

**rav**

Raccordo  
Autostradale  
Valle d'Aosta



# SERVICE CHARTER 2026

Travel Information for Motorway Users

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# SERVICE CHARTER

The Service Charter is the document by which RAV Raccordo Autostradale Valle d'Aosta S.p.A. (hereinafter also referred to as "RAV") informs users of the services relating to the motorway section it manages and its ancillary facilities. This Charter is drafted in compliance with:

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

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

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

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

### CONTACTS

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[info@ravspa.it](mailto:info@ravspa.it)

Last updated: 31.12.2025

THE COMPANY

# ABOUT US

## THE A5 AOSTA-MONT BLANC MOTORWAY

The motorway, with a total length of approximately 32.4 kilometres, is divided into two sections. The first, which begins in Sarre as a continuation of the Aosta Ring Road, extends to Morgex for a total length of approximately 20.0 kilometres, of which 16.0 kilometres run underground. The second section extends for approximately 12.4 kilometres, of which 8.5 kilometres are in tunnels, and connects Morgex to Entrèves, near the entrance to the Mont Blanc Tunnel.



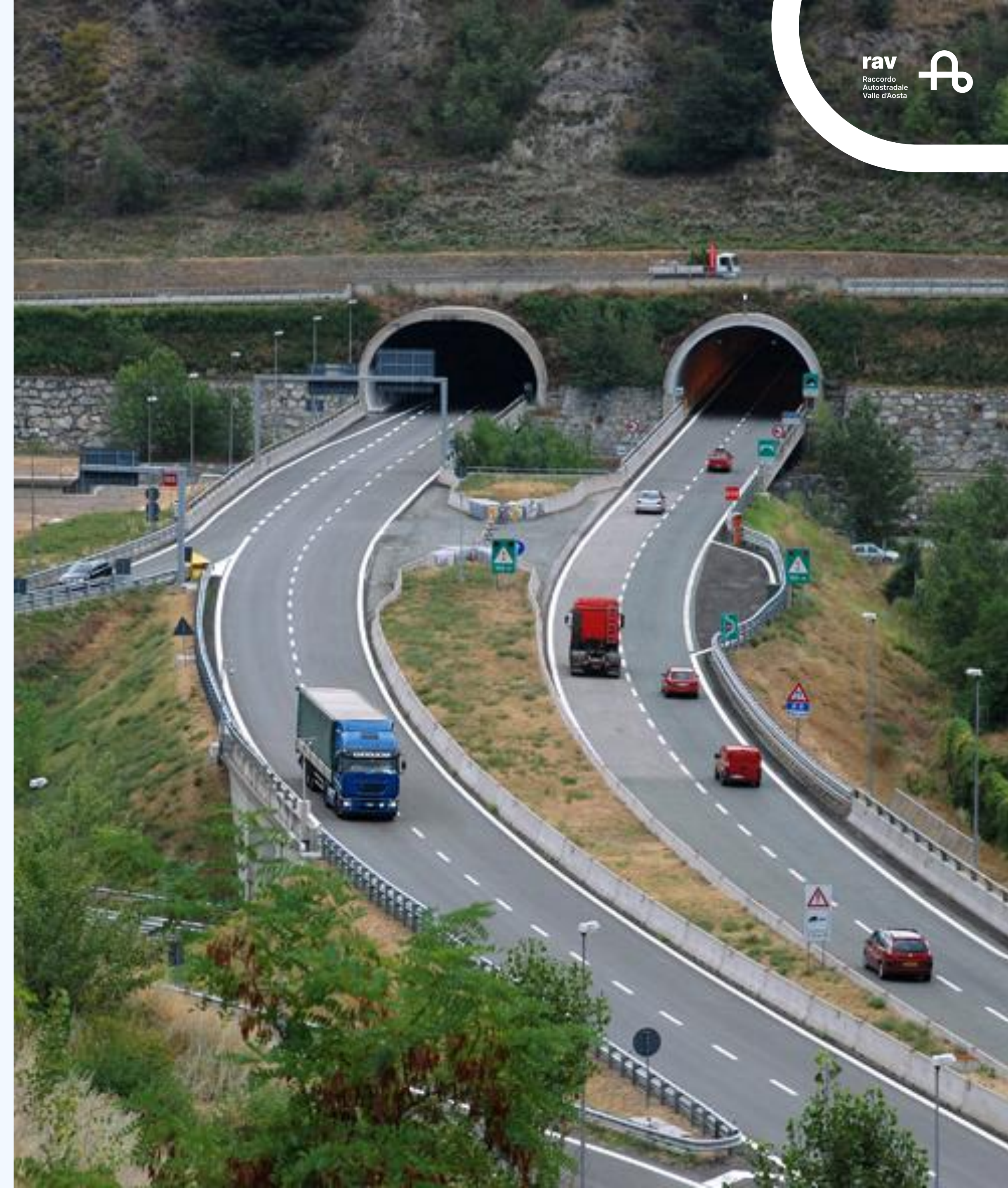
THE COMPANY

# ABOUT US

## RAV'S FIGURES

Section length (km)	<b>32.4</b>
Number of toll stations	<b>1 (Aosta Ovest)</b>
Number of employees	<b>76</b>
Vehicles per day	<b>9,688</b>
Variable message signs	<b>15</b>
Cameras	<b>303</b>
Winter Maintenance Facilities	<b>1</b>
Maintenance depots	<b>1</b>

The data refer to the RAV section as at 31 December 2025



THE COMPANY

# ABOUT US

## OUR HISTORY

RAV was established in 1983 with the corporate object of designing, constructing and operating the motorway link between Aosta and the Mont Blanc Tunnel, thereby completing the missing link for the full interconnection of the Italian motorway network with that of North-Western Europe.

Further information on the motorway managed by RAV is available at [www.ravspa.it](http://www.ravspa.it).

1987

In 1987, a specific Concession Agreement between ANAS and RAV was signed, subsequently made effective by Interministerial Decree of 23 March 1988.

2007

In March 2007, both carriageways of the final Courmayeur-Entrèves section, approximately 5.4 km in length and including the Dolonne tunnel (approximately 3.3 km), were opened to traffic and provisionally put into service pending compliance with the requirements of Legislative Decree No. 264 of 5 October 2006.

1994

In May 1994, the first section from Sarre to Morgex, approximately 20.0 km in length, was opened to traffic. RAV—58% owned by the Italian Company for the Mont Blanc Tunnel S.p.A. and 42% by the Autonomous Region of Valle d'Aosta—was privatised in 1999 together with the other subsidiaries of Autostrade per l'Italia S.p.A.

2008

In December 2008, the Dolonne tunnel was put into full operation following the completion of works to bring it into compliance with Legislative Decree No. 264/2006, in accordance with the project approved on 12 June 2008 by the Permanent Commission for Tunnels.

1999

In 1999, the Concession was renewed through the execution of a new agreement, which became effective upon registration with the Court of Auditors in February 2000.

2009

On 29 December 2009, RAV entered into with ANAS S.p.A. the Single Concession Agreement provided for under Law No. 286/2006, which became effective following the execution, on 24 November 2010, of the Deed implementing the requirements set out by CIPE.

2001

In July 2001, the southbound carriageway of the Courmayeur-Morgex section, approximately 7.0 km in length, was opened to traffic.

2013

On 21 October 2013, the new RAV Headquarters was inaugurated in Loc. Les Îles - Saint-Pierre (AO).

2002

In August 2002, the northbound carriageway of the Morgex-Courmayeur section, approximately 7.0 km in length, entered into service.

2014

On 15 October 2014, the registered office was relocated from Rome to Saint-Pierre

(AO). The concession is set to expire on **31 December 2032**.

THE COMPANY

# RAV WITHIN THE AUTOSTRADA PER L'ITALIA NETWORK

All information on the sections under responsibility and the services available on the Autostrade per l'Italia network.



## THE FIGURES

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

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

**R.A.V. Raccordo  
Autostradale Valle  
d'Aosta S.p.A.**  
Les Iles Saint Pierre  
(11010) Aosta  
Tel. 0165 922111

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

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

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

**ANAS and other  
Concessionaires**

THE COMPANY

# CORE PRINCIPLES

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

## Equality

In delivering services to users, RAV makes no distinction based on gender, race, language, religion, or political beliefs, and guarantees equal treatment and service conditions for all.

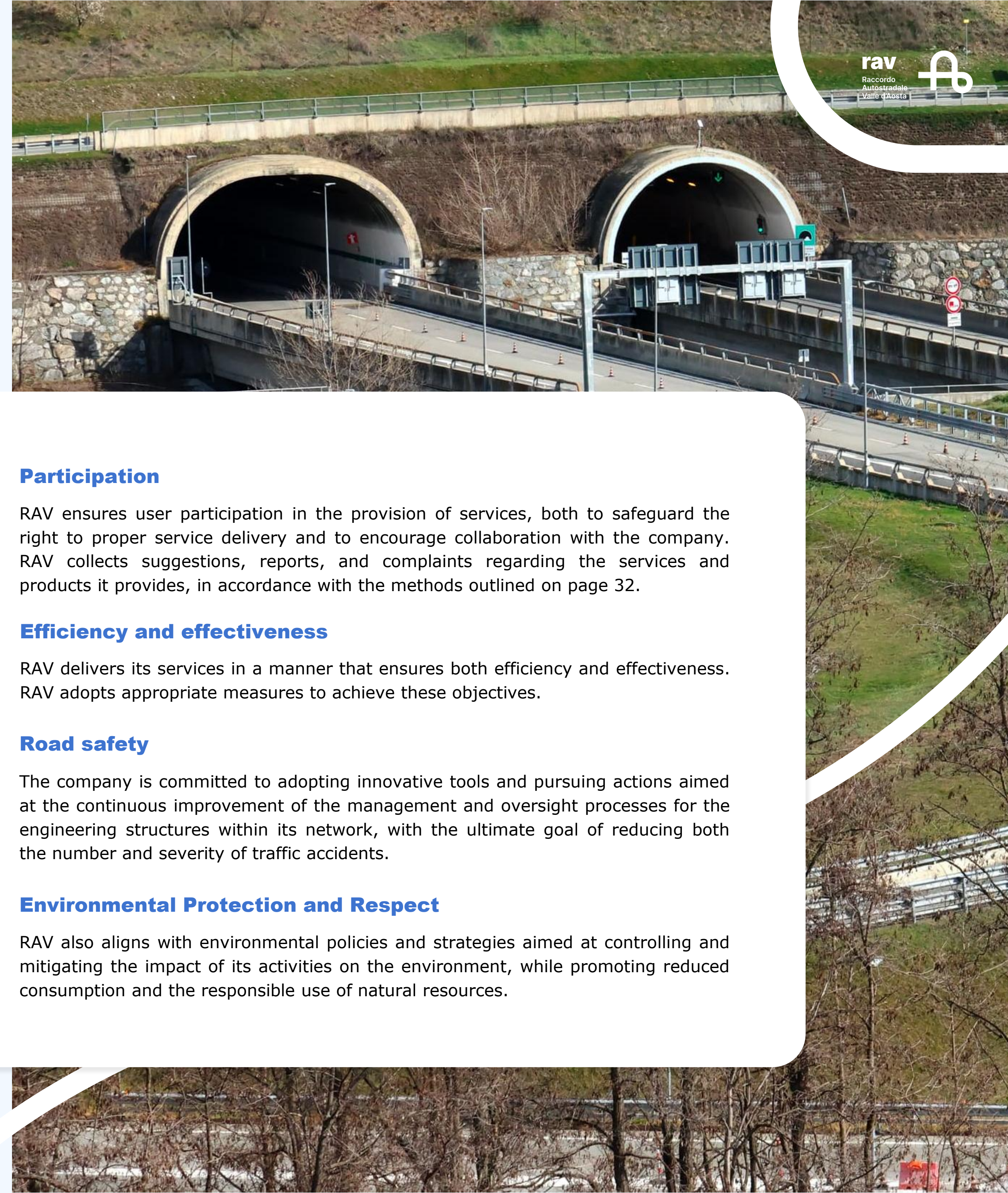
RAV undertakes all necessary initiatives to adapt service delivery methods to meet the needs of persons with disabilities.

## Neutrality

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

## Continuity

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



## Participation

RAV ensures user participation in the provision of services, both to safeguard the right to proper service delivery and to encourage collaboration with the company. RAV collects suggestions, reports, and complaints regarding the services and products it provides, in accordance with the methods outlined on page 32.

## Efficiency and effectiveness

RAV delivers its services in a manner that ensures both efficiency and effectiveness. RAV adopts appropriate measures to achieve these objectives.

## Road safety

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

## Environmental Protection and Respect

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

THE COMPANY

# RAV AND SUSTAINABILITY

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

## OUR COMMITMENT ENVIRONMENT



### NET ZERO

The Group is committed to a journey towards minimising its direct and indirect carbon footprint, through:

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

### NET ZERO OBJECTIVES

In **2025**, RAV contributed to the Group's decarbonisation targets through:

- Electrification of the company fleet:** introduction of 2 fully electric vehicles;
- Development of sustainable mobility:** installation of 4 electric vehicle charging points;
- Digital waste management:** implementation of the Atlantide application for traceability and optimisation of waste flows;
- Energy efficiency improvements in facilities** and progressive reduction of direct and indirect emissions.

### SUSTAINABLE INFRASTRUCTURE

The Parent Company, Autostrade per l'Italia, aims to develop safe and resilient infrastructure and protect the ecosystem balance in the design, construction and maintenance of the network, minimising environmental impact.

Therefore, the Group has developed a sustainable infrastructure model that integrates **ESG** elements throughout its entire life cycle, promoting the adoption of innovative solutions in all areas and the engagement of local communities.

At RAV, in 2025, **three safety inspections (VAL4)** were carried out on bridges and viaducts; works on the barriers of the **Mombardon Viaduct** were completed and works on the **Echarlod and Valgrisenche Viaducts** were initiated.

THE COMPANY

# RAV AND SUSTAINABILITY

## OUR COMMITMENT

### SOCIAL



#### SAFETY

##### Traffic safety

Over the years, many measures have been implemented to contribute to reducing the mortality rate across the Group's network by more than 82% since 1999.

RAV is committed to continuously monitoring the condition of the section and conducts periodic audits of its road safety management systems (ISO 39001).

##### Health and safety at work

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

## COMMUNITY AND LOCAL ENVIRONMENT

### Engagement with local communities

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

### Corporate philanthropy, social solidarity and promotion projects:

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

In **2025**, RAV promoted, on the occasion of International Women's Day, an initiative aimed at raising awareness against violence against women, through the installation of two "Red Benches" in the local area. The Company also collaborated with two local schools as part of the "Safety in Schools" project and supported additional local initiatives aimed at promoting a culture of safety and sustainability. These activities form part of a broader pathway focused on creating shared value and contributing to the socio-economic development of the Region.

## VALUING OUR RESOURCES

### Diversity, Equity & Inclusion

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

In **2025**, RAV increased participation in ERG groups and delivered a training session dedicated to inclusive language.

### Employer branding:

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

## Welfare

The Parent Company, Autostrade per l'Italia, has always been committed to valuing its people and ensuring their well-being.

In **2025**, healthcare prevention programmes (breast and thyroid screenings) were implemented, along with initiatives aimed at organisational well-being and improving the workplace climate, ensuring an inclusive, equitable work environment focused on professional growth.



## GOVERNANCE

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

In **2025**, **10** audits were carried out, confirming the commitment to ensuring regulatory compliance, risk management, and the continuous improvement of corporate processes.

RAV reaffirms its role as a responsible and sustainable operator, committed to ensuring a safe, efficient, and future-oriented infrastructure for the benefit of users and the community.



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

TRAVEL SERVICES

# CUSTOMER SERVICES

The homepage of the website provides all services and information available for journey planning, stops, and communication with the Company. This section contains the main information relating to the following services:

## Tolls

- Toll calculation.
- Toll classes.
- Toll payment methods at the toll gate.

## Non-payment of the toll

- What's a toll non-payment report.
- How to settle an unpaid toll.
- Consult the main FAQs.

## Toll refund

- Errors in toll payments (incorrect change from automated cash machines; charges to credit or debit cards; vehicle class detection).
- Demagnetised prepaid Viacard, card retained at the toll gate, or issues due to non-use and/or remaining credit.

## Toll invoicing and substitute transit receipt

- Toll invoicing.
- Invoicing of a prepaid Viacard.
- Invoicing of a settled unpaid toll.



## Dispute Resolution

RAV S.p.A., together with 20 Consumer Associations, has established a joint ADR body for the out-of-court resolution of disputes that may arise between users and the company. If you have already submitted a complaint and are not satisfied with the response, you may apply for a dispute resolution either through the ADR body's webpage or via the participating Associations. The procedure is free of charge and has a maximum duration of 90 days.

## Claims for damages

To submit a claim for compensation on behalf of those who have suffered damage and believe that the concessionaire may be liable.

## Webform for information requests and reports

To send us your reports and requests for information on the main company-related topics. By using this form, you will receive a response as quickly as possible. Further information is available here:

## Complaints webform

If you wish to submit a complaint not related to a compensation claim, you may use this form. Further information is available here:



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

TRAVEL SERVICES

# TOLLING

## WHAT IS THE TOLL

The motorway toll is the amount that users are required to pay for the use of the motorway. Toll revenues are used to recover past and future investments, provide a return on investment, and cover the costs of modernisation, innovation, operation, and maintenance of the motorway network.

## HOW THE TOLL IS CALCULATED

The toll is calculated by multiplying the unit tariff (€/km) applied by RAV—plus an additional amount payable to ANAS S.p.A. (pursuant to Laws No. 102/2009 and No. 122/2010)—by the length, in kilometres, of the journey. In addition to the kilometres between toll stations, the calculation also includes the kilometres of interchanges, connecting ramps and toll-free motorway sections before and after the toll station that are constructed and managed by the concessionaire. The resulting amount is subject to VAT (22%) and rounded to the nearest €0.10. This rounding is applied automatically, without any discretion on the part of RAV, and is governed by Interministerial Decree No. 10440/28/133 of 12 November 2001, issued by the Ministry of Infrastructure and Transport and the Ministry of Economy and Finance.

The unit tariff applied depends on the type of vehicle (5 classes) and the characteristics of the motorway sections travelled (flat or mountainous). The motorway operated by RAV is classified as a mountain motorway.

RAV UNIT TARIFFS as at 1 January 2026 <sup>2</sup>

VEHICLE CLASSES	VEHICLE CHARACTERISTICS	MOUNTAIN TOLL TARIFF (€/km)	VAT
A		0.2935	22%
B		0.3907	
3		0.5203	
4		0.8271	
5		0.9613	

1 On certain motorway sections defined as "open systems"—characterised by the fact that the user does not collect a toll ticket indicating the entry and/or exit points—the toll is calculated on the basis of a flat-rate distance established by the Grantor.

2 The indicated tariffs include VAT (22%) and the portion reserved exclusively for the Grantor.

TRAVEL SERVICES

# TOLLING

## ILLUSTRATIVE EXAMPLES

From Aosta Ovest to Courmayeur, travelling by car or motorcycle, the toll is set at EUR 9.20; from Courmayeur to Aosta Ovest, travelling in a two-axle camper, the toll is EUR 12.30.

The toll calculation, based on the method described above, applies to motorway sections with a “closed system”, i.e. where the user collects a ticket upon entry and presents it upon exit, paying the toll corresponding to the distance travelled. On motorways with a “semi-closed system”, as is the case for the RAV section, since no ticket is collected at entry, the toll is calculated on the basis of a conventionally predetermined distance; in this case, the user pays a flat-rate amount at each toll station. In order to encourage motorway use by users travelling only part of the route, entering and exiting at intermediate interchanges within the semi-closed system, RAV has, since 2000—by agreement with the Autonomous Region of Valle d’Aosta and subject to approval by the Grantor—granted customers equipped with electronic toll collection devices a toll reduction, applied to invoices, based on the actual distance travelled. This reduction is approximately 90% for entry/exit at the Aosta Ovest interchange and approximately 40% for entry/exit at the Morgex interchange.

VEHICLE CLASSES	A	B	3	4	5
<b>Aosta Ovest Junction</b>	- 8.70	- 11.60	- 15.40	- 24.50	- 28.50
<b>Morgex Junction</b>	- 3.60	- 4.80	- 6.40	- 10.20	- 11.80

## ANNUAL TOLL ADJUSTMENT

The annual adjustment of the unit tariff is applied on the basis of a formula defined by the Transport Regulation Authority. Its effects are communicated, following the annual tariff update procedure, through an interministerial decree signed by the Minister of Infrastructure and Transport and the Minister of Economy, after consultation with the Transport Regulation Authority. Due to rounding to the nearest EUR 0.10, however, the final toll amount for individual routes may be higher, lower or unchanged compared to the annual increase in the unit tariff. Consequently, tolls on certain sections may remain unchanged for several years, with the cumulative annual increases being applied in a subsequent year.

*The tariffs in force as from 1 January 2026 have been increased by 1.50%.*

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



TRAVEL SERVICES

# TOLLING

The following are some examples of toll charges from 2021

Entry toll station / Exit toll station	Aosta Ovest	% increase
2021	8.90	0%
2022	8.90	0%
2023	8.90	0%
2024	9.10	2.3% *
2025	9.10	0%
2026	9.20	1.5% **

\* Pursuant to the decree-law of 28 December 2023 issued by the Ministry of Infrastructure and Transport (MIT), a 2.30% toll increase was applied as from 1 January 2024 for the 2024 tariff year.

\*\* In accordance with Article 14, paragraph 2, of Law No. 193/2024 and as required by Measure 5, paragraph 3(b), of Annex A to ART Resolution No. 241/2025, a tariff increase of 1.50% for the 2026 tariff year was applied as from 1 January 2026.



TRAVEL SERVICES

# TOLLING

## RESIDENTS' AGREEMENTS

**1) RESIDENTS' AGREEMENTS:** With specific reference to tariff mitigation measures for local users, originally requested by the Autonomous Region of Valle d'Aosta, accepted by RAV and its parent company Autostrade per l'Italia, and authorised on a trial basis by the Ministry of Infrastructure and Transport as from 13 April 2007, it should be noted that the Ministry has confirmed, until 31 December 2026, the tariff concession for resident and commuter users equipped with electronic toll collection devices for predetermined journeys along the motorway section. The procedure relating to discounted motorway tolls for individuals residing in the Valle d'Aosta Region, as provided for in the Memorandum of Understanding signed between the Autonomous Region of Valle d'Aosta, RAV Raccordo Autostradale Valle d'Aosta S.p.A. and SAV Società Autostrade Valdostane S.p.A., has been in effect since 1 January 2014. The concession applies to all residents of the Autonomous Region of Valle d'Aosta holding an electronic toll collection device, for the motorway section covered by the initiative and limited to the use of Class "A" vehicles (cars and motorcycles). The discount, equal to 50% of the toll applicable at the time of transit, is granted upon reaching at least 2 journeys (and multiples thereof), up to a maximum of 60 journeys per month. In other words, after every 2 journeys (outbound and/or return) on the selected route, one of them will be exempt from payment. The benefit amount, calculated on a monthly basis without the possibility of carry-over to the following month, will be deducted from the first available invoice; where this is not technically possible, it will be deducted at the earliest subsequent opportunity.

**2) UNTRAVELLED SECTIONS** (Actual toll recognition): on motorways with an "open system", as is the case for the RAV section, since no ticket is issued at entry, the toll is calculated on the basis of a conventionally predetermined distance; in this case, the user pays a flat-rate amount for each passage through a toll station. RAV has, since 2000, by agreement with the Autonomous Region of Valle d'Aosta and subject to approval by the Grantor, granted users equipped with electronic toll collection devices a toll reduction applied directly on the invoice, based on the actual distance travelled, equal to approximately 90% for entry/exit at the Aosta Ovest interchange and approximately 40% for entry/exit at the Morgex interchange.

**3) FREE MOTORWAY SECTION:** Free transit is in force on the Aosta Est – Aosta Ovest Saint-Pierre motorway section, following an agreement signed by the Autonomous Region of Valle d'Aosta and the motorway companies RAV S.p.A. (Raccordo Autostradale Valle d'Aosta) and SAV S.p.A. (Società Autostrade Valdostane).

The procedure, duly authorised by the Grantor (MIT-SVCA), is implemented on a trial basis and aims to streamline vehicle traffic in the Plaine municipalities, particularly in Aosta, with the objective of improving traffic flow and safety and reducing environmental impact. The toll exemption applies to all vehicle classes and exclusively to journeys starting and ending at the "open system" interchanges of Aosta Est and Aosta Ovest Saint-Pierre (and vice versa). It does not apply to journeys starting or ending at interchanges located upstream or downstream of the above-mentioned section, nor to longer journeys artificially split by exiting and re-entering the motorway. The exemption does not apply where:

- less than 30 minutes elapse between exiting at the Aosta Gran San Bernardo station and re-entering at the Aosta Est station (or vice versa);
- more than 1 hour elapses between entering at Aosta Est and exiting at Aosta Ovest/Saint-Pierre (or vice versa).

In cases of force majeure preventing exit at the Aosta Est and/or Aosta Ovest Saint-Pierre stations (accidents, forced closures, natural events, etc.), the companies reserve the right to determine whether the transits qualify for the benefit.

To benefit from the exemption, vehicles must be equipped with an electronic toll collection device.

For more information on customer services, [click here](#) or scan the QR code.



TRAVEL SERVICES

# HOW TO PAY THE TOLL

## SIGNAGE FOR DIFFERENT PAYMENT METHODS

Below are the signs indicating the different payment methods installed by RAV at the Aosta Ovest toll station and at all Autostrade per l'Italia toll stations:



### YELLOW LANES

dedicated to payment with electronic toll collection devices\*

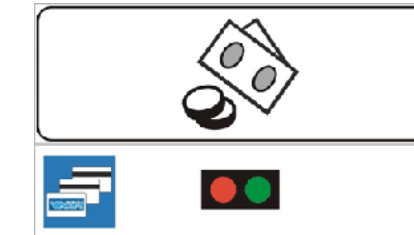
Axxès - [www.axxes.fr/it/italia](http://www.axxes.fr/it/italia)

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

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

Tooltikets - [www.tolltickets.com/it](http://www.tolltickets.com/it)

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



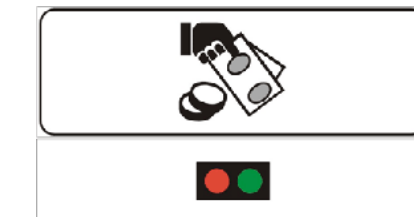
### WHITE LANES WITHOUT OPERATOR

indicated by the cash symbol (without the "hand") and the card symbol, these lanes allow payment **by cash at an automatic payment machine, Viacard, debit card or credit card**



### BLUE LANES

dedicated to card payments only: **Viacard, debit cards, credit cards**



### WHITE LANES

indicated by the cash symbol and the "hand" symbol. Payment is **made in cash to an operator**



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

for payment by **Viacard, debit cards, credit cards and electronic toll collection devices**



### AT THE LANES MARKED WITH THE SIGNS SHOWN ALONGSIDE

payment can be made using the indicated debit and credit cards without entering a PIN and without any additional toll charge.

\*potential savings for specific categories of users

## TRAVEL SERVICES

# HOW TO PAY THE TOLL

## NON-PAYMENT REPORTS

In some cases, the toll may not be paid at the time of transit due to insufficient funds, incorrect card reading, insufficient credit, etc. **Under no circumstances is the user permitted to reverse the vehicle.** At automatic lanes, **the assistance button must be pressed, and the user must wait for the operator's response.** If the issue cannot be resolved, the vehicle registration plate will be photographed, and a **Non-Payment Report** will be issued.

## HOW TO SETTLE AN UNPAID TOLL

The amount due may be paid without any additional fees:



on the website: [www.autostrade.it](http://www.autostrade.it), using credit and prepaid cards belonging to the VISA, Mastercard, Postepay and Maestro circuits, or via the official Autostrade per l'Italia app.

Alternatively, payment may be made:



at RAV toll stations with an operator;



Payment may be made by bank transfer to the account held by Autostrade per l'Italia S.p.A. at INTESA SANPAOLO, IBAN IT39E0306902887100000002973, indicating in the payment reference the vehicle registration number and the Non-Payment Report number. If either the vehicle registration number or the Non-Payment Report number is not specified, it will not be possible to correctly allocate the payment.



at over 40,000 Mooney points of sale (bars, tobacconists, newsstands) throughout the country. (list available at [www.mooney.it](http://www.mooney.it)). The service includes a fee payable to Mooney;



at post offices, by payment into current account no. 10665115 held in the name of RAV, indicating in the payment reference the vehicle registration number and the Non-Payment Report number.

## PAYMENT TERMS

The amount due may be paid without additional charges within 15 days from the date of issue. After this period, the amount will be increased to include administrative assessment fees, pursuant to Article 176, paragraph 11-bis, of the Italian Highway Code.

In the event of non-payment, the relevant documentation will be forwarded to the Traffic Police for the application of administrative sanctions pursuant to Article 176, paragraphs 11 and 21, of the Highway Code for failure to comply with the obligation to pay the motorway toll (which provides for a fine ranging from EUR 87.00 to EUR 344.00 and the deduction of 2 penalty points from the driving licence pursuant to Article 126-bis of the Highway Code, it being understood that the application of sanctions does not exempt the user from the obligation to pay the toll).

TRAVEL SERVICES

# HOW TO PAY THE TOLL

## CUSTOMER WITHOUT TICKET

## TRAVELLING AN ENTRY

In the event that the entry ticket is not presented at the exit toll station, the toll due will, by law, be calculated from the most distant toll station. The Customer, however, has the option to self-declare the entry toll station in a simple manner and to pay the toll corresponding to the actual distance travelled, by accessing the entry toll station self-certification form available on the website [www.autostrade.it](http://www.autostrade.it). RAV reserves the right to verify the declared entry toll station and to carry out subsequent checks on the accuracy of the information provided.

For further information on how and where to pay **Non-Payment Reports**:

[www.ravspa.it](http://www.ravspa.it) and [www.autostrade.it](http://www.autostrade.it)  
 RAV Customer Service: <http://www.autostrade.it0165.922111>  
 Autostrade per l'Italia's Single Number: **803.111**  
[richiestainformazioni@rav.autostrade.it](mailto:richiestainformazioni@rav.autostrade.it)

### OUR COMMITMENT TO BETTER SERVICE

2000 2025

**% of payments made using electronic toll collection devices** 23.53 57.28

**% of payments made using other automatic systems**  
 (Viacard, Debit cards, credit cards, automatic payment machines) 76.45 42.41

**% of cash payments made with an operator** 0.02 0.31

**% of transits through automatic lanes resulting in a Non-Payment Report** 0.47 1.74

TRAVEL SERVICES

# TRAFFIC INFORMATION

Access to useful and timely information regarding traffic flow, possible disruptions, roadworks, weather conditions and operational aspects—while also contributing to making motorway travel more comfortable—enables users to make choices best suited to their needs. The collection and dissemination of timely and verified information is a key activity in the management of the motorway system.

The Traffic Information System (SIV), managed by the RAV Control Room, collects, processes and transmits information on traffic conditions to Autostrade per l'Italia. Operators, working 24 hours a day, 7 days a week, gather information through the TVVC monitoring system (303 cameras installed along the route), as well as via on-road personnel, Traffic Police patrols and customer reports, continuously updating the system.

The traffic information collected and updated is used to manage ongoing events and may be disseminated directly by Autostrade per l'Italia or, in some cases, by other information providers responsible for selecting and distributing it.

## INFORMATION CHANNELS

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

**LANDLINE NUMBER: 0165922111**

**WEBSITE: [www.ravspa.it](http://www.ravspa.it)**  
provides information on traffic, weather, webcams, routes and travel costs

**15 VARIABLE MESSAGE SIGNS (VMS):** Located along the route, they provide travellers with traffic information.

TRAVEL SERVICES

# TRAFFIC INFORMATION

## OTHER INFORMATION CHANNELS PROVIDED BY THIRD PARTIES:



**RTL 102.5 is Italy's leading private FM radio station. Broadcasting nationwide**, it reaches approximately 8 million listeners every day and provides:

- continuous programming, 24 hours a day, 7 days a week;
- 27 daily segments of the "Viaradio" programme produced by the Autostrade per l'Italia Traffic Information Centre, dedicated to traffic updates;
- live updates in the event of major traffic incidents on the network.

Broadcasts are also available via the RTL 102.5 Play app, the website rtl.it, and on Sky channel 736 and DTT channel 36.

Approximately 70 additional daily updates are broadcast on RTL 102.5 Traffic – Autostrade per l'Italia, the DAB radio channel jointly managed by Autostrade per l'Italia and RTL 102.5.

These broadcasts are available via DAB radio, the RTL 102.5 Play app, the website rtl.it, and on Sky channel 737 and DTT channel 233.



**ISORADIO 103.3 is the RAI channel dedicated to traffic information and national road and motorway conditions.**

It broadcasts:

- Monday to Friday: 9 daily segments and 2 additional updates on Sunday afternoons with Autostrade per l'Italia operators;
- in the event of major traffic disruptions: extraordinary live updates with the managers of the nine motorway sections.



**CALL CENTRE.** Information is available via RAV's number 0165 922111 or the Autostrade per l'Italia Single Number 803.111. Toll-free number: option 1 provides traffic information. The service is supported by 180 telephone lines, available 24 hours a day, 7 days a week.



**WEBSITE.** Through the websites [www.ravspa.it](http://www.ravspa.it) and [www.autostrade.it](http://www.autostrade.it) (also available in a mobile version), users can obtain information on traffic, weather, webcams, routes and travel costs.

The same information is also available at [www.rtl.it](http://www.rtl.it).



**TV** Every morning between 5:30 and 7:30 a.m., the main traffic news for the motorway network is broadcast during TG5 and TG La7.



**INFOMOVING NETWORK** Traffic, weather and general information are broadcast within motorway service areas through the Infomoving TV network, which includes:

- 411 screens;
- 106 vertical touch-screen totems.



**VARIABLE MESSAGE SIGNS** located at the Aosta Ovest toll station entrance and at the Morgex, Courmayeur and Entrèves interchanges, as well as on the northbound carriageway at the entrances to the Les Crêtes, Villaret and Pré-Saint-Didier tunnels, provide continuous information to users throughout their journey.

They display messages related to accidents, roadworks, queues and slowdowns, travel times and weather conditions. **When traffic conditions are normal, no traffic updates are displayed; instead, alternative safety messages are shown (road safety information and driving advice).**

**X. @Viabilita\_ASPI, the official X account of Autostrade per l'Italia, provides real-time traffic updates.**



**AUTOSTRADA PER L'ITALIA'S APP.** The app provides quick and easy access to real-time traffic information, webcams across the entire network, as well as updates on queues, accidents, closures and roadworks. It also provides up-to-date information on routes and service areas.



**TELEGRAM CHANNEL – AUTOSTRADA PER L'ITALIA (LIGURIA)** This channel provides traffic information for the Liguria region, with continuous updates on roadworks and travel times.



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

TRAVEL SERVICES

# TRAFFIC INFORMATION

## INFORMATION DURING THE JOURNEY

### VARIABLE-MESSAGE SIGNS

RAV provides real-time information to road users via Variable Message Signs located at motorway entrances and along the carriageway. These signs communicate ongoing or expected events along the route, such as accidents, roadworks, queues and weather conditions. In addition, before the exit of each tunnel, pictogram panels are installed to inform users—using standard Highway Code symbols—of any adverse weather conditions that may be present on the following open-air section. Updates to customer information are issued as quickly as possible after an event occurs, once the accuracy of the information has been verified.

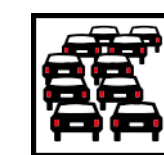
**When traffic conditions are normal, no traffic information is displayed; instead, alternative safety messages are shown (road safety information, driving advice, etc.).**

### HOW TO IDENTIFY THE PROGRESSIVE KILOMETRE



Customers can identify their position on the motorway every 1,000 metres, also for assistance requests, accident or hazard reporting, or to make more effective use of traffic information, through dedicated signs placed on the central reservation to the left of the direction of travel, indicating the progressive kilometre marker being travelled. In addition, every 100 metres, small white signs with Roman numerals indicate the 100-metre intervals.

## GUIDE TO READING



Coda



Incidente



Lavori in corso



Vento forte



Ghiaccio



Nebbia

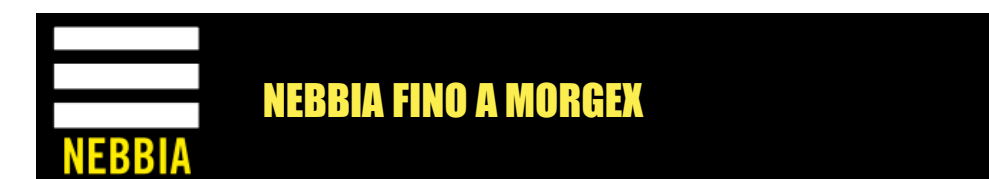


tratto chiuso uscita obbligatoria



Neve

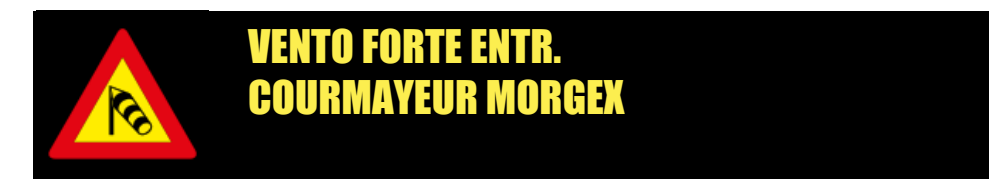
## SOME EXAMPLES



Indicates the presence of fog up to Morgex



Indicates heavy traffic at the Courmayeur exit



It indicates the presence of wind on the Courmayeur–Morgex section



It indicates the presence of an accident on the Aosta Ovest–Morgex section



It indicates roadworks at km 117.6 and advises caution



It indicates the possible presence of ice up to Courmayeur



It indicates that snow chains are mandatory and that disruptions due to snow may occur beyond Morgex

## OUR COMMITMENT TO BETTER SERVICE

2000 2025

### VARIABLE-MESSAGE SIGNS - FIGURES

6 15

### % of inbound traffic covered by service

100 100

### % of motorway traffic covered by service

0 50

TRAVEL SERVICES

# SAFETY

## SAFETY MEASURES

RAV is strongly committed to plans aimed at improving safety levels through initiatives designed, on the one hand, to reduce the likelihood of accidents and, on the other, to mitigate their consequences and safeguard people. Starting in 2020, RAV engaged qualified external parties to carry out due diligence on the condition of bridges and viaducts along the concession network, through European public procurement procedures. Leading companies in the sector were also commissioned to carry out third-level audits on the same surveillance processes conducted by external parties. Starting in 2021, an assessment programme was launched for bridges, viaducts and tunnels under its responsibility, aimed at verifying and upgrading them to the most recent regulatory standards, in line with the framework set out in the Guidelines issued by the Grantor. The assessment activities are structured in two main phases. The first phase involves instrumental diagnostic investigations (longitudinal ground-penetrating radar surveys, mechanical characterisation of the concrete constituting the lining, laser scanning) and the analysis of available historical documentation, in order to identify any critical issues to be further assessed during the detailed inspection phase.

The second phase ("zero-level" inspection), carried out by third parties, involves the execution of the prescribed diagnostic investigations and the subsequent development of detailed design solutions aimed at addressing the identified defects. Following the entry into force of the Guidelines on the "Classification and management of risk, safety assessment and monitoring of existing bridges", RAV has initiated an update of its bridge and viaduct surveillance and control system. This led, during the first half of 2023, to the completion of Level 1 forms and the definition of the corresponding Class of Attention. With regard to tunnels, in August 2022 the Guidelines on the "Classification and management of risk, safety assessment and monitoring of existing tunnels" were issued. RAV—similarly to what was done for bridges and viaducts—has initiated the update of its surveillance and control system in order to ensure full alignment with the innovations introduced by the aforementioned regulatory framework. During 2023, Level 1 forms were completed, Classes of Attention were defined, and detailed inspections were carried out in compliance with the timelines established by the Guidelines. Furthermore, as part of the strategic and technological transformation undertaken by Autostrade per l'Italia and its subsidiaries, the new ARGO Enterprise Asset Management platform is active across all bridges, viaducts and overpasses on the network, enabling innovative asset management and enhancing the value of data. The new digital platform integrates inspection, structural monitoring and maintenance activities, enabling continuous infrastructure management.

TRAVEL SERVICES

# SAFETY

## SAFETY MEASURES AND RESULTS

- Pavements:** Maintaining pavements at a high level of efficiency ensures adequate vehicle grip and reduces the likelihood of hazardous situations. The measures implemented by RAV in this field have enabled the adoption of the most advanced technical solutions and available technological innovations. RAV carries out periodic monitoring of pavement conditions through the laboratory of its parent company, Autostrade per l'Italia, in order to assess wear levels and ensure compliance with established standards. This is achieved using highly advanced equipment, with resurfacing interventions performed based on the results of the inspections. In the event of damage to the road surface (due to accidents, potholes, ice, etc.), RAV promptly activates the necessary measures upon receiving the report, ensuring safety through appropriate signalling and/or the execution of repair works.
- Accident prevention:** RAV considers accident prevention and reduction to be of primary importance. Excessive speed (the maximum limit along the entire Sarre-Entrèves section is 100 km/h for all vehicles), failure to maintain a safe distance and driver distraction are among the main causes of accidents. RAV places particular emphasis on the management of road signage and speed limits and entrusts the Traffic Police with supervision duties. These include patrol activities, monitoring of the motorway—also through CCTV systems installed along the route—and first-response interventions in the event of accidents, as well as the restoration of normal traffic safety conditions. Users are advised to comply with the provisions of the Italian Highway Code (Legislative Decree No. 285/1992, as amended), which are based on the principle of road safety, as well as with implementing measures and the instructions conveyed through road signage and variable message signs along the route.

These regulations also apply to traffic flow and the use of services within service areas, where users are required to comply with the instructions and provisions issued by service operators.

In coordination with the Traffic Police, RAV activates the necessary assistance and rescue operations for persons and vehicles involved in accidents. In emergency situations, partial or full closure of a carriageway or motorway section may be required. For all incidents affecting traffic flow and requiring emergency intervention, RAV cooperates with the Traffic Police and other emergency response bodies (health services, Fire Brigade, Civil Protection, roadside assistance services). As soon as notification of an incident is received by the Operations Control Centre, RAV immediately activates rescue operations. In addition, the Company ensures the timely dissemination of information to users through Variable Message Signs, Onda Verde traffic bulletins, radio and television broadcasts, among other channels. In all emergency situations involving accidents, RAV personnel—both on the road and at the Control Centre—manage all safety and restoration operations required to restore normal traffic conditions, also making use, where necessary, of qualified external contractors.

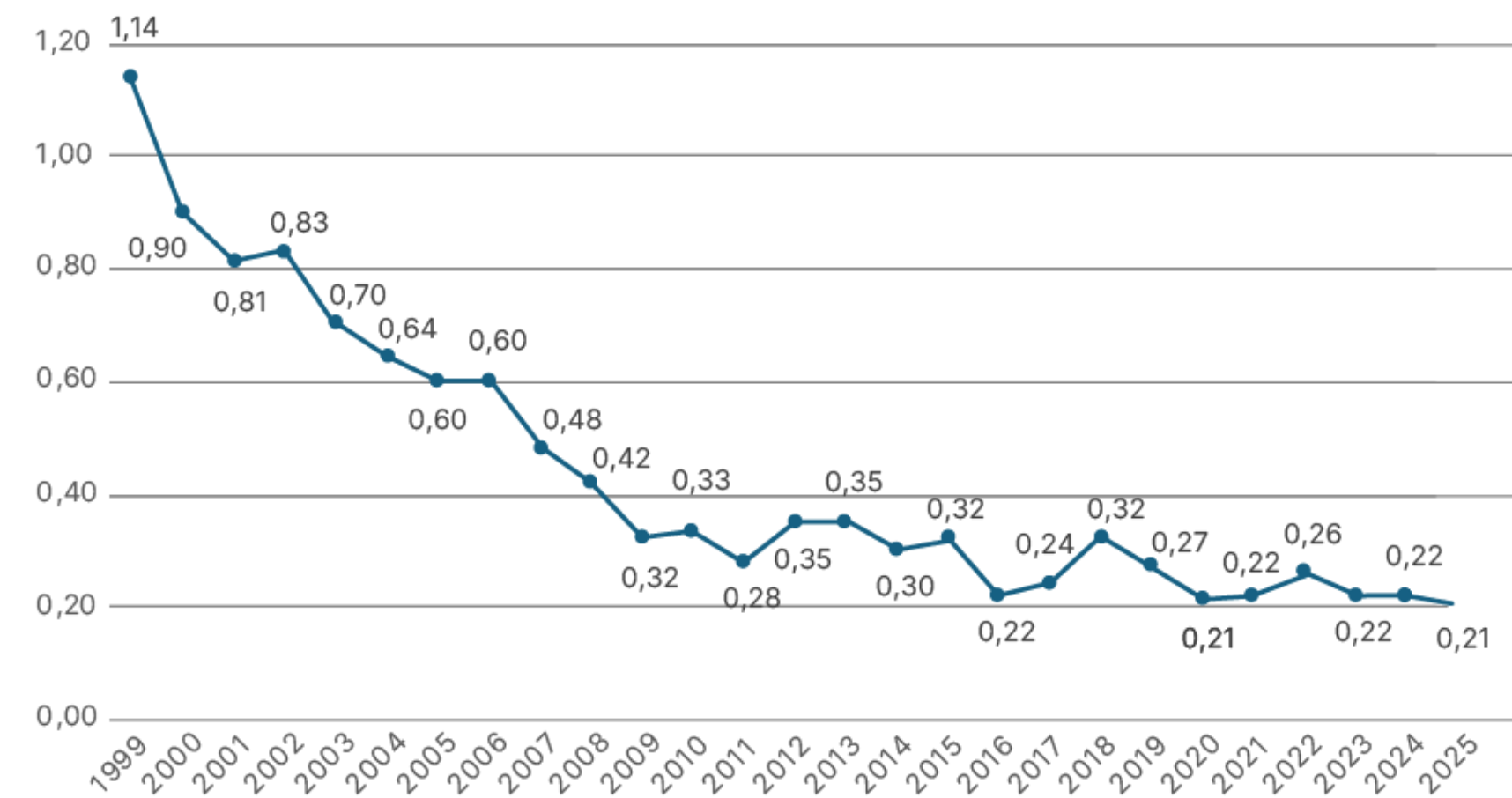
- Safety barriers:** Installed as dividers between carriageways or along the outer edges—both on the main roadway and on viaducts—safety barriers, thanks to their specific technical characteristics, minimise the risk of vehicle rollover or roadway departure and absorb impact energy. RAV ensures continuous monitoring of safety barriers in order to verify their effectiveness and proper functioning.
- Infrastructure monitoring:** Continuous surveillance activities are aimed at detecting any deterioration affecting pavements, bridges, viaducts, overpasses and underpasses, tunnels and installations, as well as verifying the functionality of safety barriers and promptly identifying and removing any objects on the carriageway.
- Assistance:** Safety, traffic assistance and monitoring are ensured 24 hours a day by dedicated Traffic Police patrols and RAV traffic officers.

TRAVEL SERVICES

# SAFETY

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

Across the entire Autostrade per l'Italia motorway network, the mortality rate decreased by 82% between 1999 and 2025.



Mortality rate on the Autostrade per l'Italia network and its subsidiaries

## MECHANICAL ASSISTANCE

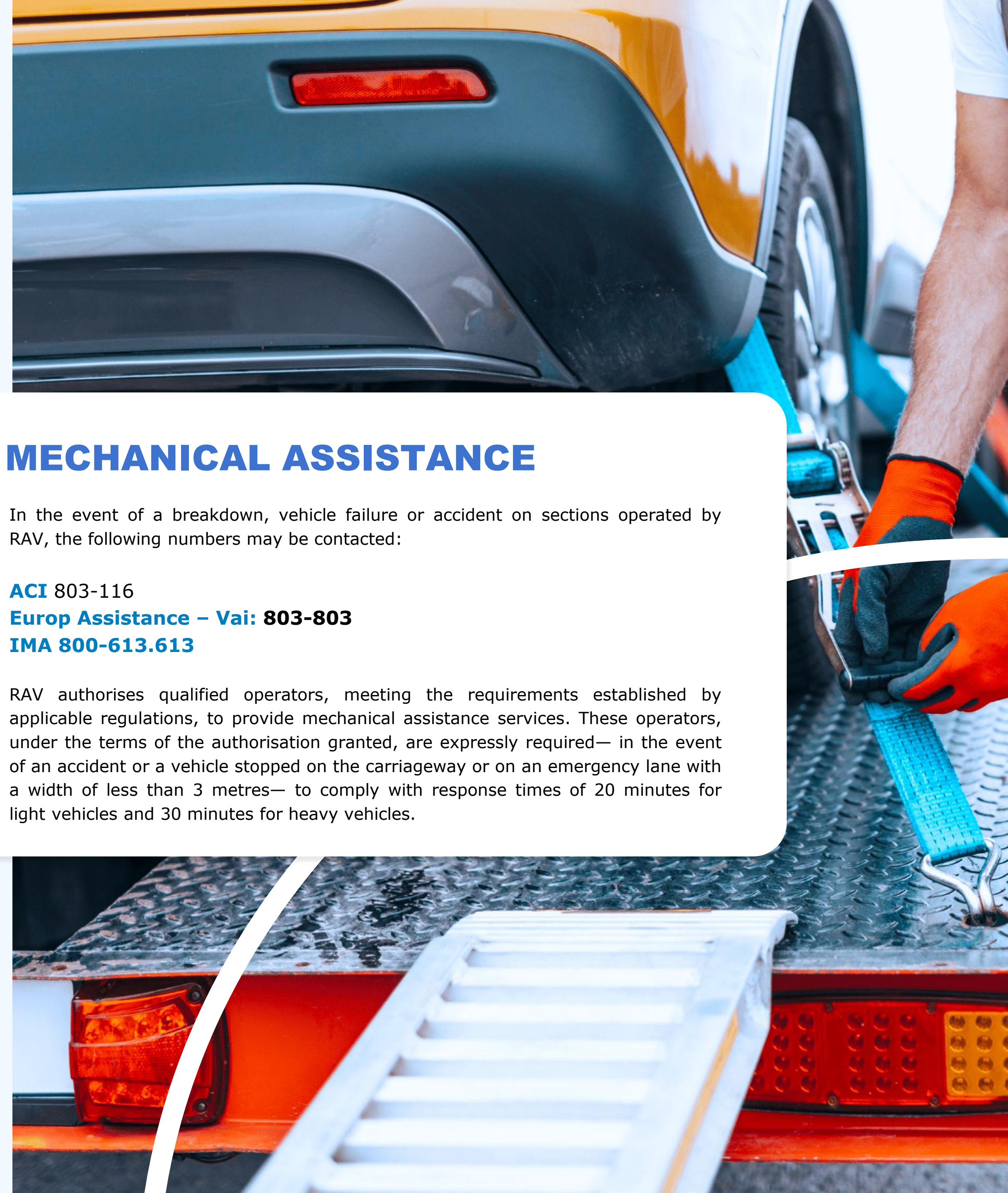
In the event of a breakdown, vehicle failure or accident on sections operated by RAV, the following numbers may be contacted:

**ACI 803-116**

**Europ Assistance – Vai: 803-803**

**IMA 800-613.613**

RAV authorises qualified operators, meeting the requirements established by applicable regulations, to provide mechanical assistance services. These operators, under the terms of the authorisation granted, are expressly required— in the event of an accident or a vehicle stopped on the carriageway or on an emergency lane with a width of less than 3 metres— to comply with response times of 20 minutes for light vehicles and 30 minutes for heavy vehicles.



## TRAVEL SERVICES

# ROAD TRAFFIC OPERATIONS

## OUR COMMITMENT

Traffic assistance and monitoring operations carried out by RAV involve both in-house personnel and external staff. A certified control system continuously measures traffic flow along the approximately 32 km motorway section.

The Company pays the utmost attention to minimising inconvenience to users caused by queues and slowdowns, through effective emergency management, careful planning of roadworks and continuous dissemination of information regarding ongoing and planned events along the concession network.

RAV is committed to the following actions:



## WORKSITE MANAGEMENT

Maintenance works are essential to ensure the safety of road users, as well as to support the renewal of the infrastructure lifecycle, thereby improving original safety levels. In general, works are scheduled during periods of the year with favourable weather conditions, as many operations cannot be carried out during snowfall or heavy rain.

Operations are carried out in accordance with the following management standards and, where possible, during night-time hours, except in the case of unforeseeable emergency situations:

- planning during periods of lower traffic, preferably at night;
- design and scheduling of works aimed at minimising carriageway occupation and traffic disruption;
- removal of roadworks during periods of heavy traffic (e.g. summer travel peaks, public holidays and weekends);
- for worksites expected to have a significant impact on traffic, appropriate traffic management measures are defined in coordination with the Traffic Police. Where necessary, alternative traffic arrangements and dedicated traffic management plans are implemented, along with specific communication plans, which may also be shared with the relevant local authorities;
- suspension of works during periods of heavy traffic or adverse weather conditions, where compatible with ongoing activities.

In addition, supplementary signage is installed at worksites to provide users with clear and timely information on ongoing works.

On the website [www.ravspa.it](http://www.ravspa.it), , in addition to real-time traffic information, users can consult details relating to:

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

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



TRAVEL SERVICES

# ROAD TRAFFIC OPERATIONS



## ACCIDENT MANAGEMENT



In the event of accidents or other emergency situations, RAV and the Traffic Police intervene jointly. The Traffic Police provide initial assistance to persons involved, ensuring traffic safety. RAV ensures the prompt deployment of its personnel and emergency services in order to restore normal traffic flow conditions, while providing continuous updates on traffic conditions through all its information channels.

In certain circumstances, following unforeseen and unpredictable events, and in coordination with the Traffic Police, it may be necessary to temporarily close the affected motorway section for the time strictly required to restore normal traffic conditions. Temporary closure measures may be implemented under the following main circumstances:

- situations where, due to the complexity of rescue operations, resolution times are expected to be prolonged and—based on current or forecast traffic conditions—journey times would become significantly higher than average;
- emergency situations likely to create dangerous traffic conditions (e.g. heavy snowfall, floods, landslides, subsidence).

- accidents or emergency events requiring the intervention of the Fire Brigade and/or specialised units to secure the area, which may order, as a precautionary measure, the temporary interruption of traffic in the vicinity of the event;

Furthermore, in coordination with the competent authorities and Prefectures, where deemed necessary, specific operational protocols have been established and are activated upon the occurrence of certain types of events. These include, for example: Emergency Management Plans for tunnel safety, as provided for under Legislative Decree No. 264/2006; “Guidelines for the coordinated management of winter emergencies”, developed jointly by the Company and the Traffic Police Departments; additional specific protocols for risk management (e.g. in areas near industrial or craft sites, areas subject to hydrogeological risk, or areas covered by national emergency planning).

## EVENTS LIKELY TO CAUSE TRAFFIC DISRUPTIONS



Events likely to cause disruption to motorway traffic and/or hazardous situations, such as accidents, broken-down vehicles, vehicle fires or other extraordinary events (e.g. flooding, landslides, subsidence), which may require partial closure of the carriageway, reducing the number of lanes available.

## TRAVEL SERVICES

# ROAD TRAFFIC OPERATIONS

## AVERAGE EVENT RESOLUTION TIME

With regard to events that may interfere with traffic, vehicles are required to exit at the nearest interchange and rejoin the external road network, with a maximum average resolution time of 60 minutes. It should be noted, however, that in the management of a specific event, the resolution time may also differ significantly from this value. This depends on the level of complexity of the event, which may be influenced by multiple external factors such as: the number of vehicles involved, the severity of injuries to persons, damage to infrastructure requiring urgent restoration works, the spillage of hazardous materials, and the involvement of emergency services (Traffic Police, Fire Brigade, medical services, local health authorities, etc.). Such interventions, given their complexity and in order to ensure safety (both for the personnel of the entities involved and for road users in transit), may require operational procedures that impact the overall resolution time.



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

## ROAD ACCESSIBILITY AT TOLL GATES

There is 1 toll station on the section operated by RAV. Our commitment focuses on the following objectives:

- increasing the number of lanes dedicated to electronic toll collection systems at entry and exit points;
- reducing waiting times for assistance requests;



TRAVEL SERVICES

# ROAD TRAFFIC OPERATIONS



## WINTER OPERATIONS

Together with the Ministry of Infrastructure and Transport, AISCAT, ANAS and the Road Hauliers' Associations, RAV has defined a protocol providing—similarly to what already occurs in the rest of Europe—for a shared operational escalation in the management of snowfall events based on a “colour-coded” system, each corresponding to a specific communication plan for users, as well as, in cases of heavy snowfall, the implementation of a temporary stoppage of vehicles with a gross weight exceeding 7.5 tonnes in designated areas.

Traffic management under adverse weather conditions is carried out by RAV through a comprehensive operational model involving the following resources:

- company equipment and specialised vehicles;
- continuous availability of internal and external operators;
- constant monitoring of weather parameters (via motorway weather stations) and traffic conditions;
- salting treatments for ice prevention;
- prompt deployment of snow-clearing vehicles;
- traffic information and control in accordance with procedures agreed with the Traffic Police;
- training activities for in-house and third-party operators;
- drills and exercises aimed at testing procedures and systems

## SPECIAL HAULAGE



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

Special haulage/vehicles includes vehicles/convoys which, due to their size and/or weight, exceed the limits defined by the New Motorway Code. **RAV provides sector operators (road haulage companies or agencies/cooperatives acting on their behalf) with the TE ONLINE web portal, which enables the electronic management of the authorisation procedures required for exceptional transport to travel on the motorway. The process of “Design and provision of the authorisation service for exceptional transits and related monitoring on the motorway network” is certified in accordance with the international standard ISO 9001:2015. TE ONLINE is a web portal developed by Autostrade per l’Italia and is open to all parties interested in Exceptional Transits (i.e. vehicles/convoys which, in their transit configuration, exceed the limits set by the Italian Motorway Code in terms of size and/or weight). In particular, it is aimed at sector operators (road haulage companies or agencies/cooperatives acting on their behalf), allowing them to electronically manage the authorisation procedures required for exceptional transport on motorway sections operated under concession by Autostrade per l’Italia and other interconnected concessionaires. These authorisation procedures may also be managed in “paper-based” format at the relevant offices located at all Motorway Regional Headquarters of Autostrade per l’Italia, open daily during office hours.**

## OUR COMMITMENT TO A BETTER SERVICE

	2000	2025
% of exit toll stations with lanes dedicated to electronic toll collection	86	100
% downtime of electronic toll collection exit lanes	1.02	1.80
% downtime of other automatic exit lanes	2.81	0.50



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

TRAVEL SERVICES

# QUALITY ASSURANCE AND GOVERNANCE POLICIES

## IMPROVING PERCEIVED QUALITY IS OUR DAILY COMMON GOAL

### INTEGRATED MANAGEMENT SYSTEM

A Management System is a set of activities aimed at continuously improving performance and the effectiveness of risk mitigation measures. For RAV, the adoption of an integrated management system represents a strategic decision that can help improve its overall performance and provide a solid foundation for sustainable development initiatives. RAV is constantly committed to obtaining and improving certified Management Systems within the company, in compliance with ISO standards and international guidelines, assessing the associated risks, involving key stakeholders and respecting the following company values: Transparency, Responsibility, Quality and Performance, which are based on the founding principles of Work Ethics, Integrity, Inclusiveness, and Sustainability. As part of this path of growth and continuous improvement, in 2025 RAV also obtained ISO 37001 certification – Anti-Bribery Management System, further strengthening its commitment to promoting ethical conduct, preventing corruption and fostering a corporate culture based on integrity and compliance.

In 2024, Raccordo Autostradale Valle d'Aosta received a commemorative plaque in recognition of achieving the significant milestone of ISO 9001, 45001, 39001 and 14001 certifications, demonstrating the effective integration of the Company's management systems aimed at achieving corporate objectives in a synergistic manner through a single documentation framework, consistent approaches and shared activities.

In 2025, the Company updated the Group Integrated Management Systems Policy, aimed at establishing an infrastructure operator that—also through the adoption of technologically innovative solutions—can lead the transition towards a sustainable mobility model, ensure integrated lifecycle management of mobility infrastructure, guarantee the best working conditions and safety performance for users and workers, safeguard the environment, ensure the quality and safety of motorway assets and the services provided, protect information security and personal data, ensure business continuity, uphold integrity and the responsible development and use of artificial intelligence, and manage operations to guarantee the continuity and availability of IT services.

### CERTIFICATIONS IN COMPLIANCE WITH INTERNATIONAL STANDARDS

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

- RAV has implemented a certified Management System in line with international standards:
  - Quality ISO 9001;
  - Safety at Work ISO 45001;
  - Road Traffic Safety; ISO 39001;
  - Environment ISO 14001;
  - Business Continuity ISO 22301;
  - Anti-Bribery (ISO 37001);

The Inspection Body of Raccordo Autostradale Valle d'Aosta operates under accreditation by the Italian Accreditation Body, Accredia, in compliance with the UNI CEI EN ISO/IEC 17020:2012 standard for Type B inspection bodies.

In 2024, Raccordo Autostradale Valle d'Aosta received a commemorative plaque in recognition of achieving the significant milestone of ISO 9001, 45001, 39001 and 14001 certifications, demonstrating the effective integration of the Company's management systems aimed at achieving corporate objectives in a synergistic manner through a single documentation framework, consistent approaches and shared activities.

TRAVEL SERVICES

# QUALITY INDICATORS AND FACTORS

## INDICATORS

The service quality indicators, applicable to all concessionaires and defined on the basis of Ministerial Directive No. 102/2009 of the Ministry of Infrastructure and Transport in coordination with the Directorate-General for the Supervision of Motorway Concessionaires, are as follows:

<b>Base factor: Travel safety</b>	<b>Units of Measurement</b>	<b>Reference Standard</b>	<b>Completion 2025 Targets:</b>
Notice period for communications, via orders, relating to worksites lasting > 5 days.	Notice period (hours)	24 hours	✓
	in 85% of cases		
<hr/>			
<b>Base factor: Regularity</b>			
State of the retroreflective horizontal signage)*	Retroreflectivity (mcd lx-1 m-2)	100** RL	✓
<hr/>			
<b>Base factor: Information to users</b>			
Response time to suggestions and complaints sent by e-mail to <a href="mailto:info@ravspa.it">info@ravspa.it</a>	Response time (days) in 85% of cases	10 working days	✓

(\*\*) Compliance with the standard is verified—excluding the winter operations period—on 90% of sections with a minimum length of 20 km, in accordance with the Single Master Agreement.  
 (\*) The figure refers exclusively to measurements taken on the carriageway along the continuous emergency strip. Tunnels, service areas, appurtenances and worksites are not included.

In 2025, all reference standards were met.

## TRAVEL SERVICES

## QUALITY FACTORS

The quality factor, and the related methods for calculating the components necessary for defining the quality indicator (Q), are governed by Annex C to the Single Master Agreement entered into in 2009 between RAV and the Grantor, as subsequently amended by Addenda. This factor is composed of two quality indicators: the "Safety Indicator" (Is) and the "Pavement Structural Condition Indicator" (Ipav), which are reported annually to the Grantor. On the basis of these indicators, the Q factor is then determined as a composite quality indicator for the entire section managed by RAV.

With reference to the current quality monitoring system, the Company has, in recent years, achieved the required quality standards. With Resolution No. 241 of 19 December 2025, ART established new indicators, divided into thematic areas for the motorway sector, which will be adopted by each concessionaire once the target thresholds have been defined by ART. This system entails impacts on the tariffs applied by each concessionaire to users, depending on the achievement of the target thresholds, through a bonus/penalty mechanism.

Below is the link to the Resolution:



INFORMATION AND COMMUNICATION SERVICES

# RAV'S WEBSITE

## WWW.RAVSPA.IT

**www.ravspa.it is RAV's website, which contains all information relating to the Company, from its corporate profile to its social and environmental responsibility commitments.**

In particular, the homepage includes:

- regularly updated news highlighting events and initiatives concerning the section operated by RAV;
- the motorway route managed by the concessionaire;
- Weather forecasts;
- contacts;
- special haulage;
- residents' Agreement;
- information on tolls.
- traffic ordinances.
- road conditions information
- traffic information.
- Information on how to initiate the dispute resolution procedure.



### RAV LINKEDIN PROFILE:

The official LinkedIn profile lists vacancies and provides news, projects and initiatives of the Company.

INFORMATION AND COMMUNICATION SERVICES

# REPORTS, INFORMATION AND COMPLAINTS

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

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

- For information requests and reports, click here.
- To submit a complaint regarding a journey on routes operated by Autostrade per l'Italia, click here.

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

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

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

Where the complaint concerns events relating to material damage suffered by vehicles involving the motorway infrastructure (so-called accidents), it must be submitted exclusively via certified email (PEC) to the address [ravspa@pec.ravspa.it](mailto:ravspa@pec.ravspa.it) (this category includes, for example, vehicle damage caused by: impact with the toll barrier arm; potholes or deterioration of the motorway surface; falling objects detached from motorway structures; collisions with animals or objects not promptly removed from the motorway network, etc.).

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

- For all types of complaints, a registered letter may be sent to: Raccordo Autostradale Valle d'Aosta S.p.A. – Via Alberto Bergamini, 50, 00159 Rome, or – Località Les Îles, 11010 Saint-Pierre, Aosta (please indicate on the envelope: "Subject: RECLAMO"). The registered letter must include all the mandatory information indicated above. Complaints may be submitted in either Italian or English. In order to ensure proper handling of the complaint, please use the dedicated channel. Should the channel used be incorrect, RAV will inform the user of the correct channel to use.

Below is a summary of the channels for submitting requests:

TYPES OF REQUESTES	SUBMISSION CHANNEL	
	DIGITAL	PAPER
<b>Requests for information and reports</b>	Webform here Or email: <a href="mailto:richiestainformazioni@rav.autostrade.it">richiestainformazioni@rav.autostrade.it</a>	
<b>Complaints</b>	Webform <a href="mailto:reclami@rav.autostrade.it">here reclami@rav.autostrade.it</a>	Registered letter: RAV Raccordo Autostradale valle d'Aosta SpA Via A. Bergamini, 50 00159 Roma oppure Località Les Iles 11010 Saint Pierre (AO) (Please indicate 'Subject: RECLAMO' on the envelope)
<b>Claims relating to accidents</b>	Registered email: <a href="mailto:ravspa@pec.rvspa.it">ravspa@pec.rvspa.it</a>	

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

## RESPONSE TIME

All duly submitted complaints will receive a justified response within 30 days from their receipt, except in cases where the complaint requires a more in-depth examination, exceeding 30 days. In such cases, we reserve the right to provide the Customer, within the 30 days, with a preliminary response indicating the deadline by which the final outcome of the complaint will be provided. **Should the customer not receive a response with the outcome of the complaint within the specified time frame, or if they do not consider the response received to be sufficient, they may access the out-of-court dispute resolution procedure at: <https://www.autostrade.it/it/web/autostrade/organismo-adr>.**

If the complaint falls under the jurisdiction of other motorway concessionaires, we undertake to forward the complaint to the relevant party within 30 days from receipt, and inform the customer accordingly. For specific types of complaints, in addition to resolving the issues raised, we undertake to communicate the measures and actions taken to improve service quality.

## COMPENSATIONS

In the event of no response to the complaint, or a late response, or a response lacking adequate justification, the Customer shall be entitled to receive an automatic compensation proportional to the total tolls paid to the Concessionaire, as follows:

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

Compensation is **not due** in cases where:

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

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

**Compensation will be paid directly to the IBAN provided by the Customer within 60 days.**



To learn more about services to customers, click here or scan the QR



INFORMATION AND COMMUNICATION SERVICES

# DISPUTE RESOLUTION PROCEDURE

Thanks to a Memorandum of Understanding between Autostrade per l'Italia, Società Autostrada Tirrenica p.A., RAV Raccordo Autostradale Valle d'Aosta S.p.A. and Tangenziale di Napoli S.p.A. and the 20 consumer associations recognised by MIMIT, the ADR (Alternative Dispute Resolution) body is now available for the out-of-court settlement of disputes.

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

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

**The ADR body is composed of:**

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

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

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

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

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

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

- For users: <https://autostrade.my.site.com/webformaspi/home-conciliazione>;
- For Consumers' Association: <https://autostrade.my.site.com/portaleconciliatori>;
- by submitting the relevant form, which can be downloaded from the following website: <https://www.autostrade.it/it/organismo-adr> ; to the Secretariat via certified email (PEC) at [segreteria.adr@pec.autostrade.it](mailto:segreteria.adr@pec.autostrade.it) or via email at [conciliazione@autostrade.it](mailto:conciliazione@autostrade.it);
- Registered letter with return receipt sent to Autostrade per l'Italia: Ufficio Conciliazione, Via Bergamini, 50, 00159 Rome

Any further information is available on the Body's website: [ADR Body - Autostrade per l'Italia - RAV](#).

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

INFORMATION AND COMMUNICATION  
SERVICES

# DISPUTE RESOLUTION PROCEDURE

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

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

#### **Autostrade per l'Italia and its Subsidiaries:**

**ASPI** Autostrade per l'Italia S.p.A.

**RAV** Raccordo Autostradale Valle d'Aosta S.p.A.

**TANA** Tangenziale di Napoli S.p.A.

**SAT** Società Autostrada Tirrenica p.A.

#### **THE 20 CONSUMER ASSOCIATIONS:**

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

ANNEXES

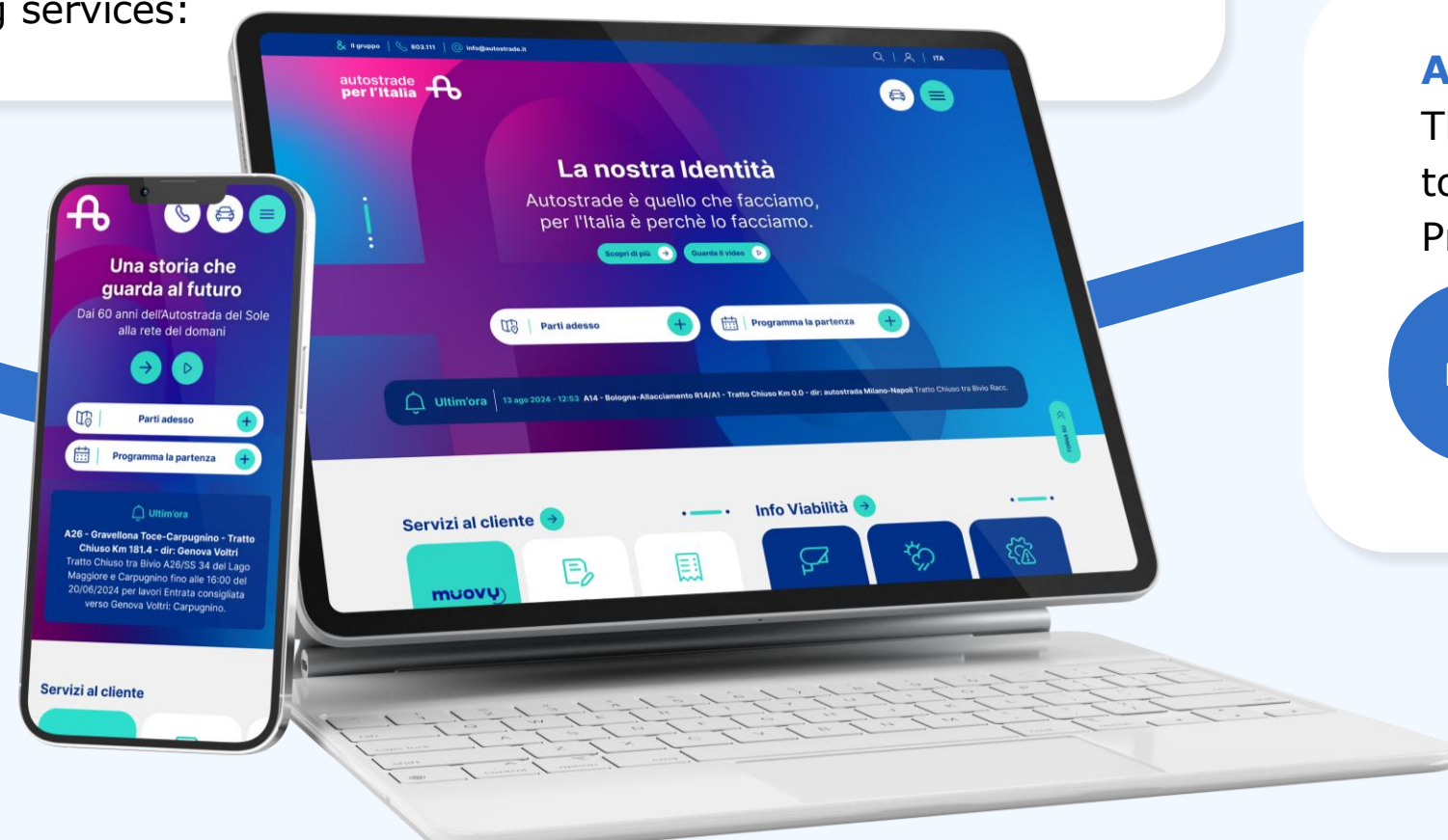
# AUTOSTRADE PER L'ITALIA'S WEBSITE

At [www.autostrade.it](http://www.autostrade.it), you can find, in the dedicated sections, all customer services and traffic information to check traffic conditions, routes and tolls in real time, including through webcams located along the network and the information channels RTL 102.5 and Isoradio.

The website also contains all useful information about Autostrade per l'Italia.

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

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



### CONTACTS AND INFORMATION,

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



### TRAFFIC, ROUTES AND TOLLS,

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



### CLOSURES, ROADWORKS AND ORDERS,

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



### CUSTOMER SERVICES

includes all services related to tolls, toll payment, toll refunds, toll billing and receipts, compensation for damages, and dispute resolution.



### SERVICE AREAS

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



### MECHANICAL RESCUE

with information on contact numbers and maximum rates.



### WEATHER FORECASTS

check the weather conditions by time slot and Civil Protection weather alerts.

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

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



ANNEXES

# AUTOSTRADAE PER L'ITALIA'S OFFICIAL APP

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

The app provides quick and easy access to:

- real-time traffic information and over 4,000 webcams, allowing users to check traffic conditions in detail and verify the presence of queues, accidents, closures and worksites;
- the Service Areas section, to plan stops also based on the services offered;
- the Motorway Toll Stations section, to discover available payment methods, connecting roads, reachable destinations and any notices regarding closures.

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

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

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

**Download the App and discover all the latest features.**



ANNEXES

# WONDERS

## EXPLORE ITALY'S TREASURES

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

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

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

Wonders is the soundtrack that accompanies travellers in an innovative and personalised way as they rediscover the Italian territory, with particular attention to lesser-known destinations, through: the website [www.wonders.it](http://www.wonders.it) with a geolocated map; over 250 podcasts, also available on Spotify, featuring the voices of Luca and Paolo, and two dedicated social media channels (Instagram and Facebook) to engage with the community.

### THE INITIATIVES FIGURES:

- 100 [Service areas](#) along the network use totems, multimedia systems and the Infomoving television network to showcase the beauty of our country with purpose-made videos;
- Over 500 travel experiences;
- Over 1,000 [destinations promoted](#);
- Over 1,000 [certified events across the national territory](#);
- Over 300 [Touring billboards](#) along the motorway network promote the project and the beauty of the surrounding area;
- Over 250 [podcasts](#) with the voices of Luca and Paolo describe the immersive and original routes covered by the initiative



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



# A PLEASANT JOURNEY

**rav**

Raccordo  
Autostradale  
Valle d'Aosta



## Traffic information

R.A.V.  
Tel. 0165 922111  
[www.ravspa.it](http://www.ravspa.it)  
Tel. 803.111  
(Free service)  
RTL FM 102,5  
ISORADIO 103.3

Get assistance with:  
Info-traffic  
Unpaid tolls  
Exemptions and benefits  
Customer Services

## For information please contact

[richiestainformazioni@rav.autostrade.it](mailto:richiestainformazioni@rav.autostrade.it)

## Electronic Toll Collection Provider

[www.axxes.fr/it/italie](http://www.axxes.fr/it/italie)  
[www.dkv-mobility.com/it](http://www.dkv-mobility.com/it)  
[www.telepass.com](http://www.telepass.com)  
[www.tolltickets.com/it](http://www.tolltickets.com/it)  
[www.unipolmove.it](http://www.unipolmove.it)

## Useful Numbers in case of Emergency

Traffic Police	113
Fire Brigade	115
Medical assistance	118
Mechanical rescue	
ACI Global	803.116
Europ Assistance Vai	803.803
Ima Italia Assistance	800.613.613