

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 Italian concessionaire 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 evaluate their effectiveness.

With Resolution no. 130/23 of 27 July 2023, ART - the Italian Transport Regulatory Authority - launched a public consultation aimed at concluding a procedure to define the "Measures concerning the minimum

content of the specific rights, include the right to compensation, that road users may exercise against concessionaires and motorway service area operators".

ART also invited motorway concessionaires to submit observations and proposals on the various areas considered by the survey. All of the Group's motorway concessionaires responded within the required deadlines, contributing information on current procedures and practises, and suggesting possible improvements.

Once of the activities launched as a pilot involved the optimisation of travel time data to enable motorway users to make better route decisions and thereby improve comfort and safety.