



CONCESSIONI  
AUTOSTRADALI  
VENETE

# 2026 Service Charter



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**Dear Users,**  
**The Service Charter, published annually by CAV – Concessioni Autostradali Venete, represents one of the main channels of communication with the users who travel on our motorway network. This document is not simply an informational requirement or a regulatory formality; rather, it embodies the cornerstone of our commitment to transparency towards you.**

In a constantly evolving environment, we continue to work to ensure that our services respond effectively to the needs of the local area and our users, placing quality and social responsibility at the heart of our operations.

Through this document, CAV provides comprehensive information on services, activities, contacts and useful references to support safe and comfortable travel across our network.

The Service Charter is published in compliance with the Directive of the President of the Council of Ministers of 27 January 1994, the Directive of the Ministry of Infrastructure and Transport of 19 February 2009, No. 102, and the provisions set out in the Resolutions of the Transport Regulation Authority (ART) Nos. 132/2024 and 211/2025. These measures define the principles governing the provision of public services, the information relating to investments, the structure of the services offered and the minimum rights of users, with the aim of making the network and infrastructure under our responsibility increasingly safe and efficient.

In addition to fulfilling transparency and service quality obligations, this Charter also includes:

- an updated overview of the innovations and modernization initiatives implemented, including network monitoring systems, advanced

sensors, traffic regulation, forecasting and control systems designed to enhance safety, traffic flow and infrastructure resilience, as well as CAV's sustainability standards;

- traditional customer care services, including assistance with toll payments, electronic toll collection, unpaid tolls and roadside assistance.

The Charter also describes emergency coordination procedures, maintenance activities, the management of green areas, and awareness initiatives dedicated to road safety and road education. In addition, it illustrates the information and communication services provided to users, including those delivered through our modern Info Point – the CAVhere Service Centre – completing the picture of a company that is looking ahead to the future, also in the way it engages with its users.

We firmly believe that continuous improvement stems from dialogue and engagement. For this reason, we invite you to consult the Service Charter – available on our website at [www.cavspa.it](http://www.cavspa.it) – and to share your valuable feedback to help us continue improving together. Thank you for your trust and cooperation. We wish you a pleasant journey and extend our warmest regards.



**Monica Manto**  
President

**Maria Rosaria Anna Campitelli**  
Chief Executive Officer

# The motorway network managed by CAV SpA





CAV S.p.A. – Concessioni Autostradali Venete, with its registered office in Venezia-Marghera (Via Bottenigo 64/A), operates under a concession for the ordinary and extraordinary maintenance of the motorway link connecting the A4 Motorway – Venice–Trieste section and its related infrastructure, as well as the Venice–Padua motorway section.

Under its in-house concession arrangement, the Company may also design, build and manage additional motorway sections located primarily within the territory of the Veneto Region, as well as – subject to agreement between the regions concerned – within neighbouring regions, including under the procedures set out in Article 186(7) of the Public Contracts Code, as established by Legislative Decree No. 36 of 31 March 2023. These activities may include:

- a) **non-motorway infrastructure**, even where not subject to tolls, located within the regional territory;
- b) **logistics infrastructure required to meet intermodal transport** needs within the same region.

CAV S.p.A. carries out its management activities in compliance with the regulations governing public procurement for works, supplies and services, and is subject to joint “in-house” control by its equal shareholders, Autostrade dello Stato S.p.A. and the Veneto Region, exercised in accordance with Article 186(7) of the Public Contracts Code referred to above.

The relationship with the Granting Authority, the Ministry of Infrastructure and Transport – Department for Strategic Planning, Transport Infrastructure Systems, Information and Statistics, Directorate-General for Roads and Motorways, High Supervision of Road Infrastructure and Oversight of Motorway Concession Contracts – is governed by the Recapitulative Agreement dated 23 March 2010, approved by Interministerial Decree No. 408 of 22 November 2011, by the Addendum approved by Interministerial Decree No. 139 of 11 April 2019, and by the Second Addendum to the Agreement, approved by Interministerial Decree No. 331 of 21 December 2024.

**74,1**  
km Network  
Length

**5.144.917**  
The millions of  
kilometers travelled  
daily

**7**  
Motorway  
Toll Stations

**199+34**  
**+28+84**  
Cameras

**212.705**  
Users who use our  
infrastructure on  
a daily basis

**1**  
Service Center

**1**  
Secure Park  
(since summer  
2025)

**1**  
CAVHere Information Point



**103**  
Variable  
Message Signs  
(VMS)



**212**  
Employees

**4**  
Service Areas



# Who We Are

# Fundamental Principles Governing the Provision of Services to Users

The Service Charter is the document required by the Concession Agreement through which CAV S.p.A. undertakes a series of commitments towards its users regarding the services provided, the methods through which these services are delivered, the quality standards applied, and the protection mechanisms available to users, including compensation where applicable.



The Service Charter is drafted annually in accordance with Directive No. 102 of 19 February 2009 of the Ministry of Infrastructure and Transport, which establishes specific rules and obligations for motorway concessionaires, Law No. 27/2012, which identifies its contents in Article 8, and the provisions set out in the Resolutions of the Transport Regulation Authority (ART) Nos. 132/2024 and 211/2025.

Within the Service Charter, CAV S.p.A. **sets out the services made available to users**, the methods of delivery and the **quality standards that the Company undertakes to guarantee and respect**, with the aim of monitoring and continuously improving service quality.

## The fundamental principles guiding the provision of services are the following:

### Equality and Impartiality

CAV operates in full compliance with fundamental principles such as equal treatment and both formal and substantive equality. Services are provided without any form of discrimination and with the aim of ensuring the widest possible inclusion of all categories of users. CAV is also committed to conducting its activities in accordance with the principles of equal opportunities, fair competition and free access to the market, as well as good faith and the protection of legitimate expectations.

### Continuity

CAV is committed to maintaining the functionality of the motorway infrastructure under its management, as provided for in the Concession Agreement. This is ensured through continuous monitoring, maintenance and innovation of the infrastructure, as well as by providing users with essential information on traffic conditions and motorway operations along the concession sections.

### Road Safety

CAV is constantly committed to promoting road safety by adopting advanced technological systems for the management and monitoring of its infrastructure in order to protect users. The Company also promotes educational initiatives aimed at young people, encouraging the development of civic awareness based on respect for one's own life and that of others.

### Protection of Privacy

CAV is committed to safeguarding the privacy of its users. Users have the right to be informed, in clear and understandable language, about the methods used to process their personal data and to provide free, specific and revocable consent regarding the various possible uses of such data, including by authorised third parties. To this end, CAV adopts all security measures required by the applicable regulations, including those relating to information technology systems.

### Efficiency and Effectiveness

CAV delivers the services covered by the concession with the utmost diligence, with the aim of responding effectively to the needs of users. To this end, the Company adopts organisational, procedural and technical measures that are consistent with available resources and aimed at achieving the highest possible standards of service.

### Courtesy and Transparency

Through its staff, CAV is committed to providing services to the public with the utmost courtesy, ensuring availability and accessibility of information regarding the services offered, with the objective of fostering a cooperative relationship with users based on professionalism and transparency.

### Environmental Protection and Sustainability

CAV S.p.A. has implemented a certified management system aimed at protecting the environment, reducing the environmental impact of its activities, limiting consumption and promoting the responsible use of natural resources.

### Participation

Users are encouraged to submit observations and suggestions, promoting constructive dialogue aimed at improving the services provided by Concessioni Autostradali Venete.



# Composition of the Network and the Motorway System Managed

## Concessioni Autostradali Venete S.p.A. (CAV) manages the following motorway sections:

### Closed motorway toll system:

- A4 Turin–Trieste: from Padova Est interchange (km 363+724) to the eastern interchange with the A57 (km 406+976);
- A57 Mestre Ring Road: from the western interchange with the A4 (km 0) to the Venezia-Mestre toll barrier (km 9+272).

### Open motorway toll system:

- A57 Mestre Ring Road: from the Venezia-Mestre toll barrier (km 9+272) to the Terraglio interchange (km 16+161);
- Motorway link between the A57 Mestre Ring Road and Venice Marco Polo Airport in Tessera.

The network forms a complex system along the Turin–Trieste motorway corridor, with two branches enabling access to the same destinations, including urban centres, ports, airports and railway stations. The network extends for a total of 74.1 km, along which the following motorway toll stations are located:



# CAV's Strategic Role

The network managed by Concessioni Autostradali Venete (CAV S.p.A.) plays a strategic role within the Veneto regional road system, operating key sections of the A4 motorway and complementary infrastructure connecting high-traffic areas such as Padua, Mestre and Venice. CAV manages approximately 80 km of motorway infrastructure, including the Passante di Mestre, the A4 section from Padova Est to Venezia Est, the Mestre western ring road, and the motorway link to Venice Marco Polo Airport.



This network forms an integrated system that relieves congestion around the Mestre interchange, a critical hub for national traffic flows heading east towards Trieste and north-eastern Europe.

The Veneto logistics system includes infrastructure nodes of European relevance within the TEN-T networks, particularly along the priority corridors:

- Baltic-Adriatic Corridor
- Mediterranean Corridor
- Scandinavian-Mediterranean Corridor

CAV's infrastructure intersects with these corridors, contributing to the development of transport connectivity, trade, tourism and productive activities that generate value both locally and nationally, including links with the Motorways of the Sea network.

CAV's strategic importance also derives from its role in Eastern Veneto, a regional area characterised by high economic, port and tourism activity. By facilitating traffic flows towards Venice (port and airport) and Padua, the network helps reduce travel times and environmental impacts compared with the already saturated urban road network.

CAV also participates in the Veneto Logistics System Development Pact, an initiative aimed at bringing together stakeholders in order to strengthen regional competitiveness by optimising logistics processes and promoting intermodality to improve both freight and passenger mobility.

Another key pillar of this agreement is the energy transition, promoted through the adoption of low-environmental-impact solutions in transport and logistics, such as electrification and the use of renewable energy.

Furthermore, CAV participates in regional protocols for integrated information systems with other network operators, with the objective of improving road safety and traffic information services.

# Investment Plan

CAV is continuously engaged in the enhancement and modernization of its network, which plays a key role in supporting the economic development of the surrounding territory. To this end, the Company has prepared an investment plan amounting to approximately €158 million. Following registration by the Italian Court of Auditors on 7 May 2025 of the Second Addendum to the Concession Agreement, concerning the five-year update of the Economic and Financial Plan (PEF) 2020–2032 and the Financial Regulation Plan (PFR) 2020–2024, signed on 7 October 2024 and approved by Interministerial Decree No. 331 of 21 December 2024, the plan has entered into force.

The plan includes a range of initiatives aimed at improving and upgrading the Company's infrastructure assets, including:

- complementary works related to the Passante di Mestre;
- redevelopment of the Padova Est exit (westbound carriageway);
- seismic and structural upgrading of bridges and engineering structures;
- general asset rehabilitation.

The plan also includes the design and implementation of management systems capable of ensuring a balance between environmental protection and the social and economic development of the territory, in line with the sustainability objectives of the United Nations 2030 Agenda.

These initiatives integrate sustainability into the Company's core business through a continuous and cross-functional improvement process that generates long-term value, including projects such as:

- E-Roads project
- ERP implementation
- integration and upgrading of noise-barrier systems
- digitalisation of operational tools

In addition, initiatives supporting road safety and infrastructure maintenance include the construction of:

- chloride storage facilities for winter road maintenance;
- a new Traffic Operations Centre (COA) for the Highway Police in Padua.

# Technological Development

CAV is actively engaged in technological development initiatives also in relation to EU Regulation 2021/1153 and **the new Connecting Europe Facility (CEF1 and CEF2) programme**, which aims to regulate investments in digital connectivity infrastructure of common European interest, including trans-European transport network nodes and systems. In order to **accelerate the decarbonisation and digitalisation of the European Union's economy**, CAV is actively involved in research and the design of new technological solutions for the development of integrated

At the national level, the **National Recovery and Resilience Plan (PNRR)**, under Mission 3 – “Infrastructure for Sustainable Mobility”, provides for measures within Component 2 – “Intermodality and Integrated Logistics” aimed at strengthening the competitiveness of the Italian port system, promoting sustainable transport and enhancing the development of intermodal infrastructure. These measures support integrated planning in order to facilitate the growth of traffic flows and promote intermodal transport.

platforms of common interest among multiple stakeholders. The objective is to ensure efficient and interconnected networks and infrastructure capable of supporting **smart, sustainable, inclusive and safe mobility**.

The Veneto Region, within the framework of the powers and responsibilities delegated by the State, plays an institutional role in coordinating, steering and planning transport and logistics policies. As the only region in Northern Italy without an international Alpine crossing within its territory, Veneto must necessarily approach freight transport and logistics planning from a supra-regional perspective, requiring constant coordination and system monitoring.

For these reasons, on 31 December 2024, the Company signed an agreement with the **Veneto Region, Confindustria Veneto, Confartigianato Imprese Veneto, and Confcommercio Veneto** entitled: **“Agreement for the Development of an Operational Model for a Regional Digital Platform for the Management of Logistics in Veneto”**.

Under this agreement, the contracting parties committed to defining an operational model for a regional digital platform dedicated to logistics management, also with the objective of securing the financial resources necessary for its future implementation.

This **digital infrastructure** will enable the sharing of data and operational processes among the key actors of the **port-inland terminal-motorway-railway system**, as well as the **integration of their respective IT systems**. The platform will contribute to improving operational efficiency for all stakeholders by reducing traffic congestion and enhancing the accuracy, effectiveness and efficiency of services through access to integrated data and predictive information generated by the system.

# E-Roads Project

For several years, Concessioni Autostradali Venete has been engaged in technological research and development in the fields of environmental sustainability, safety and innovation, aimed at the digital transformation of road infrastructure.

This initiative is designed to modernise the Company's infrastructure and related services through the implementation of a digitalisation and innovation programme for traffic management systems known as E-Roads, in compliance with the provisions of the Italian Ministry of Infrastructure and Transport Decree No. 70 of 28 February 2018 (the so-called "Smart Road Decree"), as well as within the SCALE project, in which the Company participates for the development of C-ITS (Cooperative Intelligent Transport Systems).



To date, most of the technological infrastructure has been implemented. This infrastructure completes the requirements of the Smart Road framework and ensures the protection of investments, compliance with Smart Road objectives, and alignment with European interoperability standards.

With a clear understanding of the characteristics of its network and future requirements relating to user safety, CAV aims to improve traffic management, accident prevention, travel-time optimisation and emergency response. The increasing availability of large volumes of data – generated by vehicles, mobile devices and infrastructure monitoring systems – will enable predictive analysis and the identification of targeted improvement actions.

The key components of the project, currently undergoing verification and validation procedures, include:

1. Completion of the data **transmission network**;
2. evolution of the **traffic management software platform**, including the introduction of new application models tailored to the specific characteristics of the motorway infrastructure through a new integrated module; creation of a Smart Road interface capable of managing new categories of data originating from:
  - a) **connected vehicles** (vehicle-to-infrastructure communication systems);
  - b) **automatic incident detection** systems;
  - c) **IoT (Internet of Things) devices** envisaged under Section D2 of the Smart Road Decree;
  - d) **cooperative information systems integrating data** from third-party applications and public dissemination platforms (such as telecommunications providers);
3. further development of cooperative intelligent transport systems, particularly vehicle-to-infrastructure communication;
4. enhancement of the management platform through IoT data collection and analytics, including structural monitoring sensors, weather data and road surface conditions;
5. implementation of automatic incident detection ITS services;
6. integration with additional external data sources useful for traffic management through third-party data acquisition networks (such as DATEX platforms and telecommunications networks).



# Toll Collection Systems

Technological upgrades have been carried out on the toll collection systems at motorway stations under CAV's management.

In particular, eight new TPS 3000 automatic toll machines have been installed to replace the previous TPS 2000 systems, improving the efficiency and reliability of toll payment operations.

Additional improvements include:

- upgrades to the intercom communication systems used by customers requesting assistance;
- replacement of lane surveillance cameras with new IP-based video surveillance systems;
- upgrades to electrical panels and network systems supporting device data management;
- installation of NFC technology enabling contactless toll payments using bank cards and other compatible devices.



# Electric Vehicle Charging Infrastructure

CAV has installed 18 electric vehicle charging points at its Marghera headquarters for employee use, including:

- 16 charging stations (22 kW AC)
- 2 fast-charging stations (50 kW DC)

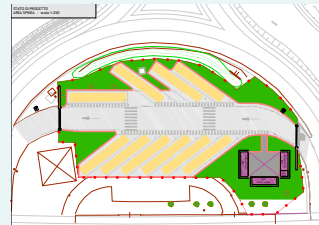
In addition, work is underway to develop the electrical infrastructure required for the future installation of charging stations in the following locations:

- Arino East and Arino West service areas;
- Villabona headquarters, adjacent to the customer parking area near the General Management offices;
- Spinea motorway interchange roundabout (east side);
- Preganziol motorway interchange roundabout (north side).

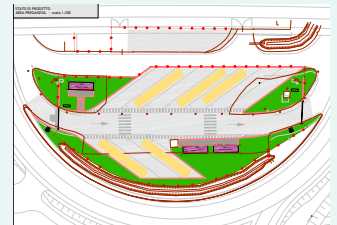
The infrastructure has been designed to support nine charging stations, providing a total of 18 fast-charging points with capacity of up to 150 kW per charging bay.

# Secure Park

In 2025, two secure parking areas for heavy goods vehicles were completed along the A4 Turin–Trieste motorway, on the Mestre Bypass section, near the Spinea and Preganziol interchanges.



Secure Park Spinea Planimetry



Secure Park Preganziol Planimetry

These facilities were partly financed through European Commission funding under the Connecting Europe Facility (CEF) and comply with the requirements of EU Regulation 2022/1012 of 7 April 2022, which supplements Regulation (EC) No. 561/2006 by defining service and safety standards for Safe and Secure Parking Areas (SSPAs).

These parking areas allow drivers to interrupt their journey safely, rest and access essential services, thereby contributing significantly to road safety.

Each facility:

- is **open 24 hours a day**, all year round;
- is fenced and equipped with video surveillance;
- can accommodate up to 10 heavy vehicles simultaneously.

Access is free of charge but reserved exclusively for heavy goods vehicles. Motorcycles, passenger cars, buses and motorhomes are not permitted.

Access is also prohibited to vehicles transporting ADR-classified dangerous goods.

## Services available

The parking areas provide:

- free Wi-Fi;
- restroom facilities with hot showers (for men, women and persons with disabilities);
- rest and refreshment area with vending machines;
- security surveillance cameras.

## Access procedure

Parking spaces must be reserved through a dedicated mobile application. During registration, users must provide their name, contact details, transport company and vehicle registration number.

Interaction with the application must take place only when the vehicle is stationary and in safe conditions, as the use of mobile devices while driving may compromise attention and increase the risk of accidents.

# European Electronic Toll Service (EETS)

Across the European motorway network, the European Electronic Toll Service (EETS) is in operation in accordance with Legislative Decree No. 153 of 5 November 2021, which implements the relevant European legislation governing electronic toll collection systems. This framework applies to all electronic toll collection systems within the European Union and plays an important role in facilitating the physical and operational interconnection between motorway operators, which characterises much of the Italian toll motorway network.

The objective of the regulation is to ensure reliable, user-friendly and cost-efficient toll collection systems, capable of supporting the future development of European road-pricing policies while also facilitating the cross-border exchange of vehicle registration data in cases of unpaid road tolls within the European Union.



Users wishing to subscribe to the service and obtain a toll device may contact any authorised service provider. Currently, the following services are available on the CAV motorway network:

- EETS, available for all vehicle categories;
- SIT (Interoperable Toll Service).

These services are currently provided by the following operators:

- DKV (SIT and EETS)
- Axxès (SIT and EETS)
- UnipolTech (SIT and EETS)
- Tolltickets (EETS)
- AS24 (SIT)

The use of new electronic toll devices is permitted only for service providers that have obtained certification to operate within the Italian national territory, in the same way as other electronic toll payment systems.



Dedicated toll lanes can be easily identified by the service logos displayed on the signage above the toll station lanes.

# CAV and the Sustainability Strategy

For CAV, sustainability represents a strategic commitment that encompasses environmental, social and economic dimensions. On the basis of the investments outlined in the Economic and Financial Plan (PEF) and the Regulatory Economic Plan, the Company has identified operational objectives aimed at ensuring the sustainable social, environmental and economic development of its activities.

Investments made to date in the digitalisation of infrastructure and management processes have enabled a highly innovative modernisation of the network, ensuring high standards of safety, reliability and monitoring for both infrastructure and traffic. These initiatives contribute to sustainable growth and strengthen the development of the mobility sector.

Thanks to this modernisation process, CAV is now able to monitor the entire managed road network in real time and has laid the technological foundations to safely support the circulation of autonomous vehicles, although this field still requires specific and adequate regulatory frameworks, which are currently under development.



The investments related to sustainable development undertaken by the Company reflect many of the principles set out in the United Nations 2030 Agenda for Sustainable Development, including:

- good health and well-being (Goal 3),
- gender equality (Goal 5),
- clean water and sanitation (Goal 6),
- affordable and clean energy (Goal 7),
- decent work and economic growth (Goal 8),
- industry, innovation and infrastructure (Goal 9),
- reduced inequalities (Goal 10),
- sustainable cities and communities (Goal 11),
- responsible consumption and production (Goal 12),
- climate action (Goal 13),
- life on land (Goal 15),
- partnerships for the goals (Goal 17).

# The Pillars of Sustainability

## 1.

The first pillar concerns the **safety and technological innovation of the motorway network**, which are essential elements for ensuring more sustainable and resilient infrastructure management over time.

## 2.

The second pillar focuses on **digital transformation and the optimisation of corporate processes**, which are fundamental to improving safety, increasing operational efficiency and supporting development aligned with sustainability principles.

## 3.

The third pillar relates to **environmental responsibility**, reflecting the Company's commitment to protecting the natural environment in all its dimensions.

## 4.

The fourth pillar highlights the importance of **governance and human capital** as key factors for maintaining high service standards and supporting the investments required to sustain a modern infrastructure system.



These pillars form the foundation of the Company's operational and management strategy, aimed at fostering economic development and generating value for the territory in which CAV operates.

To support these initiatives, the Company has allocated €29.253 million, distributed across 15 strategic objectives, as outlined in the following sections.

## Efficient Management and Sustainability

**01 – Motorway Network Safety:** modernisation of the network through research, development, and innovation.



**03 – Sustainable Investments:** generating economic and environmental value by increasing infrastructure resilience and reducing environmental impact.



**04 – Energy Consumption:** improving energy efficiency and strengthening the use of renewable energy sources.



## Digital Transformation and Technological Development

**02 – Sustainable Mobility:** reducing atmospheric emissions through the upgrading of the motorway network.



**09 – Corporate Culture:** an integrated management system aimed at improving process efficiency and reducing the consumption of natural resources.



**14 – Digitalisation:** optimising technical and management processes.



**15 – Cybersecurity:** ensuring data security and safeguarding IT systems.



## Environmental Responsibility

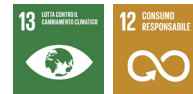
**05 – Stormwater Management:** reducing the environmental impact of runoff water.



**06 – Noise Pollution:** reducing noise emissions.



**07 – Waste Management:** minimising waste production and promoting material recycling.



**08 – Protected Habitats:** enhancing biodiversity and preserving natural habitats.



## Governance and Human Capital

**10 – Customer Satisfaction:** providing users with high-quality information, assistance, and comfort in services.



**11 – Health and Safety at Work:** enhancing employee health and workplace safety.



**12 – Diversity and Equal Opportunities:** integrating inclusive policies within the organisation and promoting corporate welfare.



**13 – Employee Training and Development:** supporting continuous skills development and strengthening employees' sense of belonging.



# Tolls

The toll tariff represents the amount that users must pay to the motorway operator for the use of the road infrastructure. The toll is calculated in proportion to the distance travelled and the type of vehicle used, or may be charged at a flat rate, in accordance with the provisions of the Italian Highway Code. Toll revenues are primarily used to recover the investments made in the infrastructure, cover the costs of both ordinary and extraordinary maintenance, finance modernisation projects, and support the operation and management of the motorway network under concession.

## How Tolls Are Calculated

The toll is calculated by multiplying the **unit tariff** by the **number of kilometres** travelled, to which an additional amount payable to ANAS S.p.A. (as provided for by Laws No. 102/2009 and No. 122/2010) and to the Italian State is added. For the purposes of toll calculation, the term “kilometres travelled” includes not only the distance between entry and exit toll stations, but also the kilometres corresponding to interchanges, access ramps and motorway sections managed by the concessionaire before and after the toll stations.

The amount obtained is then subject to VAT at 22%, with rounding up or down to the nearest €0.10. This rounding is applied automatically 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 vehicle classification, which is divided into five categories, and the characteristics of the motorway sections travelled (for example, whether they are located in flat or mountainous areas).

$$\left( \begin{array}{c} \text{Unit} \\ \text{price} \end{array} \right) \times \left( \begin{array}{c} \text{Total km} \\ \text{covered} \end{array} \right) + \begin{array}{c} \text{22\%} \\ \text{VAT} \end{array}$$



Tolls established by law are updated annually based on the tariff adjustment formula defined in the concession agreement and according to the criteria set out in Resolution No. 67/2019 of the Transport Regulation Authority (ART), as amended by Resolution No. 241/2025.

Further information is available on the website [www.cavspa.it](http://www.cavspa.it), under the section “Services – Tolls”. In the subsection “Services – Tolls – Toll Calculation”, users can enter the entry and exit motorway stations to view the toll amount payable.

## Unit Tariffs for Users on the CAV Network (including the Concession Fee Integration payable to ANAS and VAT)

Vehicle Class	A	B	3	4	5
<b>VE-PD Motorway</b> Toll Rate €/km	0,06577	0,06723	0,09090	0,13585	0,15982
<b>Passante di Mestre</b> Toll Rate €/km	0,13171	0,13481	0,17747	0,26941	0,31847
<b>A57 Motorway</b> Toll Rate €/km	0,06794	0,06952	0,09349	0,14009	0,16497

<b>Class A</b>	Height ≤ 1.3 m (measured at the front axle)	 
<b>Class B</b>	Height ≤ 1.3 m (measured at the front axle)	
<b>Class 3</b>		
<b>Class 4</b>		 
<b>Class 5</b>		 

## How to Pay the Toll

At motorway entry stations, users who do not have an electronic toll collection device must collect a toll ticket from the ticket dispenser. The ticket indicates the entry station and is used to calculate the toll amount at the exit.

If the ticket is not issued, users must **press the red assistance button located above the dispenser** to request support from an operator. Leaving the vehicle is strictly prohibited.



Users who reach the exit station without a ticket are required to pay the toll calculated from the furthest entry station on the motorway network.

To facilitate smoother traffic flow, all stations are equipped with dedicated electronic toll collection lanes, which allow vehicles to pass without stopping at the toll booth. In this system, the toll amount is automatically charged to the user's bank account.

Tolls can be paid using the following methods: cash (foreign currency is accepted only at lanes staffed by an operator) or deferred payment systems, including electronic toll collection devices, Viacard, credit cards (VISA, VISA Electron, Eurocard/Mastercard, Aura, American Express) or debit cards (Bancomat, Postamat, Fast-Pay). For these payment methods, PIN entry is not required.

To ensure the proper functioning of electronic toll devices and to avoid situations that may result in a toll non-payment report, users must ensure that the **vehicle licence plate associated** with the device is kept up to date.

At the exit station, after payment at manual or automatic lanes, users may request a receipt. This document does not have fiscal validity.

To obtain an invoice for tolls paid in cash, by credit card or by debit card, users must submit the appropriate request form (available at CAVhere service points or on the Company's website [www.cavspa.it](http://www.cavspa.it), under Services – Tolls – Toll Invoicing) and attach the original payment receipts.

Customers using electronic toll collection systems or Viacard linked to a bank account will receive the toll invoice directly at their address.

In case of difficulty, 24-hour assistance is available through a network of remote operators who can communicate with users and provide support in resolving the issue. Please note that in the event of failure to pay the toll, administrative penalties apply pursuant to Article 176, paragraphs 11 and 21, of the Italian Highway Code. For confirmed violations of the obligation to pay motorway tolls, the law provides for: a fine ranging from **€87 to €344** and the **deduction of 2 points from the driving licence** of the offender.

### YELLOW-MARKED LANES

Dedicated to electronic toll payment systems.



### YELLOW-BLUE MARKED LANES

Enabled for payment with Viacard, debit cards, credit cards, and electronic toll payment systems.



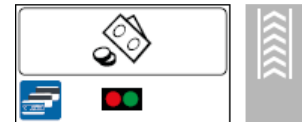
### BLUE-MARKED LANES

Enabled for payment with Viacard, debit cards, credit cards.



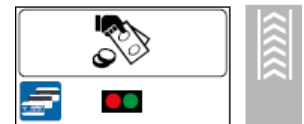
### WHITE-MARKED LANES WITHOUT OPERATOR

Enabled for payment in cash at the automatic cashier, debit cards, and credit cards.



### WHITE-MARKED LANES WITH OPERATOR

Enabled for payment in cash at the automatic cashier, debit cards, and credit cards.



### AT LANES MARKED WITH THE APPROPRIATE SIGNAGE



PAYMENT CAN BE MADE USING A DEBIT CARD AND THE FOLLOWING CREDIT CARDS:



NO PIN ENTRY REQUIRED AND  
NO ADDITIONAL TOLL CHARGES APPLY

# Availability at Toll Stations

The Company is committed to the continuous improvement of its toll facilities to minimize waiting times for users when paying tolls.

**At motorway entrances,** there are dedicated lanes for Telepass and lanes with automatic ticket dispensers.

**At motorway exits,** there are lanes for Telepass, lanes with automatic payment options via Viacard, Fast-Pay (Bancomat), or credit cards, and lanes with automatic toll booths.

All toll lanes are equipped with a “SRB” (Bidirectional Reset Barrier), featuring an automatic bidirectional reset system.

In some stations, dual-mode lanes are installed, which can be staffed by toll operators if necessary. These lanes accept cash, Viacard, and credit or debit cards (Bancomat).

Composition of Toll Stations

Motorway Toll Station	Total Lanes	Manual Lanes	Automatic Lanes	Telepass Lanes
Spinea	14	0	6	8
Martellgo-Scorzè	14	0	6	8
Preganziol	14	0	6	8
Padova Est	16	0	8	8
Mirano-Dolo	8	0	4	4
Mira-Oriago	8	0	4	4
Venezia-Mestre	22	0	14	8



# Unpaid Toll

If a user reaches a toll booth and is unable to pay, even partially, due to lack of cash, a lost ticket, insufficient balance on a card, or for any other reason, a Toll Non-Payment Report (RMPP) is issued. This receipt records the following information about the vehicle and transit: license plate and vehicle class, date and time, exit toll station, entry toll station (if available), amount due, and payment options.

In accordance with Article 176 of the Italian Highway Code, if a user does not have a ticket upon exiting the motorway, they are required to pay the toll calculated from the farthest entry toll station; however, they may prove the actual entry point using appropriate documentation.

To avoid additional charges, the RMPP must be paid **within 15 days from the date of issue**, using one of the following methods:

- PagoPA platform via credit card by visiting [www.cavspa.it](http://www.cavspa.it) and following the instructions in the “unpaid toll” section
- Bank transfer to CAV S.p.A., IBAN: IT 73 P 07601 02000 000094538659, indicating the vehicle's license plate and the RMPP number in the payment description.

For RMPPs issued by any CAV S.p.A. toll station, payment can also be made directly at CAVHere Info-Point or at the company's motorway stations.

PAYMENT CAN BE MADE USING A DEBIT CARD AND THE FOLLOWING CREDIT CARDS:



**After the 15-day deadline**, the company initiates a debt recovery procedure, **including administrative costs**, by sending a payment notice via post.

If the user does not settle the payment within the indicated timeframe, CAV may forward the documentation to the Highway Police for violation enforcement and the application of administrative sanctions under Article 176, paragraphs 11 and 21, of the Highway Code: a fine ranging from €87 to €344 and a deduction of 2 points from the driver's license of the offender.

# Discounts and Benefits

## Virtual Barrier

Concessioni Autostradali Venete – CAV S.p.A., under authorization from the granting authority, the Ministry of Infrastructure and Transport, applies a “virtual barrier” for traffic coming from the A13 Bologna–Padova, the A4 Padova–Milano, and the A4 Passante di Mestre, exiting at the Mirano/Dolo, Mira/Oriago, or Venezia/Mestre toll stations. This virtual barrier ensures that users coming from the west and exiting at one of these stations will pay the same toll as if they had traveled through the entire section, effectively keeping the toll amount unchanged.

## Subscription for the Mirano/Dolo – Padova Est Route and Return

For residents of the municipalities of **Mira, Mirano, Dolo, Spinea, and Pianiga**, Concessioni Autostradali Venete S.p.A., with ministerial authorization, offers the possibility to subscribe to a toll discount of 40% for the Mirano/Dolo – Padova Est route and vice versa.

Conditions for the subscription:

- Users must make at least 20 trips within a calendar month. If the minimum number of trips is not reached, the discounted toll will not apply.
- The promotion is reserved exclusively for Class “A” vehicles (two-axle cars up to 1.30 m in height and motorcycles).
- The subscription is valid for one year, expiring on December 31 of the current year.

### How to obtain the subscription:

#### *Telepass Family users:*

- complete the dedicated form, downloadable from the CAV website: [www.cavspa.it](http://www.cavspa.it) → Home → Services → Download → “Subscription request for Mirano/Dolo – Padova Est route and return”;
- attach a valid copy of your ID;
- send the documents to: [centro.servizi@cavspa.it](mailto:centro.servizi@cavspa.it).

#### *UnipolTech users:*

- Details and procedures to access the discount are available at: [www.unipolmove.it/faq/](http://www.unipolmove.it/faq/)

## Toll Discount for Motorcycles

CAV applies, for 2026, a 30% toll discount for motorcycles with Telepass Family or Telepedaggio (SET), based on an agreement with the Ministry of Infrastructure and Transport and the Italian Association of Motorway and Tunnel Concessionaires (AISCAT).

### How to obtain the discount:

#### *Telepass Family users:*

- Complete the dedicated form, downloadable at [www.telepass.com](http://www.telepass.com) → Privati → Offers.
- Attach a copy of the motorcycle registration certificate.
- Send the documentation to: [centro.servizi@cavspa.it](mailto:centro.servizi@cavspa.it); [info@autostrade.it](mailto:info@autostrade.it)

#### *UnipolTech users:*

- Details and procedures are available at: [www.unipolmove.it/faq/](http://www.unipolmove.it/faq/)



## Customer Assistance: CAVhere

To support its customers, the Company provides the “CAVhere” Infopoint and Service Center, located in the Arino Est service area.

CAVhere brings together all user-focused services, including information and assistance activities, as well as the promotion of local events, projects, and tourist information—also available online.

Originally created in collaboration with the Veneto Region as an infopoint dedicated to promoting regional tourism (the first of its kind on a motorway), CAVhere has since evolved into a comprehensive customer care hub for CAV. It offers assistance not only with tourist destinations, local events, leisure and outdoor opportunities, accommodation, dining, and local traditions, but also with a wide range of user services. These include real-time traffic and road condition updates, local public transport information, taxi services, and integrated mobility options across the region.

For motorway-related services, CAVhere provides contract subscriptions and distribution of electronic toll collection devices, along with after-sales support, license plate updates, lost device assistance, toll payment regularization, information on motorway tolls, and the issuance of subscriptions and other available discounts for users.

In addition, customers can obtain information on how to request toll invoices, file compensation claims, submit complaints, suggestions, and reports.

For other electronic toll devices, users should contact the relevant service provider directly.



The CAVhere Infopoint is located in the Arino Est service area, accessible from the A4 motorway (E70) in the direction of Trieste and Venice.

**Opening:**  
Monday to Friday,  
from 8:30 AM to 1:00 PM and  
from 2:00 PM to 5:30 PM.

On November 2 and December 31, 2026, reduced hours apply: 8:30 AM to 12:00 PM.

The Infopoint is closed on Saturdays, public holidays, August 14, and December 24, 2026.

**Contatti:**

Phone: +39 041 5497184 (from 9:00 AM to 12:30 PM)

Email: [centro.servizi@cavspa.it](mailto:centro.servizi@cavspa.it)

For information on electronic toll services, please visit your provider's website:

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

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

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

[www.axxes.fr](http://www.axxes.fr)

[www.tolltickets.com](http://www.tolltickets.com)




[www.as24.com](http://www.as24.com)

For further details, please refer to the  
**CAVhere – CAV S.p.A. website**

# Our Services and Management

## Mobility

Every day, an average of 212,705 vehicles travel on our network. On the company website, [www.cavspa.it](http://www.cavspa.it), under the “Infotrafficco” section, users can check real-time traffic conditions, view images from our 34 webcams installed along the motorway sections under our management, or consult the annual traffic forecast calendar.

-  Intense traffic
-  Critical traffic
-  Peak concentrations

In the section “**Services – Restrictions for Heavy Vehicles and Exceptional Transport**” it is possible to consult the calendar of traffic restrictions for vehicles with a mass exceeding 7.5 tonnes, vehicles used for exceptional transport, or those carrying hazardous goods in accordance with the Highway Code or specific regulations.

The Company offers several services to ensure that users travel comfortably, guaranteeing the highest standards of safety, traffic assistance, oil & food service areas, and parking facilities.



# Road Accidents

CAV is constantly committed to strengthening road safety through innovative technological solutions and campaigns that promote responsible driving behavior and a strong sense of responsibility.

The road user is at the center of the system: only the driver can adapt their behavior to that of others. For this reason, improper behavior is often the main cause of accidents.



Through the digital transformation currently being implemented on its motorway network, Concessioni Autostradali Venete S.p.A. has introduced management methods designed to reduce the most critical factors affecting road safety, in accordance with the provisions of the Decree of the Ministry of Infrastructure and Transport of 28 February 2018, No. 70: "Implementation methods and operational tools for road testing of Smart Road solutions and connected and autonomous driving."

The road safety system implemented by Concessioni Autostradali Venete, aimed at reducing accident-related events and fatalities, has been certified according to **ISO 39001 – Road Traffic Safety Management System**.

The Company is constantly engaged in improving quality standards related to motorway operations in order to reduce accident rates, which often have social and environmental consequences beyond the incident itself.



# The Traffic Police

The surveillance and road safety control service along our motorway network is regulated by an agreement between Concessionari Autostradali Venete and the Ministry of the Interior. The Traffic Police are responsible for preventing and suppressing crimes on national motorways, thanks to their high level of expertise in this specific context.

Traffic Police patrols operate 24 hours a day, ensuring rapid and efficient responses. Their objectives include ensuring traffic safety and flow, restoring optimal traffic conditions, providing assistance and information to road users, and responding to new motorway safety needs while considering the impact of traffic flows on the national road network.

In coordination with CAV, the Traffic Police implement specific plans to prevent accidents on the managed network, with the goal of reducing accident rates. This synergy is essential for increasing road safety, extending beyond motorway activities to include educational initiatives aimed at young people.

For this reason, CAV, in collaboration with the Traffic Police, organizes **educational days on road safety for students** in upper secondary schools who are beginning to approach driving. The aim is to raise awareness and encourage civic responsibility based on respect for rules and for one's own life and that of others.

Training activities take place at the CAV headquarters with qualified speakers from the company and instructors from the Traffic Police.

Patrol units are coordinated by the Regional Traffic Police Operational Center for Veneto, based in Padua.



# Emergency Management

In case of an emergency, such as a vehicle breakdown or illness affecting the driver or a passenger, it is advisable to reach the nearest emergency stopping area.

**In the event of a breakdown, users must take the following steps to ensure their safety:**

1. wear a high-visibility jacket;
2. exit the vehicle from the side opposite to traffic;
3. place the warning triangle as required by the Highway Code;
4. call for assistance.

The Company activates rescue services as soon as a request for help is received by the Operations Center.

The Traffic Police, who provide surveillance along the motorway sections under their jurisdiction, are responsible for the detection and management of accidents. The Operations Center, through its information channels (variable message signs, radio bulletins such as those from CCISS, the website, the mobile app, etc.), informs road users about any ongoing emergency.

# Traffic Assistance

**The Operations Center can be contacted at:**

 **+39 041 5497118**

The Company guarantees traffic assistance through its operational structure, particularly through the Operations Center and the Road Assistance Officers. The Operations Center is a structure active 24 hours a day, coordinating all activities related to traffic monitoring, rescue services, user information, and communication with external authorities.

**Specifically, the Operations Center manages:**

- traffic information from automatic monitoring systems installed along the motorway, cameras as positioned along the motorway network and feeder roads, operational staff on the road, and the Traffic Police;
- accident reports received through SOS call boxes, telephone calls, on-road staff, external authorities, or road users;
- emergency interventions related to accidents, weather events, and maintenance, as well as coordinating Road Assistance Officers;
- the activation of company departments and external services such as 118 emergency medical services or 115 fire brigade, to resolve road or maintenance issues and ensure driver safety;
- coordination with interconnected motorway companies and authorities for incidents and roadworks in order to provide real-time information to road users;
- the activation and management of roadside assistance services.

# Road Assistance Officers

Road Assistance Officers represent the 24/7 emergency response and assistance service, directly connected to the Operations Center.

They monitor and patrol the motorway infrastructure and intervene in the event of accidents, regulating traffic and conducting reports in cases involving only property damage without injuries.

While patrolling the motorway network, they transmit information to the Operations Center, particularly during the winter season, regarding visibility and road surface conditions related to weather.

They also monitor and verify the condition of fences, vertical and horizontal road signage, and all infrastructure elements that form part of the road network, including SOS call boxes, lighting systems, road signs, barriers, and video surveillance systems.

They monitor the road network to prevent or report any spills or deposits of materials and report violations of Article 14, Title II of the Highway Code (prohibited acts) to the Police Authorities.

Road Assistance Officers, who are specifically trained to operate effectively even in critical situations, collaborate with police forces and other emergency services. They provide assistance and safety to motorists in difficulty and use specially equipped vans with emergency equipment and variable message signs installed on the vehicles to provide advance warning of hazards.



# The Fire Brigade

The Fire Brigade, a civil corps under the authority of the Ministry of the Interior and responsible for civil protection and public rescue, may be called to intervene in situations that threaten the safety of infrastructure or the safety of road users. Such situations may include accidents involving hazardous materials, fires, environmental pollution, or the spillage of substances.

**When the Fire Brigade intervenes, traffic management is subject to the safety conditions imposed by them.**



# Roadside Assistance



The Company guarantees **24-hour** roadside assistance for vehicles that have broken down or been involved in an accident through the following organizations:

- ACI Global Servizi S.p.A.
- Europ Assistance VAI S.p.A.
- Gruppo IMA Italia Assistance
- Inter Partner Assistance S.A.

Through affiliated workshops, these organizations remove vehicles that are stopped or involved in accidents from the motorway and perform any on-site interventions that can be carried out using the equipment available on recovery vehicles.

**Assistance requests: Operations Center**  **+39 041 5497118**

# Medical Emergency Assistance

Medical emergency assistance is provided by S.U.E.M. 118 (Emergency Medical Service). This service is activated by the Company's Operations Center 24 hours a day.

## Request for assistance

The Company's Operations Center is active **24 hours a day** and responds to requests for mechanical or medical assistance at

 + 39 041 5497118

# “Safety Car”: Traffic Flow Modulation

In dangerous traffic situations, it may be necessary to deploy vehicles from the Traffic Police to regulate or temporarily stop the flow of traffic in order to manage and resolve an emergency situation.

## Reasons for intervention:

- Road accidents
- Obstacles or disruptions to traffic
- Weather or environmental events
- Traffic management operations aimed at reducing operators' exposure to traffic and minimizing inconvenience for road users

These measures help protect road operators by reducing their exposure to traffic while ensuring that road users experience the least possible disruption. The operational procedure provides for the intervention of the Traffic Police, supported by Road Assistance Officers. In the absence of the Traffic Police, the activity is carried out by specially trained auxiliary personnel of CAV S.p.A.



# Winter Tires or Snow Chains Requirement



Along the A4 motorway, from 15 November to 15 April, it is mandatory to drive with winter tires or to carry snow chains on board. This requirement applies even in the absence of snow.

Failure to comply with this provision may result in administrative fines ranging from €80 to €318, and drivers may be ordered not to continue their journey until the required equipment has been obtained.

# User Assistance at Toll Lanes

The Centralized Network Monitoring Service (MCR) provides remote assistance to users 24 hours a day through an advanced technological system for those who encounter difficulties with toll payment, ticket issuance at entry, or the resolution of irregular transit situations.

For safety reasons, it is strictly forbidden to **exit the vehicle** or cross toll lanes on foot, regardless of the issue encountered.

Users experiencing difficulties can contact the MCR operator by simply pressing the **red button** located near the toll lane. The operator will promptly intervene to resolve the problem.



# Exceptional Transport

For the transit of exceptional vehicles or loads that exceed the size and/or weight limits established by Article 10 of the Italian Highway Code, the Company issues a specific authorization allowing access to the managed motorway network, subject to compatibility with infrastructure and traffic conditions.

Authorization requests must be submitted through the **TE Online portal: <https://teonline.autostrade.it>**. The portal is accessible to all sector operators (transport companies and agencies). It provides information regarding the transit of exceptional vehicles on the motorway networks managed by participating concessionaires and allows users to complete the procedures required to obtain authorization to use the motorway infrastructure. Within the portal, there is a dedicated section specifically designed for the online submission and issuance of permits for exceptional transport, accessible to all companies upon registration.

## Further Information

Further information may be requested from the Exceptional Transport Office of Concessionari Autostradali Venete S.p.A. by calling, Monday to Friday, from 09:00 to 12:00 and 14:30 to 16:00, at the following numbers:

 **+39 041 5497113-154-138**

or by sending an email to:

**[ufficio.trasporti.ecezionali@cavspa.it](mailto:ufficio.trasporti.ecezionali@cavspa.it)**.

On 2 November and 31 December, the office is open from 08:30 to 12:00, and it is closed on 13 June, 14 August, and 24 December.

To facilitate the planning of freight transport activities on its network, the concessionaire also publishes and regularly updates a calendar of traffic restrictions for these vehicles on a dedicated page of its institutional website:

“Services > Restrictions for Heavy and Exceptional Vehicles.”



# Information for Travelers

## Variable Message Signs

The Company provides real-time information to motorway users regarding traffic conditions through Variable Message Signs (VMS) located along the motorway network and near access points.



When traffic conditions are normal, these signs display messages promoting road safety awareness.



# Services for Traveler Comfort

## Service Areas



Service areas along the motorway network provide assistance to both users and vehicles and represent a key safety element thanks to the possibility of stopping and resting. Concessioni Autostradali Venete S.p.A. places particular emphasis on their development.

Currently, four service areas are located along the sections managed by the Company: Arino East and Arino West, located along the A4 motorway at kilometer 372.5, near the western interchange between the A4 and the A57. Two additional service areas along the A57 Mestre Ring Road, shortly after the Venezia-Mestre toll barrier in the direction of Venice.

Services within these areas are entrusted to specialized companies that operate the fuel distribution systems as well as two restaurants, one hotel, and four bars.

The management of service areas is regulated by specific agreements that define the relationship between the motorway concessionaire and the companies managing the service areas.

In particular, these agreements establish that the managing companies are responsible for: fuel distribution services; bars, restaurants, and retail markets; cleaning of restroom facilities and commercial areas and maintenance of the service area structures.

CAV monitors the actual accessibility and usability of services available to persons with reduced mobility (PRM) in parking and service areas, as well as the accuracy of the information published in the dedicated section of its website.

This activity is carried out in compliance with Resolution No. 132 of 2024 issued by the Transport Regulation Authority, according to which CAV must promptly update information on its institutional website regarding any changes in the availability of services provided by operators in the service areas along its network.

The Company periodically conducts inspections at service areas in order to verify the maintenance condition of the facilities; compliance with hygiene and health regulations required of operators; the overall quality of services offered to users.

Information about service areas is available on the website [www.cavspa.it](http://www.cavspa.it) in the section “Motorway – Service Areas.”

The following table lists the main services available in the above-mentioned service areas.



The following table lists the main services available in the above-mentioned service areas.

Service Areas	Arino Est	Arino Ovest	Marghera Est	Marghera Ovest
Petrol Diesel	•	•	•	•
GPL	•	•		
Natural Gas	•	•		
Repair Shops			•	
Info Point	•			
Restaurants	•	•		
Bars	•	•	•	•
Hotels			•	
Facilities for disabled users	•	•	•	•
Number of EV charging stations	0	0	0	3*
Cameras	30	12	16	31
Camper Areas	•	•		

\* During installation

Service Areas	Arino Est	Arino Ovest	Marghera Est	Marghera Ovest
Showers	•	•		
Play Areas	•	•		
Baby Room	•	•		
Facilities for persons with reduced mobility	•	•	•	•
Conference rooms			•	
Wi-Fi	•	•		•
Fax				
Bancomat	•	•		
Parking total	116	116	24	17
Parking PRM reserved**	3	3	1	1
Parking for heavy vehicles	20	26	4	0

\*\* People with reduced mobility

# Maintenance

Maintenance activities are a key feature of the service provided by Concessioni Autostradali Venete S.p.A. and an essential requirement to ensure the safety and efficiency of the concessioned motorway infrastructure.

The Company annually plans maintenance works on the motorway network, taking traffic forecasts into account to minimize inconvenience to users. Maintenance—whether routine or extraordinary—is carried out, whenever possible, during nighttime or low-traffic periods, in compliance with the highest safety standards and to maximize user comfort.

Only in exceptional emergencies, when infrastructure safety is at risk, are works carried out during heavy traffic periods.

# Green Areas

The Company maintains and expands its tree heritage, using it as a permanent laboratory to:

- Study biodiversity;
- Test technologies to mitigate environmental impacts of motorway operations;
- Implement environmental safety systems.

To improve air quality and reduce the environmental impact of the Passante di Mestre, large green areas with artificial dunes of varying slopes have been created, which also act as noise barriers. This initiative, known as Passante Verde, covers approximately 150 hectares along the motorway corridor and is dedicated to environmental mitigation.

The Company performs:

- Seasonal pruning and mowing;
- Maintenance, cleaning, and pruning of slopes to ensure optimal road visibility

Within the green areas of the Passante di Mestre, there are urban parks and cycle paths accessible to the public. In the early months of 2025, the Company replaced obsolete playground equipment in the parks adjacent to the Passante di Mestre.



# Winter Services

**Winter services include all activities necessary to keep the motorway surface passable during severe weather events such as snow and ice, including all related operations.**

To manage emergencies caused by adverse conditions, the Company annually plans operations, **prepares dedicated vehicles, and coordinates internal personnel and external operators.**

To optimize snow and ice clearance, four dedicated areas along the network have been equipped with snowplows, salt spreaders, and storage facilities. The winter maintenance period typically runs from 15 November to 15 March.

Using data collected from roadside weather stations, together with assessments by patrolling personnel (Traffic Police, Road Assistance Officers, ARPAV, etc.), the Company can make short-term forecasts to promptly activate the operations described above. In accordance with Article 30, Paragraph 7 of the Italian Highway Code implementing regulations, CAV has issued specific operational instructions defining both the monitoring of the road surface in relation to weather conditions and the intervention procedures in case of ice or snow.

# Pavements

Depending on the technical and functional characteristics of the concessioned sections, different types of bituminous mixtures have been used to maximize overall safety in compliance with current regulations. About 80% of the motorway sections managed are paved with draining and noise-absorbing asphalt, which: reduces noise emissions and vibrations; eliminates aquaplaning effects; improves tire grip and road surface adherence and enhances visibility.

The roadway is visually inspected daily, mechanically swept periodically, and its wear level is instrumentally measured annually to maintain safety standards and plan timely restoration interventions.

## Pavements

	A4	A5	Raccordo Marco Polo
<b>Drainage and Sound-Absorbing Pavement (%)</b>	100%	60%	0%
<b>Multifunctional Pavement (%)</b>	0%	40%	100%

### During 2025, the following works were carried out:

- Rehabilitation of the wearing course on the following sections: the entire westbound carriageway of the A4 from km 370+000 to km 363+724; the entire westbound carriageway of the A57 from km 15+350 to km 13+750; the emergency lane and slow lane on the eastbound carriageway of the A4 from km 393+000 to km 391+800; the entrance forecourt on the westbound carriageway of the Spinea toll station along the A4; the north entrance and north exit forecourts of the Mirano-Dolo toll station on the A57; and connecting ramps to/from Venice.
- Deep pavement rehabilitation works on the A4 Passante di Mestre along the eastbound carriageway from km 375+300 to km 375+800 and from km 394+150 to km 394+900.

### The following works are scheduled for 2026:

- Rehabilitation of the wearing course on the entire eastbound carriageway of the A4 from km 363+724 to km 368+000 and from km 391+000 to km 392+500; rehabilitation of the wearing course on the entire westbound carriageway of the A4 from km 396+500 to km 395+500; rehabilitation of the wearing course on the entire westbound carriageway of the A57 from km 15+350 to km 13+750; rehabilitation of the wearing course on the Miranese and Castellana roundabouts connecting to the A57.
- Deep pavement rehabilitation works are also planned on the A4 Passante di Mestre along: the westbound carriageway from km 381+400 to km 380+550, from km 380+250 to km 379+100, and from km 395+600 to km 395+000; the eastbound carriageway from km 398+300 to km 399+300.



The road surface is subject to continuous inspections, scheduled cleaning operations, and annual monitoring programs to assess wear conditions, aimed at preserving safety standards over time and enabling timely planning of maintenance activities.

# Lighting

**The lighting system is installed along the entire managed network and is particularly developed in critical areas such as the urban section, interchanges, and underpasses.**

Lighting in underpasses operates 24 hours a day. To minimise visual disturbance when entering these structures, sensors have been installed to automatically adjust brightness according to the external lighting conditions.

Along the urban section of the A57 and at all connected interchanges, as well as at the toll stations of Padova Est, Mirano–Dolo, Mira Oriago, Spinea, and Martellago–Scorzè, and at the A57/A27 interchanges (high-mast lighting towers), the lighting fixtures use LED technology, which provides higher lighting performance and lower energy consumption, thereby reducing light pollution in compliance with Regional Law No. 17 of 7 August 2009.

Additional lighting points along the managed motorway infrastructure are currently being replaced with LED technology, particularly in the entry and exit forecourts of the Venezia Mestre toll barrier.

Additional lighting points along the managed motorway infrastructure are currently being replaced with LED technology, particularly in the entry and exit forecourts of the Venezia Mestre toll barrier.

Across the 74.1 kilometres of network under the company's responsibility, there are currently approximately 7,850 lighting points. Furthermore, at the Spinea toll station interchange, the company has installed a **Guard LED system** in order to improve road-

way visibility without the use of poles. This system consists of a polyurethane-coated barrier housing LED strips and offers the dual benefit of significantly reducing CO<sub>2</sub> emissions and light pollution, the latter contributing positively to the photosynthesis process, which is essential for oxygen production.

In order to reduce energy consumption from fossil fuels, Concessioni Autostradali Venete S.p.A. has also installed the following photovoltaic systems: one between Padova Est and the A4–A57 junction, one along the Passante di Mestre in the Campocroce area, and a new 180 kW photovoltaic system installed on the parking canopies adjacent to the Marghera headquarters.

Since the commissioning of the latter system in April 2025, the photovoltaic energy produced has been entirely self-consumed to cover part of the energy needs of the administrative site.

It should also be noted that, under a specific agreement with the electricity supplier, all electricity demand is covered by certified renewable energy sources (green option).



# Horizontal and Vertical Road Signage

All signage installed along the infrastructure managed by the Company complies with the forms, dimensions, colours, symbols, and characteristics prescribed by the implementing regulation of the Italian Highway Code.

Signage is divided into horizontal and vertical. Horizontal road markings are applied using high-retroreflectivity materials, such as paints or sprayed hot thermoplastic, and, where necessary, are integrated with rumble-strip thermoplastic markings.

Along the A4 Passante di Mestre, to increase safety margins, rumble thermoplastic lines have been installed along both edges of the carriageway. This solution ensures that any manoeuvre causing a vehicle to cross the lateral demarcation lines generates noise and vibration perceived by the driver, encouraging greater attention while driving.

Horizontal signage is **constantly monitored** in order to ensure its efficiency, maintain safety standards in terms of visibility, and schedule any necessary maintenance works.

During 2025, repainting operations were carried out along the entire horizontal signage network managed by the Company to ensure the minimum visibility threshold of 150 mcd/m<sup>2</sup>.



Maintenance works are also planned to ensure adequate efficiency and safety standards for signage systems, including maintenance of the support structures of vertical signage (gantries and cantilever gantries)

Vertical signage is manufactured using **impact-resistant materials**, on which retroreflective films are applied. These films meet the colorimetric, photometric, technological, and durability requirements specified in the technical regulations approved by the competent Ministry.

Vertical signage is regularly **inspected and replaced** whenever it is found to be deteriorated or damaged.

# Communication Channels for Road Users

Traffic and mobility information regarding the Italian motorway and road network can be accessed via the RAI radio channel, which broadcasts the traffic bulletins of “CCISS – Viaggiare Informati.” For the network managed by CAV, traffic information can be accessed via mobile phone, smartphone, or tablet through the websites: [www.cavspa.it](http://www.cavspa.it) [www.infoviaggiando.it](http://www.infoviaggiando.it) or by downloading the free “Infoviaggiando” app.

Users can also register on [www.infoviaggiando.it](http://www.infoviaggiando.it) to receive real-time traffic updates via email.

Additional travel information can be obtained through local radio and television networks, which broadcast traffic updates.

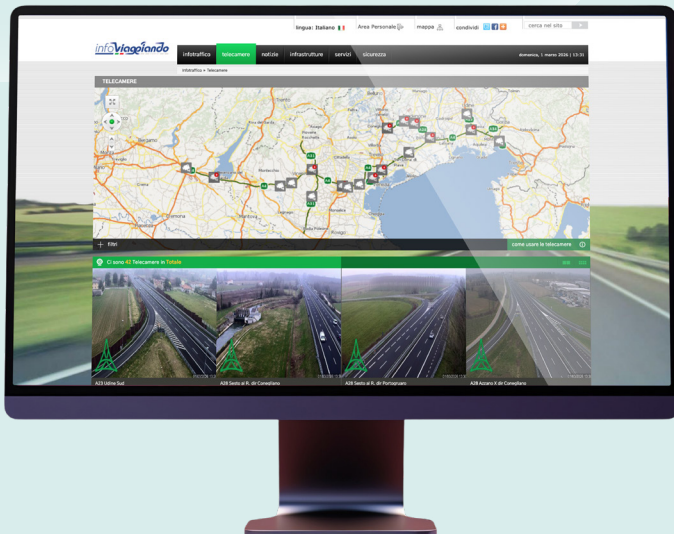
- Radio RAI – CCISS viaggiare informati
- Radio Capodistria
- Radio Padova
- Radio EasyNetwork
- Radio Vicenza
- Radio Studio Nord
- Radio Piper
- Radio Venezia
- Radio Venezia Sound
- Radio Café
- Radio Café 24
- Radio Stereo Città
- Radio Yes Radio
- Radio Diffusione Europea
- Radio 7
- Radio Gioconda
- Radio TRV – Teleradio Veneta
- Radio Boom
- Radio Gambellara
- Radio Studio Verona
- Radio Is Good For You
- Radio Studio 91 Live
- Radio Caorle
- Veneto24
- Radio Calcio FVG
- This Is Radio
- Media Veneta Radio
- Radio Conegliano
- Radio Clodia
- Viva La Radio
- Radio Garda
- Radio International
- Radio Diva FM
- Radio Bruno
- Radio Palazzo Carli
- Radio Treviso

If necessary, and subject to operational and emergency conditions, the Operations Centre of Concessioni Autostradali Venete S.p.A. provides traffic information via the telephone number: +39 041 5497118.

# INFOVIAGGIANDO Portal

In collaboration with neighbouring motorway concessionaires — Autostrada Brescia – Verona – Vicenza – Padova S.p.A. and Autostrade Alto Adriatico S.p.A. — Concessioni Autostradali Venete S.p.A. uses the **INFOVIAGGIANDO** technological platform to provide real-time information (in Italian and English) on traffic and road conditions.

The platform allows users to plan their journey by consulting traffic forecasts, restrictions in force, and information regarding roadworks or other events affecting the networks managed by the three concessionaires.



Within the information dissemination system, the recognisability and visibility of information belonging to each concessionaire is ensured.

**infoviaggiando**  
Il traffico in autostrada da Trieste a Brescia

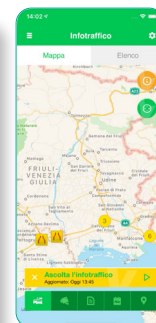
Numero Verde  
**800996099**

The infomobility service is available  
through the portal

[www.infoviaggiando.it](http://www.infoviaggiando.it)

and via  
**Infoviaggiando**

mobile application, which is free and compatible  
with Android and iOS devices.

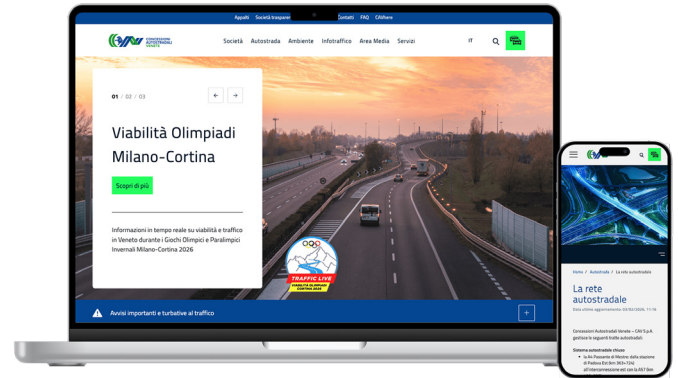


# Corporate Website

The corporate website of Concessioni Autostradali Venete S.p.A. ([www.cavspa.it](http://www.cavspa.it)) provides stakeholders with general information about motorway services, methods for interacting with company offices, and updates on traffic conditions and roadworks that may affect circulation.

The website includes a section called “Transparent Company”, established pursuant to Law 190/2012 on anti-corruption and Legislative Decree 33/2013 on transparency, including subsequent amendments. This section provides extensive information on the structure and activities of CAV, in compliance with the aforementioned regulations and directives issued by ANAC (National Anti-Corruption Authority). Users can also consult the calendar of forecasted heavy-traffic days and the days when motorway circulation is restricted for heavy vehicles or exceptional transport.

To ensure accurate, reliable, and certified traffic information, CAV has made available, within the “Traffic Events” section, a technological platform that updates users in real time on traffic conditions across the entire regional motorway and connected road network.



The service is free of charge, accessible from all devices, and allows travellers to plan their journeys by considering any events that may affect road accessibility.

Through the “Infotraffic” section, users can view real-time traffic images via webcams positioned at the most important motorway interconnection points and urban crossings.

Year	2023	2024	2025
Number of Visits	142.630	212.398	199.540
Webcam	3,22	5,9	6,26
Traffic Updates	4,1	3,7	1,98
Home page	22,2	10,5	11,72
Selection Notices	2,2	1,9	1,56
Unpaid Toll	8,8	3,3	4,9
Work with us	0,8	0,7	2,0
Calculate the Toll	0,67	3,0	5,86
Toll	3,9	3,6	1,0
CavHere	14,2	7,1	1,0



# Social Media

Concessioni Autostradali Venete S.p.A. uses the most widely used social media channels (Facebook, LinkedIn, Instagram, and YouTube) to share information about its projects, awareness initiatives related to environmental protection and road safety, and real-time updates on traffic conditions, roadworks, and any accidents.

The website also provides information on the location of service and rest areas and InfoPoints.

For a better understanding of the CAV motorway network and its usability, users are invited to consult the map included in this Service Charter.

Users can also download various forms from the website, including those for toll invoicing requests, tenders for works, supplies and services, ordinances related to ongoing or planned roadworks, useful contacts, accident report forms, and more.

The corporate website is complemented by the Company's social media channels – Facebook, Instagram, LinkedIn, X, and YouTube – which have been activated to broaden public awareness and external visibility of the Company's activities and projects and to facilitate dialogue with stakeholders.



# Safety and Environment

All motorway infrastructures operated by CAV S.p.A. integrate advanced technologies to ensure safety and usability and feature differentiated construction characteristics.

The A4 section (Passante di Mestre) is largely built in a cut-and-cover configuration (“trench”), below ground level, in order to overcome interferences with other transport infrastructures, reduce environmental impact, and create route variations that help maintain a high level of driver attention. Some sections are built in artificial tunnels and are equipped with significant technological and service systems, as well as sophisticated monitoring and control systems.

The environmental impact of the Passante is mitigated by a parallel “green infrastructure” covering approximately 150 hectares, together with a system for the collection and treatment of rainwater and microplastics.

The A57 Mestre Ring Road (Tangenziale di Mestre), built on embankments and viaducts, is also equipped with numerous technological, service, and control systems and benefits from a first-rainwater collection and treatment system, as well as a green corridor designed to reduce the environmental impact of the infrastructure and improve its integration with the surrounding landscape.



# Monitoring of Motorway Structures

The monitoring of motorway structures managed by the Company is carried out through inspections performed in accordance with Ministerial Decree (DM) 204/2022.

The monitoring process is managed through a Bridge Management System (BMS), which collects data from inspections and processes them into useful information to guide maintenance activities more effectively and promptly.

The adoption of the BMS enables efficient control of the condition of physical infrastructure throughout its life cycle, ensuring the safety of transport and citizens. It allows the definition of action plans based on intervention priorities, improving efficiency, speed, accuracy, and timeliness in maintenance activities.

The Company has also launched a structural instrumentation campaign on a number of structures. This technology enables dynamic monitoring, meaning continuous data collection regarding the condition of the structures.

In 2023, with funding from the PNRR-PNC programmes, monitoring systems were installed on six structures. Since 2024, the data from these monitoring systems have been managed through the BMS and analysed to observe and assess the behaviour of the structures.



A data analysis platform is currently being developed to process the information collected by the monitoring systems and enable Structural Health Monitoring (SHM).

The BMS-based monitoring system allows inspection data to be processed into actionable information, enabling more effective and timely maintenance planning.

# Structure Maintenance

Based on inspections carried out in previous years, structures requiring maintenance are identified.

During 2025, in addition to routine maintenance works on the Noventana Viaduct, several interventions were carried out, including: concrete restoration works, superficial conservation treatments (painting and plaster restoration), replacement of expansion joints, and other works necessary to preserve the condition of structures under concession.

In 2025, extraordinary maintenance works also began on: the Volpin drainage canal bridge, including rehabilitation works and strengthening of abutments and beams; the Bottenigo overpass, including rehabilitation works, strengthening of the deck slab, and complete replacement of the central span.

In 2026, extraordinary maintenance works are expected to begin on: the Taglio River bridge on the A57, and the Zezenigo drainage canal bridge.

The Company also plans to complete the final design phase for extraordinary maintenance interventions on four additional structures. These projects will then be submitted to the granting Ministry for approval before being put out to tender.



# Safety Barriers

All motorway sections managed by the Company are equipped with continuous safety barriers along the central median.

Along the right-hand side of the carriageways, protective barriers are present along most of the route. For example: the Mestre-Padova section is protected on 60% of both sides, the Marco Polo connector reaches 75%, while the urban section of the Mestre Ring Road and the Passante di Mestre are protected 100% on both sides. All barriers are made of steel and comply with the required containment performance classes.

During 2025, repairs to safety barriers damaged by road accidents were carried out, and the annual inspection programme continued through visual and instrumental checks to ensure compliance with safety standards.

Also in 2025, works were commissioned to upgrade safety barriers along the A4 motorway and the A57 Mestre Ring Road, on the section between Padova Est and Mestre, with the aim of increasing infrastructure safety and reducing risks for motorway users.



# Noise Barriers

To reduce noise pollution caused by vehicular traffic, CAV S.p.A. carried out acoustic mapping along all motorway sections under its responsibility.

This analysis identified existing noise mitigation measures and defined action plans with short-, medium-, and long-term interventions aimed at addressing situations where expected noise levels exceed reference thresholds.

Intervention measures include: acting directly on the noise source by applying low-noise pavement surfaces, designing new acoustic barriers, or upgrading existing ones.

In 2024, routine maintenance activities were carried out on existing sound-absorbing barriers to ensure their efficiency.

In 2025, metal sheet panels on the noise barriers located along the Terraglio viaduct, from km 15+750 to km 15+450 on the west-bound carriageway of the A57 Mestre Ring Road, were replaced with new aluminium panels.

# Noise Reduction Plan

**The new Noise Containment and Reduction Plan, prepared in accordance with Law 447/1995 and its implementing decrees, has been completed, published as required by law, and submitted in February 2024 to the Ministry of the Environment for approval.**

Pending this approval, CAV has nevertheless decided to proceed with the next design phase, in order to begin implementation as soon as ministerial approval is obtained.



# Technological and Service Systems



The managed motorway infrastructures, both due to their configuration and to enable effective traffic monitoring, are equipped with advanced technological systems that support a high level of safety.

Along the Passante di Mestre and the urban section of the Mestre Ring Road, rainwater pumping systems are installed to prevent road flooding. These systems are connected to oil separation and filtration systems before discharge into surface water bodies.

Since these systems were built at different times, a modernisation programme has been launched to install an intelligent control system with integrated software ensuring fully automated operation.

The system will be network-connected, enabling not only local automatic operation of each installation but also remote management through a supervision, control, and data acquisition system.

The objective is to enhance infrastructure management through a centralised system capable of autonomously managing all installations along the motorway network, monitoring efficiency, ensuring correct operation, and scheduling maintenance activities, while significantly reducing pollutant loads in discharged water.

Through the use of artificial intelligence systems, it will be possible to further automate the collection, processing, and control of data, reducing or even eliminating the need for human supervision and integrating the numerous installations distributed across the territory into a single system.

## Perimeter Fencing

The perimeter fencing prevents uncontrolled access to the motorway infrastructure by vehicles, people, and animals. Fences are regularly monitored, periodically renewed, and cleared of invasive vegetation.

The Company carries out **continuous inspection of boundary fencing**, replacing deteriorated sections and repairing damaged areas, often resulting from **intentional acts of vandalism**.

## Emergency Lay-bys

All motorway sections are equipped with emergency lay-bys located approximately every 500 metres, sized to allow temporary use by heavy vehicles strictly in emergency situations.

Along the urban section of the Mestre Ring Road, due to the specific configuration of three lanes in each direction without an emergency lane, lay-bys have been built exclusively for emergency stopping purposes.



## SOS Emergency Phones

Along the managed motorway network, SOS emergency call boxes are installed approximately every 1,500 metres.

These devices allow users to request mechanical or medical assistance by speaking directly with an operator at the Operations Centre. Currently, 75 SOS call boxes are in operation.

Ground markings along the emergency lanes guide users to the nearest call box.

# Safety Routes and Service Roads

The motorways managed by Concessioni Autostradali Venete S.p.A. are equipped with support road infrastructures used for emergency response and maintenance operations.

Along the Mestre–Padova section, support mobility is provided by two safety roads running parallel to the motorway outside the motorway right-of-way. These routes are connected to the motorway through controlled access points and allow maintenance vehicles to operate without interfering with motorway traffic. In emergency situations, including full motorway closures, these roads may also be used by emergency services as alternative routes.

Along the A4 section between Dolo and Quarto d'Altino, support mobility is provided by a network of service and rural roads connected to the urban road network.

The urban section of the A57, due to its configuration on embankments and viaducts, is equipped with pedestrian escape routes connected to emergency areas and evacuation paths leading to ground level.

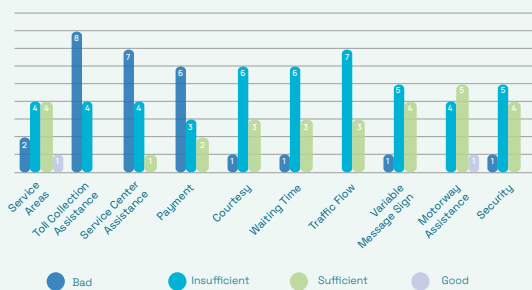




# Customer Satisfaction

To monitor user satisfaction regarding the services provided, the Company offers a customer satisfaction questionnaire on the homepage of its website [www.cavspa.it](http://www.cavspa.it), allowing users to evaluate various aspects of the motorway service.

Customer Satisfaction year 2025



One of the fundamental objectives of CAV is to ensure high-quality motorway services and user satisfaction.

Through an anonymous questionnaire, fully compliant with privacy regulations, Concessioni Autostradali Venete collects feedback from users in order to better understand their needs and expectations. Responses, suggestions, and requests are analysed and translated into service improvement actions.

**Continuous monitoring makes it possible to assess users' perception of improvements in services such as: roadside assistance, traffic information, travel comfort, staff courtesy, and the quality of services provided in rest areas along the motorway network.**

# Policies and Quality Management

## CAV's integrated management system is based on nine certification schemes:

- UNI EN ISO 9001:2015 (Quality)
- UNI EN ISO 14001:2015 (Environment)
- UNI ISO 39001:2016 (Road Traffic Safety)
- UNI ISO 45001:2018 (Occupational Health and Safety)
- SA8000:2014 (Social Responsibility)
- UNI EN ISO 50001:2018 (Energy)
- UNI EN ISO 14064-1:2019 (GHG Emissions Quantification)
- UNI/PdR 125:2022 (Gender Equality)
- additionally, ongoing surveillance is conducted for UNI CEI EN ISO/IEC 27001:2022 (Information Security).

These certifications allow the company to manage and monitor business processes not only from technical and organizational perspectives, but also in terms of inclusivity and employee well-being.

Moreover, the company incorporates ANSFISA guidelines regarding the maintenance and safety of conventionally managed infrastructure into its procedures.

In 2025, CAV implemented and maintained updates to the integrated management system, taking into account the various operational contexts expected throughout the year.

The certification body conducted audits for all schemes during 2025, confirming that CAV's Integrated Management System complies with the applicable standards and regulations.

CAV places the highest priority on the safety and health of its employees, external personnel, users, and the general public. The company is committed to preventing workplace accidents and occupational illnesses, managing risks, and applying best practices to safeguard health, safety, the environment, and public well-being. These activities are managed within the Integrated Management System, which, through the regulation of implementation procedures and monitoring of specific KPIs, ensures periodic evaluation of the results achieved.

# Quality Indicators

This section summarizes all service quality indicators, defined in accordance with Directive No. 102/2009 of the Ministry of Infrastructure and Transport and the Directorate General for the Supervision of Motorway Concessionaires, which must be complied with by all concessionaires:

CAV continuously monitors these indicators through regular checks and inspections, ensuring that the required standards were maintained throughout 2025.

## Travel Safety

Quality Indicator	Unit of Measure	Reference Standard
Advance Notice Period for Communications, via Ordinances, Regarding Roadworks Lasting More Than 5 Days	Advance Notice Time (hours) in 85% of Cases	24

## Operational Regularity

Quality Indicator	Unit of Measure	Reference Standard
Condition of Road Markings (Retroreflectivity)	RL (mcd lx -1 m-2)	100*

\* Compliance with the standard is verified over at least 90% of a minimum 20-kilometer section, excluding the winter operations period.

## Service Comfort

Quality Indicator	Unit of Measure	Reference Standard
Service Area Operations – monthly inspections conducted on at least 80% of service areas, with one inspection per month covering all areas	Times per Month	2

## Services for Travelers with Disabilities

Quality Indicator	Unit of Measure	Reference Standard
Service Area Operations – monthly inspections on at least 90% of service areas, with one inspection per month covering 100% of areas.	Times per Month	2

## Customer Information

Quality Indicator	Unit of Measure	Reference Standard
Response Time to Suggestions and Complaints via Email	Response Time in 85% of Cases (Days)	10*

\* to be understood as 10 working days

# User Protection

The Company considers complaints and suggestions as key indicators of user-perceived service quality. These direct communication channels allow the collection of useful information to identify issues and implement service improvements.

## Complaints

Complaints and suggestions can be submitted

By post (ordinary or registered mail) to:  
**Concessioni Autostradali Venete S.p.A.**  
Via Bottenigo, 64/A - 30175 Marghera (VE)

By e-mail:  
**ufficio.protocollo@cavspa.it**

By certified e-mail (PEC):  
**cav@cert.cavspa.it**

Through the web form available via the link on the homepage of  
**[www.cavspa.it](http://www.cavspa.it)**

In the "Services – Forms" section of the website [www.cavspa.it](http://www.cavspa.it), users can download the complaint or suggestion form.

Complaints and suggestions may be submitted in Italian or English, with responses provided in the same language.

In the event of a missed response, a delayed reply, or an unsubstantiated response, conditions may apply for possible compensation, within the limits and timelines defined by the applicable regulations. Payments are made via bank transfer.

Users with reduced mobility (PRM) who encounter discrepancies between the "PRM Accessibility" section of the website and the actual accessibility of services in parking and service areas may submit a complaint, including via web form, providing the following information:

- Date of transit
- Entry toll booth
- Exit toll booth
- Exit time
- Vehicle license plate
- Toll receipt / substitute receipt / telepass device code / unpaid toll report number
  
- Description of the issue, specifying:
  - Service area involved
  - Time of stop
  - Location and type of issue (e.g., restaurant, fuel station, parking area, etc.)
- Self-certification of PRM status, indicating whether driver or passenger
- Any supporting evidence (e.g., photos)

CAV, after verifying the claim and requesting additional information if necessary, proceeds within the regulatory timeframe to provide compensation for the inconvenience suffered.

## Damage Claims

Users who incur damage while traveling on CAV-managed roads and consider the Company responsible may request compensation.

Upon receiving a claim, CAV activates its third-party liability insurance to reimburse actual damages attributable to the Company.

Claims must include:

- Claimant's details
- Detailed description of the incident
- Presence of any worksites
- Intervention by authorities (Police or Fire Brigade)

Supporting documentation should include:


- Photos of the damaged vehicle
- Repair estimates
- Witness statements
- Any additional relevant evidence

### Information

A specific form, **Incident Report – Damage Claim**, is available at CAV service centers (CAVhere and Arino Est service areas)

or for download at **[www.cavspa.it](http://www.cavspa.it)** in the “Services – Download” section.

For further information, contact:

 **041.5497625**  
(Mon–Fri, 9:00–13:00)

or by email:  
**[supporto.assicurativo@cavspa.it](mailto:supporto.assicurativo@cavspa.it)**

Claims may also be sent by post to:  
**Concessioni Autostradali Venete S.p.A.**  
**Via Bottenigo, 64/A**  
**30175 Marghera (VE)**

By e-mail:  
**[ufficio.protocollo@cavspa.it](mailto:ufficio.protocollo@cavspa.it)**

By certified e-mail (PEC):  
**[cav@cert.cavspa.it](mailto:cav@cert.cavspa.it)**

## Toll refund for roadworks or traffic blockage pursuant to ART Resolutions no. 132/2024 and no. 211/2025

Pursuant to Resolution no. 132/2024 of the Transport Regulation Authority (ART), as amended by Resolution no. 211/2025, users may request a toll refund exclusively in the cases provided for by law.

### When a refund is available

A toll refund is granted in the following cases:

- presence of roadworks for scheduled works;
- traffic blockage lasting more than 1 hour caused by reasons other than emergency roadworks (for example, accidents or adverse weather conditions).

### When a refund is not available

No refund is available in the case of:

- emergency roadworks;
- routes with a toll of € 0.00.

### Routes for which a refund may be requested

The refund is available exclusively for journeys with both entry and exit at stations managed by CAV.

Where discounts or fare reductions are applied, the refund will be calculated on the amount actually paid, net of the discount applied.

In any case, the refund shall not exceed the toll amount paid.

### Who may request a refund

The request may be submitted by:

- private individuals;
- VAT-registered entities;
- companies.

The refund may be requested regardless of the payment method used:

- electronic toll device;
- payment cards;
- cash.

It may also be requested by anyone who has already settled a Non-Payment of Toll Report (RMPP).

### Amounts and payment method

- A refund accrues for amounts exceeding € 0.10.
- Payment is made by bank transfer once a minimum cumulative amount of € 1.00 is reached.

### Response times

Within 20 days of submitting the request, the applicant will receive notification of:

- acceptance of the application, with an indication of the amount granted;
- or rejection of the request.

The refund, where due and once the minimum threshold (€ 1.00) is reached, will be paid within the subsequent 10 days. The request must be submitted through the dedicated channels made available by CAV, attaching (as applicable):

- the toll payment receipt;
- the invoice or account statement from the electronic toll device provider;
- the RMPP payment receipt.

The attached documentation must evidence the transit for which the refund is requested and must be consistent with the information and data declared by the user.

To receive the credit, the bank account holder must match the applicant.

For further information or clarification, the following are available: the FAQ section, the **CAV Service Centre Info Point** at the Arino Est Service Area, email address:

✉ [rimborso.art@cavspa.it](mailto:rimborso.art@cavspa.it)

telephone number:

☎ **041.5497217**

## Refunds

The Company ensures reimbursement of tolls paid in excess, following verification of the user's claim.

Refund requests may be submitted

By post to:  
Concessioni Autostradali Venete S.p.A.  
Via Bottenigo, 64/A  
30175 Marghera (VE)

By e-mail to:  
[ufficio.protocollo@cavspa.it](mailto:ufficio.protocollo@cavspa.it)

By certified e-mail (PEC):  
[cav@cert.cavspa.it](mailto:cav@cert.cavspa.it)

or the dedicated web form  
on the CAV website  
[www.cavspa.it](http://www.cavspa.it)

in accordance with  
current regulations.

Partial or full toll refunds may also apply if road use is limited due to non-emergency worksites or events causing traffic disruptions.

Such refunds are provided within the limits and timelines set by sector regulations, with notifications provided on the website [www.cavspa.it](http://www.cavspa.it).

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For further information or clarification, the following are available: the FAQ section, the **CAV Service Centre Info Point** at the Arino Est Service Area, email address [rimborsi.art@cavspa.it](mailto:rimborsi.art@cavspa.it), telephone number **041.5497217**.

## Useful Contacts

### Traffic & Weather Info:

Toll-free number "Infoviaggiando"	800 996 099
Operations Center	041 5497118

### Emergency:

Operations Center	041 5497118
Highway Police	113
National Health Service	118
Fire Brigade	115

### Roadside Assistance :

Operations Center	041 5497118
ACI Roadside Assistance	803 116
Europe Assistance – Vai	803 803
Inter Partner Assistance S.A	800 294292
IMA Servizi S.c.a.r.l.	800 613613

### Medical Assistance:

Operations Center	041 5497118
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### Insurance Office:

From Monday to Friday 9:00 - 13:00	041 5497625
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### Commercial information:

Venice-Mestre Service Center (Mon–Fri: 08:30–12:45 / 14:30–18:00)	041 5497184
Telepass / Viacard info (call charge applies)	840 043 043
Toll Recovery Office (Mon–Fri: 09:00–12:00)	041 5497222
Toll Billing (Mon–Fri: 09:00–13:00 / 14:00–17:00)	041 5497637
Exceptional Transits (Mon–Fri: 09:00–12:00 / 14:30–16:00)	041 5497113 154 -138
Public Relations Office	041 5497111

**CAV S.p.A.**

Via Bottenigo 64/A

30175 Venezia-Marghera (VE)

P. IVA: 03829590276

R.E.A. Registration VE 0341881

mail: [direzione.generale@cavspa.it](mailto:direzione.generale@cavspa.it)

PEC: [cav@cert.cavspa.it](mailto:cav@cert.cavspa.it)

[www.cavspa.it](http://www.cavspa.it)