

ASECAP VISION OF SUSTAINABILITY



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Toll Road Operators

Strongly committed to safe and sustainable mobility

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Foreword

ASECAP members have a long standing commitment to road safety, the environment and the complex ecosystem we all live in. The key challenge of finding a compromise between the growing need for mobility and the fundamental responsibility of protecting the natural environment is a crucial priority for ASECAP.



cornerstone of ASECAP modus operandi. Based on the user pays principle, meaning that the cost is directly borne by the road user, the toll is a resource clearly earmarked for the investments needed to maintain motorways. Indeed, this is a virtuous and sustainable tool that ASECAP members strongly support and uphold.

This paper underlines the commitment of asecap members to an integrated, efficient and sustainable road transport network in Europe and it sheds more light on the major efforts and solutions undertaken by toll road operators.

“ I hope that this paper will:

- convince those who are not yet fully aware of this powerful tool which could be used to meet current and future mobility needs.
- provide the readers with a comprehensive picture of the ASECAP “motor-WAY” forward to deliver an efficient, inclusive and sustainable mobility to the citizens of Europe. ”

It shows the fundamental role of the toll system which is the

Jean Mesqui, ASECAP President

Introductory statement



The European road network represents the backbone of efficient movement of goods and people around Europe. It is built, operated, maintained and repaired with a long-term vision that ensures that the highest quality standards are reached. The ASECAP network comprises more than 48,000 km of toll roads across Europe managed by 187 companies.

Toll road operators, members of ASECAP, would like to stress their crucial role in the development of a sustainable transport system in Europe. They want to highlight their engagement and commitment to improving the transport sector by making it more efficient, socially equitable and more sustainable from different standpoints: safety, environment, mobility and finance.

In their search to improve the environmental-friendly aspect of their activities, and bearing in mind that they represent a driving force for the economic development of our continent, toll road operators seek to fulfil their responsibilities through a collective effort to foster sustainable development. In particular,

they are willing to make their core business, the “toll”, become the key instrument to achieve this fundamental objective.

With this in mind, ASECAP members have decided to embark upon a gradual process of exchanging ideas amongst ASECAP members, building up shared common key reference indicators (KRIs) that reveal their progress towards and commitments to sustainability. Their first think tank meeting was held in Paris in November 2012.

For road operator companies whose business is the financing, design, construction and operation of infrastructure projects on a long-term or even very long-term basis, this sustainability requirement is of high importance and remains the key priority for the future.

The toll road network has increased by more than **50%** in the last decade providing better mobility for goods and people across Europe

ASECAP members are shouldering their responsibility as nationwide land developers, playing a major role in the social and economic development of the regions they serve and connect.

Contribution to transport policy and economic development



Viaduc du Millau, France - D. Jamme

The White Paper on transport issued by the European Commission recalls that *“Transport is fundamental for European Economy and society. Mobility is vital for the internal market and for the quality of life of citizens as they enjoy their freedom to travel. Transport enables economic growth and job creation.”*¹ Economic observatories provide evidence of this and demonstrate the link between a good road infrastructure network and the growth of GDP. Indeed, when there are robust toll road infrastructures, these areas usually grow faster than in other regions without toll roads. Moreover, companies and businesses tend to expand near a toll road providing better connections and communication links, thereby creating new jobs and revenues to the

Toll road operators fully uphold the "user pays principle" enabling them to invest massively in road construction and road maintenance.

surrounding communities and ultimately fostering economic development.

The construction of motorways financed by tolls contributes, together with other economic advantages, to society as a whole. The completion of road construction works is brought forward by several years as there is no longer any need to rely on the availability of public funds. The use of private funds secures a stable and constant financing of new road infrastructure projects over the whole economic cycle. Therefore the national and European economies find stability during phases of economic recession. Private funds in concessions are levelling out the effects of austerity programmes

¹ The White Paper on Transport, whose last edition *“Roadmap to a Single European Transport Area”* was issued in 2011 by the European Commission, is an important political document containing the main principles for undertaking initiatives and activities in the transportation field within the EU, aimed at increasing mobility, removing barriers in the EU Internal Market and ensuring growth and employment. In order to achieve its goals, the White Paper also sets down specific goals and targets to be reached by either 2030 or 2050.

Contribution to transport policy and economic development



that usually lead to cuts in public spending. **In fact the “user pays” principle is the fairest way to finance Infrastructure projects as tax payers no longer have to bear the cost of infrastructure.** Public funds are released and can be allocated to other social priorities such as health, education or public transport.

Furthermore, the toll revenue can be used to optimise operation and maintenance on a long-term basis and ensure that the focus is on the

long-term optimisation of new investment and maintenance activities. Over the last few years, many countries have faced important cuts in their public spending due to fiscal consolidation processes and as a result, major deficits in road maintenance have accumulated. Using tolls and earmarking revenues from the road users will guarantee the constant investment in the tolled road facility during the entire duration of the concession.

In toll concession schemes, the private sector takes on important risks, mainly those related to construction costs and traffic demand, in favour of the public interest.

Through tolls it is also possible to control traffic demand and this leads to a more efficient and balanced use of the road network. It is also an effective mechanism for internalising external costs produced by the transport sector.

The toll road network supports the daily lives of us all. It gives access to the goods and services that citizens need. It connects people with their families and friends. It is also the life-blood of the economy, performing a crucial function in supporting jobs and growth. It provides critical connections by linking major economic centers, and connecting major ports and airports.

Factories and other businesses regularly take into consideration access to good roads and other transport connections when making decisions about where to relocate.

Toll road operators also make high contributions to national government treasuries since they are registered for VAT and many other taxes (land tax, company tax, income tax).



Wildlife crossing, Poland



Wildlife crossing, OLYA, France

Responsible management of the environment



The Europe 2020 strategy² aims to promote growth that is smart, sustainable and inclusive in order to get beyond the current crisis and create a more competitive European economy. In fact the transport sector plays a major role in addressing the key challenge of reducing through reducing its greenhouse emissions.

The environment has always been an important issue for toll road operators in view of the proximity of our motorways to natural landscapes and of their impact on the surrounding environment.

Actions taken by motorway operators are developed throughout the three successive phases of the life of a motorway: its design, its construction and finally its operation/maintenance and reinvestments.

During these different phases, the environmental aspects lie always at the core of every single activity.

Historically, the initial issues confronting road operators have always been the protection of water resources and the reduction of noise pollution. Significant remedial responses have been made

More than
13 Bn euros
invested in 2013 for the
construction and maintenance
of road infrastructures with the
highest environmental standards.

and efforts have never wavered. Insertion into the countryside, enhancement of the landscape, preservation of biodiversity have become crucial challenges to which satisfactory solutions have been proposed and adopted (eg, noise fences, noise-reducing road surfaces).

From now on, and complying with the priorities of EU environment policy, motorway construction will increasingly involve operations to rehabilitate



deteriorated natural or urban sites, going even as far as creating extensive areas offering a new terrain of expression for biodiversity. Important environmental upgrading programmes aiming to rebuild old networks up to modern environmental standards (water, noise, biodiversity protection in compliance with regulations currently in force) could all be financed through tolls.

Road operators have always been committed to responsible management of the environment, going well beyond the legal requirements they have to comply with.

² The Europe 2020 Strategy is a political EU initiative launched by the European Commission and approved by the EU Council in 2010, aimed at achieving a smart, sustainable and inclusive growth in Europe by 2020. The Strategy contains a series of objectives and targets to be reached in the next few years in the fields of education, employment, energy and innovation. The achievements of the different objectives are closely linked to the need to overcome the current financial and economic crisis in order to foster EU competitiveness at global level.

Providing a safe road network



Traffic control and information centre

One of the most remarkable features of the service provided by toll motorways is safety. Due to awareness of the importance of preserving differentiating higher safety levels than non-tolled roads, safety is a deciding factor for every stage of a motorway's life cycle. In the planning stage, the motorway is designed to reduce the number of accidents as far as possible, thereby avoiding situations of risk to drivers. Geometric characteristics guarantee safe driving by using minimum width limits for curves, separate roads, wide road lanes, cutting out level crossings and so on.

Later in the construction stage, high-quality surface materials are laid to ensure better tyre adherence and efficient rainwater drainage. Tolloed motorways also have specially designed equipment to ensure road safety, such as perimeter fences, anti-glare panels, lighting at toll stations and

semi-urban stretches, cutting-edge operational and traffic management centres, closed-circuit television, traffic data collection systems, 24 hour customer care, SOS posts and meteorological stations, amongst other safety systems. There are fast road patrols for collecting lost items, providing early assistance and warnings of any incidents/accidents and there is an efficient winter service based on 24 hour monitoring of road and weather conditions. Traffic is made safe at road works sites through early and efficient warnings, road marking and the setting up of protective fences including TMAs (truck mounted attenuators)

Priority is always given to the safety of people and goods travelling throughout the motorway concession network. This concerns both motorists and lorry drivers, who need to be able to find places to rest in a relaxing atmosphere.

520

less fatalities between
2001 and 2012

60%

reduction of fatalities on
the ASECAP road network
between 2001 and 2012



Snowploughs

All these measures covering security, safety and quality of service must also provide reassurance to motorway customers and encourage their good driving behaviour in order to make motorways a place where people feel at ease, particularly when using rest or service areas.

In order to uphold this commitment, ASECAP has signed the “European Road Safety Charter”³, a participatory platform, promoted by the European Commission, where different stakeholders undertake positive commitments and carry out concrete common actions to address road safety problems and to reduce road fatalities across Europe. ASECAP is actively committed to exchanging best practices and information with all signatories of the Road Charter in order to provide the highest standards within the toll road network.

47
lives saved each year
between 2001 and 2012



APRR, De Serres Léonard

³ The European Road Safety Charter is a broad platform created by the European Commission in 2004 in order to exchange information and best practices in the field of road safety throughout the European Union, among a variety of people having a direct interest in road safety and being actively involved in promotional campaigns for road safety, such as stakeholders, citizens, users, road operators, universities, associations, etc. ASECAP was one of the first signatories of the ERSC in April 2004.



Offering top level services to customers



Service area

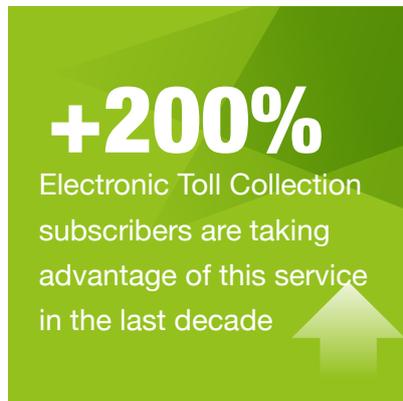


VMS

Toll collection is not simply a tool: it is also payment for a service. This makes the users of the road concession network the key focus of attention for motorway companies.

Over and above duty of a toll road operator as a public service provider, they also have an obligation to provide customers with a high quality of service (high availability and accessibility of road infrastructure) and to ensure the highest possible level of security and safety for both people and goods.

The principal purpose consists of offering the best possible conditions of travel to customers. In general terms, actions undertaken by toll road operators must contribute to increasing comfort and safety throughout the customer's journey since this is the way in which toll road operators will best be able to fulfil their essential function of ensuring that travellers and goods arrive at their destination in the best possible conditions.



Road users are constantly provided with efficient mobility information services. Europe-Wide Traveler Information Services, made available to motorway users, comprises comprehensive travel information with a broad perspective allowing for well-informed travel decisions, both pre-trip and on-trip. The key goal is to provide the road users with relevant information in a harmonised manner which is easy to understand and process.



Variable-message sign

This includes road traffic status, weather conditions, and warnings of accidents or road works zones. The Europe-Wide Traffic Management Services also give guidance to the European travellers on the condition of the road network. They detect incidents and emergencies, implement response strategies to ensure safe and efficient use of the road network and optimise the existing infrastructure for all vehicles, including those crossing borders. ASECAP Members, all road operators, work in close collaboration to provide consistent and seamless travel information across Europe.

In 2013, along the ASECAP network there are:

2,465
Service areas
700 more
in the last decade

1,756
Petrol stations
600 more
in the last decade

1,104
Restaurants
400 more
in the last decade

174
Hotels
60 more
in the last decade

Enhancing human resources

Motorway concession and toll companies provide work across Europe. It is important to point out that in some regions the concession company is the leading employer, and this confers both rights and obligations. **One of the major tasks for companies is achieving harmonious human resources management. The sustainability aspect is also a crucial component of the internal management structure of toll companies.**

In consequence, actions have been taken to develop employee awareness of sustainable mobility issues so that they may take this approach on board. If required, this action may be accompanied by special training plans integrating all aspects related to sustainable development, with a significant place being reserved for the safety of staff working in the network. Identifying motivated managers, then appointing them to positions of responsibility with regard to sustainable development, constitutes a logical extension of the toll road operators' policy.

Major training efforts are necessary to meet current demand for new skills as our professional sectors inevitably evolve to cope with the techniques and services expected by our customers nowadays. Having motivated and well-educated employees is a must for toll



45,000
people employed

motorway operators. Due to the increasing demand for real-time communication with the customers, new developments that encourage interaction with the customers should lead to the development of more customer service tools and jobs.

What is more, the demand for safer and more efficient operations contributes to better health and safety conditions

for the workers, given that accidents can be minimised through improved education and training, risk management, technology, automation and focus on correct use of equipment.

ASECAP Members consider it their priority to ensure the safety of their employees and external workers in roadwork zones by always ensuring that signage is sufficient and of good quality and that there is equipment available for marking road works zones on motorways. Very often, other special equipment may be used to guarantee adequate levels of safety, items such as crash absorbers (Dumpers), stroboscopic lamps on the signalisation vehicles at construction sites and "smilies" panelling for adequately alerting drivers.



Corporate Social Responsibility (CSR)



Toll road operators recognise the importance of their responsibility to promote sustainable development and observe the universally accepted standards on environment, human rights and transparency. In a globalised world corporate social responsibility is increasingly becoming a fundamental parameter for customers and stakeholders.



referred to in contracts in order to secure a high level of corporate social responsibility, including a commitment to zero tolerance of human rights abuses and any attempts at bribery/facilitation payments.

Achieving transparency during the contractual process and the subsequent management of the motorway infrastructure itself represents a crucial aspect for toll road operators. It underlines

their good will and sense of responsibility towards the good of society as a whole.

Corporate responsibility means compliance with relevant national and international laws and regulations. But it goes further to cover social and sustainable efforts in the fields of business ethics and strategy. For toll road operators this means strengthening their focus on safety, environmental protection and long-term sustainable development.

Toll road operators want to ensure that transparent and efficient dialogue is maintained between procurement and supply chain management. Codes of conduct are often

In the past decade, toll road operators have established more and more standards and core indicators for measuring and assessing the effectiveness and reliability of their corporate social responsibility policy. This continuous process of improving ethics and values has been the driving force for drawing much more attention to the sustainable development of the toll road transport sector.

Tolling as a tool for sustainable mobility

No efficient road infrastructure, good services centre or practical positive development would be conceivable without toll collection. If there were no tolls, the long-term existence of motorway infrastructure could not be planned with the same quality levels of service, safety and protection of the environment and biodiversity. Long-term optimisation, maintenance and reinvestments (keeping the infrastructure at a high functional level) are also ensured through tolling.

By constituting a resource directly charged to the user of the service, toll collection is ultimately the best means of collecting the necessary funds to maintain the highest standards of services in the road network. It therefore represents a powerful

instrument of development and, above all, of sustainability. Policy makers should also take into account other aspects of tolling which could be used to finance connected networks linking urban roads and interurban roads in places where they are currently lacking.

The sustainable development approach cannot be tackled without considering the major transport issues pertaining today and also the ever-changing needs of society. Major questions such as the evolution of mobility requirements, long-term traffic management and multimodality form an integral part of the problem that ASECAP is tackling and where toll road operators wish to contribute with their first hand experience and knowledge.

The motorway companies will always maintain that the toll system is a powerful tool for sustainable development and mobility that makes possible:

- financing a wide road infrastructure network based on the “user/pays principle”
- providing innovative and lasting financing schemes
- clearly earmarking the funds necessary to build, manage, maintain and repair the road network
- providing a reliable alternative to scarce public funds
- building an environmental friendly network
- delivering efficient and reliable mobility services
- offering a safe and secure network with high availability to customers
- ensuring jobs and workplaces that respect human rights and offer good and secure working conditions

In May 2013 ASECAP and IBTTA (International Bridge, Tunnel and Turnpike Association) signed a Joint Declaration to promote the benefits of tolling, as a tool to strengthen the already fruitful and active cooperation between the two Associations, as well as to point out a principle that applies equally worldwide: tolling is a leading tool in the funding toolbox to finance, build, maintain, and improve safe, smart, reliable highway infrastructure for the benefit of road users and other citizens.



Abbron



Escota, George Veran



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Escota, M.Martini



D.Jamme

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Joint ASECAP-IBTTA tolling declaration

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APRR Chabert Xavier

Océan Glacial
Arctique

DE BARENTS

MER BLANCHE

Russie

-  Asecap Full Member
-  Asecap Associate Member
-  ASECAP Network as for 01.01.2013
-  ASECAP Network in construction
-  Toll Bridges, Tunnels and Roads

O C C É A N
A T L A N T I Q U E



Cartographie © Patrice Lannoy

ABOUT ASECAP

ASECAP is the European Association of Operators of Toll Road Infrastructures, whose members' networks span more than 48,000 Km of motorways, bridges and tunnels across 21 countries.

ASECAP's purpose is to defend and develop the system of motorways and road infrastructure in Europe. Tolls are applied as a means to ensure the financing of their construction, maintenance and operation.



Association Européenne des Concessionnaires d'Autoroutes et d'Ouvrages à Péage

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