIARC (Permanent International Association of Road Congresses), SITEB (Italian Association of Asphalt Bitumen Roads) – that prepare and update technical standards and spread road-related knowledge.

WE ARE WORKING TO BUILD THE ROADS OF THE FUTURE

Among the main projects the CRC is engaged in, there is the DYNAMAP (DYNAMIC Acoustic MAPPING), a LIFE+ project, whose aim is that of developing and implementing a dynamic noise mapping system that is able to detect and represent in real time the acoustic impact of road infrastructure. The main objective of this project is to facilitate the updating of noise maps, which, as established by the European Noise Directive 2002/49/EC, shall be performed every 5 years, and reduce its costs.

The Centre carries out also a number of activities, testing new noise-absorbing and low-emission pavements and makes researches on new additives to use in asphalt layers.

The CRC, which already received the quality certification ISO 9001, is about to initiate the certification process for some of the main tests, in compliance with ISO 17025.



More information on the Centre's activities and how to request its services, the costs and times is available on the website www.stradeanas.it, under *Servizi/ Prove sui materiali*.



TRANSPARENT COMPANY

The Anas Supervisory Body and the Anti-Corruption Body work in a coordinated and complementary way to ensure that regulations on the transparency of administrative actions are observed.

Under the section **Società Trasparente** [Transparent Company] of the corporate website www.stradeanas.it, documents, information and data – organized according to the scheme as under Leg. Decree no. 33/13 “Riordino della disciplina riguardante gli obblighi di pubblicità, trasparenza, diffusione di informazioni da parte delle Pubbliche Amministrazioni e s.m.i.”.

In the same section the following documents are also available:

- The Three-Year Corruption Prevention and Transparency Plan (*Società Trasparente/ Altri contenuti/Anticorruzione/Piano di prevenzione della corruzione*), which includes specific preventive measures for cases covered in Italian Law no. 190/2012;
- The Management and Organizational Model (*Società Trasparente/Altri contenuti/ Anticorruzione/Modello 231 ed Organismo di Vigilanza/Modello 231*);
- The Code of Ethics (*Società Trasparente/Disposizioni generali/Atti generali/Codice Etico*);
- The instructions and the form **“whistleblower”** (*Società Trasparente/Segnalazione illeciti “whistleblower”/ Modello segnalazione di condotte illecite*) for reporting illicit behaviours;
- The instructions and the link **Procedura “accesso civico”** (*Società Trasparente/ Procedura “accesso civico”*) for requesting documents, information and data held by the company;
- The list of actions: deeds, agreements, protocols stipulated by Anas, directly published, namely available at the link redirecting to another page of the corporate website (*Società Trasparente/Provvedimenti*).

WE ENSURE TRANSPARENCY AND ACCESSIBILITY OF THE INFORMATION ON OUR ACTIVITIES



The section **Società Trasparente** is constantly updated.



To improve the services offered, visitors of the corporate website www.stradeanas.it are asked to fill in a questionnaire on satisfaction concerning the section **Transparent Company** (*Società Trasparente/Questionario sulla soddisfazione della sezione Società Trasparente*). The questionnaire is completely anonymous and when processing the answers given, confidentiality will be ensured.



ANAS MULTI-YEAR INVESTMENT PLAN 2016-2020

The Anas Multi-year Investment Plan 2016-2020 establishes a substantial injection of resources, until 2020. For the most part these investments are aimed at strengthening the country's strategic infrastructure, improving access to urban centres and upgrading intermodal connections.

To identify the works, which shall be included in the Multi-year Investment Plan, with reference to interventions aimed at renovating and ensuring safety of infrastructure, as well as at completing routes and new works, every project has been assessed on the basis of a range of **qualitative-quantitative indicators** which take into account the following aspects:

- **Transport profitability indicator:** result of the cost-benefit analysis of each single action (benefits are for example reduced travel times, fewer accidents and less costs when implementing the action);
- **Completion of routes:** indicator showing if the project is the functional completion of an infrastructure or a strategic route;

OUR COMMITMENT TO OUR COUNTRY'S ROADS

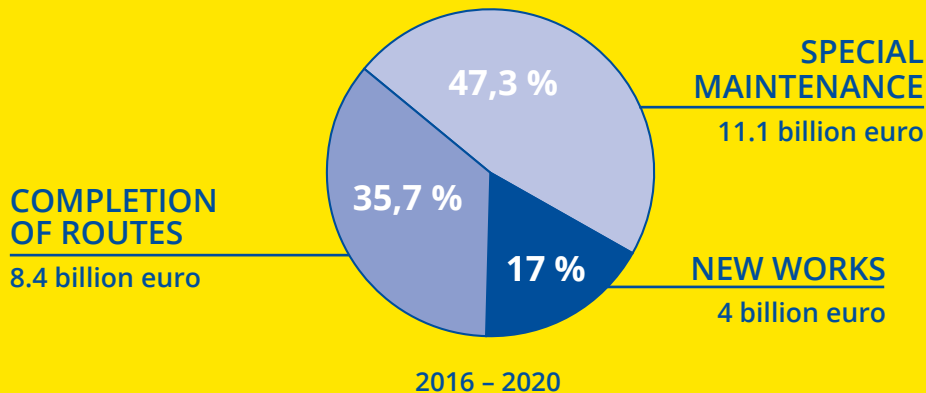
- **Intermodal connection:** indicator showing if the intervention facilitates an intermodal connection, with particular focus on the connection to harbours and airports.

The approach adopted when drafting the multi-year plan for **Special Maintenance** interventions is based on a renewed vision of road management, focused on **planning the actions according to performance targets and risk scenarios standardized on the network**.

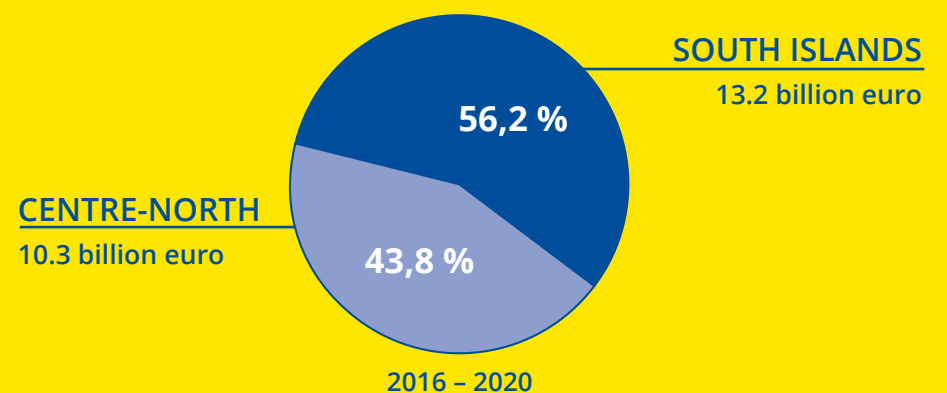
The criteria used for defining the priorities were guided by three general goals:

- recovering the significant maintenance deficit accumulated over the years on the network;
- improving the network safety;
- maximizing the return on investments in terms of direct benefits for road users.

THE MULTI-YEAR PLAN 2016-2020 EARMARKS ABOUT 23.5 BILLION EURO



PERCENTAGE OF GEOGRAPHICAL ALLOCATION OF INVESTMENTS - TOTAL 23.5 BILLION EURO





The multi-year plan earmarks 11.1 billion euro for special maintenance. Focusing resources on special maintenance makes it possible to: i) work more quickly because the time required for implementation is shorter, ii) increase the life cycle of infrastructure by upgrading technological outfitting, and iii) increase transport capacity, reaping significant benefits in terms of environmental impact and territorial consumption with positive effects on economic growth and GDP. The routes for which redevelopment or special maintenance have been scheduled include the following: **A2 “Autostrada del Mediterraneo”, E45/E55 “Orte-Mestre”, the State Road S.S. 106 “Jonica” and A19 “Palermo – Catania”.**

SCHEDULED MAINTENANCE

Such major investments in roadway maintenance as envisaged in the Multiyear Plan are accompanied by a renewed vision of road management, oriented toward planning the works according to performance targets and standardized risk scenarios. Performing “scheduled” maintenance of the roadways means overcoming the logic of episodic, emergency-based intervention and knowing how to “read” into the nature of the infrastructure – and the events that occur on or around it – to prevent criticalities related to network safety, comfort or functionality. This brings concrete benefits to road users in terms of greater continuity and quality of the services and lower overall intervention costs for all involved. To plan preventive or corrective works of routine or special maintenance over a period of several years, Anas benefits from its nearly centennial experience in road management, an experience that makes it possible to integrate knowledge of the infrastructure and how it is used with knowledge of the territory surrounding that infrastructure and its geomorphological evolution.

In fact, to check conditions on its network, Anas carries out continuous investigations, monitoring and surveys. All major works are subject to periodic inspections by the Anas qualified personnel. For these monitoring activities, the company recently initiated new trials in the use of innovative technologies, such as micro MEMS sensors or fibre-optic sensors.

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

PERFORMANCE INDICATORS

In 2015, working with the Ministry of Infrastructure and Transport, performance indicators were introduced to measure the quality of the services Anas offers its customers. This is just the beginning and, in 2016, the evolution and improvement of these indicators was recorded for services such as road surfacing, vertical signage, lighting, etc.

IDENTIFICATION

- SURVEILLANCE
- SURVEYS AND INVESTIGATIONS
- MONITORING

DEFINITION

- ASSET DATABASE
- DSS (DECISION SUPPORT SYSTEM)

REALIZATION

- ENGINEERING STANDARDS
- PROJECT MANAGEMENT
- TECHNICAL ORGANIZATION



OUR COMMITMENT FOR THE SNIT NETWORK

Anas has actively participated in the drafting of the Multi-year Plan and contributed to defining, with reference to the road infrastructure managed, the SNIT, National integrated transport system, total and of first level.

Through territorial and network analyses, Anas supported the Technical Mission Structure of MIT – Ministry of Infrastructure and Transport for the identification and the characterisation of the country's road backbone, where the main actions and programmes focus on.

In particular, with reference to the SNIT network of first level, as established by the General Plan for Transport and Logistics 2001, and to the TEN Core and Comprehensive, an analysis was conducted with the aim of assessing whether the guidelines of the

document “Connettere l’Italia – Strategie per le infrastrutture di trasporto e logistica” – attached to the 2016 Economic and Financial Document defining the strategic and programming framework, where goals and strategies for national infrastructure policies shall be developed – were in line with the network structure.

In the context of priority actions for the road network, Anas has contributed to defining the programmes “**Preservation, enhancement and upgrade to the safety functional standards of the existing road network**” (in particular, extension of monitoring and special maintenance to the whole SNIT), “**Technological improvement and digitalization**” (Smart Road), “**Renovation and implementation of safety measures for infrastructure subject to seismic risk**” and “**Decongestion of metropolitan areas**”.



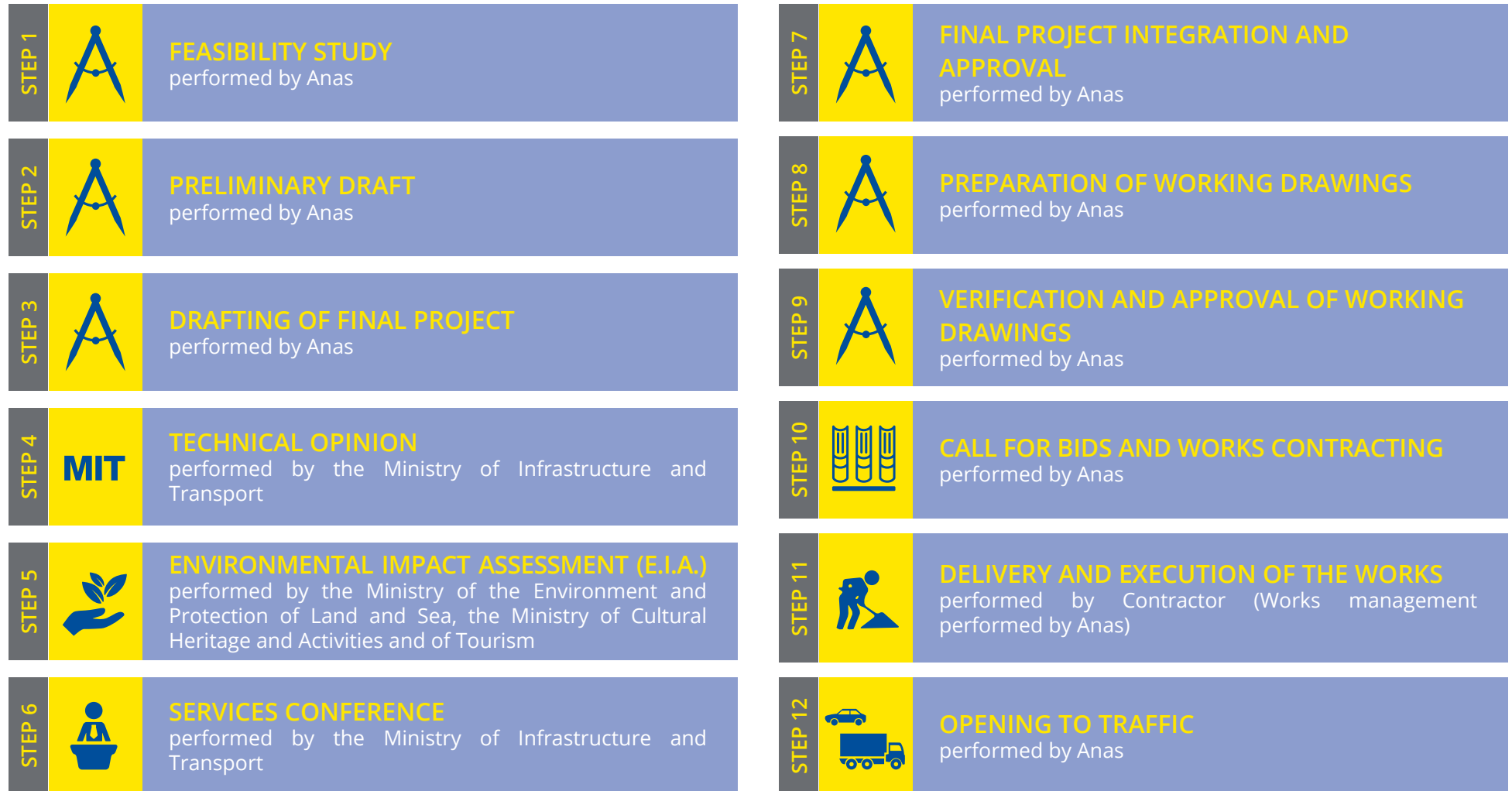


WORKS APPROVAL PROCESS

A TIMELY AND ACCURATE APPROVAL PROCESS

Under current law, realization of a project requires a complex authorization process that, in addition to Anas, involves the relevant Ministries.

The approval process for a project is structured as follows:





ESSENTIAL ANAS PRINCIPLES FOR TRAVELLER PROTECTION

EQUALITY AND FAIRNESS

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

CONTINUITY AND REGULARITY

Anas is committed to keeping its directly managed network of roads and motorways functional by ensuring timely maintenance and repairs. It is also committed to taking the steps necessary to minimise disruptions and inconveniences to customers, even

TRAVELLER PROTECTION, A PRIME VALUE

when operation is interrupted or functions irregularly because of force majeure and/or elements beyond Anas' control. The company also provides the resources and technologies needed to inform customers of basic road and traffic conditions.

EFFICIENCY AND EFFECTIVENESS

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





PARTICIPATION

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

COURTESY

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

PRIVACY

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

FREEDOM OF CHOICE

Anas participates in initiatives and studies aimed at promoting intermodality and the development of alternative transport systems.

ROAD SAFETY

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

ENVIRONMENTAL PROTECTION

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



These principles are set out in the directive issued by the President of the Council of Ministers on 27 January 1994.

ROAD SAFETY

Road safety is an issue of global interest. The United Nations estimates that, if corrective measures are not implemented, in 2030 roadway accidents will be the fifth leading cause of death worldwide. Currently, it is ninth. All parties – both public and private, whether involved directly or indirectly – are committed to making the roads increasingly safe.

A preliminary estimate made by Istat shows that in the first six months of 2016 the number of victims dropped by 25.6% if compared with the first six months of 2010 and by 55.4% if compared with the same period in 2001.



Despite the significant decrease in mortality, in comparison with the period January-June 2015, the rate is still high and not in line with the targets set, at a European level, for 2020 (halving the number of victims recorded in 2010).

The mortality rate (ratio between the number of victims and the number of accidents with people being injured multiplied by 100) is 1.75, while 1.88 is the data recorded for the first six months of 2015.

In the first six months of the year, the number of penalties issued by the Traffic Police for using smartphones while driving and for speeding offences have increased, respectively, by 25% and 22%.

Statistics show that most accidents are due to driver misconduct. The introduction of the penalty points system for driving licenses and the remote systems to control

WE PLEDGE TO MAKE OUR ROADS SAFE

average and instantaneous speeds have proved an effective deterrent to preventing such behaviour.

As manager of the national road and motorway network, one of the main functions of Anas is to ensure the driveability and the safety of the network managed.

To ensure the above mentioned goals, constant and careful attention is needed for the over 26,000 kilometres of state roads and motorways, in particular the following actions are required:

- controls along roads and actions to ensure driveability;
- maintenance and safety measures;
- attention to information and signage;
- the constant monitoring of the whole network through the use of technological solutions (cameras and surveillance systems, traffic intensity detection systems, weather stations and variable message signs);
- emergency interventions in cooperation with the National Civil Protection Department.

To efficiently manage all the aspects linked to driveability and road monitoring, Anas has developed procedures and systems to regularly and directly interact not only with travellers, but also with institutions and organizations at a national and local level.

Anas road infrastructure have been designed, by keeping in mind and implementing increasingly high safety standards, both as a preventive measure and while implementing all the possible solutions to minimize the consequences of accidents. The technological systems Anas is currently working on aim at reducing the accident and mortality rate, at increasing traffic flow, monitoring the network and improving comfort for users.

As a further measure, to reduce the number of accidents on roads, Anas actively cooperates with the Traffic Police in designing and disseminating information and awareness-raising campaigns on road safety.



A TECHNOLOGICAL NETWORK FOR SAFETY

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

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

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

WE KEEP YOU INFORMED DURING YOUR JOURNEY

Through VMS (Variable Message Signs) present along the Anas network of roads and motorways, customers are kept informed in real time of traffic slowdowns, accidents, closed ramps, construction sites, queues and delays, travel time, weather events and anything else that could disrupt the smooth flow of traffic. When traffic is running normally, these signs provide information and utility messages, e.g. driving advice. The 423 VMS are managed remotely by Anas from its Regional Monitoring Centres. Of these, 130 are located along the A2 “Autostrada del Mediterraneo” and 87 on the A90 “Grande Raccordo Anulare” and A91 “Roma-Aeroporto di Fiumicino”. Other roads of national importance with significant numbers of VMS are the Anas-run motorways in Sicily and the S.S. 36 in Lombardy.



SOME FIGURES

ROADS AND MOTORWAYS

VERGILIUS installations along the Anas network (for a total of km 139.75):

- Motorway A2 from km 3+400 to km 103+500
- S.S. 1 “Aurelia” installations at km 11+950, 15+700, 23+450
- S.S. 7 quater “Domitiana” installations at km 44+580 and 54+300
- S.S. 309 “Romea” installations at km 1+680 and 7+080

- S.S. 145 “Sorrentina” installations adjacent to the tunnel “Santa Maria di Pozzano” at km 0+072 and km 4+950

TUNNELS

- 140 tunnels are equipped with a radio re-broadcasting system with reception cables
- 185 tunnels are equipped with fire detection system



TECHNOLOGY SYSTEMS USED BY ANAS

VIDEO CAMERAS AND VIDEO SURVEILLANCE SYSTEMS

(CCTV – CLOSET CIRCUIT TELEVISION)

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



TRAFFIC DETECTION (TD)

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



WEATHER STATIONS

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



VARIABLE MESSAGE SIGNS (VMS)

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





VERGILIUS SYSTEM

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



WITH VERGILIUS WE MEASURE YOUR SAFETY.



Failure to respect the speed limits is one of the principal causes of fatal accidents on both state roads and motorways. To deal with this problem, Anas has tested an innovative, remote, electronic system to detect average and instantaneous vehicle speed. This system is called Vergilius. Initially installed in 2012 on some high accident prone sections of the S.S. 309 "Romea", S.S. 1 "Aurelia" and S.S. 7 "Quater Domitiana", since July 2014 Vergilius has been operative on the S.S. 145 "Sorrentina" and, since July 2015, on 108 kilometres of the A2 "Autostrada del Mediterraneo".

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



SMART ROAD

The challenges linked to smart and sustainable mobility cannot be won just by increasing the number of infrastructure, it is indeed also necessary to think of a strategic approach to design a totally integrated transport system. In this context, Intelligent Transport Systems (ITS) enable a smart management of mobility, not only in cities, but also in suburban areas.

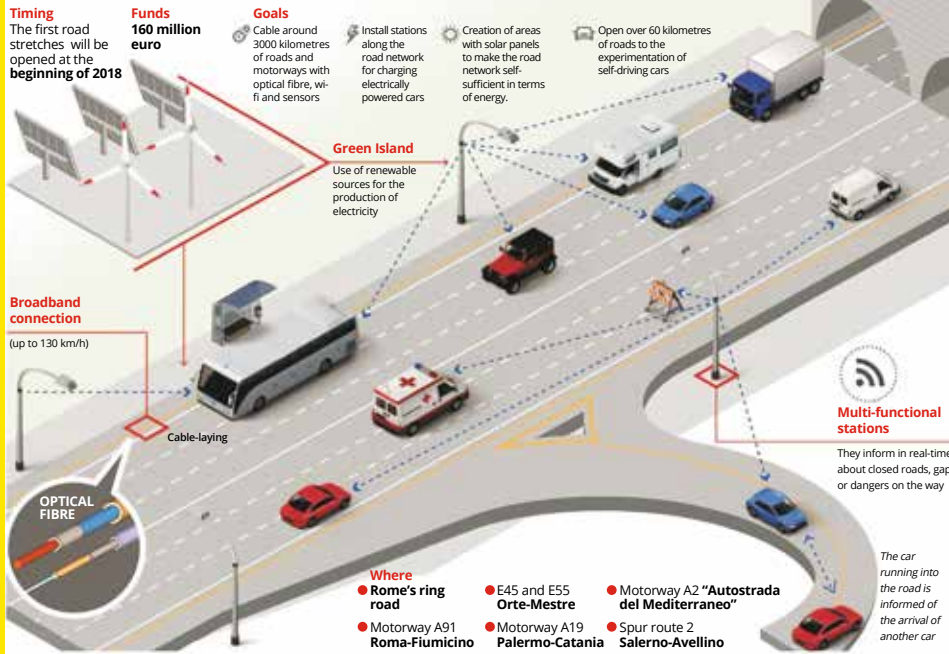
Anas has focused on the "Smart Road" concept, meant as a set of technological infrastructure aiming at sustainability and at improving safety, as well as road usability,

THE FUTURE ROAD

through the Digital Transformation (DT), namely a dynamic process providing for services and solutions meeting the modern needs of road users.

With the Smart Road, we consider roads as no longer just a civil work, they are indeed also a set of technologies needed to share information with road users, to improve driving safety and conditions, as well as to collect and process data concerning important events.

The Anas Smart Road project



With the Smart Road we would like to achieve the following goals:

- A safe and problem-free journey, with assisted and/or autonomous driving technology;
- Roads with adequate maintenance levels;
- Prompt interventions in case of emergencies and alerts on the users' mobile devices;
- Real-time infomobility;
- Increased efficiency of operations on the road network.

The Smart Road technological infrastructure enable:

- The smart monitoring through IoT systems (Internet of Things) of road infrastructure and technologies applied to: road plan, tunnels, viaducts, weather conditions, hydro-geological conditions, traffic control with smart entrance and exit ways, smart parking areas;
- The monitoring of car flows through smart TVCC (Closet Circuit Television) systems and the identification of vehicles for the transport of dangerous and flammable goods;
- The real time monitoring of the quantity of cars through WIM (Weigh in Motion) systems;
- The full integration of technologies and databases on a single IT platform.



CONNECTIVITY

The Smart Road, equipped with a MPLS (Multi Protocol Label Switching) network along the whole road infrastructure, enables the sharing of data on a single platform.

The Smart Road wireless systems ensure road users connection when they are on board of their cars. Considering the widespread popularity of mobile devices and the possibility to provide infomobility and road safety information services through APPs, we have decided to equip the whole road network with a dedicated Wi-Fi connection, with route speed (130 km/h).

The Vehicle to Vehicle connection and the Vehicle to Infrastructure connection will enable the fast diffusion of semi-automatic or autonomous driving systems with the Dedicated Short Range Communication technology (DSRC) based on European Standards.

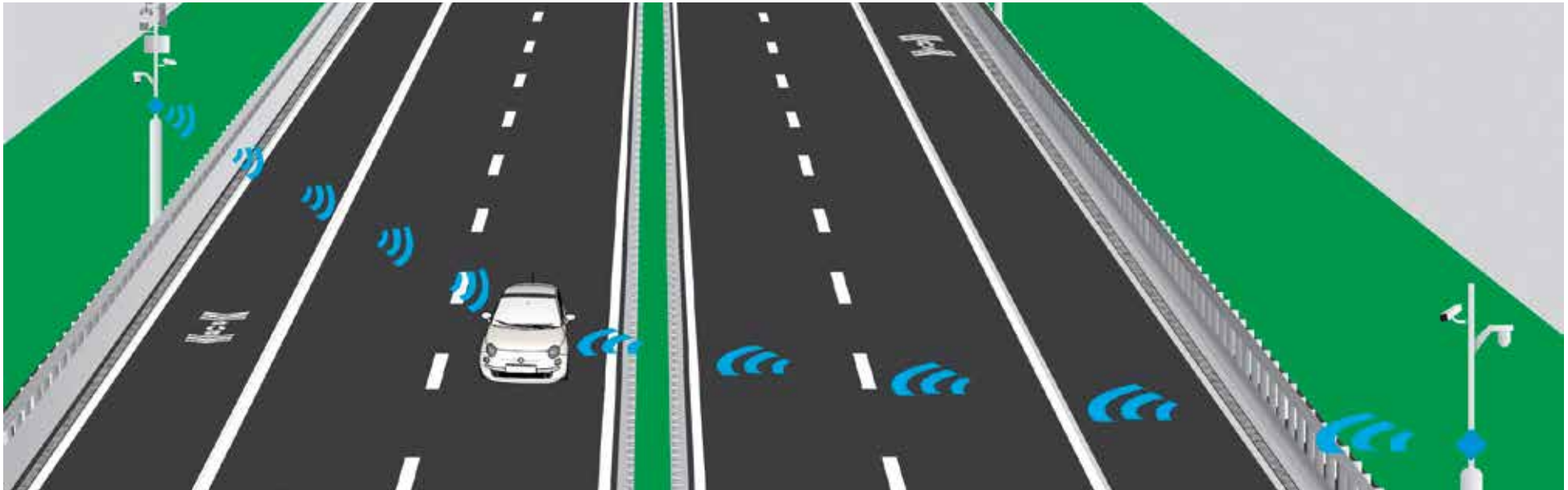
ENERGY AND ENVIRONMENT SUSTAINABILITY

Anas cares for the environment and decided therefore to adopt technological solutions which are sustainable, as far as energy is concerned: the core of its energy

system is the “Green Island”. In each of these islands, generally every 30 kilometres of route, electrical power generation systems (using renewable sources) are placed and are able to provide enough power, for the route concerned, for all the Smart Road systems.

The Energy System will perform the following functions:

- electric power generation: mainly through a photovoltaic power system and, if needed, through a small wind plant with variable power, depending on the conditions for better exploiting a source or another. The infrastructure is integrated with a storage system ensuring power continuity even when energy is not produced;
- technological unit: function of electricity transformation, conversion, regulation or sorting;
- electrical distribution: divided into **local**, for loads present in the Green Island, and **in progress** for the power supply of loads along the portion of state roads/motorways considered.





THE TEN-T ROAD NETWORK

Transports are crucial for the economy: to grow and thrive, Europe needs good connections. The European infrastructural policy aims indeed at creating a solid European transport network able to promote growth and competitiveness in the 28 member States.

Anas actively contributes to developing and ensuring the functioning of the Trans-European transport road network (TEN-T), in cooperation with the Ministry of Infrastructure and Transports, to reach the European goals.

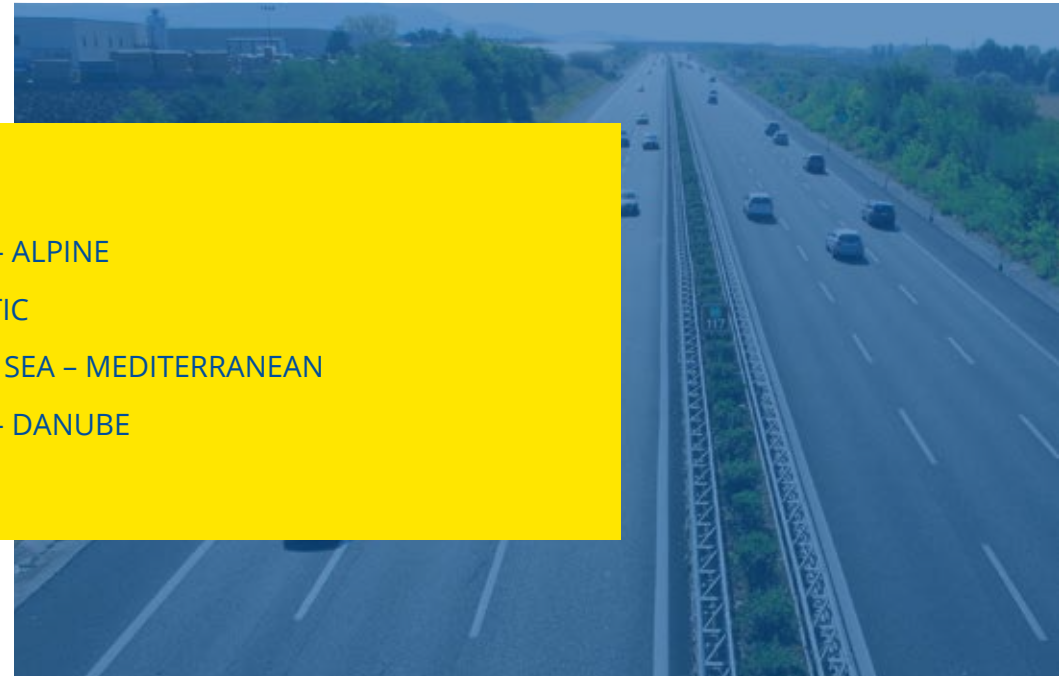
The **TEN-T network** – established with Resolution no. 1692/96/EC of 23 July 1996 providing for the general parameters and now governed by the EU Regulation no. 1315/2013 of 11 December 2013 – includes transport infrastructure and telematic

ANAS IN EUROPE: THE TEN-T ROAD NETWORK

applications, as well as measures promoting its management and use and enabling the creation and management of efficient and sustainable transport services.

Such network, including systems for railway, road, air, maritime, inland waterways and multimodal transport, can be considered a unified network made of:

- a comprehensive network which includes all the existing and planned transport infrastructure of the Trans-European transport network;
- a core network, namely the portions of the comprehensive network playing a strategic role for the development of the Trans-European transport network.



TEN-T CORE NETWORK CORRIDORS

- BALTIC – ADRIATIC
- NORTH SEA – BALTIC
- MEDITERRANEAN
- ORIENT / EAST – MED
- SCANDINAVIAN – MEDITERRANEAN
- RHINE – ALPINE
- ATLANTIC
- NORTH SEA – MEDITERRANEAN
- RHINE – DANUBE



A portion of the TEN-T network managed by Anas is part of the alignment of the **Trans-European corridors**. The EU has indeed created nine multi-modal corridors for the coordinated creation of a central network, three of these corridors include infrastructure of our network:

- the **Baltic-Adriatic Corridor**, one of the most important Trans-European road and railway lines linking the Baltic Sea to the Adriatic Sea, while crossing industrialized areas such as the South of Poland (Upper Silesia), Vienna and Bratislava, the Eastern Alps region and the North of Italy;
- the **Mediterranean Corridor** linking the Iberian Peninsula with the Hungarian-Ukrainian borders, running along the Mediterranean coast of Spain and France, crossing the Alps in the North of Italy towards East, touching the Adriatic coast in Slovenia and Croatia and moving towards Hungary. With the exception for the river Po and other minor rivers in the North of Italy, the corridor is mainly made of road and railway lines;
- the **Scandinavian-Mediterranean Corridor**, a north-south connection line which is crucial for the European economy. It crosses the Baltic Sea from Finland and Sweden and runs through Germany, the Alps and Italy. It connects the main urban centres and harbours of Scandinavia and Northern Germany to the manufacturing industrialized centres of Southern Germany, Austria and Northern Italy, as well to Italian harbours and in La Valletta.



LEGEND

- ANAS TEN-T Core Network
- ANAS TEN-T Comprehensive Network
- ANAS TEN-T Network of Subsidiary Companies
- TEN-T Network of Other Operators
- ANAS Road Network



The map above illustrates the **Anas road and motorway network** and the portions of roads included in the TEN-T network.



TUNNELS

On the road network, directly managed by Anas, there are around 1,300 tunnels.

Anas is constantly involved in improving road tunnel safety standards, in accordance with the principles of efficiency and effectiveness and the pertinent regulations such as Italian Legislative Decree no. 264/2006 "Attuazione della Direttiva 2004/54/CE in materia di sicurezza per le gallerie della Rete TEN-T" and the Italian Presidential Decree no. 151/11 "Regolamento della disciplina dei procedimenti relativi alla prevenzione degli incendi", emphasizing high-tech solutions and minimizing environmental impact.

In order to ensure improvement in safety standards and compliance with the regulations, Anas defines and updates its Extraordinary Maintenance Plan for tunnel systems, updating them in accordance with the following activities:

- **Galleries that are part of the TEN-T network:**
 - Italian Legislative Decree no. 264/2006 "Attuazione della Direttiva 2004/54/CE in materia di sicurezza per le gallerie della rete stradale transeuropea".

WE ARE COMMITTED TO IMPROVING THE SAFETY OF OUR TUNNELS

- **Tunnels in the ordinary road network:**
 - Fire prevention: according to Presidential Decree no. 151/11, all Anas tunnels measuring over 500 m in length fall within this category;
 - Risk mitigation and energy saving installations with the introduction of high-tech systems.

The safety level of road tunnels is also increased with the introduction of technologies and concepts borrowed from Smart Roads.

In addition, a plan to connect road tunnel technologies is currently in place, such plan will enable the supervision and the remote control, in real time, of safety systems, while ensuring, at the same time, energy and maintenance optimization.





BARRIERS

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

For passive safety devices, through its Cesano Research Centre, Anas has designed – and validated with real crash tests – a complete range of continuous road safety barriers, with shielded poles that provide maximum safety, even for vulnerable road users such as motorcyclists. This feature – along with others such as minimum deformation space following impact and construction using matching elements to facilitate maintenance

– is undergoing further improvement, particularly for installations on existing roads. In 2016 a crash test campaign was successfully carried out with Anas barriers modified by recorded kerb and made on lands similar to those which are normally alongside Anas roads (surface vegetation, non-compacted terrains and scarps) so as to ensure that the barrier performances on site are the same as in tests.





ROAD SURFACE MONITORING

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

ERMES, a cutting-edge unit that measures surface slipperiness (under worst case conditions, e.g. when the road is wet) and road uniformity (measuring intensity and frequency vibrations induced on the vehicles using the road);

FWD (Falling Weight Deflectometer by Dynatest), which uses an impact mechanism to strain the surface and measures the response in terms of deflection range; on the examined spot, the paving lift is measured;

TSD (Traffic Speed Deflectometer), the most advanced vehicle in the world. It uses a set of laser Doppler units to measure the extent to which the roadway is lowered under the weight of the vehicle's rear axle and does so at high speed, without interfering with traffic. This tool measures the paving lift with continuity along the route;

CARTESIO, high-performance system to detect road features, with two laser 3D LCMS profilometers (Laser Crack Measurement System) able to measure and reconstruct, out of a width of 4 metres, the road surface with a resolution of 1 mm. The system enables the automatic analysis of cracks, holes, patches and the assessment of ruts and macrotextures.

Every year thousands of kilometres of our roads are analysed and the following parameters are calculated: IRI – International Roughness Index, CAT – coefficient of transverse adhesion, PHD – Post-impact Head Deceleration, and Lift. Through such parameters quality indicators of road surfaces are measured so as to ensure users safety and comfort.

Our goal is to be able to monitor, by 2020, road surfaces on our entire national network (whose perimeter will be defined by MIT).

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



ROAD SURFACE MARKINGS

Certain details are perceived better in adverse conditions. Particularly at night and under poor visibility conditions, e.g. rain or fog, clearly visible road surface markings are a form of active safety that makes the difference and saves lives.

Every year Anas monitors thousands of kilometres of its network, measuring the retroreflection – parameter that measures night visibility – of the edge lines and centre lines through a specialized mobile laboratory (DELPHI – DELineation PHotometric Instrument). Using a special instrument, the vehicle illuminates the road surface markings and measures their visibility by simulating the geometry when the driver sees the signs while driving.



CLEARLY VISIBLE ROAD SURFACE MARKINGS
MAKE THE DIFFERENCE AND SAVE LIVES





ENERGY EFFICIENCY

Saving energy is a goal shared by Anas for the entire construction, management and maintenance chain of its road network. Energy saving is a goal shared by Anas in particular, during the design of technological systems, in accordance with UNI 11095, we are increasingly focusing attention on energy efficiency measures, through the use of specific, cutting-edge equipment and technologies. Much attention is placed on monitoring already during the design phase, thanks to specific and modern software which enable the remote monitoring of plants and control over equipment functionalities.

We are making major investments to replace conventional high-pressure sodium luminaires with more efficient lighting systems based on LED technology, both for modernisation and for new construction along the roads and in tunnels. Tunnel lighting systems are the main object of our modernisation and technological upgrading works, the aim being to improve and standardise road safety and services for our customers and, at the same time, optimise energy consumption, particularly for lighting and ventilation systems which generally consume the most power.

At the end of 2016 the multi-year project **#greenlight** was started, the project aims at reducing energy consumptions for lighting in the Anas road network tunnels with a total investment amounting to 155 million euro. The project concerns 708 tunnels out of a total of 1,300 along the Anas road network and will replace the

WE USE SUSTAINABLE ENERGY TO LIGHT OUR ROADS

traditional lighting system with the latest LED technology. Punctual regulation and consumption monitoring will be ensured, as well as increased safety levels in the tunnels, where visibility and the quality of artificial light diffusion will be improved.

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

We are also installing luminance sensors at tunnel entrances so we can adjust internal lighting according to outside luminance, with the possibility of point-by-point adjustment.

A system upgrading programme is currently underway, it concerns other 114 tunnels and is designed to ensure relevant energy savings. At the same time, the Anas **Smart Road** technologies, which will be first introduced on the A2 "Autostrada del Mediterraneo", will improve the environmental sustainability and energy efficiency of vehicles, as well as provide significant benefits in terms of road-vehicle communication and overall safety. The project provides for the creation of specific areas named **Green Islands** where electrical renewable energy will be produced, photovoltaic and/or wind energy. Approximately every 30 kilometres there will be a green island with vehicle charging systems and drones for monitoring.





ENVIRONMENTAL COMPATIBILITY OF MAJOR WORKS

Environmental responsibility is synergistically integrated into all phases of Anas' activities. The possible repercussions on the ecosystem are taken into account and carefully assessed during the design stage; likewise, they are monitored and managed during construction, management and operation of roads and motorways. All projects – both new works and modifications or extensions of existing works under the Programme Contract (whether or not they fall under the strategic infrastructure of national importance) – are subject to Environmental Impact Assessment (EIA) procedures, respectively pursuant to Italian Legislative Decree no. 163/2006, as amended, or pursuant to Italian Legislative Decree no. 152/2006 as amended. In addition, checks are run to determine whether the projects are subject to Environmental Impact Assessment to analyse the impact of future infrastructure on all territorial environmental components. If the project or the possible impact of its implementation affect, even partially and/or indirectly, Sites of Community

WE HELP PROTECT THE ENVIRONMENT BY BUILDING LOW-IMPACT ROADS

Importance and/or Special Protection Zones – as per Habitats Directive 92/43/EEC and Birds Directive 79/409/EEC for the establishment of the Natura 2000 ecological network – the EIA procedure includes the Impact Assessment procedure as per art. no. 5 of Italian Presidential Decree no. 357/97. As part of the EIA procedures, Anas is committed to the preparation of technical environmental impact studies (EIS), in-depth analyses of the geomorphological, hydrological, landscape, archaeological, infrastructural, urban planning, wildlife and vegetation aspects as well as of the quality of air and noise levels affecting the territories.

In the preliminary planning step, particularly important is the preliminary archeological assessment, pursuant to art. no. 25 of Leg. Decree no. 50/16, aimed at protecting the archaeological heritage; the results of this assessment define the conditions for approving the project and the execution of works.

THE PARTIES INVOLVED IN THE EIA PROCEDURES ARE:

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



GUARANTEE PROVIDED BY CONTINUOUS MONITORING

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

Anas monitors all major environmental impact aspects of its approved projects, as well as their compliance with the requirements contained in the Environmental Impact Assessment. This activity is performed in parallel with the controls performed

by the Ministry of Environment, also through its operating structures: ISPRA – the Italian Institute for Environmental Protection and Research, ARPA – the Regional Environment Protection Agency, APPA – the Provincial Environment Protection Agency. Environmental conditions are assessed through periodic monitoring (carefully planned during the design step) performed before, during and after the construction of new works or expansion of existing facilities. Finally, during the construction phase, Anas constantly audits the work, including that of contractors that adopt an Environmental Management System for work sites.





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

ACOUSTIC MONITORING

Anas systematically measures noise exposure, in response both to requests from individual citizens and reports received from the local authorities.

Every year around 200 days of on-site measurements are made to determine the exposure to noise plus an additional 100 days are spent processing the data recorded at the homes of affected users.



NOISE EMISSIONS: ROAD SURFACE

Anas has developed a vehicle to measure the noise emissions produced by vehicle-road surface interaction (CPX – Close ProXimity method). The vehicle is designed to measure the effects of the installation of low-emission road surfaces. Over the last year, emissions on some dozens areas covered by the National Noise Abatement Plan were measured.





INFORMATION ON ROAD CONDITIONS

TOLL-FREE NUMBER

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



servizioclienti@stradeanas.it



PEC: servizioclienti@postacert.stradeanas.it



@clientiANAS



www.stradeanas.it link Contatti



Toll Free Number 800 841 148

RADIO RAI

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

ISORADIO

Anas cooperates with CCISS «Viaggiare Informati e Sicuri» [Travelling informed and safe], distributing traffic information through the RAI Isoradio service.

TELEVIDEO

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

CCISS

The Anas dedicated staff collaborates with the National Infomobility Centre (CCISS), together with the Traffic Police, Carabinieri (the Italian Police), ACI (the Italian Automobile Club), AISCAT (Italian Association of Toll Motorway and Tunnel Operators), Autostrade per l'Italia highway association, RAI and Infoblu. The CCISS «Viaggiare

WE SUPPORT OUR CUSTOMERS 24/7

Informati e Sicuri» [Travelling informed and Safe] provides information in real time on the traffic conditions on national roads and motorways via Twitter, using the portal www.cciiss.it (where, in addition to traffic conditions in real time, constantly updated audio and video bulletins are available), and through the iCCISS app and its Toll Free Number 1518.

THE ANAS CORPORATE WEBSITE

A vast portion of the corporate website www.stradeanas.it (see details on page 36) is devoted to traffic information. This is where you can find traffic and weather conditions in real time. Moreover, interactive maps let you organize your trip and view the open construction sites with details indicating the routes affected and the works schedules (VAI – Anas Integrated viability).

SOCIAL NETWORK

Anas has its own Twitter channel Twitter @VAIstradeANAS, where key news regarding traffic and events on the roads and motorways are published in real time, 24/7. Information on the Company and on its activities are published on the corporate channel @StradeANAS.

VAI APP FOR SMARTPHONE AND TABLET

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

HEAVY VEHICLE TRANSPORT CALENDAR

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

OPEN CANTIERI

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



THE ANAS CORPORATE WEBSITE

This year the new corporate website has been launched, with new graphic and new contents. Only in the first month the website recorded over 255 thousand sessions and was visited by more than 175 thousand individual users.

The website provides corporate and business information, useful pages and a direct dialogue with Anas through the social channels.

In the home page, the sentence "Viaggiamo insieme a voi dal 1928" [We have been traveling with you since 1928] introduces the "tale" of our company: our values, the future investments, the latest news, the press conferences, the voice and images of our social channels, as well as a territorial focus on works, calls, traffic conditions.

The pages of the section **L'Azienda** regularly trace the profile and history of the company, emphasizing its governance, organization, internal and Group structure, providing financial data and information on activities. In this section tender and operational protocols are also published (*L'Azienda/Governance* and *trasparenza/Legalità e trasparenza/Protocolli di legalità* oppure *Protocolli operativi*) as well as corporate documents (*L'Azienda/Governance e trasparenza/Documenti societari*). Maximum attention is paid to transparency through the **Società Trasparente** link where the contents pursuant to Italian Legislative Decree no. 33/2013 are made available. In the section **Media** (*L'Azienda/Media*) press conferences can be downloaded, as well as corporate official documents, photos and videos. In the section **Lavora con noi** (*L'Azienda/Le persone/Lavora con noi*) one can view jobs currently available and apply for them using the special on-line form "Inserisci il tuo curriculum online".

In the section **Le Strade** information is provided on the Anas road and motorway network, here it is possible to make a research by single road, region and route, and for each roadway information is provided such as the extension, in kilometres, and the local landscapes it passes through (*Le Strade/Anas per regione*). In the same section information on the works under way and their progress is made available (*Le strade/Lavori in corso*) as well as information on the agreements and protocols between Anas and third parties (*Le Strade/Convenzioni e accordi*). The space dedicated to the **Traffic Observatory** (*Le Strade/Osservatorio del traffico*) illustrates the monthly traffic data and the associated Mobility Index detected throughout the national territory.

SPECIFIC, DIVERSIFIED INFORMATION





The strategic business activities concerning our road and motorway network are available in the section **Servizi**. Our efforts are aimed at those using our road infrastructure for work reasons, but also to those living or working near the network. In this section our **service areas** (*Servizi/Aree di servizio*) are indeed listed and one can find information on how to ask for the authorization for transporting exceptional loads (*Servizi/Trasporti eccezionali*), for opening a driveway (*Servizi/Licenze e concessioni*) or for installing advertising signs (*Servizi/Impianti pubblicitari*). Among the services provided to companies there are also controls on construction materials (*Servizi/Prove sui materiali*) which are carried out by the **Cesano Research Centre** (*L'Azienda/Attività/Innovazione e tecnologia*).

Information on how to become Anas' partner is available in the section **Fornitori** [Suppliers]: how to register in the supplier's list (*Fornitori/Albi fornitori*), the open public calls (*Fornitori/Bandi di gara*) and details for electronic invoicing (*Fornitori/Fatturazione elettronica*). In this section one can also find the links to our **Portal for Purchases** (the *e-procurement* platform ensuring transparency and equal opportunities in the contract awards) and to the **Portal 4clegal** for the selection of experts helping the company protect its interests.

A large part of the website is dedicated to customer services (*link Servizio Clienti*): this is where one can find out how to contact the company and request information and

exercise the right to access documents through a specific form which can be downloaded (*Servizio Clienti/Guida ai servizi* or *Modulistica*). The **Info Viabilità** section provides, through the **VAI – the Anas Integrated Viability system** (*Info Viabilità/VAI: traffico in tempo reale*), real time geo-referenced information on traffic and open construction sites, as well as the calendar of driving restrictions relating to the periods of greatest interest (*Info Viabilità/Piano interventi*), such as Snow Plan and Summer Exodus. In the same section there is a connection to the **CCISS – National Infomobility Centre** (*Info Viabilità/Per il tuo viaggio/CCISS Viaggiare Informati e Sicuri*) and weather information (*Info Viabilità/Per il tuo viaggio/Meteo*).

All our **contacts** and our **toll free number Pronto Anas** are available in the dedicated website (*link Contatti*), which is organized in three sections:

- **PEC**, the certified email of each local office (*Contatti/Contatti-PEC*);
- **Management** (*Contatti/Contatti-Direzione*) with the related numbers, opening hours and information to contact and reach our central offices;
- **Other offices** (*Contatti/Contatti-Altre sedi*) with the related numbers, opening hours and information to contact and reach the offices of the different territorial offices.





MECHANICAL ASSISTANCE

According to article no. 175 of the Highway Code, assistance on the highway can only be provided by the roadway owner or by companies authorized by the latter. The main arteries managed by Anas covered by this regulation are the motorway A2 "Autostrada del Mediterraneo", the Sicilian motorways "Catania-Siracusa", A19 "Palermo-Catania" and A29 "Palermo-Mazara del Vallo", the A90 "Grande Raccordo Anulare", A91 "Roma-Fiumicino Airport", the motorway links "Salerno-Avellino" (RA02), the A4 "Trieste" (RA13), A4 "Trieste-branch to Ferneti" (RA14) and "Sicignano-Potenza" (RA05).



On page 49 you can find the numbers to call for mechanical assistance

SERVICE AREAS

SERVICE AREA MANAGEMENT

There are a total of 49 service areas on the motorways and links managed directly by Anas: 41 are licensed under concession (2 of which are currently under construction) and 8 are under authorization on motorway links (as per art. no. 24 of the Highway Code). The concessionaires of the fuel and catering service pay Anas a fee based on royalties that are fixed and/or proportionate to the volume of sales achieved. Service concessions are awarded through public procedures governed by the Code of Public Contracts (art. no. 164 Leg. Decree no. 50/16). The Service Agreement regulates the relations between Anas and the Concessionaires, defining the respective rights and obligations. Some call procedures are currently underway to grant new concessions along motorway routes, moreover some areas should be renewed during 2018. The Concessionaires are responsible for fuel distribution, bar, restaurant and market services, cleaning and maintenance of restrooms and commercial areas, greenery and parking lots, traffic and safety within their Service Areas.



Description of service areas along the roads Anas manages directly, with location and main services available to the customers, is presented in a table on page 50, and in the section dedicated to service areas on the Anas corporate website www.stradeanas.it (Servizi/Aree di servizio).

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



CHECKING STRUCTURES AND THE QUALITY OF SERVICES PROVIDED

Through specific detection forms, Anas runs planned, ongoing checks of the fuel distribution and refreshment Concessionaires licensed to manage the service area.

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



SPECIAL TRANSPORT: TEWEB

TEWeb is the Anas web portal “Exceptional Transport Web” dedicated to handling requests for road access authorization by exceptional vehicles and loads, i.e. all those vehicles or transport loads that exceed the weight or size limits outlined in the Italian traffic rules.

Transport companies, exceptional vehicle owners, administrative consultants, trade associations, etc. can submit a **Richiesta di Autorizzazione** [Request for Authorization] through the **TEWeb platform** (*Servizi/Trasporti eccezionali/piattaforma TEWeb*), by registering and obtaining an ID and a password to access the **reserved area**. In this area, registered clients can check all the payments made and download the related invoices.

ALL THE CONVENIENCE OF PAPERLESS MANAGEMENT

Management of the entire process through TEWeb ensures a punctual monitoring of the procedures progress, which is more transparent, smoother and available the whole day.

The **Area ad accesso libero** [open access area] contains useful information for customers: offices to be contacted for information and support when submitting requests, answers to frequently asked questions, forms, key ordinances restricting transit of exceptional vehicles and loads.

ADVERTISING

The placement of billboards and other forms of advertising along or in sight of the roads, and within the service stations along the roads and motorways managed directly by Anas, is subject to authorization from the road owner, as outlined in the Highway Code and its implementing and enforcement regulations. Within town centres, competence for authorisation falls to the Municipalities – after receiving prior technical approval of the owner in the case of national, regional or provincial roads (art. no. 23 paragraph 4 of the Highway Code). When the signs and other advertising media along a road are visible from another road owned by a different party, authorisation is subject to having received permission from the latter. When visible from the road, signs and other advertising located along railways are subject to the provisions of art. no. 23 of the Highway Code and placement is authorised by the Ferrovie dello Stato (the state railways) after having first received permission from the

WE IMPROVE YOUR BUSINESS VISIBILITY

road owner (art. no. 23, paragraph 5 of the HC). Advertising is subject to payment of a fee – calculated according to the rates applied by Anas and published in the Official Gazette – Announcement Sheet – Part II, signed by the President. This document can be consulted at our corporate website www.stradeanas.it (*Servizi/Impianti pubblicitari/Leggi e normativa*). Permits to install billboards, signs and other forms of advertising have a three-year duration and may be renewed; to this purpose, and in accordance with paragraph 5 of article no. 27 of the HC, the conditions and technical or administrative requirements are indicated in the permit itself. Prospective customers wishing to install advertising, or existing customers who wish to renew their permits, can download the forms for all sorts of requests from the corporate website www.stradeanas.it (*Servizi/Impianti pubblicitari/Modulistica*).



LICENSES AND CONCESSIONS

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

- slip roads and branches running from the road to lands or side buildings and road junctions for public or private use;
- crossings – longitudinal and transverse, overhead or underground – of the national roads by municipal, provincial, regional or other public roads;
- crossings – longitudinal and transverse, overhead or underground – of the national roads by railroads, canals, aqueducts, drainage networks, gas pipelines, power lines, telephone and telecommunications cables (TLC networks in general), etc.;

- opening of vehicular or pedestrian access from the roads to farms, residential homes and commercial and industrial facilities;
- opening of access to automatic fuel distribution facilities (liquid and/or gas) located beside state roads;
- issuing of provisions to grant requests for waivers, pursuant to art. no. 2.1.07, par. d) of the Ministerial Decree for Public works no. 449/88, for installation or remote maintenance of overhead power line supports, whose distance from road properties is not compliant, as these fall within areas subject to construction constraints to protect the roadway belt (Law no. 45/85, art. no. 32 as amended);
- issuing of opinion on granting amnesty for buildings located at a non-compliant distance from border of road properties, as these fall within areas subject to construction constraints to protect the roadway belt (Law no. 45/85, art. no. 32 as amended).

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

A special **Licenses and Concessions** area (*Servizi/Licenze e concessioni*) on the corporate website www.stradeanas.it contains all relevant information for customers such as:

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





THE TRAFFIC OBSERVATORY

Anas provides the customers with traffic data and information on the detected Mobility Index through a monthly newsletter published on the corporate website www.stradeanas.it (*Le Strade/Osservatorio del traffico*).

With more than 1,150 measurement sections, the Automatic Statistical Traffic Detection System is distributed over the entire Anas-operated network. Essentially the sensors use two technologies: inductive loop and microwave, even though the system currently receives also traffic data obtained through the Vergilius system for electronic average speed control. In addition, additional technologies – e.g. dynamic scales, video cameras to detect hazardous goods, bluetooth plotters to detect travel time – have been implemented.

All sensors send their data to the central Anas Platform for Monitoring and Analysis – called PANAMA – which checks and processes the data.

THROUGH A MONTHLY BULLETIN WE PROVIDE OUR CUSTOMERS WITH TRAFFIC DATA



SECTION 2

quality



L'Italia si fa strada



QUALITY POLICY AND MANAGEMENT

OUR CHOICES FOCUS ON IMPROVING CORPORATE STANDARDS

The basic principles underlying our corporate policy are:

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

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

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



Certificate no. 50 100 11515 – Rev. 02



THE QUALITY INDICATORS

The service quality indicators measured by the Anas quality management system are:

BASE FACTOR	UNIT OF MEASURE	REFERENCE STANDARD
TRAVEL SAFETY		
1	Time (hours)	24 (hours)
	Time (minutes)	Max 30 minutes
REGULARITY OF SERVICE		
2	Retroreflection (RL)	RL ≥ 100
	Time (hours)	≤12 (hours)
SERVICE COMFORT		
3	No. of inspections	2 inspections
SERVICES FOR TRAVELLERS WITH DISABILITIES		
4	No. of inspections	2 inspections

BASE FACTOR	UNIT OF MEASURE	REFERENCE STANDARD
INFORMATION TO CUSTOMERS		
	Time (working days)	≤ 2 working days
5	Time (calendar days)	≤ 30 calendar days in 80% of cases
	Time (calendar days)	By the 10th day of the month following the report
COMPLIANCE		
	Time (calendar days)	<60 calendar days
6	Time (calendar days)	<15 calendar days (as per Italian Presidential Decree no. 495/92)
	Time (calendar days)	< 10 calendar days
ENVIRONMENT		
7	GJ (Gigajoule)	≥ 750



Our management system integrates a range of control indicators which, in compliance with ISO 9001, are regularly checked by both auditors within the company and by the certification body.

SECTION 3

customer protection



L'Italia si fa strada



CUSTOMER SERVICE

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

You can contact the Customer Service at:

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

Anas handles all your communications with utmost attention and discretion as required by the Law governing the safeguarding of privacy. Moreover, the company is committed to responding as quickly as possible. Customers contacting the “Pronto Anas” Toll Free Number will receive an immediate response if the request can be processed directly by its personnel; in case of complex requests, the answer will be given within 30 calendar days from the date on which the request was received.



La strada chiama ANAS risponde

The road calls – ANAS responds

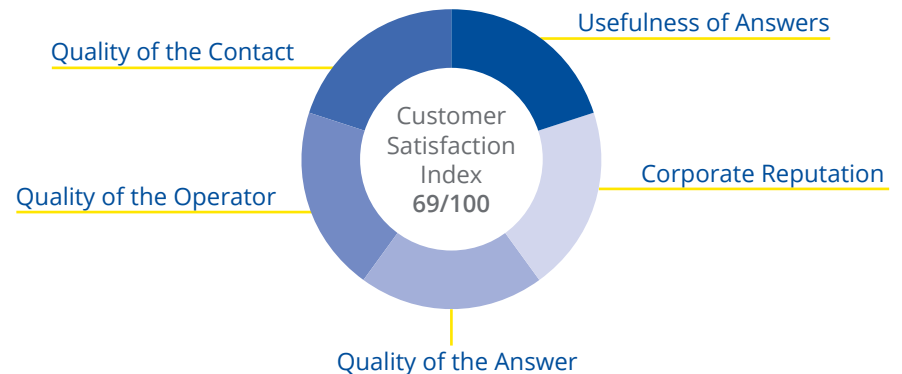
ALWAYS LISTENING TO YOUR NEEDS

WE MEASURE YOUR SATISFACTION

Our customer service has conducted a Customer Satisfaction survey to have information on our customers’ opinion and satisfaction level with reference to the “Pronto Anas” Service.

The methodology used for the analysis has been defined in cooperation with the Department of Social Sciences of the University Federico II of Naples. The survey was made through phone interviews and through a questionnaire which was sent via email to the customers who contacted our Customer Service in 2016. The answers were analysed under 5 points of view (*Corporate Reputation, Quality of the Answer, Quality of the Operator, Quality of the Contact, Usefulness of answers*) which make up the overall Customer Satisfaction Index – CSI of the service “Pronto Anas”.

According to the results, for the year 2016 a **69/100** Customer Satisfaction Index was calculated.



CONTACTS

Pronto Anas 800 841 148

servizioclienti@stradeanas.it

servizioclienti@postacert.stradeanas.it

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



AMICABLE SETTLEMENT PROCEDURE IN CASE OF ROAD ACCIDENT

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

- by registered mail with return receipt, sent to the Corporate Headquarters of Anas S.p.A. Via Monzambano, 10 – 00185 Rome, to the attention of Enterprise Risk Management or by its own certified e-mail to cfo.erm@postacert.stradeanas.it;
- by registered mail with return receipt, sent to the Territorial Coordination Centre of Anas S.p.A. – where the accident occurred, to the attention of the Legal Office or by its own certified e-mail to the certified e-mail of the Anas Territorial Coordination Centre having jurisdiction. To this end, the Anas corporate website www.stradeanas.it, in the section **Contatti** (*Contatti/PEC*), provides a complete list of the addresses of our offices present on the national territory as well as the certified email addresses of each Territorial Coordination Centre.

The claim must specify the following information:

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

The claim must be accompanied by the following documents:

- invoice or cost estimate for any material damage;

A QUICK AND EASY ROUTE TO RESOLVE DISPUTES

- Emergency Unit report in case of physical injury;
- report of the Police Department that intervened on the scene of the accident, if the applicant has a copy.

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

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

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

Instead, if the accident cannot be presented for insurance coverage, the Legal Offices of the Anas Territorial Coordination Centres will process the claim and determine the possibility of an amicable settlement.

In both cases, if a settlement agreement is reached, the procedure will conclude with definition of the compensation for damages and transmission of the order for payment thereof.





USEFUL NUMBERS AND ADDRESSES

- Carabinieri **112**
- State Police **113**
- Fire Department **115**
- Health Emergency **118**
- For Lazio and Lombardia: Single Emergency Number **112**
- Pronto Anas Toll Free Number **800 841 148**
- CCISS Toll Free Number **1518**

CORPORATE HEADQUARTERS

Via Monzambano, 10 – 00185 Rome (Registered office)

Via Luigi Pianciani, 16 – 00185 Rome

Via Marsala, 27 – 00185 Rome

Via Alessandria, 200 – 00198 Rome (Company car park)

Research Centre Via della Stazione di Cesano, 311 – 00123 Cesano (RM)

REGIONAL OFFICES

TERRITORIAL COORDINATION CENTRE OF SICILY

V.le Alcide De Gasperi, 247 – 90146 Palermo – Tel. 091379111

Palermo Regional Office – V.le Alcide De Gasperi, 247 – 90146 Palermo – Tel. 091379111

Catania Regional Office – Via Basilicata, 29 – 95045 Misterbianco (Catania) – Tel. 0957564111

Motorways Regional Office – V.le Alcide De Gasperi, 247 – 90146 Palermo – Tel. 091379111

Trapani Section – Via Marino Torre, 38 – 91100 Trapani – Tel. 0923543503

Agrigento Section – Via Passeggiata Archeologica, 4 – 92100 Agrigento – Tel. 0922558711

TERRITORIAL COORDINATION CENTRE OF SARDINIA

Via Giuseppe Biasi, 27 – 09131 Cagliari – Tel. 07052971

Cagliari Regional Office – Via Giuseppe Biasi, 27 – 09131 Cagliari – Tel. 07052971

Sassari Regional Office – Via Carlo Felice, 1 – 07100 Sassari – Tel. 0792830800

TERRITORIAL COORDINATION CENTRE FOR THE NORTH-WEST

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

Piedmont Regional Office – Corso Giacomo Matteotti, 8 – 10121 Turin – Tel. 011573911

Lombardy Regional Office – Via Corradino D'Ascanio, 3 – 20142 Milan – Tel. 02826851

Liguria Regional Office – Via Savona, 3 – 16129 Genova – Tel. 01054771

Aosta Valley Regional Office – Via Grand Eyvia, 12 – 11100 Aosta – Tel. 0165215311

Novara Section – Corso Sempione, 123 – 28062 Cameri (NO) – Tel. 0321420411

Sondrio Section – Via Antonio Gramsci, 21 – 23100 Sondrio – Tel. 0342511096

TERRITORIAL COORDINATION CENTRE FOR THE NORTH-EAST

Via Elia Millosevich, 49 – 30173 Venezia Mestre – Tel. 0412911411

Veneto Regional Office – Via Elia Millosevich, 49 – 30173 Venezia Mestre – Tel. 0412911411

Friuli Venezia Giulia Regional Office – Via Fabio Severo, 52 – 34127 Trieste – Tel. 0405602111

Emilia Romagna Regional Office – V.le Angelo Masini, 8 – 40126 Bologna – Tel. 0516301111

Belluno Section – V.le Europa, 71 – 32100 Belluno – Tel. 04379101

Udine Section – Via della Rosta, 6 – 33100 Udine – Tel. 0432275711

MECHANICAL ASSISTANCE

- For the "AUTOSTRADA DEL MEDITERRANEO" (A2): **Toll Free Number 800 290 092**, or Regional Monitoring Centre **0984308368 – 0984308367**
- For the CATANIA-SYRACUSE motorway: **0955292639**
- For Sicilian motorways A19 and A29: **091379666**
- For the Main Ring Road of Rome (A90) and the ROME – AIRPORT FIUMICINO motorway (A91): Regional Monitoring Centre **0672291000**
- For the motorway links RA13 "TRIESTE" (A4) and RA14 "TRIESTE – BRANCH TO FERNETTI" (A4): Regional Monitoring Centre **040226774**
- For the motorway links RA2 "SALERNO-AVELLINO" and RA9 "BENEVENTO": Regional Monitoring Centre **0817253146**
- For the motorway link RA5 "SCALO SICIGNANO-POTENZA": **Toll Free Number 800 271 172**

TERRITORIAL COORDINATION CENTRE FOR THE CENTRE

V.le dei Mille, 36 – 50131 Florence – Tel. 05556401

Marche Regional Office – Via Isonzo, 15 – 60124 Ancona – Tel. 0715091

Umbria Regional Office – Via XX Settembre, 33 – 06121 Perugia – Tel. 07557491

Tuscany Regional Office – V.le dei Mille, 36 – 50131 Florence – Tel. 05556401

ADRIATIC TERRITORIAL COORDINATION CENTRE

V.le Luigi Einaudi, 15 – 70125 Bari – Tel. 0805091111

Abruzzo Regional Office – Via dei Piccolomini, 5 – 67100 L'Aquila – Tel. 0862305001

Molise Regional Office – Via Michele Romano snc – 86100 Campobasso – Tel. 08744301

Apulia Regional Office – V.le Luigi Einaudi, 15 – 70125 Bari – Tel. 0805091111

Foggia Section – Via Vittime Civili, 83 – 71100 Foggia – Tel. 0881711341

Lecce Section – V.le Gallipoli, 17 – 73100 Lecce – Tel. 0832276311

Pescara Section – Via Raffaello, 44 – 65124 Pescara – Tel. 08542601

THYRRENIAN TERRITORIAL COORDINATION CENTRE

V.le John Fitzgerald Kennedy, 25 – 80125 Naples – Tel. 0817356111

Lazio Regional Office – V.le Bruno Rizzieri, 142 – 00173 Rome – Tel. 06722911

Basilicata Regional Office – Via Nazario Sauro snc – 85100 Potenza – Tel. 0971608111

Campania Regional Office – V.le John Fitzgerald Kennedy, 25 – 80125 Naples – Tel. 0817356111

Salerno Section – Via degli Etruschi, 6 – 84100 Salerno – Tel. 089484111

CALABRIA TERRITORIAL COORDINATION CENTRE

Via Eugenio De Riso, 2 – 88100 Catanzaro – Tel. 0961531011

Calabria Regional Office – Via Eugenio De Riso, 2 – 88100 Catanzaro – Tel. 0961531011

Regional Office for the Autostrada del Mediterraneo (AUTMED) – Contrada Ligiuri – 87100

Cosenza – Tel. 0984308311

Cosenza Section – Contrada Ligiuri – 87100 Cosenza – Tel. 098434071

Salerno Section – Via degli Etruschi, 6 – 84100 Salerno – Tel. 089484111

Reggio Calabria Section – Raccordo al Porto, 10 – 89121 Reggio Calabria – Tel. 0965367300

SERVICE AREAS ALONG THE ANAS MOTORWAY NETWORK

			Fuel	LPG	Methane	Fax	Bar	Restaurant	Restrooms for disabled persons	Baby room	Camper service	Wi-Fi	Heavy vehicle parking and rest stop	Video surveillance	Outdoor playground	Picnic area	Bancomat	Helicopter rescue	Mechanic shop	Car wash
SICILY	Caracoli Sud	km 29 + 134	o					o						o						
	Caracoli Nord	km 28 + 964	o	o	o			o		o	o	o	o	o	o				o	
	Scillato Sud	km 54 + 856	o	o				o	o	o			o	o	o	o			o	
	Sacchitello Sud	km 122 + 994	o	o				o	o	o			o	o	o				o	
	Sacchitello Nord	km 123 + 296	o	o				o	o	o	o	o	o	o	o	o			o	
	Gelso Bianco Sud	km 189 + 000	o	o				o	o	o	o		o	o	o				o	
	Gelso Bianco Nord	km 189 + 000	o	o				o	o	o	o		o	o	o	o			o	
AUTOSTRADA DEL MEDITERRANEO	Salerno Ovest	km 7 + 091	o	o				o	o									o		o
	Salerno Est	km 7 + 091	o					o	o		o							o		o
	Campagna Ovest	km 42 + 617	o					o	o											
	Campagna Est	km 42 + 617	o	o				o	o											o
	Sala Consilina Ovest	km 91 + 562	o					o	o											o
	Sala Consilina Est	km 91 + 562	o	o				o	o									o		o
	Galdo-Lauria Ovest	km 146 + 000	o					o	o											
	Galdo-Lauria Est	km 146 + 000	o					o	o											
	Frascineto Ovest	km 192 + 170	o					o	o											
	Frascineto Est	km 192 + 170	o					o	o											
	Tarsia Ovest	km 226 + 019	o	o				o	o											
	Tarsia Est	km 226 + 019	o	o				o	o									o		
	Cosenza Ovest	km 254 + 442	o					o	o											
	Cosenza Est	km 254 + 442	o	o				o	o											
	Rogliano Ovest	km 274 + 653	o					o	o											o
	Rogliano Est	km 274 + 653	o					o	o								o			
	Lamezia Terme Ovest	km 317 + 352	o					o	o											
	Lamezia Terme Est	km 317 + 352	o	o				o	o											
Pizzo Calabro Est	km 341 + 419	o					o	o						o			o			
Gioia Tauro-Rosarno Ovest	km 389 + 400	o			o		o	o												
Gioia Tauro-Rosarno Est	km 389 + 400	o					o	o						o	o					
Villa San Giovanni Ovest	km 430 + 180	o	o				o	o						o	o				o	
Villa San Giovanni Est (*)	km 430 + 180	o					o	o						o	o				o	
LAZIO	Selva Candida Interna	km 8 + 380	o	o	o			o	o	o			o	o	o					
	Selva Candida Esterna	km 8 + 500	o		o			o	o	o			o	o	o				o	
	Settebagni Interna	km 22 + 990	o					o	o	o	o	o	o	o	o				o	
	Casilina Interna	km 36 + 460	o	o	o			o	o	o		o	o	o	o				o	
	Casilina Esterna	km 36 + 950	o					o	o	o	o		o	o	o				o	
	Ardeatina Esterna	km 49 + 580	o	o				o	o	o	o	o	o	o	o			o	o	
	Pisana Interna	km 65 + 380	o	o	o	o		o	o	o			o	o	o				o	
	Pisana Esterna	km 65 + 740	o	o				o	o	o			o	o	o	o			o	
	Magliana Nord	km 5 + 490	o	o	o	o		o	o	o			o	o	o	o		o		o
	Magliana Sud	km 5 + 840	o	o	o			o	o	o			o	o	o	o		o		o

(*) Ongoing works. Estimated opening to traffic within summer 2017



L'Italia si fa strada

Anas S.p.A. Registered office c/o Corporate Headquarter:
Via Monzambano, 10 - 00185 Roma

Where to find the Service Charter:
www.stradeanas.it

Editorial project:
Anas S.p.A. Corporate Identity – Brand and Image

Manager:
Claudio Arcovito

The present version of the Service Charter is based on the Ministry of Infrastructure and Transport Directive no. 102 issued on 19 February 2009 and drafted under audit of the Directorate General Road Safety of the Ministry of Infrastructure and Transport.