



SERVICE CHARTER 2026

*This edition of the Service Charter follows the “Directive for the adoption of the Motorway Service Charter” issued by the Minister of Infrastructure and Transport N. 102 of 19 February 2009 and was drawn up under the audit activity of the Motorway Concessions Supervisory Inspectorate.
Updated June 2026.*





SALERNO POMPEI NAPOLI S.p.A.

Concessionaire for the management of the A3 Napoli–Salerno motorway.
All information about the company and the A3 Napoli–Salerno section is available on the website www.salernopompeinapolispa.it.



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SERVICE CHARTER

The Service Charter is the transparency tool used by Salerno Pompei Napoli S.p.A. (briefly SPN S.p.A.) to inform users about the services related to the use of the motorway network it manages and the associated facilities.

This document has been prepared in accordance with:

- The Prime Minister's Directive of 27 January 1994, which sets out the principles governing the delivery of public services;
- Directive N. 102 of 19 February 2009 issued by the Minister of Infrastructure and Transport for the adoption of the Service Charter, and the related operational instructions provided by the same Ministry with a note dated 29 January 2010.

Starting from this edition, the SPN S.p.A. Service Charter is also prepared in compliance with the provisions established by the Transport Regulation Authority through Resolution No. 132 of 26 September 2024, titled "Approval of measures regarding the minimum content of specific rights, including compensatory rights, that users may claim from motorway concessionaires and from the operators of services provided at motorway service areas."

The Service Charter provides a comprehensive description of the services offered, furnishing essential information regarding how, when, and where they can be accessed. It also outlines the Company's quality management policies, highlighting specific standards that allow for an objective assessment of the effectiveness and reliability of service provision.

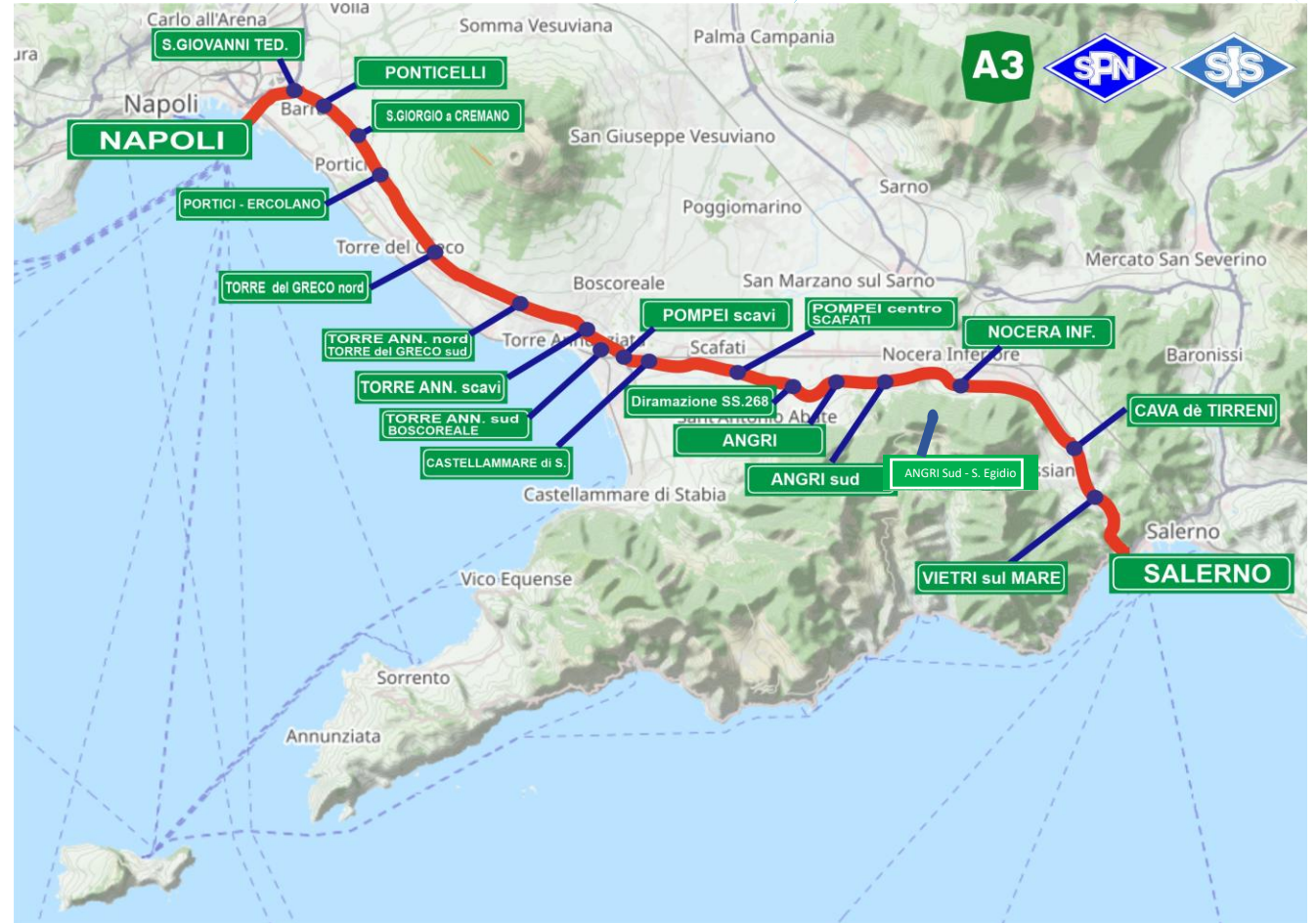
This Charter serves as an important instrument of transparency, enabling users to verify compliance with the commitments undertaken by the Company and to submit evaluations or requests through the established channels for communication and complaints.

Within the Service Charter, users will find all the necessary information to fully enjoy their journey, with the assurance that the Company is consistently attentive and available, and committed to continuous improvement through the feedback provided.

Buon Viaggio



A3 NAPOLI – POMPEI - SALERNO



COMPANY ORGANIZATION

The Project Company SALERNO POMPEI NAPOLI S.p.A. (SPN S.p.A.) was established on November 27, 2020, following the award of the tender issued by the Granting Authority, the Ministry of Infrastructure and Transport, for the management of the A3 Naples – Salerno motorway section. The actual takeover of the A3's management took place on April 1, 2022.

The Company operates under the direction and coordination of the SIS Stable Consortium Joint-Stock Company (SIS Scpa), a consortium with strong Italian roots and a global vocation, recognized as a leader in the design and construction of complex infrastructure projects.

SPN S.p.A. has its registered office in Turin, at Corso Vittorio Emanuele II, N. 178.

The operational management of the A3 motorway is based in Naples:

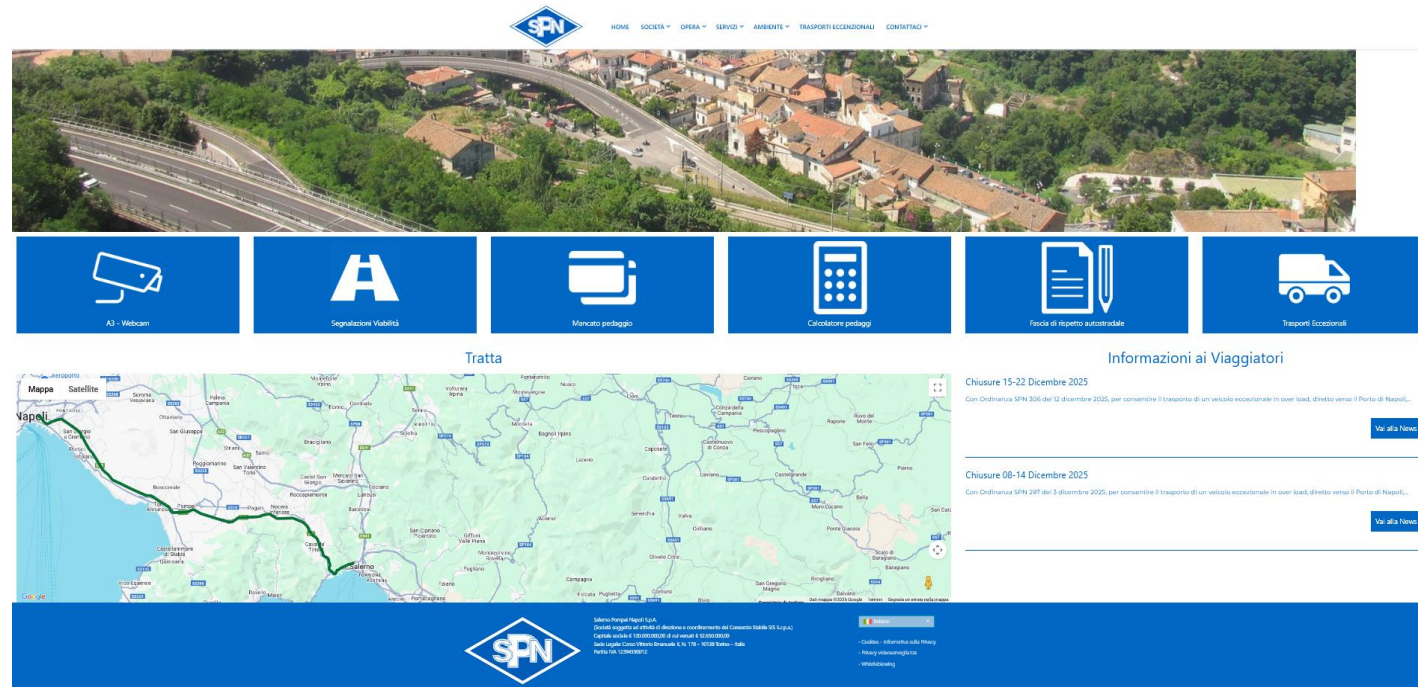
Via G. Porzio, 4

Centro Direzionale Isola A/7 -80143 -

Phone: (+39) 081 7508 111

Further information about the Company can be found on the website

<https://salernopompeinapolispa.it>



TECHNICAL SHEET /1

Technical specifications of the Current Motorway Section:

- Length: km 51,600.
- Tunnels: 7, with a total length of 2.86 km.
- Viaducts: 14, with a total length of 5.11 km.
- Emergency lay-bys: 101, approximately one every 500 meters in the two-lane section.
- Minimum horizontal curve radius: 500 m.
- Maximum normal gradient: 4%.
- Maximum gradient in tunnels: 2.50%.
- Open-air cross-section: in the section between Napoli and Scafati (50% of the entire network), two parallel carriageways, each 15 m wide, with three lanes per direction and an emergency lane along almost the entire stretch; in the section between Scafati and Salerno, two parallel carriageways, each 9 m wide, with two lanes per direction.

One-way parallel tunnels with carriageways 7.50 m wide and lateral shoulders 1 m wide. Minimum clearance height in tunnels: 4.50 m.



TECHNICAL SHEET / 2

Junctions and Interconnections

- Napoli Station
- Napoli Port – Napoli city center, Via Marina
- Napoli San Giovanni a Teduccio – industrial area
- A3 Junction with A1 Napoli Ring Road
- Via Tavernola dir. sud
- Ponticelli-Dir. Via Rep. Marinare Dir. Via Manzoni
- S. Giorgio a Cremano dir. sud
- Portici dir. sud
- Ercolano Scavi
- Torre Annunziata Sud Boscoreale
- Pompei Ovest dir. sud
- Angri – Sant'Egidio del Monte Albino
- Vietri sul Mare
- Salerno

Toll Stations

- Barriera Napoli Sud
- Ponticelli
- Portici – Ercolano
- Torre del Greco Nord
- Torre Annunziata Nord – T. del Greco Sud
- Torre Annunziata scavi
- Pompei Scavi
- Castellammare di Stabia
- Pompei Centro – Scafati
- Diramazione SS 268

- Angri Sud
- Barriera Nocera Inferiore
- Nocera Sud
- Cava de' Tirreni

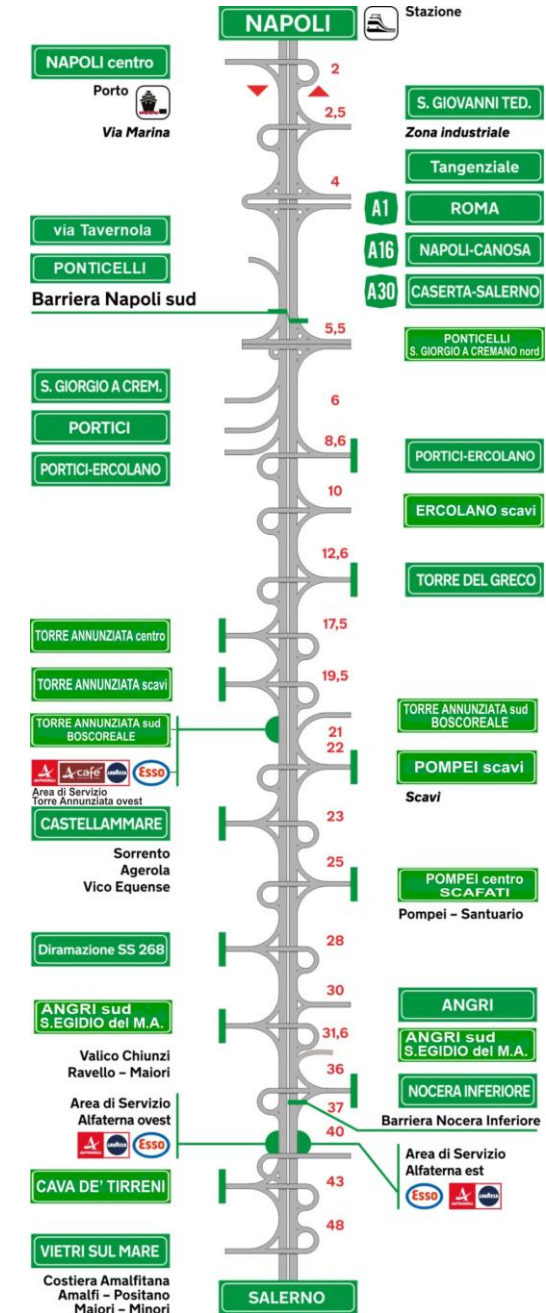
Service Areas

- Torre Annunziata Ovest
- Alfaterna Ovest

- Alfaterna Est

Service Center

- Barriera Napoli Sud



OUR VALUES



Transparency, responsibility, quality, and performance are the core values that guide our actions.

Transparency

- We operate with transparency and share information.
- We communicate clearly with colleagues, partners, and clients.
- We make our work traceable and promote digitalization as a method of communication and dialogue.
- We encourage full collaboration and knowledge sharing, providing detailed and constructive feedback.
- We guide behaviors in accordance with our Code of Ethics and encourage our people to contribute to maintaining a corporate climate of mutual respect, avoiding actions that may compromise the dignity, honor, or reputation of any individual.

Quality

- We always strive for the highest quality in our work processes.
- We value external certification of our work systems, as a means of comparing our practices with those of others and as a stimulus to continuously update our approach.

Responsibility

- We promote the assumption of responsibility at all levels.
- We clearly define process responsibilities and expected objectives.
- We apply clear evaluation criteria.
- We work together to ensure the safety of all travelers.

Performance

- We implement systems to measure our performance and results using clear, measurable, and accessible criteria.
- We promote performance evaluation at all levels, giving priority to results and behaviors aligned with the Code of Ethics.

TOLL / 1

Toll: What it is and How it is calculated.

What is the toll

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

- Toll revenues are used to support modernization, innovation, operation, and maintenance works.

How the Toll is Calculated

On the A3 Naples–Salerno motorway network, a so-called “semi-closed” toll collection system is in operation. Under this system, drivers pay a flat-rate toll, calculated on the basis of an estimated average distance, when passing through the toll stations, without the need to collect a ticket.

This system has been adopted in order to facilitate traffic flow in certain metropolitan areas; in this case, in fact, the vehicle is required to stop only once. The toll is calculated by multiplying the unit tariff falling within the competence of the motorway Concessionaire, increased by the amount falling within the competence of ANAS (as provided for by Law N. 102/2009), by the conventional kilometres, then adding IVA to the resulting amount and applying to the result the statutory rounding, upward or downward, to the nearest ten euro cents.

Rounding is applied automatically, without any discretion on the part of the motorway Concessionaire, and is governed by Interministerial Decree No. 10440/28/133 of 12 November 2001 of the Ministry of Infrastructure and Transport and the Ministry of Economy and Finance. The unit tariff applied depends on the type of vehicle used (five classes).

The network under concession to Salerno Pompei Napoli S.p.A. operates as a semi-closed system.

Variations in the tariff – including VAT – applicable to Class A (2017–2026)										
Year	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Toll €	1,60	1,70	1,70	1,70	1,70	1,70	2,10	2,30	2,30	2,30
Classification of vehicles										
Category	Characteristics					Examples				
A	2-axle with height on the first ≤ 1.3 m									
B	2-axle with height on the first > 1.3 m									
3	3-axle									
4	4-axle									
5	5-axle or more									



TOLL / 2

The annual increase in the toll

According to the provisions set out in the Concession Agreement, the unit tariff may be adjusted on 1 January of each year.

The tariff adjustment formula included in the Concession Agreement takes into account the planned inflation rate, the investments carried out, and a productivity indicator.

However, as a result of rounding to the nearest 10 euro cents, the final increase in the toll may be higher than, lower than, or equal to the annual increase in the unit tariff.

It may in fact occur that the toll does not increase for several years and that the annual increase is subsequently recovered and accumulated in a later year. Below are shown the variations in the toll charged to users in the years from 2016 to 2026.

VEHICLE CLASSES	A	B	3	4	5
2016	2,00	2,10	3,70	4,70	5,30
2017	2,00	2,10	3,70	4,70	5,30
2018	2,10	2,20	3,90	4,90	5,60
2019	2,10	2,20	3,90	4,90	5,60
2020	2,10	2,20	3,90	4,90	5,60
2021	2,10	2,20	3,90	4,90	5,60
2022	2,10	2,20	3,90	4,90	5,60
2023	2,10	2,30	4,00	5,10	5,80
2024	2,30	2,30	4,10	5,20	5,90
2025	2,30	2,40	4,20	5,20	6,00
2026	2,30	2,40	4,20	5,30	6,10



* The toll applied to customers without a telepayment system and to those with a telepayment system for sections over 30 km is €2.30. The average toll from 2016 to 2017 was €1.60. From 2018 to 2023 it is €1.70, and from 2024 through 2025 it is €1.80.

HOW TO PAY THE TOLL

SIGNAGE FOR THE DIFFERENT PAYMENT METHODS

Below is a description of the signage related to the different payment methods, installed by SPN at all toll booths on its network:



electronic toll collection



Telepass, European Electronic Toll Service (EETS), Interoperable Heavy Vehicle Electronic Toll Service (SIT-MP)



Viacard, credit cards, Fastpay ATM



(NO VISA E MASTERCARD)



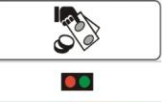
cards and electronic toll collection



Viacard, credit cards, Fastpay ATM, Telepass, European Electronic Toll Service (EETS), Interoperable Heavy Vehicle Electronic Toll Service (SIT-MP)



(NO VISA E MASTERCARD)



operator



automatic cashier and electronic toll collection



(NO VISA E MASTERCARD)



cards and electronic toll collection





OUR COMMITMENT TO BETTER SERVICE	2014	2024
% Payments with electronic toll collection devices	56,74	65,44
% Payments with other automatic systems (Viacard, Bancomat, Credit Cards, Automatic Cashier)	12,75	18,15
% Cash payments with an operator	30,52	16,41
% Passages through automated lanes resulting in a Non-Payment Report	0,44	1,22



HOW TO PAY THE TOLL / 2

NON-PAYMENT OF TOLL

When the toll is not paid, in whole or in part, a receipt is issued certifying the non-payment, both at lanes with an operator and at automated lanes. Each receipt contains the vehicle and transit details as well as the amount due.

The amount due must be paid no later than 15 days from the date of transit.

If payment is made after the 15th day, the amount will be increased by assessment and mailing fees.

In the event of failure to pay the indicated amount, the relevant records will be forwarded to the Traffic Police for the subsequent imposition of administrative sanctions pursuant to Article 176, paragraphs 11 and 21 of the Highway Code, for the confirmed violation of the obligation to pay the motorway toll, which provides for the payment of a monetary fine and deduction of points from the driving license.

For further information, it is possible to contact the office responsible for handling non-payment reports using the following methods:

E-mail: info.recuperocrediti@salernopompeinapolispa.it



CALL CENTER RMPP 081 750 8080

Customer Service is active from Monday to Friday from 9:00 to 13:00

How to pay

1. on-line payment

IN THE PROCESS OF BEING ACTIVATED

2. Bank transfer

It is possible to make the payment by bank transfer to a POSTE ITALIANE SPA account held by SALERNO-POMPEI-NAPOLI SPA:

IBAN: **IT36X0760101000001055906752**

SWIFT: BPPIITRRXXX

REASON: VEHICLE LICENSE PLATE AND NON-PAYMENT NUMBER

If the vehicle license plate and the non-payment number are not specified, it will not be possible to correctly attribute the payment.

3. Service center

Payment can also be made at: Motorway Customer Service Center
Located at the Barra toll station.

4. Toll booths

Payment can be made at any toll booth on the A3 Naples–Salerno Motorway, only at lanes attended by an operator.

It is not possible to pay at toll booths for any reminder letters received by mail.

5. Post Offices

Payment can be made at any post office by depositing the amount due into the account c/c no. 001055906752 held by SALERNO-POMPEI-NAPOLI SPA, indicating the vehicle license plate and the non-payment number.

If the vehicle license plate and the non-payment number are not specified, it will not be possible to correctly attribute the payment.

DIFFERENTIATED TARIFF

Since 1 January 2011, the Differentiated Tariff (or Tariff Modulation) has been in effect on the A3 Naples–Pompei–Salerno motorway, which, for the purpose of toll calculation, takes into account, for **Class A vehicles only** that pay via an **electronic toll collection system**, the distance actually traveled for tolling purposes. The Differentiated Tariff was introduced pursuant to a provision issued by the Conceding Authority in 2011. This tariff structure is applied while ensuring the Concessionaire receives the same revenue as under the previous tariff system – the open system described on the previous page (Isolntroito). It is established that each year, a verification is made to determine whether the Isolntroito has been achieved, and, in the case of any discrepancies (whether in excess or shortfall), the modulation is adjusted for the following year to recover any differences with respect to the Isolntroito. The Differentiated Tariff applies to all holders of devices participating in the affiliated electronic toll collection services driving Class A vehicles (cars and motorcycles). The Differentiated Tariff, applied in 5 km distance bands, ranges from a minimum of €0.80 to a maximum of €2.30.

Class A vehicles without an electronic toll collection system, paying in cash, Viacard, Credit Cards, Bancomat FastPay, or Prepaid Cards, pay the full Class A tariff (€2.30), regardless of the distance traveled. Other vehicles, of classes other than A (Classes B, 3, 4, and 5), continue to pay a single flat-rate toll, independent of the kilometers traveled.

The Differentiated Tariff is based on the actual kilometers traveled. The table on the side shows the tariffs applied to electronic toll collection customers driving Class A vehicles, according to the actual distance traveled.

DIFFERENTIATED TARIFF VARIATIONS ON THE A3 NAPOLI–SALERNO							
ANNO	UP TO 5 KM.	FROM 5 TO 10 KM.	FROM 10 TO 15 KM.	FROM 15 TO 20 KM.	FROM 20 TO 25 KM.	FROM 25 TO 30 KM.	OVER 30 KM.
2016	0,7	0,9	1,1	1,3	1,6	1,9	2,0
2017	0,7	0,9	1,1	1,3	1,6	1,9	2,0
2018	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2019	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2020	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2021	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2022	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2023	0,7	1,0	1,3	1,5	1,9	2,0	2,1
2024	0,7	1,1	1,4	1,6	2,0	2,1	2,3
2025	0,8	1,1	1,4	1,7	2,1	2,2	2,3

Toll bands based on distance traveled for the year 2026:

KM	fino a 5 km	5-10 km	10-15 km	15-20 km	20-25 km	25-30 km	oltre 30 km
€	0,80 €	1,10 €	1,40 €	1,70 €	2,10 €	2,20 €	2,30 €

TRAFFIC INFORMATION

Real-time, accurate, and complete traffic news is disseminated through the main media channels. The SPN Radio Center monitors the Naples–Salerno motorway 24 hours a day, 7 days a week.

Customers who wish to know the traffic situation, or obtain general information on the use and management of the infrastructure and services, can consult:

- The general traffic information service via C.C.I.S.S. - Onda Verde bulletins, broadcast on radio and available on the corresponding website;
- The website www.salernopompeinapolispa.it, where images from cameras along the route are visible; Also on the website, under services/ordinances, bulletins relating to roadworks and scheduled closures are published;
- **BY CALLING THE 24-HOUR NUMBER: 081 750 8125**

SPN has an Information Radio Center active 24/7. Our Radio Center continuously collects and updates data from cameras, road operators, Traffic Police patrols, and customer reports, transmitting the information with the support of IT platforms to the bodies responsible for traffic information dissemination.

Please refer to our privacy policy on the company website.



Traffic and road information 081 750 8125

Service active 24 hours a day, 7 days a week



Variable message signs

The 40 variable message signs, located throughout the network, allow for constant communication with drivers during their journey. They display technical messages such as accidents, roadworks, traffic jams and slowdowns, travel times, and weather events. Only under normal traffic conditions are traffic-related messages not displayed; in these cases, other types of messages are shown (safety tips, driving advice).



Website. [www: salernopompeinapolispa.it](http://www.salernopompeinapolispa.it)

The concessionaire's website provides information on traffic, weather, webcams, routes and travel costs, as well as deferred toll payment options.

It is also available in English.

VARIABLE MESSAGE SIGNS

They are the 40 signs used to provide information on traffic, roadworks, accidents, and all other useful updates for travelers.

Information During the Journey

SPN keeps drivers informed during their journey through Variable Message Signs, which display updates on incidents, roadworks, traffic congestion, travel times, and weather events, among others.

Under normal traffic conditions, traffic-related information is not displayed; instead, the signs provide other types of messages, such as safety recommendations and driving tips. Over the years, in order to offer more timely and precise information, the number of Variable Message Signs across the network has been gradually increased, reaching the current total of 40 signs.

How to identify the kilometer marker



Every 1,000 meters, on the left side of the highway, there is a sign indicating the current kilometer marker, which helps drivers better understand traffic information. Example shown in the photo on the side: km 13.



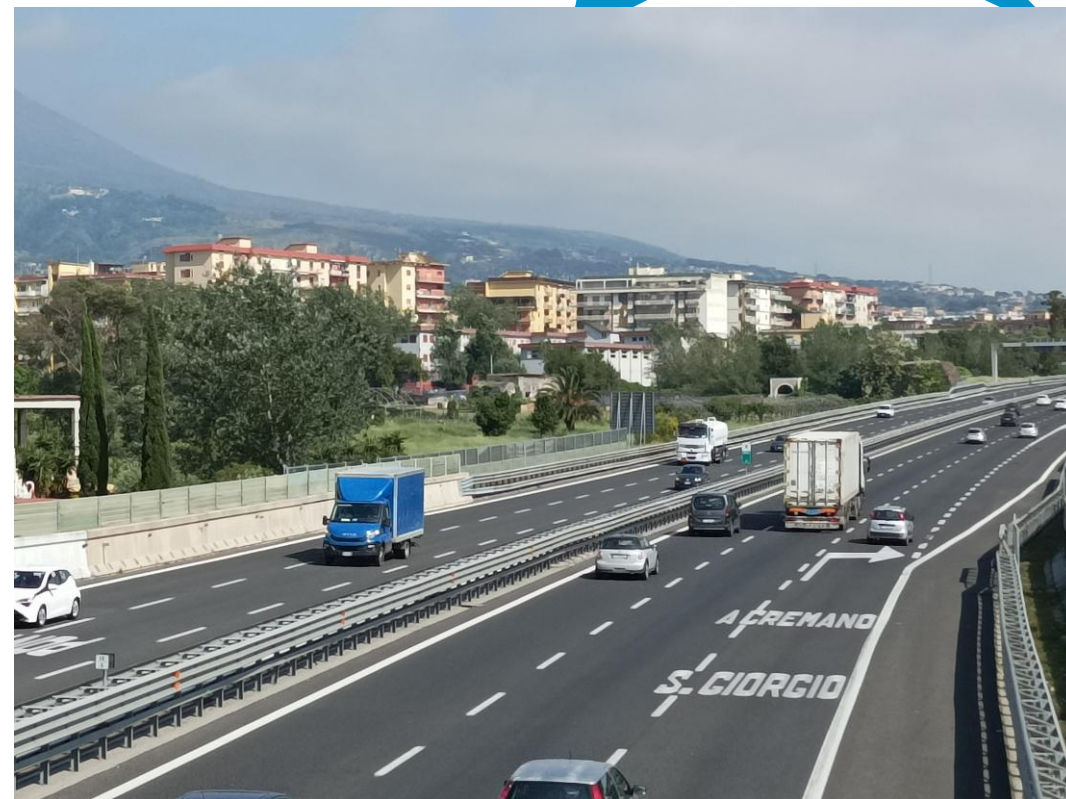
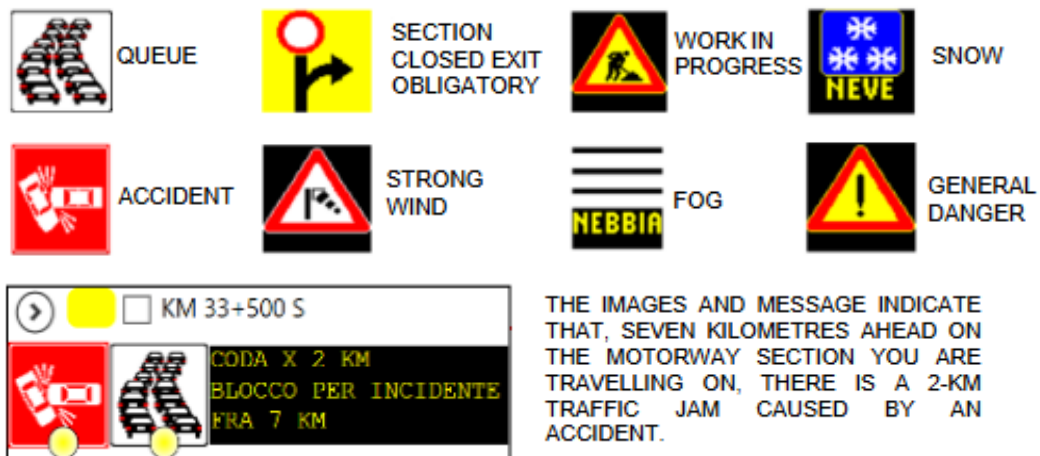
Additionally, every 100 meters, a small white sign indicates, in addition to the kilometer, the hundreds of meters using Roman numerals. Example shown in the photo on the side: km 24+800. Furthermore, the direction of travel is defined as North when heading from Salerno to Napoli, and South when heading from Napoli to Salerno.



OUR COMMITMENT TO BETTER SERVICE	2012	2024
Number of Variable Message Signs	13	40
% Inbound traffic covered by the service	67,40	94,90
% Motorway traffic covered by the service	-	99,50

VARIABLE MESSAGE SIGNS /2

Some examples of pictograms displayed on VMB

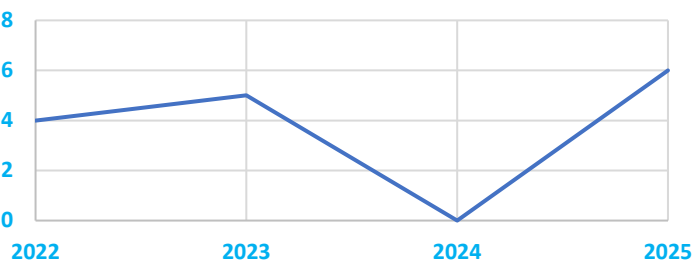


SAFETY

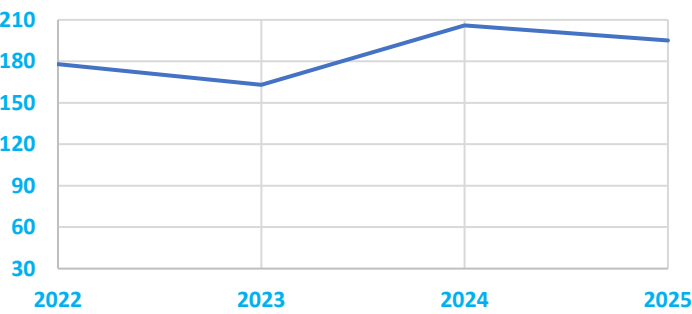
Accident and Fatality Rates on the A3 Napoli–Pompei–Salerno.

Despite a significant increase in traffic in recent years, the accident rate has remained stable, while the fatality rate has decreased.

NUMBER OF DEATHS



NUMBER OF ACCIDENTS



YEAR	2022	2023	2024	2025
NUMBER OF DEATHS	4	5	0	6
NUMBER OF ACCIDENTS	178	163	206	195

Security mesaures and Results

SPN is continuously committed to improving safety levels through initiatives aimed at both reducing the likelihood of accidents and mitigating their consequences on vehicles and people. The following measures have been implemented:

- Implementation of specific interventions at points with above-average accident rates (advance signage, lighting systems, special pavements, etc.).
- Expansion of porous (rain-resistant) asphalt: 86.34% of the total 51 km as of December 31, 2021.
- Increase in pavement grip and surface regularity.
- Installation of anti-crossing safety nets on all viaducts with separated carriageways.

The Highway Police ensure surveillance with more than six patrols covering all 51.6 km of the network, 24 hours a day.

Mechanical Assistance

In case of a breakdown, vehicle malfunction, or accident on the SPN network, the following numbers can be called:

- ACI Global: +39 800 338 131
- VAI – Europe Assistance: +39 800 432 4320
- ESA – Euro Service Assistance: +39 800 448 040
- AXA: +39 06 421 156 776
- IMA: +39 800 108 510
- CAS: +39 081 818 7482

SPN relies on professional operators who, in the event of an accident, a vehicle stopped on the roadway, or on an emergency lane narrower than 3 meters, are contractually required to respond within 20 minutes for light vehicles and 30 minutes for heavy vehicles. Rescue service rates are published on the official websites of the respective assistance organizations.

TRAFFIC MANAGEMENT

Our Commitment

Despite the increase in traffic observed in recent years, traffic management has been considered a fundamental and complex component of motorway operations.

Traffic monitoring and assistance operations involve a total of 50 personnel, including in-house staff and external operators (traffic and maintenance assistants, mechanical assistance, etc.).

To improve traffic flow and achieve these important results, SPN focuses on the following areas:

Construction Site Management Criteria

Maintenance sites are essential to ensure the safety of travelers. On the A3 Napoli–Salerno, during periods of routine maintenance, there is an average of three active sites per day, including the repair of safety barriers (guardrails and median barriers), cleaning of carriageways and drainage ditches, vegetation management, and maintenance of vertical and horizontal signage.

Maintenance operations are carried out according to the following management standards, except in unforeseeable emergency situations:

- Planning during periods of lower traffic;
- Designing and scheduling interventions to minimize lane occupancy;
- Removal of construction sites during peak travel periods and weekends;
- 24-hour shifts on sections with the highest traffic;
- Prior notification of high-impact construction sites;
- In heavy traffic conditions, where possible, work is suspended and lanes typically closed are reopened to ensure worker safety and minimize disruption to users;
- Nighttime work on sections near the busiest areas;
- For construction sites expected to significantly impact traffic, alternative traffic management measures are defined (e.g., availability of additional lanes in case of queues) and traffic management plans are developed in coordination with the Highway Police, along with a dedicated communication plan, which may be shared with the relevant local authorities.

Accident Management

SPN and the Highway Police jointly coordinate response activities in the event of accidents.

- The Highway Police provide the first assistance to people involved, ensuring traffic safety.
- SPN ensures the timely arrival of its personnel and rescue vehicles to restore traffic conditions (including clearing the roadway) and activates all communication channels to inform drivers.
- In the event of Fire Department intervention, traffic management is subject to the safety conditions imposed by the firefighters.



TRAFFIC MANAGEMENT / 2

Winter operations

SPN, in coordination with the Ministries of Infrastructure and Transport and the Interior, Aiscat, Anas, and Transport Associations, has established a protocol that provides, as is already common in the rest of Europe, for the temporary stoppage of trucks in designated areas in the event of heavy snowfall. Traffic management under adverse weather conditions also includes:

- Use of specialized vehicles and equipment;
- Availability of in-house and external personnel;
- Revision of guidelines for winter operations;
- Establishment of an internal Weather Monitoring and Forecasting Service;
- Salt treatments for ice prevention;
- Deployment and satellite tracking of snow removal vehicles.
- The company has its own winter emergency operational center at the Nocera Inferiore junction. This site is strategically located with respect to the section of the motorway most affected by adverse weather conditions. Prevention and mitigation activities include the deployment of concessionaire vehicles and equipment for spreading chlorides when weather conditions indicate the likelihood of snowfall, followed by the clearing of the roadway from accumulated snow. Additional vehicles are also used to ensure proper traffic management during particularly severe weather events.

Toll booth traffic management

Toll booths are located on average every 4 km. Our efforts focus on the following objectives:

- Increasing the number of Telepass-dedicated lanes for entry and exit;
- Reducing waiting times in case of assistance requests.

- Expansion of the number of toll booth lanes equipped with automatic payment systems.



TRAFFIC MANAGEMENT / 3

M.O.T. Project – Monitoring Overloaded Vehicles on the Route

The Territorial Inspection Office of Rome of the Ministry of Infrastructure has ordered safety inspections in accordance with the current NTC2018 standards on certain viaducts along the Cava dè Tirreni – Salerno section of the A3 Napoli–Pompei–Salerno motorway.

Pending the completion of these “safety inspections” on the viaducts, a restriction was imposed, still in effect, limiting traffic of vehicles exceeding 40 tons.

These inspections were carried out in collaboration with engineers from the University of Napoli Federico II. The inspections confirmed that the examined structures comply with the static design scheme of the original construction, but they have not been fully verified under the load conditions required by the most recent regulations (NTC2018).

The positive verification coefficient of the aforementioned structures was assessed in relation to NTC2018 standards, which showed that the structures are capable of supporting a load of vehicles up to 44 tons on both traffic lanes.

The inspection highlighted the need for continuous and objective monitoring to ensure that load conditions on the structures are respected, preventing unverified overload situations.

In order to restore transit conditions in line with the capacity of the structures, the Company, in coordination with the Concession Grantor, has implemented a monitoring system.

The project, called **M.O.T. (Monitoring Overload on the Route)**, integrates and develops existing components such as dynamic weighing systems. In the event of confirmed violations by vehicles exceeding the allowable mass, the system enforces a protocol that automatically and physically:

- Blocks access to the motorway at entry stations/junctions by automatically closing them until the vehicle exceeding the preset mass limit has left;
- Closes the motorway section (preceding in the direction of travel the area with the bridges to be preserved) in all cases where vehicles exceeding the mass limit, despite being informed of the violation and required to exit, attempt to ignore the restrictions and proceed

Static signage has been installed at the approaches to the sections subject to traffic restrictions to remind all passing truck drivers that the Nocera Inferiore – Salerno section is closed to vehicles exceeding 40 tons. Specific signs also indicate the safety block measures in place for the route.

The system is provided for in the Guidelines for the Classification and Management of Risk, Safety Assessment, and Monitoring of Existing Bridges, approved and enforced by Ministerial Decree N. 578 of 17/12/2020.

On 26/06/2021, the MOT system became operational. It monitors all vehicles with a total mass exceeding 40 tons on the Nocera Inferiore – Salerno section for users traveling from Napoli southbound, and on the Salerno – Cava dei Tirreni section for users traveling from Salerno northbound



SERVICE STATION

The SPN network has three service areas (2 on the southbound carriageway and 1 on the northbound carriageway), located on the southbound side approximately every 25 km, open 24 hours a day, 7 days a week. In accordance with the provisions of the Concession Agreement, SPN has sub-conceded services such as fuel, catering, and other amenities to specialized operators.

SPN is currently undertaking a process to acquire the existing service areas, which will conclude with their renewal and the creation of an additional service area to complement the existing ones.

Management of a Service Area

The Concession Agreement governing the provision of services to users regulates the relationship between SPN and the Operators.

- Operators are responsible for fuel distribution, bars, catering and retail services, cleaning of restrooms and sales areas, construction and maintenance of the facilities, as well as the maintenance and cleaning of green areas and parking lots.
- SPN is responsible for verifying that the sub-concessionaires comply with the conditions established in the concession.

Quality Controls

A quality control plan is in place for all Service Areas on the SPN network, carried out by SPN personnel. The plan monitors quality and service parameters, such as waiting times at checkouts and counters, cleanliness of restrooms and sales areas, product quality, ease and speed of refueling, and courtesy and availability of staff. Penalties are applied to Operators if the established standards are not met.



SERVICES OFFERED

The Service Areas mentioned above are located as follows:

Torre Annunziata Ovest at Km 21+200 South – Alfaterna Ovest at Km 40+000 South – and Alfaterna Est at Km 40+000.

SPN personnel supervise the areas to ensure the quality and efficiency of services, including cleanliness of restrooms and sales areas, product quality, opening hours, ease and speed of refueling, courtesy, and staff availability.

SPN guarantees all customers a service fully compliant with the rights of people with disabilities and reduced mobility, ensuring accessibility and appropriate facilities in all service areas.

Users have access to information regarding the management and use of the motorway infrastructure and services provided in its service areas, as well as information specific to their route of interest. This information is also accessible via QR codes available at the Service Areas.

All service areas feature restrooms and parking spaces reserved for persons with reduced mobility (PRM).

	Area di servizio	Orario di apertura	Visite di controllo		Benzina Gasolio	GPL	Metano	N° Colonnine di ricarica elettrica	Officine	Telecamere	Aree Camper	Info Point	Ristoranti	Bar
			mensili	annue										
1	Torre Annunziata Ovest	H 24	2	24	✓					✓				✓
2	Alfaterna Est	H 24	2	24	✓					✓	✓			✓
3	Alfaterna Ovest	H 24	2	24	✓					✓	✓			✓

	Area di servizio	Market	Alberghi	Docce	Area gioco	Baby Room	Servizi Disabili	Sale Riunioni	Wi Fi	Fax	Bancomat	Parcheggi autovetture		Parcheggi pesanti
												totali	riservati a diversamente abili	
1	Torre Annunziata Ovest	✓					✓		✓			27	2	4
2	Alfaterna Est	✓					✓		✓			68	1	6
3	Alfaterna Ovest	✓					✓		✓			69	1	6

WEBSITE

The website www.salernopompeinapolispa.it provides information about the Company, traffic conditions, and the services available along the network.

On our website, users can access all customer services and real-time traffic information, including traffic conditions, routes, and tolls, also through the webcams installed along the network and via the informational channels RTL 102.5 and Isoradio.

There is a dedicated Traffic News section where users can find advance information about any events that may affect the regular flow of traffic.

The Toll Rates section provides information on the tolls in effect on the A3 Napoli–Salerno for different vehicle classes.

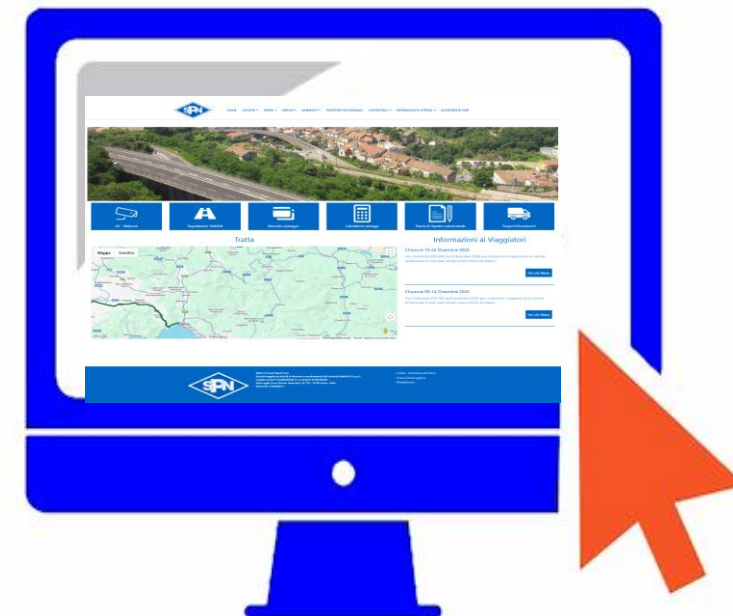
The Differentiated Tariff System section explains how to access this pricing scheme and the benefits it offers.

The Webcams section allows users to view actual traffic conditions along the route.

In the Billing Request area, instructions are provided for obtaining invoices for tolls paid in cash.

There is also a Non-Payment Reports section, which guides users on how to manage notices of unpaid tolls and how to proceed with payment.

Our website is also available in English.



For more information, scan the QR Code



SALERNO – POMPEI – NAPOLI

The concessionaire continues its efforts to strengthen its commitment to social responsibility and sustainable development by implementing a series of initiatives, listed below:

Noise Mitigation Plan

In compliance with current regulations from the Ministry of the Environment, the Concessionaire has revised the noise mitigation plan, preparing a final action plan. To this end, the acoustic mapping of the entire network has been updated in accordance with Legislative Decree 194/2005, as well as the identification of areas classified as “critical” pursuant to the Ministerial Decree of 29 November 2000 and Presidential Decree No. 142 of 30 March 2004.

The approval process for the Plan is currently underway. According to the provisions of Article 5 of the Ministerial Decree of 29/11/2000, the Plan must be approved by the Ministry of the Environment in agreement with the Unified State-Regions Conference.

Environmental Compatibility of Major Works



Environmental responsibility is integrated synergistically into all phases of SPN’s activities. Potential impacts on the ecosystem are carefully considered and evaluated during the design phase and are monitored and managed during construction, operation, and maintenance of the motorway network.

Highway Green Areas



Green areas account for 50% of the highway surface and include the roadside areas as well as the green zones of toll stations and Service Areas. Vegetation protects the soil from erosion, acts as an effective filter against the spread of dust, gases, and traffic noise, and also contributes to safety.

ENVIRONMENT

lighting



Low-consumption (LED) lighting systems have been installed in the tunnels along the A3, where applicable. This technology has also been implemented in the Castello tunnel, the longest on the entire SPN network, and in the San Liberatore tunnel, the most recently upgraded.

A gradual replacement of high-pressure sodium lamps with LED lamps is also underway in station areas and at highway interchanges.



COMPLAINTS, REPORTS, AND SUGGESTIONS

Complaints: An Opportunity for Improvement

SPN places high value on complaints, reports, and suggestions, as they are significant indicators for identifying issues, taking corrective actions, improving processes to remove the causes of complaints, implementing improvement projects, and restoring the trust of dissatisfied customers. Complaints can be submitted in either Italian or English.

We are committed to:

- Informing customers, for certain types of complaints, not only of the resolution of the reported issues but also of the corrective actions taken to improve service quality;
- Providing information to customers (at toll booths, Service Areas, website, etc.) on how to submit a complaint

Complaints can be submitted in Italian or English through the following channels:

- a) Website section complaints at <https://reclami.salernopompeinapolispa.it/ticket>
- b) Registered mail: SPN S.p.A. – Operational Directorate A3 – Via G. Porzio, 4 – Centro Direzionale Isola A/7 – 80143 Napoli

Using the dedicated email address allows SPN to accelerate the response time to complaints.

For all other communications, such as information requests or assistance, customers can write to info@salernopompeinapolispa.it.

Refunds for Incorrect Toll Payments

In cases where a toll payment exceeds the amount due, SPN, after verifying the validity of the documents received and completing the necessary checks, will refund the excess amount directly to the bank account provided by the customer.

For complaints, personal data provided by customers is processed in compliance with privacy regulations. The full privacy policy, including the purposes for which personal data is processed, is available on the website.

Numero totale di reclami/suggerimenti pervenuti nell'anno 2025: 5.145
di cui n. 5.131 pervenuti via e-mail.
Si riepilogano di seguito le quantità ed i tempi medi di risoluzione delle comunicazioni pervenute via e-mail, raggruppate in tre macro-categorie:

Tipologia	Q.ta	Tempi medi risoluzione (gg)
Esazione del pedaggio	2542	2,2
Manutenzione dell'infrastruttura	63	6,5
Mancata corresponsione di eventuali rimborsi o indennizzi	2526	7,5



For more information scan QR code



REQUEST INFORMATION: SUBMIT A REPORT OR COMPLAINT

If you have traveled on the network managed by SPN S.p.A. and wish to file a complaint, the following mandatory information must be provided:

- a) User identification details (first name, last name, contact information) and, in the case of a company, details of the legal representative, attaching a power of attorney and an identity document of the delegator;
- b) Details of the journey undertaken or planned (entry and exit points, date and/or time slot, vehicle license plate);
- c) Copy of the toll payment receipt or the device number used for the transit;
- d) Description of the service issue encountered.

Complaints missing any of the elements listed above will be deemed inadmissible. SPN will notify the user of this and provide the possibility to resubmit the complaint with all essential information for proper evaluation.

For the purposes of determining the response period:

- a) Complaints submitted by certified mail to a physical address are considered transmitted on the day of sending and received on the day of delivery, which will occur promptly and in any case within five days of delivery.

SPN will provide a reasoned response within 30 days from the date of receipt for complaints sent by registered mail and for complaints submitted using the online form.

If SPN does not respond within the above deadlines, the user is entitled to compensation equal to:

- a) 30% of the total tolls paid by the user for the route concerned, in the case of a response provided between the 31st and 60th day from receipt of the complaint;
- b) 50% of the total tolls paid by the user for the route concerned, in the case of a response provided after the 60th day or in the event of no response.

If the user does not receive a response within the above deadlines, or if they consider the response unsatisfactory, they may submit a conciliation request to:

- The ART Conciliation Service;
- The Conciliation Chambers established at the Chambers of Commerce, Industry, Crafts, and Agriculture, if a memorandum of understanding has been signed between ART and Unioncamere;
- ADR bodies, including bilateral negotiation bodies registered under Article 141-decies, paragraph 1 of the Consumer Code.

Finally, if the complaint is rejected due to SPN's lack of jurisdiction, the Company will forward the complaint to the competent concessionaire within 30 days of receipt, notifying the user accordingly. The competent concessionaire will then provide a response to the user in accordance with ART Resolution 132/2024.

SUBMIT A REPORT OR COMPLAINT VIA THE WEBSITE

In the case of complaints regarding services provided within the service areas, the Company will forward the complaint promptly, and in any case within thirty days of receipt, notifying the user at the same time, to the operator responsible for those services.

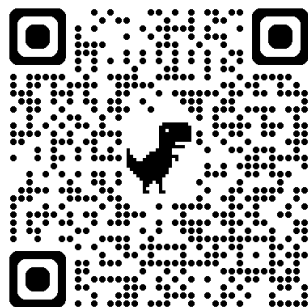
The operator will provide a reasoned response to the user in accordance with the provisions of ART Resolution 132/2024.

The Company ensures the refund of tolls paid in excess due to an error, following verification of the validity of the user's request, as indicated in the Service Charter.

Webform for Information Requests and Reports

In the dedicated area of our website, you can find forms to submit your reports and requests for information on the main company topics.

By using this form, you will receive a response as quickly as possible.



CUSTOMER PROTECTION

- **PMR ACCESSIBILITY**

- ACCESSIBILITY OF SERVICES FOR PEOPLE WITH DISABILITIES OR REDUCED MOBILITY**

- In accordance with applicable accessibility regulations, this Service Charter, and the information provided to the public, the Company ensures, within its competence, full accessibility of the services available in the service areas for persons with reduced mobility (PMR).
- In the event of circumstances that affect full accessibility and usability, the Company, within its competence and as soon as it receives notification from the service operators, commits to promptly providing information on its corporate website regarding any unavailability of infrastructure or facilities in the service areas that may limit accessibility, as well as the estimated time required for their restoration.
- Any service issues can be reported following the procedures outlined in the “Complaints” section.
- Personal data provided will be processed in compliance with privacy regulations.



QUALITY POLICIES AND MANAGEMENT

Improving perceived quality and achieving customer satisfaction are objectives toward which all our efforts converge every day.

Internal Reporting System (Quality Report)

Our management system is a set of activities aimed at the continuous improvement of performance and the effectiveness of risk mitigation actions.

SPN has implemented an event reporting system to enhance service quality. This tool collects, on a daily basis, all anomalies detected along the motorway to ensure their timely resolution in a manner compatible with ongoing operations. Data regarding the opening of reports and the resolution times are monitored quarterly to identify deviations and improve internal processes for problem-solving.

In collaboration with the Highway Concession Oversight Structure of the Ministry of Infrastructure and Transport, and based on Directive No. 102/2009, quality indicators applicable to all concessionaires have been defined. For each indicator, the base factor, unit of measurement, and reference standard are specified.

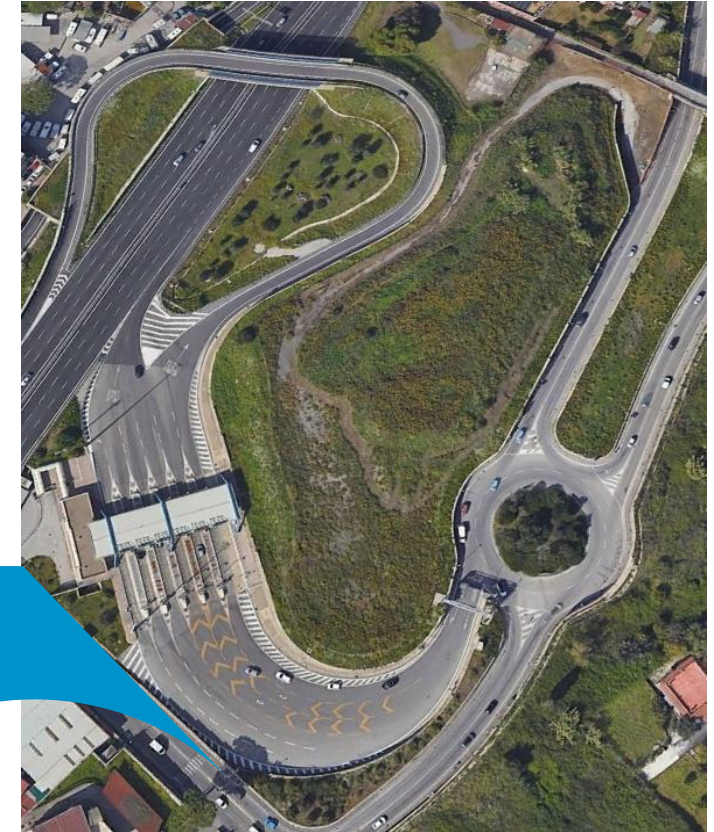
SPN's objective is to maintain quality and safety standards through a continuous corporate process that ensures ongoing improvement and process control, staff engagement, and clear objectives, resulting in benefits such as greater efficiency and enhanced customer satisfaction.



QUALITY INDICATORS

The service quality indicators, applicable to all concessionaires and defined based on Directive N. 102/2009 of the Ministry of Infrastructure and Transport in collaboration with the Directorate-General for the Oversight of motorway Concessionaires, are as follows:

INDICATOR BASE FACTOR	Unit of Measurement	Reference Standard
<u>Travel Safety</u> Advance notice time for communications, via ordinances, regarding roadworks lasting more than 5 days	Notice period (hours) in 85% of cases	24 hours
<u>Regularity of Service</u> Condition of Road Markings (Retroreflection)*	(RL) Retroreflection (mcd lx-1 m-2)	100
<u>Service Comfort</u> Service Area Inspections – Number of inspections per month covering at least 80% of areas, with 1 inspection per month covering 100% of the areas	n. of checks/month	2
<u>Services for travellers with disabilities</u> Service Area Inspections – Number of inspections per month covering at least 80% of areas, with 1 inspection per month covering 100% of the areas	n. of checks/month	2
<u>Users information</u> Response time to proposals and complaints via email	Response time in 85% of cases in working days	10
Toll booths or toll station outage information (78 total toll booths at 14 stations). Number of toll booths or stations in 2025 with outages lasting more than 24 hours	n/year	0



All reference standards for 2025 have been achieved, and SPN's objective is to maintain these standards throughout 2026.

* Compliance with the standard is verified (only for the right-hand edge line and excluding tunnels, the winter operations period, areas near roadworks, and Service Areas) over 90% of sections with a minimum length of 20 km.

SPN S.P.A. WISHES YOU A GOOD TRIP

