

OAMTC

Annual Report

2018



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PREFACE



Dear Members, Business Partners, and Friends of the ÖAMTC,

Here is your copy of the Club's Performance Report for the past year. Diversity is one of the mainstays of our corporate culture, and as Austria's largest Mobility Club it's something we're particularly proud of.

Indeed, it's a trait that's reflected not just in our services, but also among our people and our members.

In this year's Report we want to give you a flavour of just how diverse the ÖAMTC world actually is. With a workforce of just under 4,000 employees and more than 2.2 million members we know that differences can be a major strength. No fewer than twenty languages are spoken fluently at our four emergency assistance centres, a crucial asset when it comes to assisting members abroad. Diversity also means adapting to the different – and differing – mobility needs of our members. For this Report we asked a number of members from all of Austria's federal provinces to tell us about their preferred mode of transport. After all, individual requirements demand individual mobility concepts and solutions. And that's what we at the ÖAMTC are all about.

Diversity also means offering the best quality of service day after day, for each and every one of our members, and making sure that member satisfaction is at its highest. A number of our people will be telling you a little more about that in this Performance Report. And as always you'll find a section towards the end of the Report with all the key data, facts and figures from our Club's activities over the past year.

We wish you pleasant reading!

Dr. Gottfried Wanitschek
ÖAMTC President




DI Oliver Schmerold
ÖAMTC CEO

DIVERSITY OF MOBILITY CONCEPTS

Increasingly, modern mobility options are complementing traditional means of getting about. And individuality is now making a comeback as a basic requirement that once defined mass motorisation.



THE NEW CULTURE OF MOBILITY

 Energy, time, and space are the three scarce and limited resources currently powering a new culture of mobility revolving around a worthwhile living environment. The way we use these resources is crucial to determining the course of our habitats and their functional and sustainable development. That's a challenge; after all, demand for individualised transport solutions continues to rise – everyone wants to be on the move when they want to and within their own space.

The times when everyone travelled to the office, to school or to the shops at the same time using the same means of transport are well and truly over, even for us here in Austria. But how do you go about organising individualised transport? Buses, trains and underground railways remain crucial mainstays of the future of transport as efficient means of getting around. However, these modes of transport are already reaching the limits of their capacities, and their expansion requires vast public sector investments and a great deal of time. Which is where the ‘sharing’ buzzword comes into play. New technologies, smartphone apps and therefore the flexible, simple, cost-effective availability of cars, bicycles, mopeds and, most recently, e-scooters have revolutionised our notion of mobility.

While all these trends offer additional ways for people to get from A to B (albeit mainly in urban environments), options in rural areas are not as diverse. On the contrary: the trend here is that public transport is dwindling. However, the ÖAMTC is adamant that the rural population must not be disadvantaged.

The commute between the workplace and the home is rarely a voluntary choice. Most of the time it is a must, a necessity, jobs in structurally weak regions being few and far between – unlike the situation in vibrant conurbations.

Wherever there are interfaces between public transport and individualised transport such offers are readily accepted. Full Park & Ride facilities are proof positive. But until such time as individual modes of transport are actually fully interconnected, people in rural areas will still have to fend for themselves. Many municipalities and private initiatives are coming up with ingenious approaches, demonstrating that car-free solutions are possible even in those circumstances. Politicians and developers of new mobility offers, for their part, are called on to adopt an even more proactive approach in rural regions.



DIGIBUS MEETS TEESDORF

If one is to believe the visionaries of autonomous motoring, then last year was the first year to witness the birth of children who would grow up never needing a driving licence. Apparently, technological progress has been such that, in less than twenty years' time, the vehicles operating on our roads will be almost exclusively autonomous. At least according to this vision of the future. As things stand today, however, what is far more realistic is that motoring will simply be highly automated. Partially automated motoring in certain traffic situations or in particular areas is conceivable. The technological issues remain considerable, however, as do the legal issues. Engineering and legal experts at the ÖAMTC are directly involved in developing such solutions: they sit for instance on the Expert Panel on Automated Motoring, which advises the Austrian Ministry of Transport.

Autonomous motoring could make a sizeable contribution to mobility needs in rural areas in particular as public transport in sparsely populated regions would become more profitable for operators and therefore more compatible with the reality of everyday life - and affordable - for users. That's why the ÖAMTC is also making its Driving Skills Centre in Teesdorf in Lower Austria available for trial runs by the 'Digibus Austria' autonomous shuttle. Special requirements such as regulated crossroads and junctions, roundabouts and winding roads are being tested there, with the vehicle itself now already operating alongside novice drivers practising at the test circuit. But when are both sides of this motoring equation likely to come up against each other on the roads? That's the question.



IT'S ALL ABOUT SHARING

A great deal happened on Vienna's streets in 2018. Asian bike-sharing providers flooded the city with bikes and then vanished just as quickly. Next up were electric push-scooters, and the urban landscape has since featured hundreds of these scooters in the capital's inner districts, passed on from one user to the next. ÖAMTC easy way - the Mobility Club's e-scooter sharing scheme - was also launched.

For the first time in its history the ÖAMTC is offering its very own mobility service. Indeed, as of this year, the Club is actively helping to shape people's mobility needs and offering a new solution. Specifically, 165 electric mopeds have been put onto the streets of Vienna and Graz so registered users can book them using an app. With its offer in the Styrian capital the ÖAMTC is pioneering the use of these sharing schemes in the federal provinces, with most providers preferring to focus on Vienna. What's clear for the Mobility Club is that individualised, eco-friendly

mobility should be possible everywhere and accessible to anyone, in keeping with the remit of the Association itself.

In the scheme's debut season 'ÖAMTC easy way' users travelled the equivalent of half-way round the globe, purely with battery power. The fact that both the ÖAMTC's offer and other sharing concepts have been so well received shows that many different ideas can be successful and, in combination, allow an entirely innovative culture of mobility.

So what else will we be sharing in future?

Well, since its 2017 Start-up Challenge, the ÖAMTC has been working alongside the Volare Project. The start-up is working on an automated aircraft for passenger transport. One of the aims is to make large conurbations more easily accessible to people who live in remote regions, an aim the Mobility Club is happy to support.





MOBILITY AS A SERVICE



Mobility is a basic need that should be available to each and every one of us. But in the past, opportunities for being mobile were limited, and it was all too often a case of 'either or'. Either I take the car or I take public transport. Either I take the underground or I cycle. But now, Mobility-as-a-Service (MaaS for short) is a concept that combines the sharing economy with public transport and private providers. The emphasis is on the quickest, simplest, most convenient way of getting to a destination – the means of transport itself is secondary.

Mobility-as-a-Service is – by its very definition – a service. Different means of transport are incorporated into a shared standardised offer that's accessible by app for example. Private car sharing and taxis could be combined with public transport for instance. Ideally, customers would then be sent a collective invoice for their completed journey rather than having to deal with lots of different ticketing and payment processes. Established players such as public transport networks and federal railways

are certain to play a key role in MaaS. The ÖAMTC also favours clearly defined rules of the game between different mobility providers to prevent any monopolisation of the market. A certain market deregulation would allow private third-party providers creating innovative services to enter the market. And customers would benefit; indeed, without alternative mobility providers, the dynamic drive of a multi-modal transport market will remain easily manageable.

(Subsidised) public transport plays a pivotal role in the success of MaaS offers. Here policy-makers are called upon to use public funds to create a needs-based, more cost-efficient mobility offer. It is important to bear in mind that in large parts of Austria various routes are covered by multi-modal means, i.e. by incorporating different modes of transport. A common, networked information scheme and standardised ticketing are crucial to the use of any such combination of different transport operators including sensible transfer options.

Streaming service for mobility

The everyday use of smartphones with internet connection means that people could also be in permanent contact with the mobility app. MaaS can become a solution that is used daily to meet people's transport needs while generating invaluable data on the transport infrastructure and its capacity utilisation rate. That data could then be used to organise and predict transport flows more smartly.

Passenger flows in commuter traffic, at events or in traffic jams could be distributed in an optimal way among existing transport capacities. This would lead not just to a lower traffic volume in general, but also to a more efficient use of available resources. What is important is that customers are offered a pricing model in the form of a flat rate, like a streaming service, except that in this case it would be for mobility.

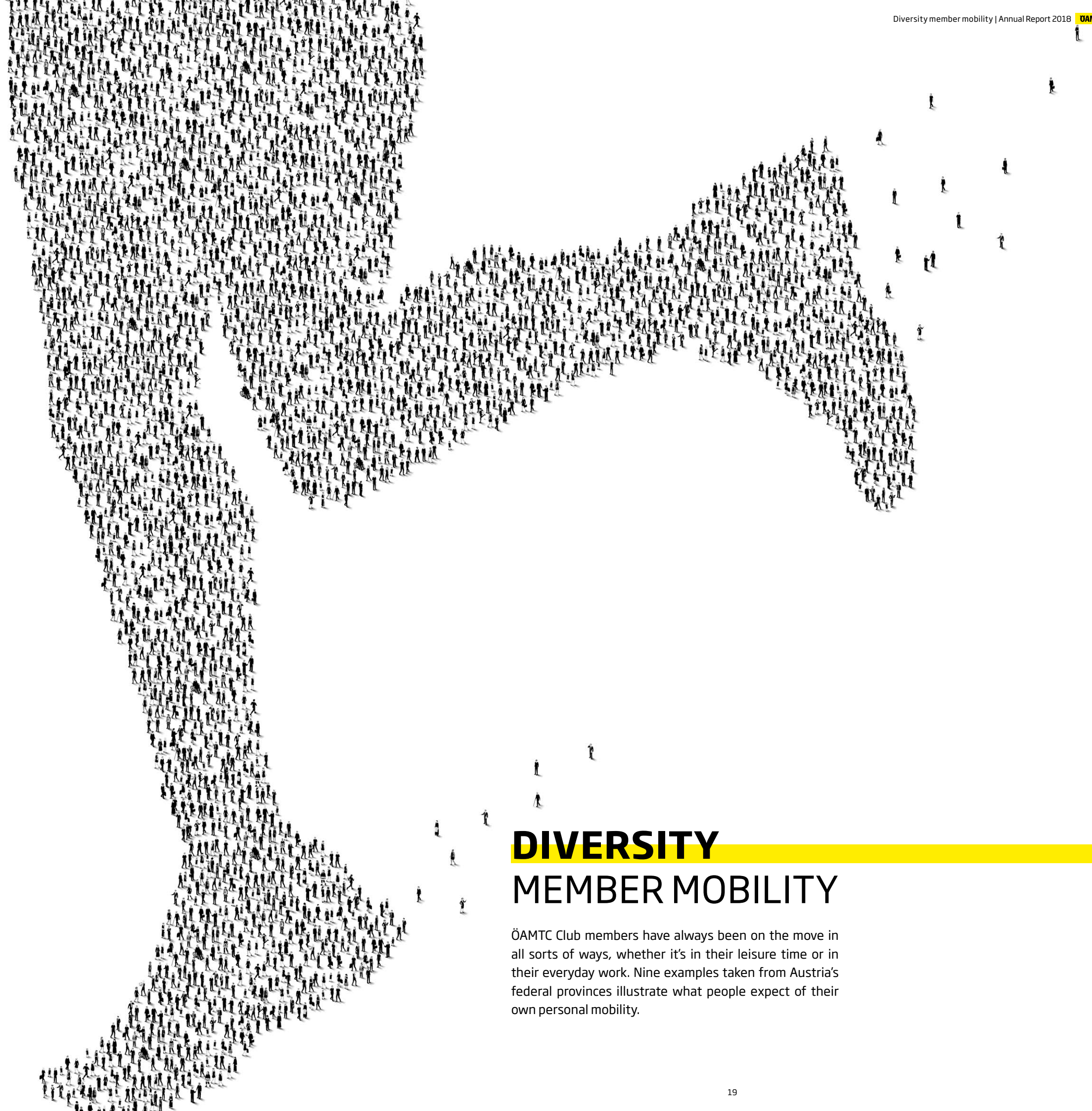
All these options require lots and lots of data. Data on the means of transport and on the mobility offers are needed to guarantee the

offer; but a great deal of user data is also expected to be gathered and processed. As with the personal data already transmitted to manufacturers by modern cars, the ÖAMTC is very much in favour of letting users decide for themselves what data should be gathered, processed and passed on.

What data do MaaS providers actually need for their service? What data do users need to hand over voluntarily to be able to benefit fully from the offer? It is important to strike the right balance here.

Regardless of where the mobility journey actually takes us, the ÖAMTC is certain to offer its members comprehensive solutions in the future.

As Austria's largest Mobility Club, it campaigns for fair interaction between transport users and actively submits solution proposals to decision makers to ensure that mobility remains affordable – and fun.



DIVERSITY

MEMBER MOBILITY

ÖAMTC Club members have always been on the move in all sorts of ways, whether it's in their leisure time or in their everyday work. Nine examples taken from Austria's federal provinces illustrate what people expect of their own personal mobility.



DIVERSITY IN MOTION



Some like nothing more than cycling from A to B; others literally transcend borders every day by car; others still are already tinkering away at the mobility solutions of the future. Our means of getting around in our everyday lives are as varied and diverse as people themselves.

Whatever means of transport Club members prefer may well be a matter of personal taste. But more often than not, it's the huge differences in everyday tasks that determine the transport of choice – and rightly so.

Someone who lives half-way up a mountain or in the peace and tranquillity of a remote rural area may have no other option than to rely on their trusty car to get around. Either because the connections to the public transport network are impractical, because the bus, train or other timetables are not compatible with professional working life, or because the infrastructure is simply not in place. When local grocers are forced to shut down and give way to giant hypermarkets in the next town and once children are

scattered in schools all over the region, cars remain the preferred means of transport. As many Club members have demonstrated, such a choice no longer necessarily entails polluting the environment through fossil fuel combustion. Indeed, more and more people are now out and about in hybrid cars or purely electric cars.

So what about urban environments? Here public transport has always had the edge, of course. And for good reason: very few countries besides Austria are able to offer such a well connected and extensive network in urban areas. And because buses, trams and underground trains work so well, they are usually in demand, particularly at peak times. But not everyone is a huge fan of being in such close contact with their fellow citizens, which is why individual micro-solutions like bicycles and, more recently, electric scooters are proving hugely popular – with the added bonus of getting some fresh air and doing something good for your health at the same time. So it's all quite moving, as it were.





Manfred Zangerle, train

Manfred is a police officer and lives in the Pitztal valley of Tyrol and commutes daily to Innsbruck by train. He boards the train early, which means he always gets a seat and has plenty of time to read the papers, a favourite pastime. From the railway station in Innsbruck, Manfred still has to walk around one kilometre to his workplace, a walk he enjoys ‘for the fresh air’. For him, commuting by car is out of the question: ‘It’s a no-brainer, really, as the train is just as quick and definitely cheaper.’



Anuschka Fink, car

Anuschka from Vorarlberg works as an art director for an advertising agency. She’s the first to admit that she has ‘a bit of a love affair’ going on with her VW New Beetle. Every day the two of them spend 110 km together, as Anuschka works across the border in the Principality of Liechtenstein. To avoid the morning tailbacks at the border, she prefers to leave home a little later and then stay on at the agency. She says public transport is not an option because of the lack of infrastructure; and anyway she doesn’t mind the time she spends in her car. So what does she think the future of mobility will be like? ‘Well, being able to beam up would be great, wouldn’t it?’ she laughs.

Marlene Ladner, car/public transport/plane

Marlene works as a customer adviser for an IT company and recently moved to Graz, the capital of Styria. She is on the move a great deal every day. In town she takes the tram and values the good connections, even if she’s not so keen on the packed carriages and grumpy passengers. For customer appointments she uses her company car, and ten times a year she flies to meetings in Germany. So far Marlene has needed the ÖAMTC only once, when a warning light lit up on the dashboard. It turned out to be an over-enthusiastic tyre pressure warning light. She felt a bit embarrassed about the whole incident, but says the patrolman was extremely friendly and reassuring, which made her very glad to be a Club member, especially as it was at night, an experience she’ll never forget.



Christian Unger, coach

The IT manager from the province of Burgenland commutes four hours a day by bus to Vienna and back – and has done so for almost twenty years. All in all, the total distance travelled amounts to one million kilometres, the equivalent of going round the globe twenty-five times. He does own a car, but says that driving would be far too stressful. He much prefers to take the coach (which leaves every morning at 4.20 am on the dot) and get some work done or get some sleep. Christian is also a passionate Vespa rider in his leisure time, a hobby that nearly cost him dearly last summer: after a bad accident just 50 yards from his house he had to be flown to hospital in a Christophorus helicopter operated by the ÖAMTC Air Rescue Service. Thankfully he made a full recovery.



Emil Ogris, electric car

The retired electrical engineer from Carinthia was probably one of the first in Austria to predict the revolution in mobility. He has been a passionate user of electric cars from as far back as 1975 and, in the meantime, his entire family has waved goodbye to combustion engines. Emil is a bit of a DIY enthusiast: twenty years ago already, he managed to get a range of 300 km out of a Citroën Saxo that he himself had adapted. Thanks to a photovoltaic installation on his farm he is able to generate 95% of his own electricity needs. And since the Ogris family also grows its own cereals and grain, it is almost entirely self-sufficient. ‘I care about nature,’ says Emil. ‘I don’t like the idea of burning a load of fossil energy and destroying our environment even more.’



Francesc Volgger, bicycle/car sharing

Overcoming two bouts of cancer certainly gave the 33-year-old Viennese administrator of building and planning processes a new lease of life, which is why he enjoys nothing more than being out and about in nature with his dog Khan and basically cycling everywhere in town, even in winter. Francesc does have a car, but he only uses it to drive out into the country with Khan – travelling by public transport would otherwise take too long. Now and again he uses car sharing; in fact, he finds the whole future scenario of autonomous motoring very attractive: ‘Self-driving cars would make parking spaces completely obsolete, and that would be great for the urban landscape.’

Stefan Rotheneder, electric scooter

The Linz-born quality manager at a technology company likes to use his electric scooter whenever he can. Even if he has to wear a suit he likes to travel by scooter within a radius of 20 km, which all adds up to some 1,500 km a year. He and his family have a car, of course, but he prefers to leave it at home whenever he can; after all, ‘that way I get a much better feel for my surroundings,’ as he puts it. What’s interesting is that, even though Stefan loves his electric scooter, he doesn’t think electric cars have a future. He feels that far too many questions remain unanswered, particularly when it comes to battery manufacture.



MOBILITY AROUND THE CLOCK

Like the nine members showcased here, more than two million people in Austria rely on the services provided by the ÖAMTC, regardless of whether they’re on the road in Austria or abroad, or enjoying some leisure time. Breakdown assistance is one of the Club’s core competencies. Its highly trained patrolmen are able to repair the vast majority of defects right there at the roadside – around the clock. So for anyone unfortunate enough to break down in the middle of nowhere in the middle of the night, possibly with infants on board, in the bitter winter cold, the certainty of being mobile again is also hugely comforting. Or, as our member Marlene Ladner puts it: ‘Knowing I wasn’t alone gave me a good feeling. It’s not something you forget in a hurry.’ No-one will be surprised to learn that, nowadays, the most convenient way of using the services provided by the Club is of course the smartphone. Thanks to the practical ÖAMTC app, members are able to make an emergency assistance request

call and then monitor its status in real time while monitoring the waiting time left until the patrolman arrives. In winter it means that a driver does not have to stay with their vehicle in the freezing cold, but can go and get a nice cup of tea and warm up at the nearest coffee house.

Technical support while on the move is not the only thing that Club members rely on in their day-to-day motoring. The ÖAMTC Assistance Booklet offers even more services. It is valid not just in Austria, but also right across Europe and includes patient and vehicle recovery, towing, helicopter rescue and health cover – for the whole family, naturally.

And for all those wishing to travel even further afield, the ÖAMTC offers comprehensive global travel and health insurance cover on request. So, in a word: ‘It’s a good feeling to be with the Club’.



Irmgard Pursch, hybrid car

Salzburg-born Irmgard Pursch runs a holiday farmstead with her husband, high up in the mountains of the Pinzgau region. The family has three children, so there’s lots of to-ing and fro-ing to kindergarten, school, shopping for guests, etc. The day-to-day motoring is usually done using the Audi Q7 e-tron, which has a purely electric range of 40 km, which covers most of the errands, according to Irmgard. But there have been times when even fossil fuel was not enough: ‘I once ran out of petrol in the middle of the high street,’ says Irmgard, giggling. ‘Thankfully the ÖAMTC turned up almost immediately.’



Kurt Galler, car

The 61-year old master stove fitter and tiler from Klosterneuburg covers a lot of miles driving around for work, and even though his annual mileage is nothing if not impressive, he still enjoys the driving. But whenever he goes on family holidays or outings, for instance to their chalet at Tauplitz in the Salzkammergut region, he usually takes his VW Sharan, a four-wheel drive he has come to really appreciate particularly in winter. For extended trips abroad, they will often pack up their beloved campervan and then, more often than not, the Club member of many years’ standing has had to rely on assistance from the ÖAMTC.



DIVERSITY KEEPS THE FUTURE MOVING

How a mobility rethink aimed at combating climate change with innovative propulsion systems can become a reality.



MOBILITY 2030

Clearly, something has to change. Even the biggest climate change sceptics realise that our planet’s reserves of fossil fuels cannot last forever to enable the sort of mobility we can afford. Meanwhile, more and more concerned citizens are demanding that researchers and politicians come up with, and implement, solutions on how to achieve just that with a greater variety of propulsion systems and organisational forms: mobility that’s as affordable and as eco-friendly as possible. In this regard, 2018 was an important – and successful – year for the ÖAMTC. Under international agreements and treaties Austria is required to lower its carbon dioxide emissions by more than a third by 2030. The Club is very much an advocate of effective climate protection. But what’s crucial is that the necessary carbon dioxide savings are made first and foremost in areas where the costs to the consumer and to the government are lowest.

So the ÖAMTC asked Austria’s leading experts on mobility and technology to draw up a Mobility 2030 Expert Review analysing the best ways of achieving the climate targets. What’s needed from the ÖAMTC’s point of

view is a mix of propulsion systems, and this is an area where the Mobility Club relies on research and innovation, as it does in many other areas of society.

The scientific analysis shows that the future of mobility will be shaped not just by the interplay between different types of engines and motors. Energy sources are set to become more diverse, too. Besides the expansion of sustainable electricity sources and sustainable hydrogen production, the experts commissioned by the Club also referenced the huge potential of so-called alternative fuels. But they also pointed out that any such policy has to be predicated on greater objectivity in the debate itself. The eco-friendliness of different propulsion systems has to be assessed over an entire lifecycle – not just at the point at which the vehicle in question is operated. Indeed, once the production, operation and disposal are factored into the equation, practically every form of propulsion generates a more or less crucial amount of greenhouse gas emissions. The debate itself is not taking place in a vacuum. In signing the Paris Agreement on Climate Change Austria pledged in principle to lower its

carbon dioxide emissions from cars by 36% by 2030. To illustrate how such a target can be achieved, the Ministry of Transport commissioned a Mobility Progress Report from the Federal Environmental Agency. After a somewhat shaky start an Executive Summary rather than an extensive report was finally published in late October 2018.

The Report sets out the Ministry of Transport’s view of possible measures aimed at achieving the climate targets for 2030 and 2050. In a nutshell, it states that motoring should essentially become more expensive and more difficult; this is evident from proposals such as higher taxes, a 100 km/h speed limit on motorways, and city centre congestion charges.

But is better climate protection really contingent on even more prohibitions for motorists? Or is there not still a sufficient potential for technological improvements to be extracted from combustion engines? What about the new fuels that researchers are now working on? Are there not better ways of getting consumers to contribute towards climate protection? ‘Road pricing’ for cars on all roads, driving bans, and city centre congestion

charges in Austria’s provincial capitals, a higher mineral oil tax, a ‘greener’ commuter allowance and a lowering of speed limits for cars: the burden exerted by all these measures under review would bear down most heavily on those mobility shareholders who are already socially disadvantaged. They are the ones least likely to be able to afford to switch to expensive alternative means of propulsion (e.g. electric cars). The 2030 Mobility & Climate Protection Expert Report shows that around 52% of people on low incomes buy their cars second-hand. Almost a third of motorists from low social strata intend to ‘drive their car into the ground’.

Not to mention the fact that owning a car is essential for people who live in rural areas and for families and that, unlike city dwellers, switching to public transport or other networked transport systems is not as easy as it sounds. The smaller the locality, the more people rely on their cars for their daily travel needs. And people living in households with children usually have just one car in that household. It will not be possible to achieve such a ‘mobility rethink’ simply by promoting the switch to public transport. What we need are innovative technical solutions.





WHAT CAN ELECTRIC AND HYBRID VEHICLES CONTRIBUTE?

Thanks to technological developments, the proportion of hybrid vehicles among registrations of new cars is set to rise dramatically by 2025 – up to 45%. Five years later, in 2030, they will account for more than half of new vehicles registered for the first time, at 51%.

One of the main reasons is the widespread application of 48 V technology, which allows a higher on-board power supply than the usual 12 V low-voltage circuit. 48 V technology will also be available in smaller vehicle categories by 2030, according to the expert forecasts of Bernhard Geringer (Vienna University of Technology) and Helmut Eichlseder (Graz University of Technology). The vast majority of these vehicles will be so-called mild-hybrid vehicles, in which the electric motor assists the combustion engine (diesel or petrol). A 48 V starter generator is used to start the engine, but it also acts as a dynamo capable of converting rotational energy into electrical energy. During braking it converts the kinetic energy into electrical energy and, during acceleration, it is able to assist the combustion engine.

Forecasts up to and including the year 2030 predict that the share of full hybrids in new registrations will be relatively low by comparison. Here vehicles are able to travel under the power provided by the electric motor alone, at least over short distances.

For plug-in hybrids, however, our scientists are expecting a share of 20% by 2030. These vehicles are a variant of the full hybrid concept. The advantage is that the battery can also be charged via a power socket. The electric range increases proportionally with the battery capacity, which means that plug-in vehicles are able to cover not just short distances, but longer ones too – typically around 50 km – using an exclusively electrically propelled drive system. Of course this presupposes a well developed charging bay infrastructure.

Things are also looking up for battery electric vehicles (BEVs). They are powered by one or more electric motors and are expected to account for a quarter of new registrations by 2030. A small number of these vehicles will also operate as SUVs or prestigious high-performance vehicles.

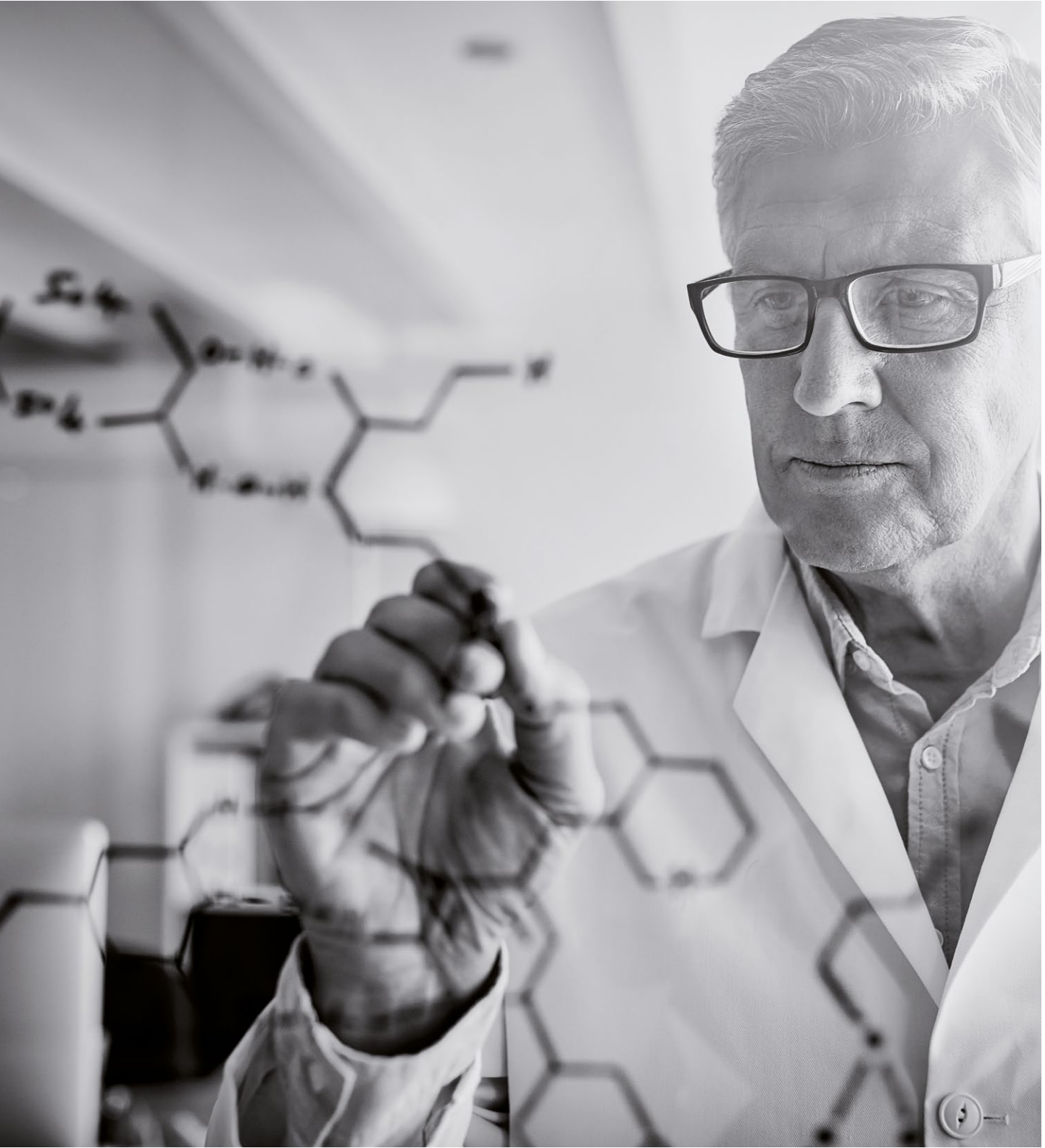
But the vast majority will be compact cars operating in purely urban environments, providing always that the charging infrastructure is adequate. An important factor for the future of these vehicles is the development of new batteries, first and foremost lithium solid batteries. Of course the experts agree that battery-powered vehicles only make sense from a climate protection point of view if the electricity used to power them comes from renewable energy sources.

WHAT ABOUT FUEL CELLS?

The scientific forecast made by the technology professors commissioned by the ÖAMTC, Bernhard Geringer and Helmut Eichlseder, is more subdued when it comes to fuel cell vehicles. With fuel cell electric vehicles (FCEVs) the electrical energy is generated from hydrogen and oxygen. The vehicle is fitted with a hydrogen tank and the oxygen comes from the air. The energy is produced through an electro-chemical reaction in the fuel cell and converted directly into motion by the electric motor or stored temporarily in a battery. The advantage compared with battery electric vehicles is that the

process of filling up with hydrogen is considerably faster, making it roughly as convenient as filling up petrol and diesel vehicles with fuel. The range, too, is high.

But, according to the experts, high costs and a lack of infrastructure mean that even by 2030 fuel cell vehicles will only account for a small share of new car registrations. Both Prof. Eichlseder and Prof. Geringer feel that the prospects for these vehicles are better in long-distance and freight traffic.





WHAT ABOUT E-FUELS?



Even by 2030 the combustion engine will continue to be the main propulsion system powering our vehicles. The scientists predict that combustion engines will be fitted to around 72% of all new vehicle registrations – in plug-in hybrids, hybrids, but also as a vehicle's only means of propulsion.

Hermann Hofbauer, an expert at the Vienna University of Technology, has calculated that up to 89% of carbon dioxide emissions could be saved through alternative fuels. By 2015 the foundations had been laid for producing second and third generation bio-fuels that were no longer in (much criticised) competition with the production of food and animal feed. They include for instance bio-fuels made from wood and plant waste or algae. e-fuels of

the next generation would include fuels used initially to produce hydrogen from water using electricity from electrolysis and subsequently a green gas through synthesis with carbon dioxide (power-to-gas or power-to-liquid).

If the electricity is obtained from renewable energy sources and the natural carbon dioxide is taken from the atmosphere or from biomass, then combustion engines could be operated without any impact on the climate – an attractive prospect for the future of mobility in terms of diversity – and a genuine win-win situation.

Recommended: Download the full version of the Expert Report on the 2030 Mobility Rethink at www.oamtc.at/mobilitaet2030





DIVERSITY OF EMPLOYEES

The ÖAMTC is committed to both equality of opportunity and gender equality. Indeed, a positive approach to diversity is a mainstay of its corporate culture. The aim is to ensure that our employee structure reflects the diversity of society as a whole.



DIVERSITY AS VALUE ADDED



The ÖAMTC has employees from an international background working in many areas: the travel agency, breakdown assistance, and administration. Take Estephanie Dos Passos for example. Born in Angola, she and her family moved to Portugal when she was three, and six years ago they came to Austria. First she had to learn German and finish her school education. In autumn 2017 the 22-year-old trained as an office administrator at the Austrian Motorsport Federation in Vienna, which is part of the ÖAMTC. 'I was really hesitant at first. But now I'm really enjoying it. I'm part of a great team; I'm always learning something and get to meet lots of different people,' says Steffi. Her experiences as an African woman living in Europe have not always been positive. But she immediately felt welcome at the ÖAMTC.

The management's unequivocal commitment has been crucial to the harmonious working environment. The ÖAMTC attaches the utmost importance to equality and equal treatment of employees, applicants and members. Equality of opportunity and equality are set out in the Statutes, but the ÖAMTC also organises specific activities to ensure these principles

are lived out. For instance, every new employee from Vienna, Lower Austria and Burgenland, from the Association itself, from the Driving Skills and Air Rescue Service is required to take part in an awareness raising workshop on the topic of diversity.

'Every human being has a gender, an age, a sexual orientation, a background, skills, and needs – to mention just a few of the parameters which, in combination, contribute to the diversity of any society. Within the ÖAMTC my role is to raise people's awareness of the various aspects of diversity. The aim is to constantly promote mobility in the traditional sense, but also an intellectual mobility, to encourage new ways of thinking and, as a result, contribute proactively and flexibly to the company's further development,' explains Nasila Berangy-Dadgar, Diversity Officer at the ÖAMTC Mobility Centre. On behalf of her colleagues she organises workshops, lectures and discussions with outside experts. She also launched an information campaign on the subject of disability, initiated a project aimed at recruiting people with disabilities, and an assessment and measures for implementing a working environment based on gender equality.

MORE THAN TWENTY LANGUAGES



The phone at the emergency assistance centre starts ringing. It turns out that a Club member has had an accident in Tirana. The vehicle has to be recovered and their return journey organised; also, the admin and red tape with the authorities has to be dealt with as quickly as possible. Definitely a case for Dalina Koshi; after all, Albanian is her mother tongue.

Diversity is certainly a key aspect of the ÖAMTC's four emergency assistance centres. Some 350 employees across Austria co-ordinate breakdown assistance for Club members in Austria itself. But they are also the first port of call for anyone who needs to use the ÖAMTC's Assistance Booklet emergency services if they have an accident or experience medical problems when travelling abroad. When speed is of the essence in an emergency, then knowing the language of the country in question is obviously a huge advantage when dealing with partner companies and the authorities. 'English is essential for us at the ÖAMTC, and every additional language is a bonus. We often need Croatian and Italian, but also Spanish, French and Turkish, languages that reflects the countries where Austrians like to spend their holidays,' says Arjan Buurman, head of Vienna's Emergency Assistance Centre East. Arjan was born

in the Netherlands. 23 years ago he came to Austria on a skiing holiday, fell in love, and has been here ever since. Just like Dalina Koshi. She came to Vienna in 1997 to study law and stayed: she too fell in love. Today they are both part of a highly diverse team, with Albanian and Dutch adding to the Babel of languages spoken at the ÖAMTC's emergency assistance centre. More than twenty languages are spoken at the Club, including Arabic, Chinese, Danish, Hungarian – and sign language.

This diversity of languages also helps in other areas. 'We're constantly being contacted by Hungarian truck drivers needing environmental badges for their vehicles. So I'm really glad to have a colleague of Hungarian extraction on the team as many of these truck drivers don't speak a word of German,' explains Aydemir Gündüz, head of the ÖAMTC technical service point in Brunn am Gebirge (Lower Austria). He himself has Turkish roots; patrolman Alija Dilaver, Bosnian roots. They both speak German at work, just like Rifat Alkan, head of the ÖAMTC technical service point in Telfs (Tyrol); their language skills come into their own whenever a Club member struggles with German. 'Ultimately, it's about providing assistance quickly and efficiently. That's what really counts,' says Gündüz.





FLEXIBILITY & TRANSPARENCY - EQUAL OPPORTUNITIES

When Martin Eder found out he was going to be a dad, he knew right away that he wanted to continue the half-and-half approach he and his partner had previously enjoyed in their relationship when it came to child care, too. And so, once Baby had spent the first eight months with Mum, Dad Martin took over nappy management duties for six months in early 2015. As head of the Club's Tourism Department in Innsbruck he continued to work on minor administrative tasks on a minimum employment basis and shared other tasks with his interim deputy. Meanwhile both Mum and Dad are back at their full-time jobs. He feels that the time he spent with his daughter was a fantastic experience, one that earned them lots of 'brownie points' with their friends.

Even if other men at the ÖAMTC are taking paternity leave, they still tend to be the exception. Indeed, in Austria as a whole and at the ÖAMTC in particular it is mostly women who take maternity and parental leave. And yet the call for sharing child care and professional success equally is becoming ever louder. The Mobility Club has plenty to offer in this regard: from management on a

part-time basis from 25 hours a week onwards to teleworking, free child care on school-free days, to 'Daddy Weeks'. After the birth of a child these schemes ensure that fathers are entitled to two weeks off work on full pay or four weeks off on half-pay. Over and above that, mums and dads are also eligible for in-house education and training programmes even during maternity and paternity leave.

These offers, coupled with the willingness to implement individual solutions, provide the essential framework so women have equal opportunities for professional development. Someone who has been managing both her career and her family with success for years is Susanne Tischmann. She is in charge of Technology at ÖAMTC. 'I never wanted to be a "quota woman" or a perfect housewife. So as a family, together, we set out our priorities and found our own ways of making it all work for us,' explains the 45-year-old. In fact, she incorporates her own experiences into her management style: 'We need more flexibility and more transparency in our working time models as a whole. It's about acceptance and trust; we need to move away from hierarchical systems of control.'

"Einstellungssache" - the ÖAMTC's employment policy for people with disabilities

Other employees at the ÖAMTC have also had to overcome difficult challenges. More than twelve years ago Salzburg-born Thomas Ritzinger suffered a stroke while attending to a broken down vehicle. With one half of his body paralysed as a result, he was no longer able to work in breakdown assistance. But Thomas is not one to give up easily. So he worked on building a new professional future for himself as a mobility adviser at the ÖAMTC technical service point in Salzburg. There he advises people who face special challenges in their mobility needs because of a disability, including vehicle retrofits and subsidies.

The ÖAMTC sign language service also goes back to the initiative of a colleague. Jürgen Muss works in the Technology, Testing and Safety Department, representing the interests of ÖAMTC members. He himself has been hearing-impaired from birth. He offers advice in all matters. It was his idea that resulted in a barrier-free communication option for the hearing impaired via the ÖAMTC app. Simply keying in the hearing-impaired option on the app opens up a different communication channel (text messaging/email).

In the years ahead the ÖAMTC will push ahead with its employment policy aimed at people with disabilities. After an information campaign on entitlements under the Disabled Persons Employment Act, the Club launched a scheme entitled 'Einstellungssache' in 2018. The title itself is a play on words, meaning both 'a question of attitude' and 'employment matters'. Persons with disability were purposely sought for all kinds of employment positions within the company.

One such person is Ajdin Husic, who falls into the category of 'eligible persons with disabilities'. Ajdin has excellent Excel skills and a very good command of English. After three successful months of training he signed up for an apprenticeship with the Facility Management Department. 'It was difficult at first because everything was new. But now I really like it. Everyone on the team is always very helpful,' says Ajdin. With his skills, precision, and friendly disposition he quickly won over his colleagues. Already he has proved of valuable support and is now fully integrated in everyday working life.

Dalina Koshi, team leader at the Emergency Assistance Centre

Dalina Koshi was born in Albania and came to Vienna in 1997 to study law. She was meant to rejoin the family business in Tirana at a later stage. But Dalina fell in love with Vienna and stayed. Today she is a team leader at the ÖAMTC Emergency Assistance Centre in Vienna. For her, the diversity of the team is a perfect fit - especially with her combination of languages.



Rifat Alkan, head of a technical service point

‘What goes around comes around’ is the phrase that probably best describes the life motto of Rifat Alkan, a Tyrolean of Turkish extraction who heads up the ÖAMTC technical service point in Telfs, underscoring the importance of a person’s attitude in life. His name tag also bears his nickname ‘Richi’. His knowledge of Turkish is a big help whenever he has to deal with Turkish customers who speak little German.



Thomas Ritzinger, mobility adviser

Twelve years ago Thomas Ritzinger suffered a stroke that left him paralysed down his left side. But the former patrolman is not one to give up easily. So he built up a new professional career for himself as a mobility adviser at ÖAMTC Salzburg. He can also drive again thanks to a special remote control. He also likes to go cycling with his recumbent bike (on one occasion he even made it up the Grossglockner high-alpine road); he swims regularly and has learnt to ski again. But his favourite pastime is spending time with his family.

Susanne Tischmann, head of technology

Her role model is the Dutch-born actor Johannes Heesters, and her life motto is ‘Never stop thinking or learning!’ Susanne Tischmann never wanted to be a ‘quota woman’, even though she does see herself as something of a groundbreaker as both a successful woman in a technical profession and the mother of a 15-year-old daughter. At the time, teleworking was something that still required special approval, but thanks to technological progress it’s now available to anyone working in that field. Away from work, dogs and a horse are all part of the family.



Alija Dilaver, patrolman

‘Stay healthy and never give up’ is Alija Dilaver’s life motto. Alija was 16 when he came to Vienna from Bosnia during the Balkan War 26 years ago. He is now fully settled here; together with his wife he built his own house and now works as a patrolman in Vienna and Lower Austria. Most people don’t even realise that German is not his mother tongue; in fact, he is often asked whether he’s from Upper Austria or Styria. Being able to speak several languages is certainly a plus point for a patrolman, when assisting members who speak little German.

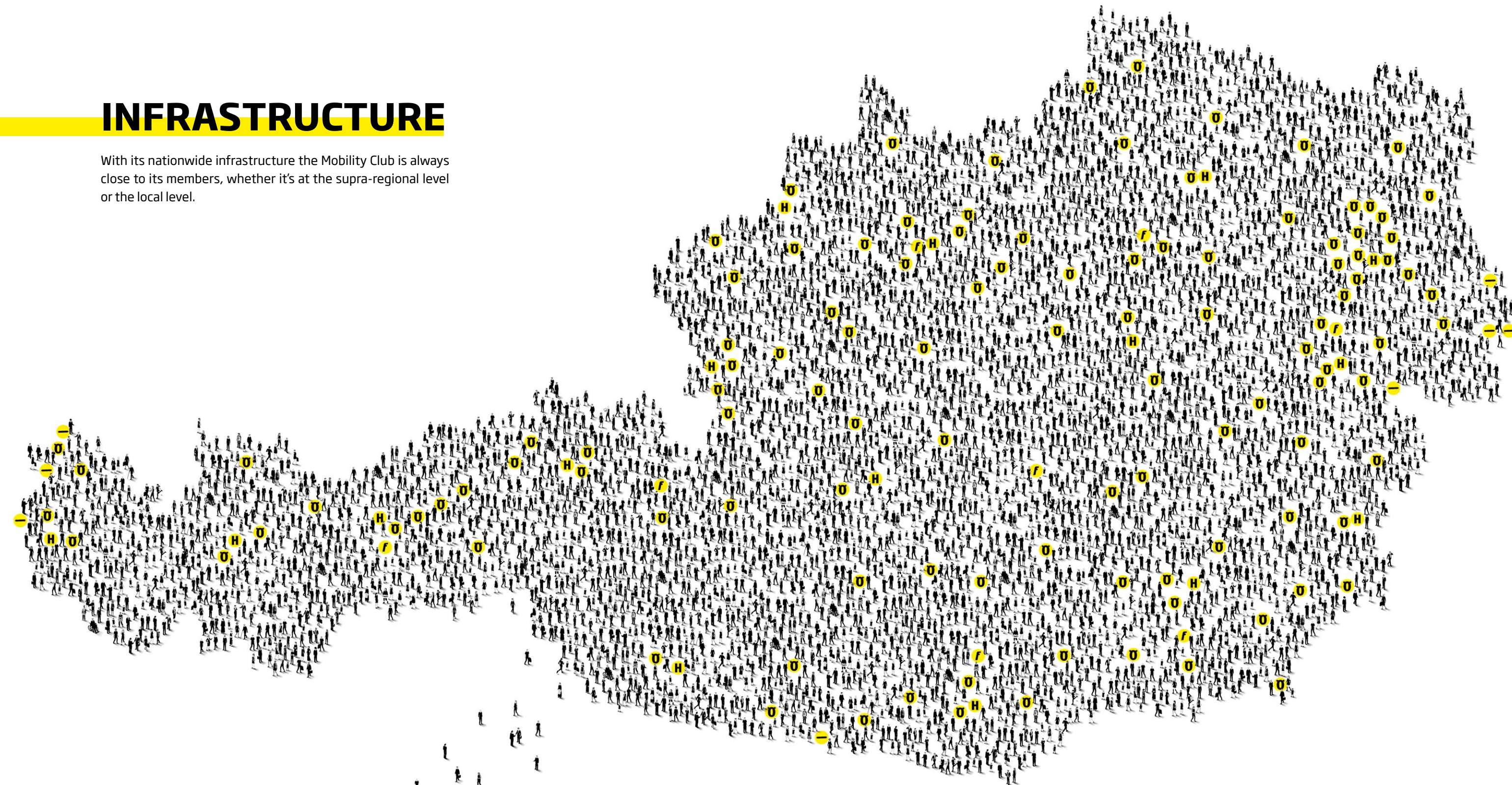


Estephanie Dos Passos, apprentice

‘Be positive about everything’ is Estephanie Dos Passos’s motto. Estephanie was born in Angola and grew up in Portugal before moving to Vienna with her family six years ago. She speaks Portuguese and Spanish, but only started learning German and English in Vienna, where she finished her school education. In autumn 2017 the 22-year-old began an apprenticeship as an office administrator at the Austrian Motorsport Federation in Vienna, which is part of the ÖAMTC. In her leisure time she likes sports and enjoys dancing. She loves the fact that her job is so diverse and feels she was welcomed as part of the team right from the outset.

INFRASTRUCTURE

With its nationwide infrastructure the Mobility Club is always close to its members, whether it's at the supra-regional level or the local level.



Legend

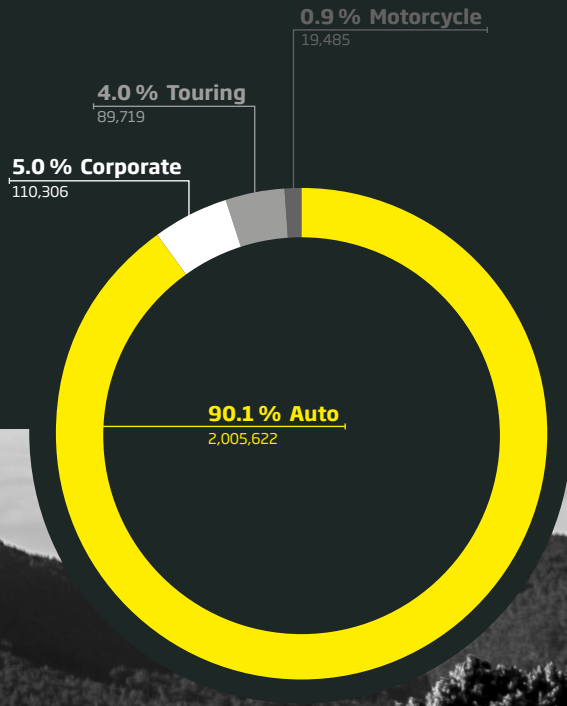
U	ÖAMTC Service station	113
f	ÖAMTC Driving centre	8
H	ÖAMTC Emergency rescue helicopter base	16
⊖	ÖAMTC Border station	8



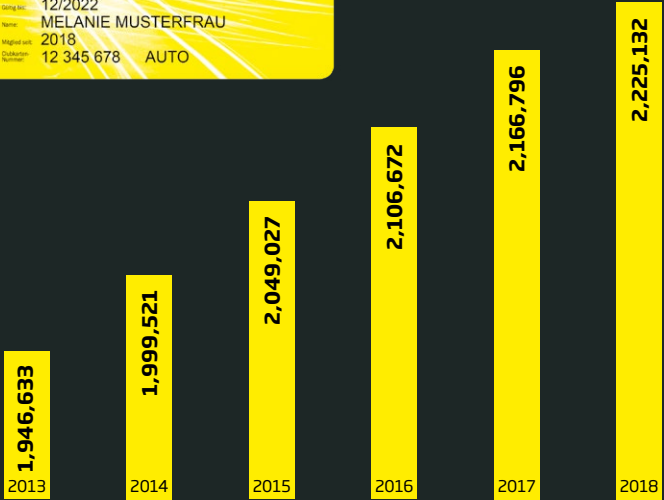
**FACTS
AND
FIGURES**

Membership by category

The ÖAMTC membership offers its members 100% mobility, around the clock. And, at the ÖAMTC, it's always the individual who comes first, regardless of the type of membership involved. The Club's comprehensive range of services goes well beyond offering prompt breakdown assistance. The spectrum includes competent legal advice, objective inspection services, customised insurance packages, and a perfect travel & holiday service. It's always a good feeling to be with the Club.



Membership trend*

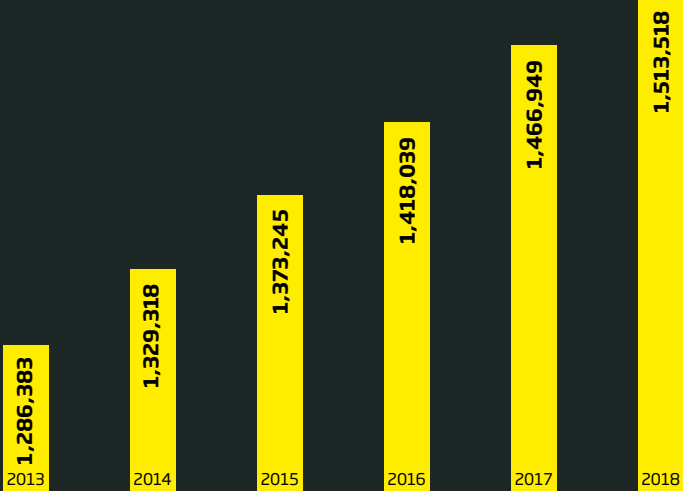


Free membership for children and adolescents**
* without free membership for children and adolescents
** not included in member pool

744,015

Assistance booklet trend

The services provided by the ÖAMTC Assistance Booklet include patient repatriation (also by ambulance jet), vehicle recovery, damage caused by game/wildlife, return and onward journeys, and much more besides.



SCHUTZBRIEF

SOFORTHILFE IN ÖSTERREICH UND GANZ EUROPA



2018



Ein gutes Gefühl, beim Club zu sein.

Assistance booklet

Assistance Booklets sold	1,513,518
Proportion of members with Assistance Booklets	68.0%
Calls for assistance	212,675
Assistance provided (excl. towing in Austria)	57,385
Towing in Austria (for members with Assistance Booklets)	161,977



Breakdown assistance

Mobile breakdown assistance	698,857
Stationary breakdown assistance	720,296
120 emergency calls	1,210,488
Towing assignments	244,424
Breakdown assistance via the emergency assistance app	7,418
Clubmobil allocations	28,839
Clubmobil vehicles	377
Dispatch centre staff	409
Technicians, patrolmen and towing staff	1,346
Total, emergency vehicles (incl. two motorcycles)	538

Technical inspections

Section 57a inspections (MOT sticker)	715,933
Other checks	280,255



Employees

Total	3,963
of whom: Technical services* and Club services	3,696
Subsidiaries*	267
Apprentices	66

* incl. auxiliary staff

Service stations

Service stations	113
Mobile inspection stations	5
Border stations	8

Legal aid

Legal advice (in person, by phone, in writing) approx.	200,000
Club's legal experts	40
Counsels of choice approx.	100

Advocacy & lobbying

AM.PULS participants	23,450
AM.PULS surveys	8
Assessments	82
Statements	21
Documented media contacts	883



Shop

Branches	113
Turnover, in euros	21.44 m

8.1 % Maps and leisure goods

11.7 % Liquids & fluids

10.9 % Child seats

30.1 % Car accessories

39.2 % Car & motorcycle batteries

Travel

Total bookings*	42,893
Employees	84
Turnover, in euros*	48.85 m
Travel agency branches	20

*incl. online bookings / turnover

Travel information service

Route Planner	
Unique clients, monthly	137,955

Country Info & City Guide	
Unique clients, monthly	75,415

ÖAMTC app Meine Reise	
Unique clients, monthly	12,856

Touring sets issued	131,209
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Mobility service

Mobito web & app	
Unique clients, monthly	10,369

Drone info app	
Unique clients, monthly	2,750

Preferred partners

Partners in Austria (incl. all outlets)	2,100
Partners worldwide (incl. all outlets)	160,000
Card transactions by ÖAMTC members	800.000

Top preferred partner (user figures)

WESTbahn	156,322
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Insurance and financial services

Number of existing insurance policies	291,457
Policies concluded in 2018	57,267
Total premium volume, in euros	50.6 m

ÖAMTC credit card

Club Cards with credit card facility	127,073
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2.0 % Property business

13.4 % Personal insurance

30.7 % Car business

30.0 % Legal expenses

23.9 % Travel insurance



ÖAMTC Air Rescue

Pilots (incl. Czech Republic)	70
Doctors (incl. Czech Republic)	403
Air rescue personnel/HCM (incl. Czech Republic)	181
Engineers and technical personnel	53
Administration, accounting and ground operations personnel	42
Locations (incl. ITH + Czech Republic + Alpin)	23
Helicopters (incl. Czech Republic)	27

Assignment statistics

Christophorus 1 (Innsbruck, Tyrol)	806
Christophorus 2 (Krems, Lower Austria)	1,339
Christophorus 3 (Wiener Neustadt, Lower Austria)	1,335
Christophorus 4 (Reith/Kitzbühel, Tyrol)	1,015
Christophorus 5 (Zams, Tyrol)	860
Christophorus 6 (City of Salzburg, Salzburg)	1,406
Christophorus 7 (Lienz, East Tyrol)	711
Christophorus 8 (Nenzing, Vbg.)	851
Christophorus 9 (Vienna)	1,610
Christophorus 10 (Linz, Upper Austria)	1,204
Christophorus 11 (Klagenfurt, Carinthia)	1,253
Christophorus 12 (Graz, Styria)	1,395
Christophorus 14 (Niederöblarn, Styria)	828
Christophorus 15 (Ybbsitz, Lower Austria)	921
Christophorus 16 (Oberwart, Bgld.)	1,096
Europa 3 (Suben, Upper Austria)	1,565

Assignments	18,195
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Alpin 1 (Patergassen, Carinthia)	241
Alpin 2 (Sölden, Tyrol)	471
Alpin 5 (Hintertux, Tyrol)	274
Alpin 6 (Zell am See, Salzburg)	444

Alpin assignments	1,430
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ITH assignments (Intensive Transport Helicopter, Wr. Neustadt, Lower Austria)	178
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K05 – Ostrava	604
K12 – Jihlava	649

Czech Republic assignments	1,253
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Road user education

Children's/youth campaigns, total **166,432**

Special individual campaigns

‘Das kleine Straßen 1x1’ **29,836**

‘Blick und Klick’ **23,567**

‘Hallo Auto’ **60,775**

‘Top Rider’ **8,896**

‘Club PS’ **787**

Adult campaigns, total **38,555**

Safety campaigns, total 204,987

Driving Skills

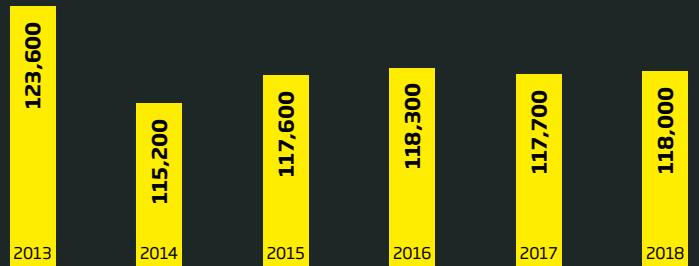
Driving Skills Centre **8**

Offroad Centre **1**

Winter Centre **3**

Employees and instructors approx. **300**

Trend in participants



Assist

Vehicles covered **1,170,700**

Incoming calls **185,666**

Roadside repair rate **71.2 %**

Service 24

Vehicles covered **220.000**

Incoming calls **400.000**

Roadside repair rate **94,5 %**

ÖAMTC Online

ÖAMTC website

Unique clients, monthly **1,219,208**

Monthly visits **2,070,194**

Monthly page impressions **5,262,364**

ÖAMTC app

Unique clients, monthly **73,280**

Monthly visits **174,554**

Monthly page impressions **1,713,016**

ÖAMTC driving licence app

Unique clients, monthly **11,457**

Monthly visits **71,530**

Monthly page impressions **4,943,737**

auto touring

Circulation, ÖAK 2018 average for the year **1,803,659**

Readership according to 2017/2018 media analysis **2,094,000**

Published **11 times/year**

auto touring digital, unique clients, monthly 2018 **37,735**

Communications

Journalist contacts **1,037**

Press releases **1,607**

Press conferences / conferences / symposia **23**

Campaigns / surveys / test series / joint ventures **21**

ÖAMTC TV and radio reports **2,511**

ÖAMTC reports in print and online media **25,217**



