

CUSTOMER SATISFACTION

The Group, in compliance with the objectives of the quality and road safety policy, is committed to monitoring the level of quality perceived by its key clients - the users of its motorway infrastructure.

To this end, the licensee companies carry out customer surveys on a regular basis and the results are analysed and used internally to identify strengths and weaknesses, plan improvement actions and follow them up.

In April 2022, with Resolution no. 59/22, ART - the Italian Transport Regulatory Authority - launched a fact-finding survey aimed at implementing a procedure to define the minimum content of the specific rights that road users may exercise against licensees and motorway service area operators.

ART also invited motorway concession holders to submit observations and proposals on the various areas considered by the survey.

All of the Group's motorway licensees responded within the required deadlines, contributing information on current procedures and practises, and suggesting possible improvements.

One such suggestion was to optimise travel time data to enable motorway users to make better route decisions and thereby improve comfort and safety.

In brief, this involves the development of a system that detects travel times for primary routes (toll booth-toll booth) of the motorway stretches in concession, showing details of any traffic disruption or roadworks on an interactive map that can be accessed on the company website or from a mobile device.

The test phase is currently ongoing; once complete, travel times will be displayed by the Group's licensee companies via variable message boards and other available channels of communication.