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INFORMATIVE PROSPECTUS OF LAMPUGNANO BUS STATION (IPBS)

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INTRODUCTION

This Informative prospectus on the Bus Station of Lampugnano (hereinafter the “IPBS”) has been drawn up according to Annex A of resolution n.58 adopted by the Transport Regulation Authority-TRA and contains a detailed description of the infrastructural characteristics of the bus station, of its equipment and spaces and of the technical and economic conditions for their use by the carriers.

The bus station (also referred to as “terminal”) is located in Milan (Italy), via Natta - district of Lampugnano, and is under the operational management of Autostazioni di Milano S.r.l. (Hereinafter “ADM”) and is adjacent to the M1 line (red) metro station of Lampugnano as well as to a 1800-spaces multistorey car park managed by ATM Azienda Trasporti Milanese S.p.A. The access to the bus station from Via Natta is from a restricted traffic area and occurs through a passage monitored by a camera by the Municipality of Milan.

The bus station may be used by the following subjects:

- a) the carriers providing medium-long distance (MLD) transport services;
- b) the carriers providing local public transport (LPT) services;
- c) the carriers providing transport services on a non-regular basis (tourist and occasional services) (NOL).

With regard to the planimetry below, the platforms are allocated as follows:

- a) for MLD and NOL service providers for stops to pick up and drop off passengers, 7 bays, 14 meters each, and 11 bays, 12 meters each, (for a total of 18 bays) spread over 4 platforms (3 of which covered) namely A, B, C, D and E, (from right to left accessing the lane) to allow a safe boarding and alighting by passengers; furthermore, there are 6 bays for the idle stop;
- b) for LPT service providers, for stops to pick up and drop off passengers, 4 bays, 12 meters and n.2 of 12 meters at lane E. There are no bays for idle stop since it is not allowed for LPT services.

DEFINITIONS

To implement the regulatory measures provided for by this IPBS the following definitions shall apply:
ADM: acronym for Autostazioni di Milano S.r.l., operator of the Lampugnano bus station in implementation of the concession agreement between the ATI STAV S.p.A. and the Municipality of Milan.

Bus Station: the bus station of Lampugnano, Milan - Via Natta, granted in use to the Temporary



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association of enterprises (ATI - Associazione Temporanea di Imprese) established between STAV S.p.A. (agent) - AIR PULLMAN S.p.A. and LINE S.p.a. (principals) entrusted to the management of Autostazioni di Milano S.r.l. supervised where, following a specific route, a regular service envisages a stop for passengers boarding and alighting, equipped with facilities such as the check-in desk, the waiting area or the ticker office (cf. EU Regulation 181/2011, sect. 3/m).

Congestion: the temporary situation where there is a lack of capacity of the bus station, resolvable by the optimal coordination of the access requests.

Penalty: Financial obligation paid by the Carrier in case of non-fulfilment of obligations under this PIA towards ADM.

Person disadvantaged with reduced mobility (PMR): “The person whose mobility is reduced in the use of transport services because of a physical, sensory or locomotive disability, permanent or temporary, a mental disability or impairment, or for any other reason of disability, or because of his/her age, and whose condition requires particular attention and an adaptation of the general service provided to his/her specific needs (cf. EU Regulation 181/2011 sect. 3, par. 1, lect. t).

Portal: website for the management of the bus station administered by Autostazioni di Milano, link www.autostazionidimilano.it where the carriers register and enter their Travel Schedule (TS).

INFORMATIVE PROSPECTUS OF THE BUS STATION (IPBS): key reference document to regulate the access to the bus station and to determine the relevant technical/economic conditions of use by the carriers, prepared by the manager to ensure the equity and fairness, as well as the transparency, of the methods of access to the bus station, according to the provisions of sect. 37, par. 2, lect. a) of Leg. Decree n. 201/2011, converted by Law 214/2011.

Saturation: the situation where it is not possible to properly satisfy the requests of access to the bus station by the carriers, irresolvable through the optimal coordination of the requests of access.

Draft contract: sample document serving as a standard contractual instrument, having a reference structure suitable to establish rules, procedures, obligations and responsibilities to be followed or performed by the parties in order to access the bus station and/or the relevant services.

Medium-long distance (MLD) transport services: national medium-long distance transport services, as defined by sect. 3, par. 1, lect. C), of Leg. Decree n. 422 of 19 November 1997: “international automobile transport services, excluding cross-border, and interregional lines connecting more than two regions”.



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Local public transport (LPT) services: “regional and local public transport services (...) not included in those of national interest (...), operating on a regular or non-regular basis with predetermined routes, times, regularities and fees, a general access, usually within a territory of regional or sub-regional dimension”, intended as urban/suburban or exurban (cf. Leg. Decree n. 422/97, sect. 1, par 2).

Idle stop: bus stop at the bus station, with the occupation of dedicated areas, usually for a long time, for reasons not directly related to the performance of the service, outside the service hours and without passengers handling.

Carrier: "a natural or legal person, other than a tour operator, travel agent or ticket seller, providing public transport services" (cf. EU Regulation n. 181/2011, sect. 3, par. 1 - lect. e).

TECHNICAL/ECONOMIC CONDITIONS OF USE OF THE BUS STATION

1. REGISTRATION TO AUTHORIZE THE ACCESS OF MLD, LPT AND NOL CARRIERS

- 1.1 The access of the Carriers to the Bus Station is subject to the authorization of ADM obtainable by registering in the appropriate portal available on the website www.autostazionidimilano.it, according to the following procedure. The portal access link is present in the "Register as bus company" section. The same page of the website indicates the current rates for access to the bus station.
- 1.2 In order to start the process that allows access to the Bus Station and take advantage of the consequent services, the Carriers of MLP, NOL and TPL automotive services have to submit their registration request by accessing the portal.
- 1.3 The registration shall be confirmed only when the carrier would receive a positive response by ADM within 24 hours (excluding non-working days) from the submission of the application on the portal. The response, in relation to the provisions of article 2 below, will be sent via e-mail to the address specified by the carrier. With the consent to the registration, the carrier will get user name and password, to be changed at the first login.
- 1.4 In case it is not possible to log in, the portal will inform the user, giving proper motivation (wrong user name or password, or unauthorized company).
- 1.5 However, the access to the terminal is denied to those carriers who did not submit any registration request, according to the provisions of this IPBS.



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2. REJECTION OF REGISTRATION APPLICATION TO TERMINAL

- 2.1 For LPT service providers, the registration is subject to prior verification of the formal aspects.
- 2.2 For MLD and NOL carriers, the registration application shall be rejected in case of pending payments due to the manager, expired for more than 30 days.
- 2.3 The suspension of the access to the terminal, even if it had been previously granted, shall be noticed by email in of payments expired for more than 30 days, including as such also those dues in relation to the access to the terminal of Milan - San Donato Milanese, for which, not being yet automated, the procedures in force upon review of this IPBS shall apply.

3. REGISTRATION FORM FOR CARRIERS

- 3.1 To apply for registration through the portal, the carrier shall specify in the registration form, only in relation to the transits/stops at the Lampugnano bus station, to be:
 - a) an MLD services carrier;
 - b) a TPL services carrier;
 - c) a carrier providing both of the services of point 1 and 2:
 - d) NOL services carrier
- 3.2 Furthermore, the carrier shall specify in the registration form:
 1. business name and personal details;
 2. website;
 3. certified e-mail address (only for companies having their registered office in Italy);
 4. e-mail address for all communications;
 5. legal representative and contact person details for notice purposes.
- 3.3 Upon completion of the registration application, the carrier shall attach to the application e-mail the following documents:
 1. pdf format copy of a valid identity document of the legal representative;
 2. pdf format copy of a valid title search;
 3. pdf format copy of the operating licenses of the MLD routes (only for MLD services carriers);
 4. pdf format copy of the operating licenses for LPT services issued by the granting body (only for LPT services carriers);
 5. pdf format copy of the rental licenses (only for NOL operators);



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6. pdf format copy of the registration certificates of the buses that may access (including potentially) the bus station (for all the carriers);
 7. pdf format copy of this IPBS, signed on each page by the legal representative;
 8. company logo in jpeg format.
- 3.4 Moreover, by the “ADM draft contract”, available on the portal, the carrier shall provide:
1. self-declaration, in relation to the applicable law, of lawful operation of medium-long distance lines (only for MLD services carriers);
 2. self-declaration, in relation to the applicable law, of lawful operation of local public transport lines (only for LPT services carriers);
 3. self-declaration, in relation to the applicable law, of lawful operation of transport services on a non-regular basis (tourist and occasional services) (NOL);
 4. self-declaration of the undertaking of liability for damages caused by its vehicles or employees (including subcontractors) to persons and/or to ADM and third parties' properties, within the terminal;
 5. approval of the IPBS in the version applicable at the moment of registration and subsequent amendments unilaterally made by ADM (which shall be noticed via e-mail to the carriers), without prejudice to the right of withdrawal by the carrier, which shall inhibit the carrier to access the terminal;
 6. authorization, according to the applicable privacy regulation, to personal data processing in order to handle the contractual relationships.
- 3.5 It is the responsibility of the carrier to send all periodic updates in relation to the aforementioned documentation such as, by way of example only, the pdf copy of the circulation documents of the buses that will be accessible as well as the operating licenses.
- 3.6 The “ADM draft contract”, duly completed and signed by the legal representative shall be attached to the registration procedure.
- 3.7 Please note that in case of incomplete or inaccurate completion, the registration application shall be automatically rejected because of non-compliance of the documents.
- 3.8 The registration, with the relevant self-declarations, formally serves as fulfilment of the requirements set out to start the procedure of access to the bus station, that is to say, to be MLD



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lines carriers and/or LPT services carriers or rental services carriers (NOL).

- 3.9 Any violation during the registration procedure shall inhibit the access to the terminal, without the possibility of re-accessing, and shall lead to claims for damages.

4. UPLOADING OF BUSES DETAILS

- 4.1 **The proper completion of the registration procedure and the achievement of the credential represent, both for MLD carriers and for LPT or NOL operators, is a strictly required and mandatory condition to start the uploading of the buses details on the portal.**

- 4.2 The portal provides a specific way to load this database, indicating for each bus the plate, the line length on which it is used (to apply the correct transit tariff) as well as the indication relative to its use for the performance of services performed on one's own account or against another operator.

- 4.3 The portal provides a specific way to load this database, indicating for each bus the plate, the line length on which it is used (to apply the correct transit tariff) as well as the indication relative to its use for the performance of services performed on one's own account or against another operator. If the carrier should use buses other than those indicated in the registration phase, must load the plates in the registry and promptly send the registration documents of the new loaded vehicles.

- 4.4 The communicated plate will be automatically verified during the access to the terminal by the automatic license plate reading cameras placed on the entrance lane. In the event of a mismatch between the license plate detected by the camera and the license plate loaded in the portal (unregistered license plate), exceptionally it will be possible to enter for a fee, it is understood that ADM has the right to reject the bus whose plate is not uploaded to the portal and without prejudice to the fact that the possible entry does not constitute an acquired right before future differences.

- 4.5 For MLD and NOL carriers, vehicles with a maximum length of 14 meters are allowed to enter. Buses with attached appendage cart are not allowed.



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5. UPLOADING OF THE TRAVEL SCHEDULE (ROUTES AND TIMETABLES) (DOES NOT APPLY TO LPT OPERATORS)

- 5.1 Once registered, the Carrier is required to load and update, also on the portal, the operating program (hereinafter "PDE"), with the indication of the lines, routes and times and their variations (eg delays, cancellations, etc.). A copy of the seasonal PDE must also be sent to ADM in order to allow the static scoreboard of the lines programmed by each Carrier to be drawn up.
- 5.2 The information uploaded by the Carrier in the portal will be transmitted to passengers in real-time via the monitors located in the Bus Station and via the ADM website.
- 5.3 The temporal validity of the PDE will be defined directly by the Carrier based on the usable calendar in the online procedure.
- 5.4 When loading the PDE into the portal, a specific field allows you to indicate whether the ride is carried out on its own account or on behalf of a third part operator (for the correct information to users on the timetable).
- 5.5 **The correct and timely user information is guaranteed exclusively by communications provided to ADM by Carriers; therefore, the Carriers will be solely responsible for each injurious consequence that could arise, to passengers or third parties, due to information partial, omitted or otherwise inaccurate, since nothing can be attributed to ADM in this regard.**
- 5.6 TPL service operators are not required to upload the PDE.

6. METHODS FOR ARRIVAL AND ENTRANCE OF THE BUS AT THE STATION

- 6.1 The access of buses and authorized vehicles to the bus station square is via a corset classified as a "reserved lane" monitored by a camera system placed at the entrance to Via Natta owned by the Municipality of Milan and managed by the same. This system is being activated and, at present, the Municipality of Milan has not yet released the way in which license plates are communicated to authorization purposes. Any unauthorized access will be sanctioned by the Local Police of Milan a regulation of the Highway Code.
- 6.2 Within the bus station, all the vehicles shall conform to the (general and particular) traffic rules, including the signs (vertical, road surface or manual). Within the bus station, the speed of the



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vehicle shall be particularly moderated, and it shall never exceed 10 Km/h.

- 6.3 If the carrier has to access the bus station for transit, it will be sufficient to stop the bus before the entrance barrier which will automatically allow the access (being the entrance barrier monitored by an automated plate number recognition camera which detects the bus previously entered by the carrier on the management portal).
- 6.4 With prior notification sent, all carriers are assigned an aisle of the terminal in which to make stops. The lane is assigned in relation to the analysis of the exercise plan in order to avoid overlapping runs in normal conditions that could congest the use of the lane itself.
- 6.5 For further information clarity and in order to reiterate the lane assigned to the bus driver, along the access lane there is an information pole dedicated to the display of the lane assigned to the input vehicle where the bus will have to position itself to make the stop.
- 6.6 Idle stops can only be done by MLP service carriers exclusively at the stalls shown on site.
- 6.7 Idle stops may not be booked. Therefore, at the moment of the intercom call by the bus driver, the ADM operator will check if there is any available bay. If there are available bays, the bus will be allowed to access the terminal; otherwise, the bus shall have to leave the terminal following the local roads.
- 6.8 Any previous agreements and understandings between the former manager and the carrier relating to the use and the invoicing of idle stops or related to the stable assignment of the same transit bays shall be superseded by these rules, upon their entry into force.
- 6.9 Since the capacity of the bus station is limited according to the number of bays, it should be noted that, in case the transit bays are all occupied upon arrival of the bus at the terminal, the access shall not be granted until there is an available bay. In such a case, the bus shall wait at the entrance barrier.
- 6.10 The exit from the terminal, shall be made following the relevant signs (vertical, road surface or manual). The buses of the LPT will have to leave the square using the lane "E".
- 6.11 ADM reserves the right to record bus entrances and exits, even electronically.
- 6.12 In any case, the access to the terminal shall not be granted:
 - a) to unregistered carriers who did not follow the procedures required by art. 1, 2 and 3;
 - b) to carriers who did not comply with the requirements of art. 4, 5 and 6, i.e. those who did not specify, according to the methods set out therein, the bus plate number;



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- c) to special categories vehicles (such as hawkers, breakdown service) that have not been previously authorized;
 - d) to cycles and motorcycles and any vehicle not belonging to the aforementioned categories.
- 6.13 By way of exception, the access to the bus station shall be granted, prior intercom confirmation at the entry, to:
- a) ambulances and emergency vehicles; AUTOSTAZIONI di MILANO Srl R;
 - b) vehicles of Law Enforcement Officers or other public authorities controlling the bus station (Police, Municipality of Milan);
 - c) suppliers, maintenance vehicles and other vehicles authorized by Autostazioni di Milano.

7. TARIFFS AND PAYMENT METHODS (DOES NOT APPLY TO LPT OPERATORS)

- 7.1 The tariffs for transits and idle stops are set out by a yearly provision of the Municipality of Milan, available at www.autostazionidimilano.it. However, the amounts fixed shall be updated on a yearly basis, in line with the ISTAT-FOI index.
- 7.2 The amounts shown above are to be intended in addition to VAT.
- 7.3 If the terminal is considered by the carrier as an arrival or departure terminus of two different routes, performed with the same bus, ADM will charge two different transits.
- 7.4 For the payment of the tariffs, each Carrier must comply with the following methods, distinguished according to whether the bus is equipped with a Telepass or not.
- 7.5 If the bus is equipped with Telepass, the payment shall be made by default through this method. The tariffs are automatically applied in relation to the information indicated in the vehicle registration in accordance with the preceding articles. The accesses shall be directly invoiced to the carrier through the Telepass service.
- 7.6 If the bus is not equipped with Telepass, in order to access, the driver shall collect the printed receipt at the entrance barrier, and shall keep it for the payment at the automatic cash of the bus station. Once the payment has been made, it shall be possible to leave the bus station without additional charges within 10 minutes from the issue of the receipt. The payments at the automatic cash may be made in cash, or by any of the major credit or debit cards. Upon payment, a receipt will be issued.
- 7.7 The LPT services operators are exempted from any payment to access the bus station.



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8. DWELL TIMES AND TOLERANCES (DOES NOT APPLY TO LPT OPERATORS)

- 8.1 Since the bays dedicated to bus transit are available in limited numbers, to avoid any congestion of the bus station, the time limit for picking up and dropping off activities is 40 minutes from the access to the bus station.
- 8.2 In the case of departures from Lampugnano, the access shall be granted within 40 minutes from the departure, it being understood that the time limit of stay at the terminal is of 40 minutes.
- 8.3 If a carrier stops for more than 40 minutes on a transit bay, it shall be applied, regardless of the time elapsed beyond the 40th minute, a penalty equal to that planned for the first idle parking zone, which shall be directly charged upon payment of the transit.
- 8.4 Notwithstanding the pick up and drop off time limits:
- a) if the bus station has been enabled by the carrier as an arrival and departure terminus of two different routes, the bus, after dropping off the passengers, shall leave the terminal and return for re-accreditation in relation to the next departure;
 - b) if after dropping off the passengers, the carrier wishes to make an idle stop, the bus shall leave the terminal and return for re-accreditation; at the end of the idle stop, the payment of the relevant tariff shall be made at the exit barrier (if the payment is made by Telepass) or at the automatic cash. If at the end of the idle stop, there is a new scheduled route departing from the bus station, the vehicle, after making the payment, shall leave the bus station and return there from the entry lane, in order to be allocated to the bay dedicated to the picking up of the passengers of the next route (by indication on the monitors located at the entry lane).
 - c) The LPT services operators are exempted from these obligations, notwithstanding the prohibition to perform idle stops.

EQUIPMENT OF LAMPUGNANO BUS STATION

9. ON-BOARD BUS TOILET SEWAGE EMPTYING SERVICE

9.1 The bus station is equipped with a system (currently being activated) for emptying the toilets of edgewith the relative pressure washer.

10. USER SERVICES

10.1 The bus station has a waiting room, open to the public 7/7 days and 24 hours a day and usable free ofcharge by passengers. From 21.00 to 7.00 the waiting room is guarded by one armed guard.

10.2 In the waiting room there is a dining room (cold table bar). In addition, here is an available electric column for charging mobile phones / smartphones; the service is paid and comes managed by a thirdparty.

10.3 Adjacent to the waiting room, a relaxation room is available free of charge for the exclusive use of thestaff driver of the MLP Carriers, accessible upon request to the bus station staff.

10.4 Three self-cleaning toilets are accessible to the public at the bus station, one of which is also accessible by the disabled, available for a fee H24 and 7/7 days. The fee for the use of the toilet is 0.50 Euros. ADM reserves the right to modify this amount.

11. INFORMATION TO THE PUBLIC

11.1 In order to inform users, in the bus station are placed by ADM:

- a) two monitors with the indication for each run of the following information: timetable, carrier,origin and / or destination, stop lane, one installed at the apron and the other inside the waiting room;
- b) paper display boards indicating the following information: time, carrier, origin and / ordestination, stop lane;
- c) 12 (twelve) electronic information poles (digital monitors), positioned along the platforms (see plan), indicating the vector passing through the lane and the ADM website where the passengers can find the line and ride information;
- d) plan of the bus station located in the waiting room;
- e) notice boards located in the waiting room better described in point 11.5

below;

- f) paper tables containing the summary of Regulation (EU) no. 181/2011, concerning the rights of passengers, located in the waiting room and in the square and also published on the website www.autostazionidimilano.it.
- 11.2 ADM provides carriers with free direct access to the bus station internet portal, in which each Carrier inserts and updates passenger information relating to the journeys (timetable, carrier, origin and / or destination). The information sent to ADM by carriers via the portal, there including updates received (e.g. delays, cancellations), are made available to the public in real time through the monitors located in the waiting room and in the bus station square, as well as through the website www.autostazionidimilano.it, which has a dedicated section.
- 11.3 Passengers are invited to detect any changes in travel through the monitors and the site Internet.
- 11.4 ADM declines all responsibility in the event of partial, omitted or in any case incorrect information, as deriving exclusively from the use of the portal by the Carriers; therefore, the Carriers will be exclusively responsible for any damages that may arise, to passengers or to third parties, due to partial, omitted or in any case inaccurate information, since nothing can be attributed in this sense to ADM.**
- 11.5 In the waiting room there are two notice boards, where for each Carrier it is available for free space equal to a sheet in A3 format to be used to post information notices users. Spaces are provided in equal measure to Carriers; in each of them each Carrier will be able to advertise, compatibly with the available space, their lines, their timetables, the prices charged and the offers. Access to this space will take place upon request to ADM until exhaustion of the spaces available, according to the order of arrival of the related questions. The maximum time of publication of notices is annual.
- 11.6 ADM allows carriers free of charge, subject to the conditions of regular exercise of the Bus station activities and the continuity in the provision of all services, to provide direct information to the public, in particular for the benefit of PRMs and users of MLP services, through its own staff present in the bus station. This staff must be distinguished clearly by the drivers of the vehicles utilizing suitable tools for recognizing the related ones functions (bib or specific company uniform) and must be previously instructed on all the risks present in the



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bus station.

- 11.7 To activate this assistance service, each Carrier must obtain the prior authorization of ADM. The authorization is issued by ADM after verification of the conditions for providing the service by the requesting Carrier. ADM may refuse or revoke the authorization in case of danger for the safety of the bus station, or management problems.
- 11.8 Such staff are strictly prohibited from selling tickets, under penalty of immediate revocation authorization and the application of the related penalty.

12. SALE OF TRAVEL TICKETS - UNIFIED TICKET OFFICE

- 12.1 Inside the bus station there is a unified ticket office, managed directly by ADM, open to the public 24 hours a day and 7/7 days, including holidays (except December 25th and January 1st) for the sale of travel tickets of Carriers operating both Medium and Long Distance lines (MLP), which of Local Public Transport (TPL), which pass through the bus station.
- 12.2 The ticket office is staffed 7/7 days, including holidays (except December 25th and 1st January), from 7.00 to 21.00.
- 12.3 From 21.00 to 7.00 it is, however, possible to purchase travel tickets from the participating carriers, without extra charge and/or commissions, through automatic equipment (totem) installed in the waiting room. An annual expense contribution is charged to the participating carriers.
- 12.4 The ticket office consists of 5 (five) branches, whose operations derive from the period of the year and from passenger turnout rate.
- 12.5 Due to the limited extension of the common areas, it is not possible to install throughout the bus station other stations (fixed or mobile) dedicated to the sale of tickets or information to passengers.
- 12.6 Carriers may entrust ADM, in a non-exclusive way, against payment, with the sale of their own travel tickets, relating to the lines operated, at the unified ticket office during the hours of the presence of the staff.
- 12.7 Each Carrier can sell their travel tickets on the bus or in the immediate vicinity (near the ascent doors).
- 12.8 All other forms of sale are prohibited throughout the bus station and in the relevant



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appurtenances of tickets by carriers, such as, for example, the use of ground staff (stewards), or by means of boxes or other fixed or mobile structures (e.g. carts).

12.9 To all Carriers that manage lines passing through the Bus Station, ADM provides one free of charge dedicated section on its website www.autostazionidimilano.it where the name of each Carrier with link to the website of the same, through which users can buy online your own ticket.

12.10 If interested in the ticket sales service through a single ticket office, each Carrier must sign the "Sales service contract" (in the scheme that meets the requirements of Attachment A of ART resolution no. 56/2018 of 30 May 2018), attached to this PIA, which defines the mutual obligations of ADM and the carrier related to the aforementioned sales relationship.

12.11 ADM is authorized to sell tickets only from the Carriers who have signed the "Sales service contract" which indicates all the conditions, including economic, of service delivery.

12.12 In any case, the tickets of all the Carriers can be purchased through the normal channels of sale, that is:

- on board the bus or in the immediate vicinity of the bus;
- online through the website of each Carrier;
- at travel agencies authorized by the Carrier.

13. ADVERTISING

13.1 In the bus station there are several paid advertising spaces (panels and notice boards of different sizes) that the Carriers and / or third parties can use for consideration.

13.2 The aforementioned advertising spaces cannot be used exclusively by a single person, the plurality of advertisements must be ensured.

13.3 The management of the advertising spaces is entrusted to Publi Città S.p.A. of Nerviano (MI) - www.publicitta.com, to which the interested parties (Carriers or third parties) can contact directly to agree the use of spaces in a fair and non-discriminatory way.

RULES OF CONDUCT INSIDE THE BUS STATION

14. RULES OF CONDUCT FOR CARRIERS

14.1 MLP and TPL service carriers are required to observe the following behavioural rules:

- a) the stop for loading and unloading passengers is allowed only in the assigned lane inside the stalls; it is not allowed to load and unload passengers at the stalls in idle stop;
- b) it is forbidden to exhibit, outside the permitted spaces and unless otherwise provided by ADM bus timetables or other advertising news of any kind;
- c) cleaning (internal and external) of buses in transit stalls is prohibited; the cleaning of the inside of the buses in the area dedicated to parking stalls is allowed; the waste produced must be stored in a dedicated area; the use of baskets is prohibited which the Bus Station is equipped with, as they are for the exclusive use of passengers and users for the small waste collection;
- d) ADM has the right to remove vehicles that occupy stalls, parking lots and / or without authorization spaces; the cost of the removal will be charged to the defaulting Carrier; it remains still the right to compensation for damages suffered by ADM and to report to the police;
- e) buses unable to move (due to mechanical failures or other reasons) must be moved, at the expense and expense of the Carrier, outside the square in the shortest possible time; in failing that, ADM reserves the right to evacuate with the allocation of costs to Defaulting carrier; only minor repairs are allowed in the bus station emergency only in stalls intended for idle parking;
- f) the Carriers are responsible for any damage caused by their buses at the bus station and its systems, as well as the people and / or things inside, stationary it being understood that ADM is not liable for damages caused by third parties to vehicles parked or in transit in the bus;
- g) Carriers are required to inform their passengers of the obligation to contact the same Carriers in the event of a claim;
- h) during the stop for passengers getting on and off and during the idle stop on vehicle engine must remain off;
- i) each Carrier is responsible for assistance to its passengers, in particular to PMRs;



- j) access to the bus station is not permitted for buses that are equipped with appendix trolleys and to buses longer than 15 meters;
- k) the use of audible warning devices is prohibited unless in an emergency.

15. PROHIBITION OF ACCESS TO CARS

- 15.1 Access to the bus station with private vehicles is prohibited as there are no spaces available for parking or stopping.
- 15.2 The access of buses and authorized vehicles to the bus station square is via a lane classified as a "reserved lane" monitored by a television system placed at the entrance of Via Natta owned by the Municipality of Milan and managed by the same. This plant is being activated. Any unauthorized access will be sanctioned by the Local Police of Milan in accordance with the Highway Code.
- 15.3 All private vehicles, including those used for the transport of people with reduced mobility (PMR), can park in the adjacent parking lot managed by ATM, accessible directly from the bus station through a direct passage (see plan). In the bus station square, however, there are two stalls reserved for disabled parking.
- 15.4 Authorized vehicles (e.g. law enforcement, suppliers, maintenance technicians, disabled people with a "pass", etc.) can access for free by identifying themselves at the intercom of the bus station entrance lane.
- 15.5 Access to vehicles of subjects authorized by ADM is allowed. Only for these vehicles, the relative recognition to the barrier of the entrance lane is required using the intercom system.
- 15.6 Access to the bus station is allowed for law enforcement vehicles, ambulances and other emergency vehicles with simple accreditation to the access barrier.

16. CONDITIONS FOR THE ACCESS BY PASSENGERS AND TRAVEL INFORMATION

- 16.1 User access to the bus station usually takes place through gates and pedestrian paths, from the adjacent M1 "Lampugnano" metro station or from the neighbouring car park.
- 16.2 Within the Bus Station square, the area intended for LPT is distinguished, by means of special signs (horizontal and vertical), compared to that intended for MLP line carriers, as explained in the attached plan.

16.3 Passengers must only cross lanes in areas marked by pedestrian crossings; therefore, it is strictly forbidden to cross points other than these areas. For greater protection of the passenger on the pavement of each dock, there is a yellow line that runs along the perimeter of the dock itself which must not be crossed except to get on board.

17. PEDESTRIAN MOBILITY AND ACCESSIBILITY OF DISABLED PEOPLE

17.1 ADM guarantees full access to the bus station also for people with mobility reduced (PMR) and disabled people, as the bus station (e.g. routes, accesses, docks, sidewalks etc.) it is free of architectural barriers, since any difference in height is eliminated by slides that can be used by wheelchairs and strollers.

17.2 The pedestrian paths are indicated in the bus station plan.

17.3 Inside the bus station there are loges routes to serve blind people, whose tactile map is being updated.

17.4 Travel assistance for disabled people and people with reduced mobility (PMR) is guaranteed by each Carrier, to which the disabled or the PMR will have to contact in advance to obtain this assistance departing or arriving.

17.5 In the bus station, a self-cleaning bathroom accessible to disabled people is available 24/7 days. The fee for use is € 0.50. ADM reserves the right to modify this amount.

17.6 The ticketing staff is instructed on the information to be supplied at the request of the PMR also in order to the rights provided by EU Regulation 2011/181.

18. PERIODIC MONITORING OF ACCESSIBILITY

18.1 In order to monitor the accessibility and efficiency conditions of the bus station and, in general, verify the state of the infrastructures and the plants, ADM has elaborated a program of periodic monitoring, valid for the identification, diagnosis and planning of any maintenance interventions.

19. RULES OF CONDUCT FOR USERS

19.1 Users are obliged to maintain adequate behaviour in the bus station, in compliance with the common rules of decorum, civilization and hygiene. The sidewalks of the bus station are

reserved for travellers and any accompanying persons. Users are required to circulate exclusively in the spaces dedicated to them, to make use of the appropriate pedestrian crossings and to strictly respect the signs (horizontal, vertical and possibly manual).

19.2 In the bus station it is expressly forbidden:

- a) cause annoyance to other users;
- b) adopt behaviours or clothing that undermine public dignity;
- c) use spaces prohibited to the public;
- d) cross the bus transit lanes outside the pedestrian crossings and in any case observing the utmost caution;
- e) go beyond the yellow line that runs along the perimeter of each quay, except to board the buses stopped at the stall;
- f) leave your luggage unattended, it being understood that in no case can ADM be held responsible for any theft and damage;
- g) carry out meetings and assemblies;
- h) carry out religious or recreational activities, unless prior written authorization from ADM communicated to the police;
- i) carry out commercial and / or itinerant sales activities of any kind, without prior written authorization from ADM, in compliance with the current provisions on trade;
- j) display, install and / or distribute notices, signs, advertising, propaganda and similar signs, of any shape and size, unless prior written authorization from ADM which has the right to order the removal of abusive advertising media at the expense of offenders.

OTHER RULES

20. PRIVACY

20.1 All the personal data are processed by ADM in the exercise of its activity and shall be protected according to EU Regulation on Privacy n. 2016/679.

21. VIDEO SURVEILLANCE

21.1 Since the bus station is a public infrastructure aimed at operating public services of transport, owned by the Municipality of Milan and managed by ADM, in the Bus Station is installed for

security purposes a videosurveillance system continues by means of connected cameras directly with the institution responsible for supervision.

21.2 The related data processing is carried out in compliance with current privacy legislation and the security provisions (art. 6, paragraphs 7 and 8, DL 11/2009 converted into Law 38/2009).

21.3 The images are kept exclusively for security purposes with access allowed only at Police.

21.4 Access to images is also allowed in real-time for work organization purposes:

- to the persons appointed by ADM;
- to external suppliers appointed as external data processors.

21.5 The video surveillance system is maintained by a specialized company also specifically appointed as the external data controller.

21.6 ADM, in compliance with the current regulatory provisions, may use the images directly to verify compliance with the provisions of the PIA and to contest the Carriers any violations within its jurisdiction. In all other cases, the images will be made available to the Public Authorities competent to issue sanctions.

22. COMPLAINTS, SUGGESTIONS AND LOST ITEMS

22.1 Passengers may submit complaints or suggestions to ADM in the following ways:

- a) by e-mail to reclami@autostazionidimilano.it, which guarantees the issue of a receipt;
- b) by registered mail to the address Via G. Natta 226 - 20151 Milano (MI) containing an e-mail address to which the reply should be sent. For the submission of complaints you can also use the "complaint form" available on the ADM website at the complaints section and downloadable directly from the link: https://www.autostazionidimilano.it/static/upload/mod/modulo-reclami-rev-31_12_2021.pdf. This form shall be sent only in at least one of the modes provided for in 22.1.a) and 22.1.b);

22.2 Complaints may be submitted either in Italian or in English. In the latter case, passengers will receive a reply to their complaint in the same language as that used for the submission;

22.3 ADM will examine complaints that contain at least:

- a) the identification details of the user (name, surname, address) and of the representative (if any), attaching in this case the proxy and an identity document of the user;

- b) the identification references of the journey made or planned (date, time of departure, origin and destination) and of the bus station where the event occurred;
 - c) a description of the detected non-coherence of the service with one or more requirements defined by European or national legislation.
- 22.4 Within 30 (thirty) days from receipt of the complaint, ADM will provide the user with an indication as to whether or not the complaint has been accepted, at the same time providing a definitive response.
- 22.5 If we do not respond to your complaint within the time limits set out in Article 22.4, you may:
- a) to use out-of-court dispute resolution procedures, where applicable;
 - b) to lodge a complaint with the Authority for Regulation of Transport on the website <http://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/>. For more information see the website www.autorita-trasporti.it
- 22.6 For complaints submitted to the bus station operator, the user is entitled to receive an automatic compensation equal to 5% (five) of the ticket price in case of a reply given after 30 days from the receipt of the complaint. This compensation shall in no case exceed the maximum amount of €10 (ten/00 euros).
- 22.7 Compensation under Clause 22.6 is not due in cases where:
- a) the amount is less than EUR 4;
 - b) the complaint is not transmitted by the user in the manner, the minimum elements foreseen in point 22.3;
 - c) you have already been paid compensation in accordance with Clause 22.6 in respect of a claim relating to the same journey.
- 22.8 For further details on the rights that users of bus and coach transport services may claim against the operators of the services and the relevant infrastructures with regard to the handling of complaints, please refer to Resolution No. 28/2021 of the Transport Regulation Authority.
- 22.9 They are competent to control the management of the bus station:
- a) the Municipality of Milan - Transport Sector, PEC address: settoretpl@postacert.comune.milano.it ;
 - b) the Turin Transport Regulation Authority (ART), PEC address: pec@pec.autorita-trasporti.it or e-mail address: reclami-bus@autorita-trasporti.it or by using the special telematic access



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(SiTe), available on the website www.autorita-trasporti.it.

23. SANCTIONS

23.1 In the event of behaviour that differs from the requirements of this PIA, as provided in the "access contract scheme", ADM reserves the right to apply the following penalties to the Carriers (not subject to VAT):

- a) inconsistencies or anomalies on the indication of the mileage (and consequently the indication of the rate to be applied): penalty of Euro 30.00 for each violation;
- b) failure to upload the single race or its cancellation to the portal: penalty of Euro 100.00 (one hundred / 00) for each violation;
- c) failure to load a race delay in the portal: penalty of Euro 50.00 (fifty / 00) for each violation;
- d) failure by the carrier to respect the lane assigned: penalty of Euro 50.00 (fifty / 00) for each violation;
- e) the exit of the bus from the square beyond 10 minutes from the payment of the paper ticket: 200.00 (two hundred / 00) penalty for each violation;
- f) loss of the paper access ticket: penalty of Euro 100.00 (one hundred / 00) for each violation, in addition to the payment of the entrance fee;
- g) performance of passenger assistance services in the absence of ADM's authorization: penalty of Euro 100.00 (one hundred / 00) for each day of violation;
- h) independent sale of tickets by any means: penalty of Euro 1,000.00 (one thousand / 00) for each day of violation;
- i) exit of the bus from the terminal from any other lane than the assigned one or different from the lane E for LPT carriers: penalty of Euro 30 (thirty/00) for each violation;
- j) reverse travel of all or part of the lane: penalty of Euro 100 (percent/00) for each violation;
- k) access with a bus with an appendix trolley: penalty of Euro 1000 (one thousand/00) for each violation;
- l) use of idle stop bays by LPT carriers: penalty of Euro 100 (one hundred/00) for each violation;
- m) access of vehicles with number plates not previously communicated/included in the vehicle list on the bus station portal: penalty of € 100 (one hundred/00) for each violation;



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- n) use of horns inside the bus station: penalty of Euro 50 (fifty/00) for each violation;
- o) stopping in the terminal with the engine running: penalty of Euro 50.00 (fifty/00) for each violation;
- p) manual opening of the entry and/or exit barriers by the driver or the carrier's personnel: penalty of EUR 1,000.00 (one thousand/00) for each violation, in addition to compensation for any damages.

24. EXCLUSION OF LIABILITY

24.1 Even if occurred at the bus station, ADM is not liable for damages suffered by users in the following cases:

- a) claims occurred between or with the Carriers;
- b) damage and / or theft to people, animals, things, movable and immovable property, plants and / or vehicles;
- c) loss and / or theft of luggage and / or personal effects

25. RELEASE AND UPDATE OF THE IPBS

25.1 The IPBS is published and updated periodically by ADM on its website www.autostazionidimilano.it. An extract from the IPBS is published on the bus station bulletin board.

25.2 ADM guarantees the periodic verification of the PIA, in particular of the following profiles:

- a) permanence of the organizational, technical and economic conditions of use and bus station operation;
- b) permanence of fair and non-discriminatory conditions in the access of the Carriers to the Bus Station and the services provided;
- c) respect for users' rights;
- d) identification of any changes necessary to achieve the objectives.

ATTACHMENTS:

I. Lampugnano Bus station planimetry

II. Draft contract



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III. Sales service contract scheme

IV. Electronic ticketing contract scheme (totem)

V. Summary of the Passenger Rights Regulation

The revision of this PIA was published on the website ADM on 31/12/2021 and is in force since 01/01/2022.