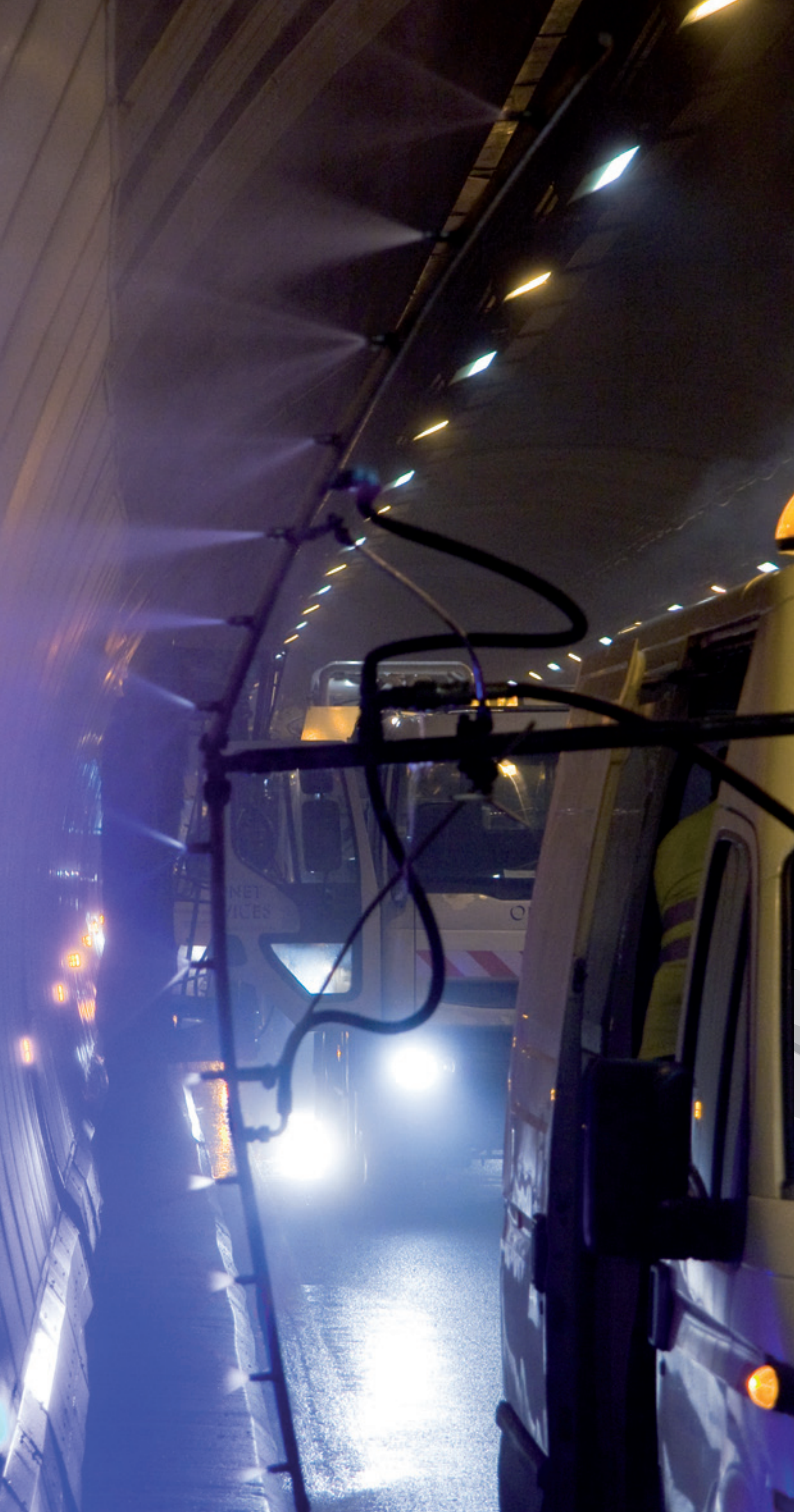
The Mont Blanc Tunnel Service Charter

GEIE TMB

TUNNEL DU MONT BLANC — TRAFORO DEL MONTE BIANCO



Contents

OUR COMMITMENT 2

INTRODUCTION TO THE GEIE-TMB 3
- WHO WE ARE 3
- OUR HISTORY 5
- AN INTEGRATED EUROPEAN MANAGEMENT 6
- OUR VALUES 7

INTRODUCTION TO THE SERVICE 9
- THE ORGANISATION 9
- SAFETY 10
- THE TECHNOLOGIES 12
- THE TOLL 16
- INFORMATION ON ROAD CONDITIONS 18
- THE RESCUE PLANS 21
- SERVICE AREA 22
- INFORMATION POINTS 23
- THE MONT BLANC TUNNEL AND THE ENVIRONMENT 24

QUALITY 26

CUSTOMER CARE 27
- COMPLAINTS AND SUGGESTIONS: AN OPPORTUNITY FOR IMPROVEMENT 27
- REIMBURSEMENTS 27

ATTACHMENTS 28

01 Our commitment

Dear travellers,
the Service Charter that we present for your attention has been produced to give an idea - the clearest one we can - of how we operate in order to discharge our responsibilities in the best possible way. This document sets out to provide all the information that can be useful in helping you to have a comfortable and, above all, a safe journey.
Since 2002 all activities relating to the management and maintenance of the Mont Blanc Tunnel have been entrusted to a bi-national body, the GEIE-TMB, which carries them out unitarily on behalf of the two concessionary companies, the Italian SITMB and the French ATMB.
The GEIE-TMB has taken responsibility given by both companies for the whole of the material structures, systems and equipment installed.
The unitary nature of the management of the tunnel is a principle that is held and shared by both the concessionary companies. In accordance with that principle, the Service Charter refers to the tunnel in its entirety.
The staff working at the GEIE-TMB are available at the two tunnel entrance aprons, on the Italian side and the French side, to respond to your requests for assistance and information.
As far as the fundamental principle of safety is concerned, it is our conviction that it cannot leave out of account the active participation of the people in transit, from whom we ask for behaviour that respects the traffic rules, and in this sense the document we are presenting you with, in the part where we illustrate and describe the organization of the service and the working of the various installations in the tunnel, can be a worthwhile information support and a contribution to conscious use of this important infrastructure of international communication.

Enjoy reading this and have a good journey.

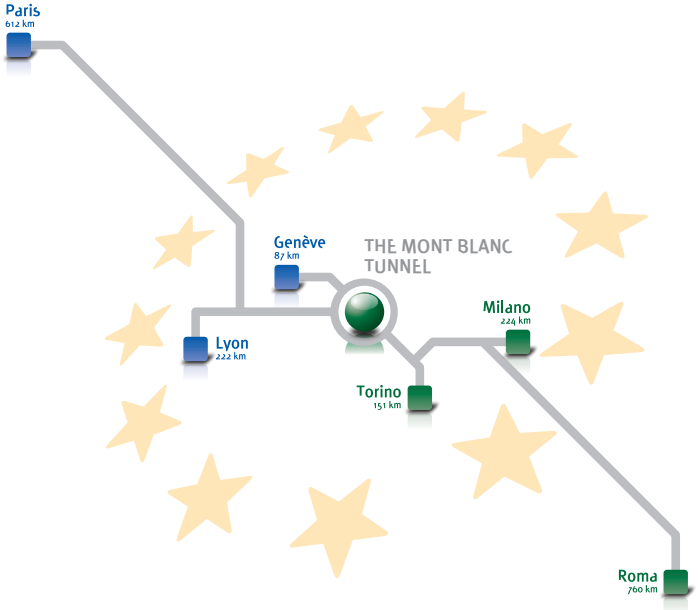
The managing director

02 Introduction to the GEIE-TMB

Who we are

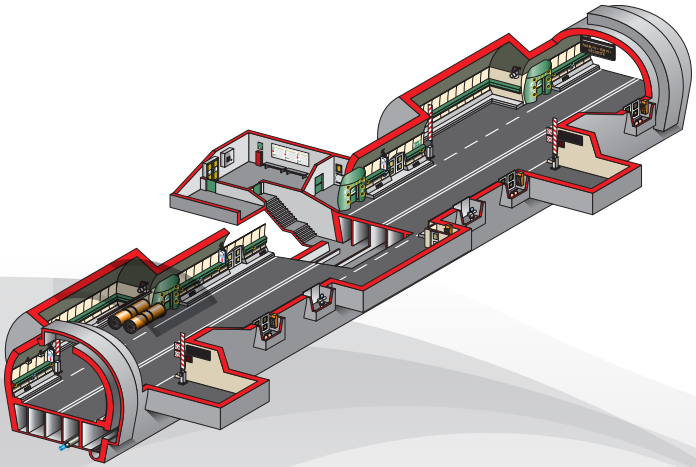
THE MONT BLANC TUNNEL:
A MAJOR INTERNATIONAL COMMUNICATION LINK

Inaugurated in 1965, the Mont Blanc Tunnel is an international communication path between France and Italy that is of decisive importance for economic, social and cultural exchange at the European level. The tunnel has a fundamental role in the promotion of tourist development and of exchanges between the Courmayeur and Chamonix valleys.
In 2021, altogether 1,475,996 vehicles passed through the Mont Blanc Tunnel (1,299,922 in 2020).
Besides the tunnel entrance aprons and the final stretches of the access roads, the two heavy vehicle traffic regulation areas of Aosta, on the Italian side, and of Passy-Le Fayet, on the French side, also belong to the tunnel.



TECHNICAL SPECIFICATIONS

Date of opening to traffic:	19 July 1965
Length:	11.6 km
Width at its base:	8.6 m
Width of the carriageway:	7 m
Number of safe rescue places:	37 pressurised safe places connected to a rescue tunnel
Height a.s.l. at the entrances:	1,274 m (France) and 1,381 m (Italy)
Maximum height a.s.l.:	1,395.5 m (halfway through the tunnel)
Vertical thickness of the rock:	more than 2 km along more than half its length
Duration of the crossing:	12 minutes at 60 km/hour



Our history

In 1953 the Ministers plenipotentiary of the Italian Republic and the French Republic sign in Paris the "Convention between Italy and France on the construction and management of a road tunnel through Mont Blanc". This Convention is ratified and implemented in Italy in 1954 and in France in 1957. In compliance with article 8 of the Convention an inter-governmental Commission (CIG) is set up and given control of the operation, its maintenance and its conservation.

In 1957 two companies are created for the construction and subsequent management of the infrastructure: in France the "Société du Tunnel du Mont Blanc", abbreviated as STMB (from 1996 called ATMB, "Autoroutes et Tunnel du Mont Blanc") and in Italy the "società Italiana per Azioni per il Traforo del Monte Bianco", abbreviated as SITMB.

On 19 July 1965 the tunnel is officially inaugurated and opened to traffic.

In 1999, following the well-known accident of 24 March, the tunnel is closed to traffic. During the next three years, the concessionary companies are engaged in carrying out important restoration and modernisation works, adopting solutions that constitute a reference model on a world level and that are assimilated into the drawing up of the European directive on "minimum safety requirements for the tunnels of trans-European roads", published in 2004. In 2002, the tunnel is reopened to traffic.

The unitary management of the tunnel at the decision of the two Governments is entrusted to the GEIE-TMB, a legal entity set up under EU law and consisting equally of the two national concessionary companies of the tunnel, the Italian SITMB and the French ATMB.

In 2006, at the initiative of the Italian and French Governments, a new "Convention between the Government of the French Republic and the Government of the Italian Republic relating to the Mont Blanc Road Tunnel" is signed in Lucca, novating and replacing that of 1953; the expiry date of the concessions is set to 2050.

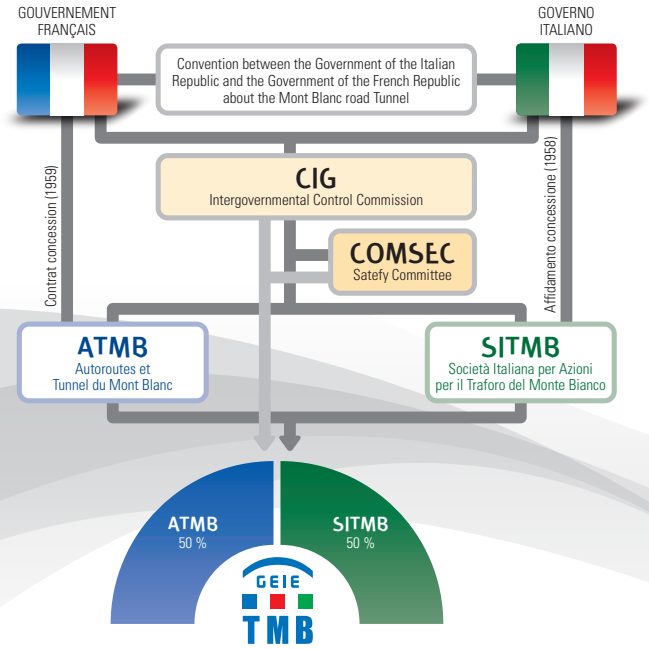
On 1st October 2008, after ratification by the Italian Parliament with Law 166 of 27 September 2007 and by the French Parliament with Law 2008-575 of 19 June 2008, the new international Convention between Italy and France comes fully into effect.

An integrated european management

The Gruppo Europeo di Interesse Economico del Traforo del Monte Bianco (GEIE-TMB), a unitarily managed bi-national entity, was set up in parallel with the carrying out of the tunnel restoration and modernisation programme, which was finished in 2002. It is a Franco-Italian body under EU law, whose statute was lodged by ATMB and by SITMB on 18 May 2000 with the competent authority of the Valle d'Aosta. Its registered office is in Courmayeur.

The GEIE-TMB carries out, on behalf of SITMB (the tunnel concessionary company for the Italian side) and on behalf of ATMB (the tunnel concessionary company for the French side), which are members of it in equal measure, the following operational duties:

- traffic management and safety;
- the running and maintenance of the operation;
- commissioning extraordinary maintenance and modernisation works;
- control of execution of the fire fighting immediate intervention service (entrusted to an outside company);
- collection of tolls;
- customer and media information;
- administration of staff on detachment from the concessionary company or of directly employed staff;
- general management.



Our values

In this paragraph are presented the fundamental values held by the GEIE of the Mont Blanc Tunnel in carrying out its activities.

SAFETY

The safety of staff and tunnel users is the objective towards which all the activities of the unitary management of the tunnel are aimed. It is constantly central to the concerns of the GEIE-TMB and the concessionary companies, and it involves continually thinking about and adaptation of equipment and procedures.

EQUALITY

The GEIE-TMB carries out its activities respecting the principle of the equality of the rights of its Customers, without any distinction for reasons of nationality, sex, race, language, religion or political opinions. The GEIE-TMB, furthermore, is committed to guaranteeing parity of treatment, with service being delivered on equal terms, among the different categories of Customers, and can offer particular categories of Customers, after previously obtaining the approval of the competent Intergovernmental Commission, forms of season ticket or other reductions aimed at making toll collection easier for people.

IMPARTIALITY

The GEIE-TMB is committed to carrying out the activities entrusted to it by the concessionary companies in an objective, just and impartial way.

CONTINUITY

The GEIE-TMB is committed to keeping the infrastructure it manages operational by means of timely maintenance and repair. An exception to this are cases of interruption or irregular operation due to force-majeure or act of God not attributable to the operator. Some temporary suspensions of service may be arranged for reasons of extraordinary maintenance or for a safety drill to be carried out. The GEIE-TMB makes resources and technology available for broadcasting to the public the main information about road conditions and the traffic.

PARTICIPATION
The GEIE-TMB recognises that it the Customer's right to benefit from an efficient quality service. For this reason it is in favour of providing Customers with extensive information, also through third parties, about the operating conditions of the services being provided.

EFFICIENCY AND EFFECTIVENESS
The GEIE-TMB provides the services entrusted to it by the concessionary companies efficiently, that is to say, with diligence, and effectively, that is to say, aimed at giving maximum benefit to its Customers. The GEIE-TMB is committed to maintaining and improving the efficiency and effectiveness of the services offered.

COURTESY AND TRANSPARENCY
The GEIE-TMB is committed to carrying out its activities with the highest levels of courtesy from its employees towards the public and to ensuring the greatest possible availability and accessibility of information about the services it provides.

PRIVACY PROTECTION
The GEIE-TMB is committed to guaranteeing Customer privacy. The Customer has the right to be informed about how their personal data is processed in simple and comprehensible language and to express free, differentiated and revocable consent in relation to the different possible uses of the data also by authorised third parties.

03

Introduction to the service

The organisation

The GEIE-TMB is administered by a management committee, consisting of a managing director and two directors appointed by the concessionary companies SITMB and ATMB. A supervisory council consisting of 10 members (5 from each concessionary company) carries out control and supervision activities. The posts of president of the supervisory council and of managing director of the management committee are arranged and renewed every 30 months so as to be alternately occupied by a representative appointed by ATMB and by a representative appointed by SITMB.

Under the authority of the management committee, the GEIE-TMB has 228 employees made available to it by the two concessionary companies. The fire fighting immediate intervention service is entrusted to an outside company that runs it using its own staff (80 officers). At the GEIE-TMB, besides the administrative and financial department (24 people) and the functional management services (11 units), 193 people work in the other sectors, these being:

TECHNICAL AND COMPUTING DEPARTMENT (55 people)
This ensures the continuous working of the infrastructure from the technical, computer and telecommunications point of view. It plans, executes and controls the necessary ordinary and extraordinary maintenance.

SAFETY AND TRAFFIC DEPARTMENT (80 people)
This makes use of the vehicles and the people needed for maintaining safety under normal conditions and in the case of accidents. The AST (safety and traffic Assistants) work at the regulation areas of Aosta and Passy to check the admission requirements of heavy vehicles heading for the tunnel. The EST (safety and traffic officers) check correct application of the traffic regulations at the tunnel entrance aprons, and inside the tunnel, using special vehicles equipped for first rescue intervention, and they provide the escort service for refrigeration convoys and abnormal loads.
The OST (safety and traffic operators) permanently man the two Control and Command Posts (PCC), and check the operational parameters and traffic conditions in the tunnel; if necessary they activate the rescue procedures.

CUSTOMERS AND TOLL DEPARTMENT (58 people)
This is responsible for managing customer relations; it manages toll collection and, in case of an incident, sees to reception of the Public Rescue Services and evacuating people far away from the accident.

Safety

SAFETY INTERVENTION

The GEIE of the Mont Blanc Tunnel is constantly committed to improving the levels of safety through initiatives aimed at reducing, on the one hand, the probability of an accident, and, on the other hand, the consequences of accidents themselves on vehicles and people.

THE TRAFFIC REGULATIONS

The Intergovernmental Commission, abbreviated as CIG, consisting of representatives of the Italian and French Governments, sets the safety rules of the tunnel. It is the CIG that approved the restoration and modernisation programme carried out in the three year period 1999-2002. The CIG makes use of a Safety Committee consisting of experts who are consulted on any problems relating to the safety of the infrastructure and its management.
The principal instrument adopted to guarantee Customer safety is represented by the traffic regulations, the drafting of which began on the occasion of a Franco-Italian summit of 29 January 2001, and the definitive text of which, being approved by the CIG in January 2002, is constantly updated.
It defines the traffic rules in the tunnel, in particular:

- no access to the tunnel for some categories of vehicle : vehicles that have an overall MAM exceeding 3.5 tons classified in categories Euro 0, Euro 1 and Euro 2, vehicles used for transporting goods that have an overall MAM exceeding 3.5 tons classified in categories Euro 3 (prohibition in effect since 2019) and Euro 4 (prohibition in effect since July 1, 2020), and vehicles transporting dangerous materials (pursuant to paragraph 1.9.5.2 of ADR 2009 the Mont Blanc Tunnel is classified as a tunnel in category "E"). Besides these provisions, the Italian and French Prefectures have forbidden the transit of vehicles that transport goods identified with UN numbers 2919, 3077, 3082, 3291, 3331, 3359 and 3373 on the access roads to the tunnel;

- prior access authorisation for some categories of vehicle (abnormal load vehicles and other vehicles that need an escort, such as refrigeration lorries);

- the traffic regulations that must be followed by tunnel users: keep listening continually to FM radio during transit; observe the no-overtaking rule (the Mont-Blanc Tunnel is a mono tube tunnel with traffic travelling in both directions: overtaking is strictly forbidden); observe the minimum speed limit of 50 km/h and the maximum of 70 km/h; keep to the inter-vehicle distance: 150 m between vehicles, 300 m between a bus and a heavy vehicle that precedes it, and 1200 m between two buses. Keeping to the distance between two vehicles is of particular importance: inside the tunnel a series of illuminated blue signs placed at regular intervals of 150 m help the driver to maintain the distance laid down, and the flow of traffic at the toll booth is limited by computer management of the departure of each vehicle;

- the behaviour to be adopted in case of an incident (shown in an information sheet systematically distributed to each user who enters the tunnel): keep to a minimum distance 100 m from the stationary vehicle in front, if possible use the lay-bys positioned every 600m; in case of abnormal smoke emission from your own vehicle, stop immediately, switch off the engine and switch on the emergency lights, if possible use the extinguishers available in the emergency booths every 100 m, and reach the nearest safe place;
- the traffic restriction conditions for reasons of safety or tunnel operation.

The technologies

THE CENTRALISED TECHNICAL MANAGEMENT (GTC)

This is a computerised support system for decision making that provides assistance to the operators for operating the controls of the equipment in the tunnel. It surveys the tunnel at all times throughout the whole of its length and processes data coming from over 35,000 control points. It provides information about the number of vehicles passing through and about the functioning parameters of the systems. It is able to detect any abnormalities and to suggest to the operator the scenario that allows him to use the appropriate signs, to adjust the ventilation, to inform tunnel users (FM radio, variable message panels), to give the alarm to the rescue teams, and to give the alarm to the external intervention organisations.

THE CONTROL AND COMMAND POSTS (PCC)

Two control and command posts (PCC), which both have the same technical installations, are separately located at the two tunnel entrance aprons, North and South, and are used in conjunction with each other. The one referred to as "active" is under the supervision of two OST (safety and traffic operators) and carries out activities to check the flow of traffic in the tunnel and at the tunnel entrance aprons. The other, referred to as "traffic" (but able to replace the "active" one at any time), looks after traffic conditions on the access routes. The OST on duty at the "traffic" PCC also has the job of contacting any tunnel users who have reached the safe places.

THE HEAVY VEHICLE REGULATION AREAS

Heavy vehicles, before entering the tunnel, depending on where they are coming from, must get clearance at the regulation and control areas of Passy-Le Fayet (France) or of Aosta (Italy). Their conformity to the tunnel transit conditions is certified by a pass, issued after checks on the dimensions of the vehicle and the European pollution category: transit is prohibited for vehicles that have an overall MAM exceeding 3.5 tons classified Euro 0, Euro 1 and Euro 2, for vehicles used for transporting goods that have an overall MAM exceeding 3.5 tons classified Euro 3, and, since July 1, 2020, for vehicles used for transporting goods that have an overall MAM exceeding 3.5 tons classified Euro 4 (registered before October 1st, 2009). Checking the nature of the goods transported is the responsibility of the Traffic Police (Italian side) and the customs service (French side).

THE THERMOGRAPHIC GATEWAY

At the tunnel entrance aprons, getting heavy vehicles to pass under the experimental thermographic gateway allows tunnel staff to detect any overheating of the mechanical parts of lorries and buses. If the system indicates the presence of abnormalities, the vehicle is made to wait at the tunnel entrance apron for the necessary checks to be made before obtaining transit permission.

LIGHTING, WALL LINING, POWER SUPPLY

The tunnel is equipped with a lighting system consisting of 4 640 lamps positioned every 5 m. The side walls, lined with light-coloured, easily washable panels, increase brightness inside the tunnel and Customer comfort. Two electric power lines of 20 kV guarantee the electric power of the whole infrastructure at all times.

CUSTOMER SAFETY SYSTEM IN CASE OF AN ACCIDENT

Placed alternately every 100 m in the tunnel wall, the 116 safety booths are equipped with two extinguishers and an SOS phone.

Every 300 m a system of fire doors, indicated by a flashing light in case of emergency, guarantees access to 37 safe places. These rooms are hermetically isolated from the rest of the tunnel, are supplied with fresh air, are equipped with a reserve of water and are connected to the PCC via a video intercom. Each of the safe places is connected to the emergency tunnel, through which the rescue services can reach people who have found refuge and accompany them to the exit.

FIRE DETECTION SYSTEMS

A thermometric cable covers the whole length of the tunnel and reports to the PCC every slightest increase in temperature. The device is fitted with 20 opacimeters for detecting visibility reduction caused by the presence of any smoke.

FIRE FIGHTING SYSTEMS

There are 79 fire fighting booths available to the fire brigade, arranged every

150 m in the right-hand wall in the France-Italy direction; they are equipped with a fire hydrant outlet that conforms to the regulations in force in Italy and in France, and are supplied by the 4 tanks of the tunnel.

AUTOMATIC INCIDENT DETECTION AND VIDEO SURVEILLANCE SYSTEMS

156 cameras, placed every 100 m along the tunnel, transmit images to the GTC in real time allowing them to detect automatically any abnormalities in the traffic flow. At the two PCC posts the safety and traffic operators have at their disposal 18 television screens through which they can follow at all times what is happening in the tunnel. Outside the tunnel, 22 cameras allow them to keep an eye on what is happening at the outside structures belonging to the tunnel.

ROAD SIGN AND VEHICLE TRAFFIC FLOW CONTROL SYSTEMS

Inside the tunnel the road sign system informing Customers in real time about traffic conditions and how to behave in case of an incident consist of:
- 20 variable message panels,
- 108 traffic lights,
- a network for the retransmission of FM radio frequencies.

Also, 2 barriers placed at the entrances to the tunnel prevent access to the tunnel in case of an incident and 36 half-barriers placed every 600 m inside the tunnel allow the progress of vehicles to be stopped before they reach the incident.

SYSTEMS FOR CONTROLLING THE FLOW OF AIR

A device for stabilising the longitudinal flow of air, consisting of 76 accelerators placed in the roof, is activated in case of a fire alarm, and allows the longitudinal flow of air to be controlled and facilitates smoke extraction. Smoke extraction is ensured every 100 m by 116 outlets with remote controlled opening, to concentrate the extraction power for sections of 600 m. The smoke extraction capacity at the Mont Blanc Tunnel has been brought up to 156 m^3/sec per 600 m.

SYSTEMS IN THE IMMEDIATE INTERVENTION POSTS

Each of the three immediate intervention posts, situated at the two tunnel entrance aprons and at the centre of the tunnel, is manned by officers qualified in fire fighting intervention in confined spaces, and is equipped with first aid material, video apparatus for controlling traffic, a light vehicle and a fire fighting vehicle that is specially fitted out in a way that makes it particularly suitable for intervention in the tunnel.

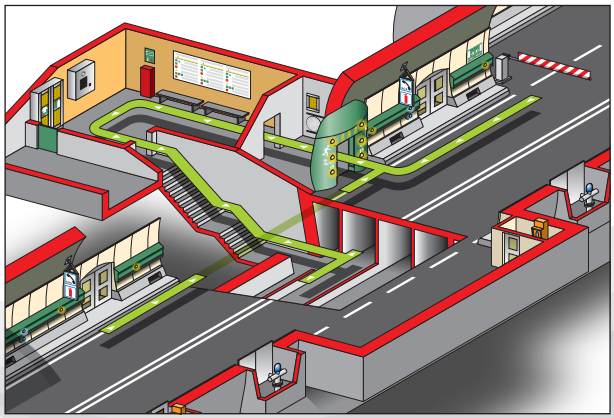
Introduction to the service

SYSTEMS FOR CHECKING SPEED AND INTER-VEHICLE DISTANCE

In cases where the speed limit is exceeded (max 70 km/h), radar traps provide information in real time to the Bi-national Police Force, present all the time at the two tunnel entrance aprons. A system of pairs of blue lights, set up on the tunnel walls at regular intervals of 150 meters, is for helping drivers to keep to the inter-vehicle distance. Failure to keep to the inter-vehicle distance is detected by an experimental system.

SYSTEMS FOR EVACUATING PEOPLE

The fresh air channels extend throughout the whole length of the tunnel and are connected to the safe places. In case of an incident that requires people to be evacuated, these allow the rescue teams to reach them and lead them to the first safe place that is far from the place of the accident, or onto one of the two tunnel entrance aprons. Inside these channels, electric vehicles capable of transporting a stretcher or several seated people can move about.



The toll

WHAT IS THE TARIFF?

The toll is the amount the Customer has to pay to use the infrastructure.

ANNUAL TOLL INCREASE

The toll tariffs for transit at the Mont Blanc Tunnel are regulated by an international agreement between Italy and France and are set and revised on 1st January every year by the Intergovernmental Commission. The annual revision is made by applying to the existing tariff a percentage update equal to the average of the inflation rates recorded in the two Countries in the previous year, besides any supplements decided on by the Governments. The current tariffs are attached to this Service Charter.

THE FORMS OF TRANSACTION

LIGHT VEHICLES

The return ticket is valid for 7 days from the date of issue; the return part has a discount of about 75% compared to the price of a single. This reduction is mainly used by occasional travellers.

Cards for 10 or 20 transits are valid for 24 months from the date of issue; each crossing benefits from a discount of about 50% compared to the cost of 5 return tickets for the 10 transits, or of about 65% compared to the cost of 10 return tickets for the 20 transits. This formula is mainly used by residents and by people who habitually frequent the tourist locations adjacent to the tunnel.

The special season ticket called "ChamCourma" is valid for one outward and one return journey a day, with a limit of 50 crossings within 30 days of its activation. Particularly advantageous, it is intended for regular Customers (living near the border) who make a daily return crossing, mainly for work-related reasons. In the case of cultural or sport events that are of interest to people at both sides of the tunnel, the organisers can arrange for special transit agreements.

HEAVY VEHICLES

Large haulage companies and road haulage trade associations have the option to sign up to a season ticket contract that allows them to count every transit at 50% of the return ticket tariff, to pay for the total number of transits made in the previous month using post-payment, and to obtain a further discount at the end of the year that varies according to the overall number of transits made.

HOW TO PAY THE TOLL

The toll can be paid in cash (Euro), by cards from the main banking circuits (Visa, Mastercard, Maestro, Bancomat, Moneta), by SmartPhone and SmartWatch (Apple Pay, Samsung Pay, Google Pay), using fuel or service cards (DKV, EUROTRAFIC, GR, EUROSHELL, RESSA, ROUTEX, UTA) or, for heavy vehicles, after receiving the invoice when subscribed to the interoperable MontBlanc-Frejus card. Telepass use is not enabled.

Information on road conditions

PEOPLE AND TECHNOLOGIES AT THE SERVICE OF THE CUSTOMER

Traffic information is given out directly by the GEIE-TMB (for example through the variable message panels) or supplied to other information providers who see to selecting it and giving it out.

THE INFORMATION CHANNELS

APP "TMB MOBILITY" - USEFUL, INTUITIVE, FREE

Real-time mobility information and webcams, traffic forecasts and planned interruption, traffic rules, fees and rates: all this directly on the smartphone, free-of-charge and with just one click. GEIE-TMB makes all this available to its users travelling towards the Mont Blanc Tunnel.

FM RADIO

On the Italian side approach route and inside the tunnel you can be sure of obtaining reception of the RAI public service channel without advertisements **Isoradio FM 103.3 Mhz**, which broadcasts traffic information with direct links to CCISS "Viaggiare informati" (travel informed) and to the Motorway Multimedia Centre for Italy.

On the French side approach route and inside the tunnel traffic news is broadcast by **Infotrafic FM 107.7 Mhz**.

Other FM broadcasting stations (five Italian and five French) can be received inside the tunnel.

During transit drivers are asked to remain tuned in to the above frequencies. Every 6 minutes on these frequencies a radio message goes out asking people to respect the principal traffic regulations in the tunnel. In case of an incident or emergency, information is sent out on those same channels concerning how to behave in the interests of safety.

VARIABLE MESSAGE PANELS (PMV)

En route, on the approach roads and at the tunnel entrance aprons, vehicle-mounted and fixed PMVs provide information about road conditions. Where traffic is normal safety messages are broadcast.

Inside the tunnel, 20 PMVs located in the roof remind people about the main traffic regulations (min speed limit 50 km/h, max 70 km/h; distance 150 m) and in case of an incident they broadcast information about how to behave. Other panels (20 for each direction of travel) located on the wall every 600 m, in combination with the emergency half-barriers for stopping the traffic, come into operation in case of an incident, to communicate information about what to do.

IN THE SAFE PLACES (SHELTERS)

The 37 safe places located every 300 m inside the tunnel are equipped with loudspeakers through which messages to welcome people and information about what to do in case of emergency are broadcast. Every safe place has a video intercom system that allows direct contact to be made with the command and control post (PCC), so as to be able to exchange information and communicate any further instructions to people in the safe place.

AT THE TOLL BOOTHS

A sheet is systematically distributed containing essential information about transit safety and about respecting traffic regulations. Other information can be requested in person from the toll collector (at the toll booth all transactions are carried out manually).

INTERNET SITE: WWW.TUNNELMB.NET

This provides information in Italian, French, English and German about : traffic forecasts, safety information, calendar of programmed traffic interruptions (for maintenance, safety drills, etc.), tariffs and tariff reductions, etc.

Through 4 webcams located at each of the tunnel entrance aprons it is possible to check the traffic situation and existing weather conditions by means of pictures.

EXCHANGE

On phone number +39 0165 890411 a telephone exchange operator is available during office hours (from Monday to Friday 8.00-16.30). Outside office hours the operator of the traffic PCC of the GEIE-TMB answers.

OTHER MEDIA

A live GEIE-TMB link with the television programme "Buongiorno Regione" of RAITRE Valle d'Aosta is guaranteed at least twice a week with news about traffic and weather conditions on the two sides.

INFORMATION DURING THE JOURNEY

The GEIE-TMB informs Customers via FM radio and variable message panels on which information about accidents, road works, queues, travel times and weather events is displayed.

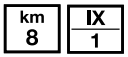
Only in situations where traffic is normal is information about road conditions not transmitted and other types of message are transmitted instead (safety, driving advice etc.) In the last few years, to provide more precise information, the variable message panels have been increased in quantity and improved in their graphics and descriptive capabilities.

HOW TO DETERMINE THE REMAINING LENGTH OF THE TUNNEL

In accordance with European directive 2004/54/CE of 29 April 2004, for tunnels of a greater length than 3,000 m, the remaining length of the tunnel must be indicated every 1,000 m. In the Mont Blanc Tunnel the remaining length of the tunnel is indicated every 1,000 m in the direction of travel by means of special panels.

As these are road signs the lay-out of which is not laid down by current regulations, the GEIE-TMB has seen to carrying out with INRETS (Institut National de Recherche sur les Transports et leur Sécurité), a comprehension test by tunnel users of a pictographic message about the remaining length of the tunnel.

The progressive number of kilometres is indicated every 100 m by panels conforming to Italian regulations (positioned on the right hand wall in the France-Italy direction).



Also, at 1,000 m and 500 m from the exit, a green horizontal sign indicates to tunnel users the distance that separates them from the exit.

The rescue plans

The rescue procedures currently in force at the Mont Blanc Tunnel provide for two levels of intervention: the PIIS (internal intervention and safety plan) and the PSB (the bi-national rescue plan).

INTERNAL INTERVENTION AND SAFETY PLAN (PIIS)

This plan, drawn up by the GEIE-TMB in collaboration with the Authorities of the Valle d'Aosta and Haute-Savoie, has been ratified by the Intergovernmental Commission. It is applied by the safety and traffic Operator of the so-called "active" command and control post every time the alarm systems detect a serious abnormality in the working of the systems, or the presence of a stationary vehicle in the tunnel, whatever the reason may be. At the PIIS level, staff of the GEIE-TMB collaborate with the internal immediate intervention service, to carry out the rescue operations, to provide assistance to people and to evacuate the vehicles involved. In case of smoke emission the Fire Brigades in service at the fire stations of Courmayeur and Chamonix are also alerted.

The officers of the immediate intervention service are on duty at all times at the tunnel in the 3 posts located at the two tunnel entrances and at the centre of the tunnel. Since December 2006 this service has been subcontracted to an outside company, which provides it through a team of about 70 professionally competent officers trained in fire fighting rescue and first aid to injured people. On every shift 10 officers (3 for each post plus 1 coordinator) provide their services.

BI-NATIONAL RESCUE PLAN (PSB)

This is applied when, because of the seriousness and the complexity of the incident to be dealt with, it is necessary to call in the Franco-Italian Public Emergency Services (Valle d'Aosta and Haute-Savoie Fire Brigades, the Civil Protection, medical units, Police forces, Customs…). In this case, supervision of operations passes over to the authority of the Prefect of Haute-Savoie or of Valle d'Aosta, according to territorial competence determined according to the place where the incident has occurred.

Ratified by the intergovernmental Commission, the PSB controls the stages of the intervention and specifies the arrangements for the passage of operational command in the case where there is a crisis. At the PSB level, the officers of the internal immediate intervention service and the staff of the GEIE-TMB are at the disposal of the commander of the rescue operations, for duties that are above all of a logistical nature (assistance to and evacuation of unharmed people, receiving people at the tunnel entrance aprons...).

SAFETY DRILLS

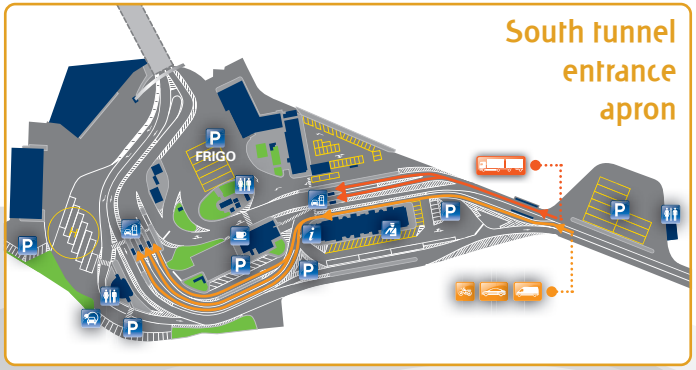
Periodically safety drills take place (usually at night, with the tunnel closed) to allow internal staff and outside partners to apply the intervention plans and check the effectiveness of the systems and the procedures in accordance with the most serious events (collision between vehicles, fire…). At least one of the 5 annual drills is devoted to application of the PSB.

Service area

At the Italian tunnel entrance apron there is a refreshment service, assigned by the SITMB in sub-concession to an outside catering industry operator, that consists of:

- a mini-market
- a cafeteria-bar

All premises open to the public are equipped with access facilities for physically disabled people.



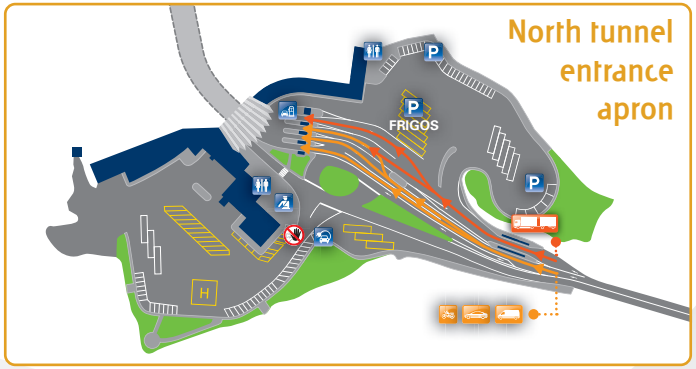
Rapid recharging stations for electrical vehicles

Each platform is equipped with a rapid recharging station for electrical vehicles, at the disposal of the Mont-Blanc customers: the station on the French platform is connected to the French public network Syane, the one of the Italian platform to the Italian public network Duferco.

Information points

At the South tunnel entrance apron, on the Italian side, a "Customer Reception" office of the customer and toll department is open to the public during office hours. The Customer can go there for all clarifications concerning transit conditions, and also to communicate any suggestions, recommendations or complaints relating to the activities entrusted to the GEIE-TMB.

At the tunnel entrance apron areas, South and North, there are parking spaces for Customers' vehicles. The maximum stay allowed is two hours.



The Mont Blanc Tunnel and the environment

The Mont Blanc Tunnel is an enterprise in which people work together to plan, build and develop a service that is useful for the social and economic development of the Country, guaranteeing safety and mobility. The GEIE-TMB has for years been carrying out a process aimed at reinforcing its own commitment to social responsibility and sustainable development, by carrying out a series of initiatives, some of which are:

CONTINUOUS MONITORING OF AIR QUALITY

Sensors every 600 m inside the tunnel allow the quality of the air in the tunnel to be known. The air flow control system allows automatic reaction, under the supervision of the traffic safety operators, as soon as certain values have been reached.

Outside and along the access routes measurements of pollution levels, the concentration of fine dust (PM10) and noise are taken on a daily basis. On French soil, the measurements are taken by Air APS (Ain and Pays de Savoie), while on Italian soil they are carried out by the ARPA (Regional Agency for the Protection of the Environment) The readings of air quality indicator parameters confirm that the values are lower than the legal limits, and conform to those recorded at the same measurement points from the reopening of the tunnel until today.

FOUL AIR FILTRATION SYSTEM

A study on the nature, quality and quantity of foul air emissions from the Mont Blanc Tunnel on the French side has been carried out. On completion of the study, a fine dust filtration experimental system has been realized.

WATER PURIFICATION SYSTEM

An installation has been built for the purification of water from inside the tunnel and from the wash station on the South tunnel entrance apron (Italian side). On the French side there are decantation tanks for the collection of washing water of the tunnel.

COOLING SYSTEM OF THE SOUTH VENTILATION PLANT

A cooling system of the south side ventilation plant has been built that makes use of the tunnel infiltration waters.

CLASSIFICATION OF HEAVY VEHICLES

From 2002 (date of tunnel's reopening) to 2013, and in 2018, an ecological pricing has been introduced, inciting carriers to use the most recent vehicles, equipped with modern and efficient anti-pollution devices. In practice, toll tariffs for vehicles that are ecologically less efficient have been increased. In parallel, the competent authorities have gradually "selected" vehicles that are authorised to transit the Mont-Blanc Tunnel, limiting them to the most efficient European pollution categories in terms of protecting the environment (Euro 4, 5 and 6). The latest rulings prohibit the transit of goods transportation vehicles of over 3.5 t, classified Euro 3, in effect since 1 September 2019, and the transit of goods transportation vehicles of over 3.5 t, classified Euro 4, in effect since 1 July 2020.

ENERGY EFFICIENCY

The GEIE-TMB has launched a series of initiatives, in line with Italian, French and European Union initiatives on the subject of energy and the environment, aimed at using renewable sources for the production of electrical energy and improvement in the energy efficiency of buildings and infrastructures. In particular:

- at the South tunnel entrance apron, on the Italian side, town planning (PUD) for the alteration and extension of the office building, putting energy saving technologies into them (geothermal, photovoltaic, solar thermal);
- at the North tunnel entrance apron, on the French side, complete refurbishment of quite a number of service buildings has been carried out, introducing innovative solutions for centralised management of systems aimed at energy saving;
- at the South end a mini photovoltaic system (600 W) has been installed for evaluation of its output.

04

Quality

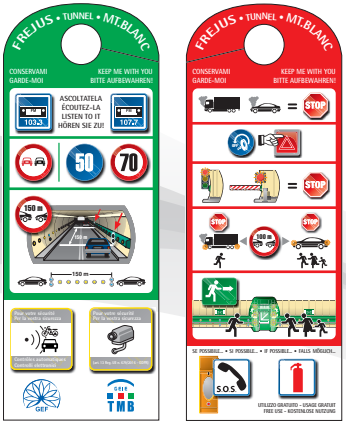
For reasons to do with the single-span type of infrastructure and environmental and safety aspects, entering and crossing through the tunnel are subject to regulation.

The operating rules of the Mont Blanc Tunnel are very different from those of other toll infrastructures and, where some aspects are concerned, unique. The main objective of the operator is never to go below predetermined levels of service and safety. With this aim in mind, it maintains all the organizational, technological and procedural resources needed to ensure a high level of transit safety (operation of the systems, monitoring of traffic flow, measuring maximum speed, information about how to behave in the tunnel, etc.).

In order to maintain high standards of safety and smooth traffic flow it is important for drivers to adopt careful driving behaviour in compliance with traffic regulations during transit. In this sense, cooperation from tunnel users constitutes a significant factor in the quality of service.

The GEIE-TMB has provided itself with a monthly operational report through which the main indicators and operating events are monitored and compared with those of previous months and years, in order to measure any variances in the quality of service and to improve internal processes. The monthly operational report is regularly sent to the control bodies and the principal stakeholders; information on the flow of traffic is available on the www.tunnelmb.com website.

For sending out information to the public concerning the occasional programmed closures or temporary alternate one way traffic systems anticipated for maintenance work, the GEIE-TMB makes use of an electronic mail instrument called “A glance”. This is sent by e-mail at least 10 days in advance to professional Customers (hauliers holding season tickets) and private customers who have applied to have it and have given us their address.



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Customer care

Complaints and suggestions: an opportunity for improvement

The GEIE-TMB, on behalf of the Italian and French concessionary companies, attaches great importance to complaints and suggestions received, as significant indicators for identifying any reasons for Customer dissatisfaction, and for undertaking improvement action.

The most effective means of communication for sending complaints and suggestions is e-mail, which allows us to speed up response times and keep track of correspondence:

clienti.geie@tunnelmb.com

The GEIE-TMB is committed to applying the following standards:

- response to complaints received by e-mail, in 85% of cases within 10 days of receipt;
- communication to Customers about the corrective action undertaken to resolve in a precise way the poor service reported;
- information via all the available channels of communication (toll collection booths, Information Offices, Internet site, etc.) about the ways to send complaints and suggestions.

If it is not possible to communicate via e-mail, you can write a letter or send a fax to the addresses in the reference information on the back cover.

Reimbursements

In cases where by mistake a higher toll has been paid than should been paid, the GEIE-TMB, after checking the validity of the documentation produced, sees to reimbursement of the excess amount.

In cases where a 10/20 transit season ticket (non-personalised) has been lost, the Customer can go to the Reception Office and, by giving the identification number of the lost card, can obtain its cancellation and at the same time the issue of a duplicate with the remaining number of transits put onto it. For this purpose the Customer is advised to keep the payment receipt, or record separately the identification number of the card purchased.

GEIE del TRAFORO DEL MONTE BIANCO
www.tunnelmb.net

TOLLS on the Italian side from 1st January 2022
(22% VAT included)

CLASS	VEHICLE TYPE	ONE WAY	RETURN (1)	SUBSCRIPTIONS 10 JOURNEYS (2)	SUBSCRIPTIONS 20 JOURNEYS (2)	SUBSCRIPTIONS FORFAIT 1 MONTH (3)
5	Motorcycle, motorcycle with side-car, motorcycle with trailer	32,30	40,50	101,30	141,80	243,30
1	Vehicle with two or more axles, with height from the front axle less than 1.3m and total height of less than or equal to 2m	48,80	60,80	152,10	212,90	
2	Vehicle with two or more axles, with total height greater than 2m and less than or equal to 3m	64,50	81,10	202,70	283,80	
3 euro: 5-6	Vehicle with two axles with total height greater than 3m	177,00	275,50			
4 euro: 5-6	Vehicle with three or more axles with total height greater than 3m	355,70	558,70			

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Fax : +33 (0) 4 50 55 38 91
For classes 3 and 4 possibility of post-payment subscription

(1) Return tickets for classes 1, 2 and 5 expire at midnight on the seventh day following issue. Return tickets for classes 3 and 4 expire at midnight on the fifteenth day following issue.
(2) Subscriptions entitle you to 10 or 20 journeys for a period of 24 consecutive months in addition to the month of issue.
(3) The flat-rate subscription (forfait) entitles you to 50 journeys for a period of 30 consecutive days in addition to the day of issue.

VISA · V PAY · mastercard · maestro · Pago BANCOMAT · Moneta · EUROCARD · DKV · EUROTRAFIC · Card · RESSA · Pay · SAMSUNG pay · G Pay

50 · 70 · 150 m · LISTEN TO THE RADIO FM 103.3

GEIE du TUNNEL DU MONT BLANC
www.tunnelmb.net

TOLLS on the French side from 1st January 2022
(20% VAT included)

CLASS	VEHICLE TYPE	ONE WAY	RETURN (1)	SUBSCRIPTIONS 10 JOURNEYS (2)	SUBSCRIPTIONS 20 JOURNEYS (2)	SUBSCRIPTIONS FORFAIT 1 MONTH (3)
5	Motorcycle, motorcycle with side-car, motorcycle with trailer	31,70	39,80	99,60	139,40	239,30
1	Vehicle with two or more axles, with height from the front axle less than 1.3m and total height of less than or equal to 2m	48,00	59,80	149,60	209,40	
2	Vehicle with two or more axles, with total height greater than 2m and less than or equal to 3m	63,50	79,80	199,40	279,10	
3 euro: 5-6	Vehicle with two axles with total height greater than 3m	174,10	271,00			
4 euro: 5-6	Vehicle with three or more axles with total height greater than 3m	349,80	549,50			

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Reference information

INFORMATION ON ROAD CONDITIONS

Tel. from Italy **+39.0165.890411**
Tel. from France **+33(4)50555500**
ISORADIO **FM 103.3**
INFOTRAFIC **FM 107.7**
Internet site **www.tunnelmb.net**
App **TMB Mobility**

COMPLAINTS, SUGGESTIONS AND INFORMATION

E-mail **clienti.geie@tunnelmb.com**
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Fax from Italy **+39.0165.890591**
Fax from France **+33(4)50553891**

WHERE TO FIND THE SERVICE CHARTER

Internet site **www.tunnelmb.net**

Have a good journey

Mont Blanc Tunnel

App TMB Mobility

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DISPONIBILE SU Google play

www.tunnelmb.net

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