

MEASURES APPLIED BY ITALIAN HIGHWAY CONCESSIONAIRES DUE TO THE COVID-19 HEALTH EMERGENCY

Following the health emergency due to the outbreak of COVID-19 throughout the national territory, the Italian government has adopted several restrictive measures for the entire population with a Prime Minister Decree (D.P.C.M. of March 11th 2020). The basic services, included the mobility services, are guaranteed also through a re-modulation of the services themselves. However, no specific provision has currently been taken concerning the highways sector. Therefore, waiting for mandatory provisions from government authorities, each concessionaire is adopting its own epidemiological emergency management system. Here below the decisions currently made by the sector.

In order to contribute to the containment of the emergency linked to the outbreak of Covid-19, in addition to complying with the mandatory provisions issued by the competent authorities, an action plan has been launched at national level, which envisages at company level both for employees and service users, the following:

- in the beginning, in the so called red areas, there have been some reorganizations of the service to ensure operator safety. Unnecessary processes have been re-programmed, viability is normally guaranteed, petrol station always open, working collection;
- purchase PP2 masks, detergent and disposable gloves that remain available to staff even in the event of any extension of the aforementioned provisions;
- mandatory restrictions for all types of business trips and for every workers, allowing them to perform smartworking and reducing the personnel's presence in the offices at minimum levels;
- all employees are warned if they feel symptoms - even mild ones - which may be indicative of any infection (such as fever, cough, breath difficulty, tiredness, muscle pain) to avoid accessing hospitals emergencies and to call the Regional health service helpline or their own doctor;
- the increase in the cleaning cycles of the customer toilets not only in offices but also in service areas on their highway sections, using of chlorine-based products for the regular sanitization of both horizontal and vertical surfaces, as well as the sanitary ware and taps of the customer's toilets; installation at the entrance of the customer toilets of distributors of hydro-alcoholic disinfectant solution available to consumers; the respect of at least 1 meter distance between people, both customers and employees;
- manual toll collection is for the time being suspended in order to avoid toll collection staff to be physically at the toll booths;
- any needed support to the customers is dealt with by the Operational Centers through direct calls, so that customers are always supported to respond to their needs;
- there is also a close cooperation with the Traffic Police in order to help the enforcement activities carried out to verify the respect of the new emergency regulations by the citizens.

Measures for economic compensation are being currently analyzed and studied prior to their implementation (such as parental leaves, sickness recognition, layoffs, suspension of tax obligations, etc.).