

ŌAMTC

2019

Annual Report

OAMTC
TOGETHER,
WE'VE GOT THIS!







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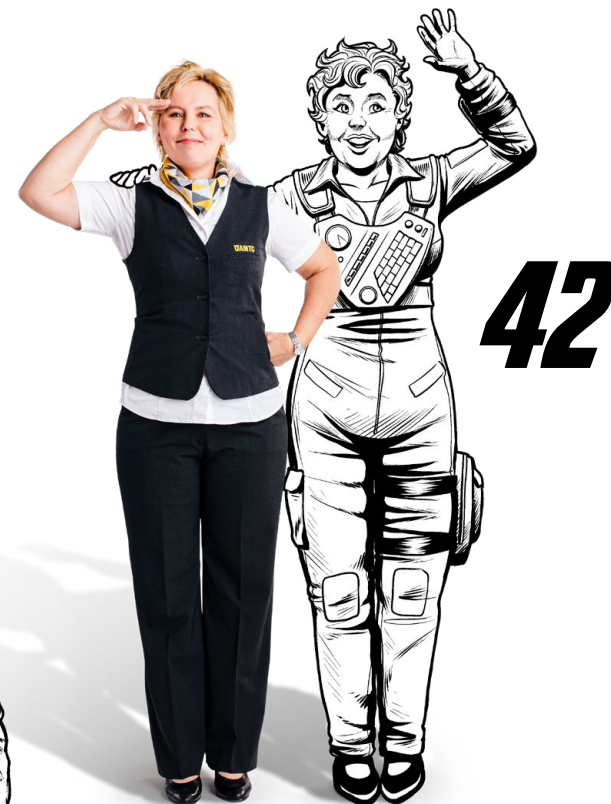
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PREFACE

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

This Annual Report shines the spotlight on the ÖAMTC's real superheroes, namely our 4,000 and more staff members working for us nationwide. Every day they accomplish extraordinary feats when it comes to being there, around the clock, for our members. And each and every one of them with special powers and skills across than 30 professions. This Report features six of our colleagues, acting on behalf of all our staff. They talk about their everyday work, not just on the page but also in short video clips and in 360° images which you can call up on your smartphone using the printed QR code. Follow our team members as they drop by the call centre, the IT service desk, the helicopter cockpit, the ÖAMTC customer counter, and the vehicle inspection workshop, then join Besart in his patrol car for a call-out. The Facts and figures section lets you immerse yourself even deeper into the Club's range of services. In addition to the membership figures we also showcase the Club's achievements in matters of sustainability.

The enclosed comic strip also takes a humorous look at the future. After all, when it comes to assisting our members, no mission's too tough for us, whether it's in space or on Planet Earth. 'Together, we've got this!' – That's not just the motto of our comic superheroes, it's the everyday reality of our professional lives. It's how we offer the best of services to our more than 2.2 million members.

So on behalf of the entire team, thank you for your continued loyalty and for placing your trust in the Club. All that remains is for us to wish you happy reading as you browse through our activity report and plunge head first into the ÖAMTC universe!

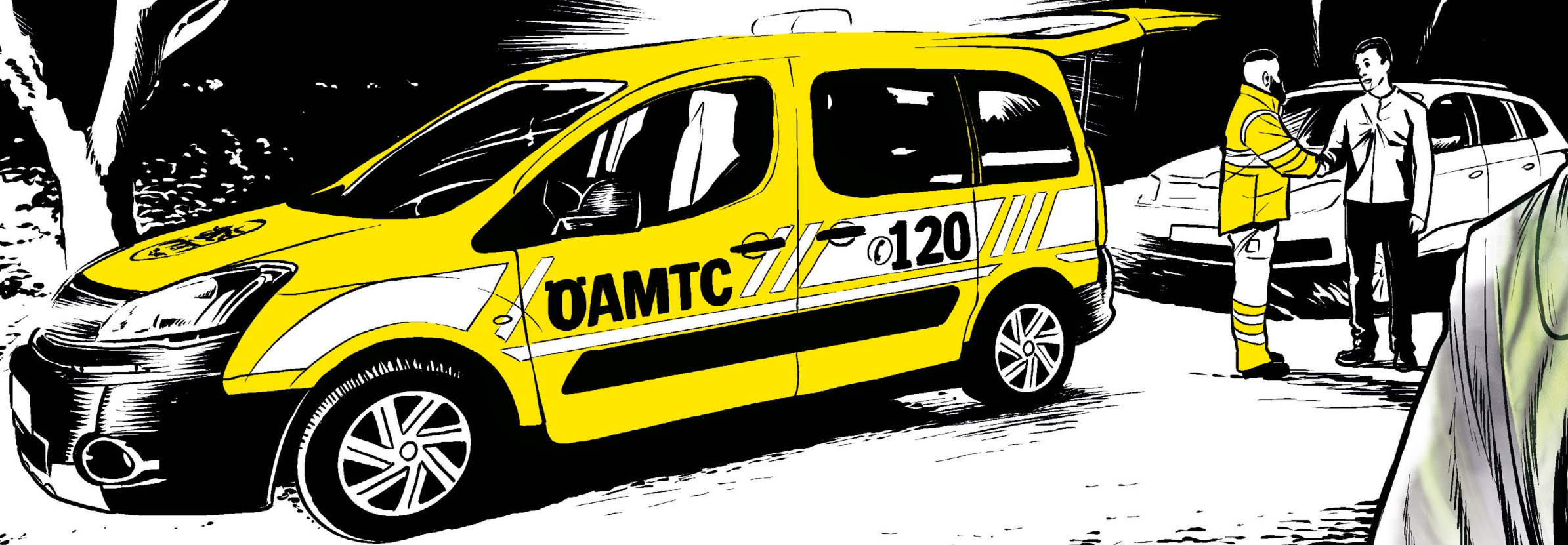


Dr. Gottfried Wanitschek
ÖAMTC President

DI Oliver Schmerold
ÖAMTC CEO

FAST, FASTER, BESART

Working together as a team is what ÖAMTC staff members do every day. Take for example Besart, who responds lightning-fast whenever ÖAMTC Club members experience an emergency. It's what motivates him every single day. And how does he unwind from the hectic pace of everyday life? By spending time with his family. As a loving dad, he knows only too well how quickly he needs to act whenever children are involved in any of his call-outs.



Watch my video



Max has a bit of a queasy feeling. It's getting dark, and foggy too. Jonas is already tired and rubbing his eyes. 'We'll soon be home, little man,' says Max to his three-year-old son. Yes, it really was quite late today by the time they got on the road. But Jonas was having so much fun playing at his grandparents, and Max enjoyed having time to chat with his family. These afternoons in the countryside are always a highlight for both of them, which is why, on Sundays, Max likes to drive the 45 km out to the village with his son. In the car they play Jonas's favourite tunes and time just flies by. But now Max has just turned down the music.

Here, on the main road, he needs to concentrate a bit more...

And then it happens: some 15 km from home, the car breaks down. All the lights on the dash start flashing, and Max becomes uneasy. Yes, he knows his way around the car, of course, but with the little one in the back seat, he can't start inspecting the whole car. So he quickly switches on his hazard lights, puts up the warning triangle in a flash, and calls the ÖAMTC. And of course reassures Jonas. The little one is frightened and asks his dad why they've stopped.

Max blames himself in all sorts of ways: if only we'd left sooner; if only I'd checked the car beforehand; how long was this going to take...

The ÖAMTC call centre staff member finds the right words for the agitated young parent and assures him that help is already well on its way. Whenever there are children in the car, that's when the patrolmen's skills come into play – and Besart is just the man you want for the job.

In fact, speedy could easily be his middle name. He knows the area well and every shortcut. The minute he heard that a young dad and his little boy were stuck on a country road, he was off. Besart is the sort of guy who doesn't get flustered, which is probably why he's always quick on the scene. He simply focuses on the essentials: helping ÖAMTC members waiting for breakdown assistance as quickly as possible. In fact, he has only been a patrolman since June 2019; before that he worked as a car mechanic for the ÖAMTC for four years, so he's definitely an experienced member of the staff, one you can always rely on. On his way to the scene he already spoke to Max to reassure him and try and work out what the problem might be.

Already he has a hunch. Jonas is starting to fret more and more, and so Max is mightily relieved when he spots the ÖAMTC vehicle. As the friendly patrolman gets out of his cab, the young dad breathes a sigh of relief: it has got quite dark and quite cold in the meantime, and Jonas hasn't stopped crying.

As a father of two small children himself, Besart knows that distraction is the best policy. Whether it's pulling funny faces or playing a video clip on your smartphone. So while he's inspecting the car, he uses this particular superpower: cheering the little on up by clowning around. The fault is soon repaired – or should that be 'speedily' in Besart's case? A classic electronics issue. No reason to reproach yourself for anything. What's more, as an ÖAMTC Club member, you're guaranteed to get really swift assistance.

Jonas is sitting in his child seat quite content, chatting about all the things he's experienced: playing with cars, using his scooter. 'Well, aren't you the speedy one? You should come and work for us when you're grown up,' jokes Besart. 'You were really very brave! So I've got a little reward for you,' he adds and gives the boy an ÖAMTC toy. Jonas doesn't yet have a helicopter, so he's really delighted. Besart pats Max on the shoulder and reassures him that this sort of thing can happen. He's seen it all. It's not unusual to see breakdowns drive ÖAMTC Club members to the verge of despair. Not a problem for Besart, who not only has a good tool kit but is also a good listener.

And he has a good tip for Max, too: always pack a toy. It instantly distracts the little ones – and makes the whole situation a whole lot better...





**APP-SOLUTELY
FABULOUS!**

Fiona, Marie, Jakob and Constantin just know it's going to be an absolutely fab weekend! Off to the weekend house and no parents in sight. And the coolest part is that Fiona passed her driving test one month ago and is allowed to borrow her parents' car. The 17-year-old is of course really proud that she'll be the one driving her friends – who are all the same age – out to the countryside. The four of them went shopping before they left to make sure they had everything they needed for two cosy evenings. Constantin is doing an apprenticeship as a chef and has been boasting about his fondue skills for a while now... The friends are all looking forward to their trip away.

The weather's not great; in fact the closer they get to their destination, the more the visibility on the remote country road deteriorates. What's more, it's been raining. As a novice driver Fiona is not used to these conditions at all. She starts feeling a bit nervous. And then, suddenly, it happens: the wet road surface, the fog – Fiona starts skidding, and then she seriously starts sweating! Her parents are constantly telling her to drive carefully at all times. And she is a careful driver, but suddenly the car starts skidding and rams a post – yikes! What now? No-one is hurt, but there is smoke coming out of the car. Fiona gets all panicky.

What should I do now, wonders Fiona. Drive on? Out of the question. Remain stuck here? Not an option either. For a second she thought about phoning her parents and asking for help. But then she remembers: what a good idea it was of Fiona's friend Gregor to advise her to download the ÖAMTC App! It's really useful and 'super-easy' to use, as they say. You get immediate assistance wherever you are and can rely on getting help quickly in such an emergency. As Fiona's parents are members and have registered her, too, Fiona can be a member for free until her 19th birthday. That's great! And the fact that her parents also have the Assistance Booklet is even greater! It too provides Fiona with cover up until her 19th birthday. Gregor's such a hero to have told her! The four friends are instantly much more relaxed about the whole situation. Because one thing's for sure: with the ÖAMTC, everything is going to be fine. With the help of the App, help is quickly organised – and Fiona and her friends are forced to agree: it's true, it really is super-easy. She breathes a sigh of relief – someone will be here very soon and quickly resolve the problem.



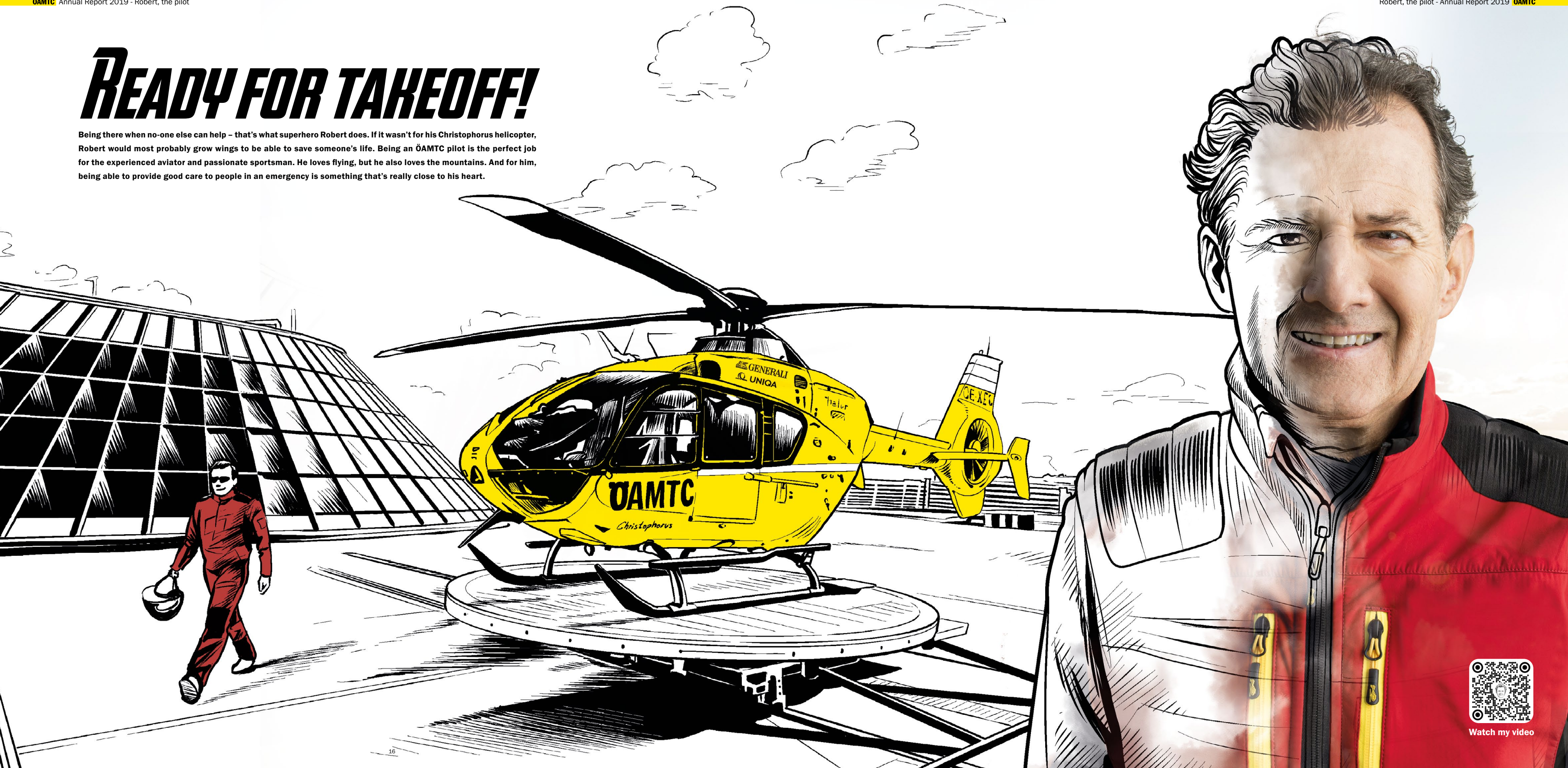
And, indeed, patrolman Besart is quickly on the scene. As we mentioned earlier, 'speedy' could easily be his middle name. He says hello to the four youngsters and is able to tell them straight away that they won't be going anywhere – at least not in this car. It has to be towed. But not to worry! The ÖAMTC will make sure they're on their way again. It's not a problem, since the towing service is one of the many benefits the ÖAMTC Assistance Booklet is able to offer. What's more, ÖAMTC Club members are entitled to 375 ÖAMTC Clubmobil courtesy cars for their onward journey, which they can drive free of charge for up to four days. That's quite a lot of information for the four to take in. And a lot of good news, too! It means that the weekend in the countryside can still go ahead. All four are visibly relieved. Besart has already organised the towing, and the four teenagers drive off with the patrolman and the towing vehicle to the ÖAMTC technical service centre to pick up the Clubmobil courtesy car. That's how uncomplicated things are when you're an ÖAMTC Club member! As Besart knows the area well, he is able to recommend a place for them to eat along the way so they can continue their journey.

The patrolman even puts in a good word for Fiona with her upset parents. After all, he too is a dad, and his two daughters mean everything to him. He understands the parents' concerns and explains that Fiona is a very responsible motorist who couldn't have been better prepared thanks to the ÖAMTC App. Besart really does manage to find the right words every time! And it's true: in the autumn, when the roads are wet and slippery, that sort of accident can happen quickly. The young motorist really isn't to blame. And, anyway, the four friends genuinely have a strong sense of responsibility, so everything's going to be fine. The rest of the route is not as winding nor is it as remote. And the four friends know that, with the ÖAMTC App, they're guaranteed to receive assistance in an emergency really, really quickly.

After stopping off at the ÖAMTC technical service centre, Fiona, Marie, Jakob and Constantin are now looking forward to a relaxing drive – and of course to a weekend without their parents and zero stress! As they continue their journey, they all agree that it really is a cool feeling to be with the Club.

READY FOR TAKEOFF!

Being there when no-one else can help – that's what superhero Robert does. If it wasn't for his Christophorus helicopter, Robert would most probably grow wings to be able to save someone's life. Being an ÖAMTC pilot is the perfect job for the experienced aviator and passionate sportsman. He loves flying, but he also loves the mountains. And for him, being able to provide good care to people in an emergency is something that's really close to his heart.



Watch my video

WEEEEEEKEND!

Robert qualified as a pilot in 1983 and has been flying for the ÖAMTC since 2001. One of the reasons that countless assignments have gone so smoothly is simply that he always manages to stay calm. Robert is a life saver, through and through. Right now things are still relatively quiet, but on a summer's day you can have as many as five or six call-outs...

While passionate pilot Robert is checking the weather situation, a long way away a married couple is packing for a short trip. ‘Peter, I’m so looking forward to this trip,’ Anna tells her husband. After all, it has been quite a while since the two of them managed to get away and go hiking. They love being out and about in nature; it’s what first brought them together. But things have been quite stressful lately: when they’re not looking after the grandchildren, Anna is busy doing her seminars... But this weekend is a firm fixture. The couple have booked a nice hotel in the Alps, their hiking trail takes them right past a lake to a nice restaurant out in the country, and then there’s another route up to an alpine meadow. As ÖAMTC Club members they always feel they’ve got great cover when travelling – plus they’ve also purchased the Assistance Booklet; you just never know. But before they set off, they call up the ÖAMTC Route Planner so each break at a service station can be well scheduled. After all, this trip to the mountains is to be relaxing, first and foremost.

Things are looking good. And even if Peter has forgotten his hiking stick, the mood is upbeat... The weather is perfect, and the couple have set off early enough to be able to use their first day for a long-awaited hike. Anna has packed a few provisions, all part of the fun. Even though that quaint restaurant is only two hours away, which is virtually nothing for two experienced hikers. The region really is a dream, so wonderfully green, with unspoilt natural landscapes all around, not a car in sight, no noise. And that lake – it really is just like a picture postcard. And yet, ironically, it’s precisely at the lake that the accident happens. Distracted just for an instant, Peter trips and takes a bad tumble.



There’s no way he can continue. He’s in so much pain he can hardly take a step. Now both he and Anna are in shock. How on earth are they going to get any help in this remote area? It’s a dead loss, here, so far from the road. What are they going to do now? With her heart racing, Anna anxiously looks up at the sky. The weather can change so quickly out here, there are already clouds building up over there at the back, and it’s getting chillier, too.... In a slight panic Anna calls the rescue service and they’re quick to calm her down. Peter will be taken to the nearest hospital by helicopter, she needn’t worry. ‘Well that’s easier said than done,’ thinks Anna to herself.

But of course it’s true that as an ÖAMTC Club member she doesn’t have to worry about the financial side of things. That’s the last thing they need right now... Her husband will receive terrific medical assistance and she doesn’t have to worry about whether or not the insurance will cover it; after all, it is a mountain accident and the ÖAMTC takes care of everything.

Peter himself is also relieved as he knows that, with the Christophorus helicopter, help really will be here very quickly. It will all be fine! And it’s true. Pilot Robert, who’s been flying assignments for the ÖAMTC for so long and used to fly for the army before that, is on site in what seems like no time at all. What’s more, he’s a really likeable guy; he has that air of calm about him that makes you realise just how much routine he has – Peter knows he’s in the best of hands. His colleagues, an air rescue staff member and an emergency doctor, take care of him and make sure he’s lying comfortably on the stretcher. Peter feels well looked after. Anna, too, is gradually a lot less worried.



Plus they’ve just had a stroke of luck: two other hikers have appeared along the lakeside trail and immediately ask after the injured hiker. Once they’ve been told what’s happened, they instantly offer to accompany Anna. She assures them that she’ll definitely be up to making her way back along the trail with the two hikers to keep her company. She is visibly relieved, adding jokingly: ‘Looks like the Yellow Angels also sent two guardian angels along, too.’

The air rescue technician quickly gives Anna the name of the local taxi company; all she has to do is hike down another 30 minutes to the nearest road – and, we as mentioned, thanks to her two new companions, Anna feels up to the task. As soon as she’s back at the hotel, she drives to the hospital to see her husband. On the way there, the ÖAMTC call centre staff member assures her over the phone that Peter will be transferred to a hospital nearer to their home as soon as possible. After all, patient repatriation is one of the services available with the ÖAMTC Assistance Booklet. Anna had no idea how many benefits she was entitled to. Well, fortunately, these kind of things don’t happen every day...

Peter is lying on the stretcher, as comfortable as possible in the circumstances; he gives Anna a quick kiss and then they’re off. Peter is smiling contentedly and then quietly admits to the pilot he’d always wanted to fly in a helicopter, so he’s not sorry to be getting this opportunity. Even if, obviously, he would have preferred a flight under different conditions and to have done it in the company of his spouse, Anna. Robert for his part is pleased once again with the successful mission. He is passionate about flying and, for him, rescuing people who find themselves in an emergency situation always takes absolute priority.





Every year the skiing holidays are a highlight for the whole family. The parents, Florian and Martina, love skiing. Fabian, 8, already enjoys weaving his way through the deep snow. And Martina is particularly pleased that even 16-year-old Julia can't wait for the skiing holidays to begin. As we all know, for a teenager, spending a week with your parents is not always a total highlight. But Julia dreams of a career as a pro snowboarder – she's even won a few prizes already – so she's really looking forward to spending a week on her snowboard. So the whole family is gearing itself up for a wonderful holiday.

This year again they've opted for that really great winter ski resort that's famous for its outstanding pistes. And the snow conditions? Perfect. The weather? A dream. The atmosphere? Fantastic. Every day they travel up with the very first gondola lift. The boy and his dad go in search of some deep-snow skiing while sports-mad mum races down the black slopes and their daughter heads straight for the snowboarding arena. They're all planning to meet up at the mountain hut later on for a good hearty lunch. And that's when the parents' nightmare begins. What a fright they get! Their daughter doesn't turn up at the agreed rendezvous. Florian and Martina can't get hold of Julia, who's just not answering her phone. The landlord at the mountain hut, who's known the family for a long time, can tell right away just how worried they are. Then, at long last, Julia returns their calls.

She's lying injured on the piste. 'Mum, call mountain rescue, please,' she sobs into the phone. Mum knows her daughter well and can tell that Julia must be in terrible pain – so no wonder mum's all upset too. The landlord takes charge of the situation and immediately calls mountain rescue. Julia can't even stand up so she suspects she's broken her leg. The landlord knows exactly what piste she's on and advises mum to stay where she is – even though she's a really great skier. After all, Julia will be flown to the nearest hospital by Christophorus helicopter.



Robert, the pilot, is a dad himself. So he can well imagine how the parents must be feeling! Situations where your own children are facing an emergency are an absolute nightmare. Even as an experienced pilot who knows the area really well and always maintains a cool head, he says that whenever it comes to rescuing young kids, it's always a huge psychological burden on the whole rescue team. Everything has to work first time, without a hitch. The team's mission is clear: to act swiftly in such an emergency and provide assistance so that Julia is well cared for.

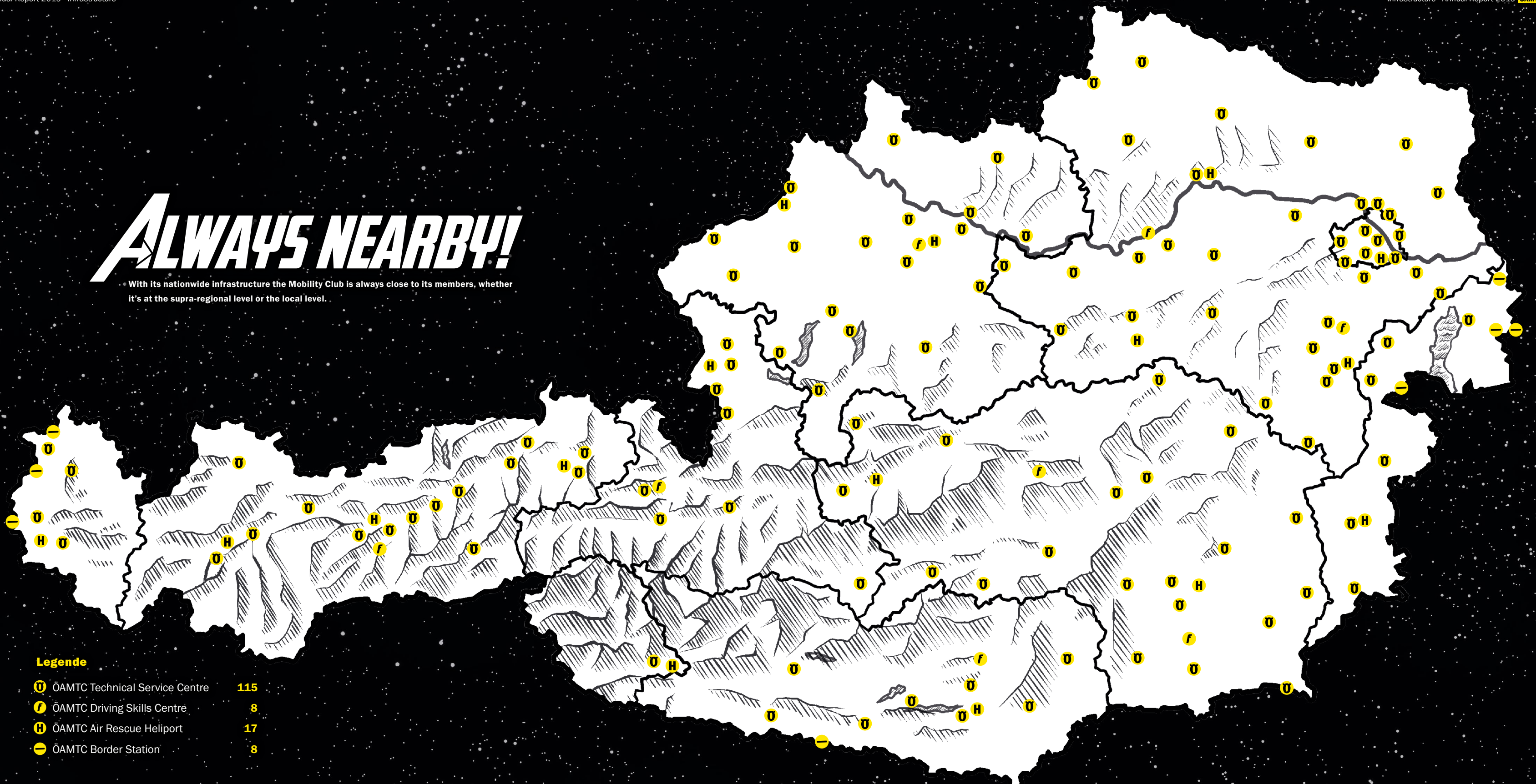
Robert knows the region like the back of his hand and is by Julia's side on the piste in no time at all. There he is able to attend to and then rescue the young girl with the help of an air rescue technician and an emergency doctor. The doctor immediately ascertains that the girl has broken her thigh bone while doing a jump and reassures her that everything's going to heal properly and she'll definitely be able to snowboard again after a short break in training. It certainly doesn't mean her dreams of a career as a pro are over. There's just one small problem left: her fear of flying. But with his open and friendly manner, Robert is able to calm Julia's fears and fly her to the nearest hospital. Meanwhile the landlord at the alpine hut is organising a snowmobile for the family so they can get down into the valley as quickly as possible and then drive to the hospital to see Julia.

There the distraught parents hug their daughter; and Fabian doesn't have to worry about his big sister anymore either, which is just as well as he idolises her. Naturally, the holidays haven't gone to plan. But Julia will make a full recovery, and Florian, Martina, Fabian and the teenage snowboarder are confident they'll be off skiing again next year. First they need to make sure that Julia gets home as quickly and safely as possible. The ÖAMTC organises the stretcher-bound patient transportation to their local hospital, so the parents can be near their daughter.



ALWAYS NEARBY!

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.



Legende

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f	ÖAMTC Driving Skills Centre	8
H	ÖAMTC Air Rescue Heliport	17
—	ÖAMTC Border Station	8

CALL ON ME!

Superheroes don't always have to be on site. At the ÖAMTC it's also the office staff that do heroic deeds, people you never get to see – but you always get to hear. Daniela is a good listener by nature and has great organisational talents. If a Club member requires assistance, Daniela is able to unleash genuine super powers. Powers that Daniela also has in her private life, for instance when she's lifting weights in the fitness studio. A powerful superhero in every sense of the word!



ÖAMTC



Watch my video



Johanna and Christian love travelling. It's such a big, big world out there, lots of impressions, the country itself, and the people – it's what the couple are really passionate about. So where are they off to this time? Their last trip took them to Peru; and before that they once travelled right across Cambodia. They really have been everywhere. So where are they off to now? They spend lots of time thinking about it. Then Christian has an idea. It doesn't always have to be overseas, so how about a destination within Europe for a change?

He is, after all, a keen angler and would love to try and get a great catch in Sweden for once. Johanna has always been fascinated by Scandinavia, so she's up for it right away. The light, the natural environment – it's bound to be a great experience! Before they go ahead with the fishing trip, she nets plenty of travel guides online so they can familiarise themselves with the region. From the ÖAMTC Travel Information Pack to the ÖAMTC's My Travel App, Johanna uses everything she can to plan the trip as best as possible. She likes to be prepared for every eventuality while Christian is more the spontaneous type and likes going with the flow.

Soon it's time to get ready: they pack their backpacks and everything they need for their trip to Sweden: cameras, tents, spare batteries and everything else. The ÖAMTC Assistance Booklet that covers travel throughout Europe has long been part of their kit. This time round Johanna applied to combine her ÖAMTC Club Card with a credit card. Her thinking before each trip is that if you plan for everything, then you can really relax when you're on holiday: there are simply no nasty surprises.

But then there are some things you simply cannot plan for. After a couple of wonderful days in the beautiful Swedish countryside and a couple of very successful angling trips the two travellers are keen to check out the Vättern, Sweden's second largest lake.

Everyone keeps saying how picturesque the landscape is, all those enchanting shades of green – it's a must-see! The trip exceeds all their expectations. The couple spends a wonderful time chilling out up north. Christian is thrilled to be fishing every day and Johanna spends most of her time with her camera. Tomorrow they're planning to travel a bit further north, perhaps towards Stockholm? They decide to get back to their accommodation and check their travel guides...

They set off before dusk. And that's when it happens. On a country road they have an accident with their rented motorcycle. Johanna breaks her collarbone and has to have an operation. Christian totally understands that all she wants to do now is get back home. She wants to be able to go to a hospital near where her family lives. Not because it's a medical necessity. It's just that, obviously, Johanna would feel better at home and would rather be treated in her country. There she speaks the language, her family is nearby, not to mention her GP. And that's precisely what the ÖAMTC Assistance Booklet can take care of.

Or, in the first instance, the call centre staff member at the ÖAMTC. And as we mentioned earlier, Daniela is a great listener.



She listens to people; and, over the years (she has been working for the ÖAMTC since 2010), she has developed a good sense of empathy. She herself always says that, while you can only hear the people you're speaking to, you very quickly get an impression of what they're like. And then of course there's her warm manner, her cheerful disposition... It's what makes her so popular with her colleagues at work. Also the fact that she takes her job very seriously. She will do everything she can to help ÖAMTC Club members. By way of a work-life balance she goes to the fitness centre regularly where she displays more super powers by lifting heavy weights. She says she wants to remain strong physically or get even stronger to stay fit and healthy. These peak performances help her to keep cool when doing her job.

She completely understands Johanna's concerns – and also the fact that she absolutely wants to get back home as quickly as possible. Of course the couple is disappointed. This was not the way their dream holiday was meant to end. Daniela, who herself loves to travel, tries to console them a little. What's really comforting for them is to know that, once Johanna has been given the all-clear by the doctors and primary care providers at the nearest hospital, she'll soon be flying home on a scheduled flight. She'll be going back home to Austria in comfort, quickly and safely, where a

couple of specialists will deal with the complicated fracture. That's what you call a good feeling. Johanna gets extra room so the journey is as comfortable for her as possible. What's more, a doctor will accompany her on the flight home to look after the pain management side of things. An ambulance takes her to the airport. Back home in Salzburg there is also an ambulance waiting to take her to the regional hospital. Christian's journey home is also taken charge of. He too flies home on a scheduled flight so he can be near his loved one.

Daniela has a quick think and gives the globetrotters a couple of tips. She's certain the two of them will very soon be going off on holiday again. Born in Graz in the southern federal province of Styria, Daniela lets them in on her own personal favourite destination: the wine routes of southern Styria of course! She knows of some great accommodation down there where they could both relax and unwind once Johanna has recovered. These kind thoughts, the effort Daniela makes to cheer them up – it's really helping to lift Johanna's spirits. And Daniela is right. Obviously, this sort of accident can happen at any time, but that doesn't mean that they won't soon be packing their bags once more for the next trip. For that is Daniela's superhero power: always finding the right words at the right time – it's that empathy that makes her such an outstanding member of the staff.



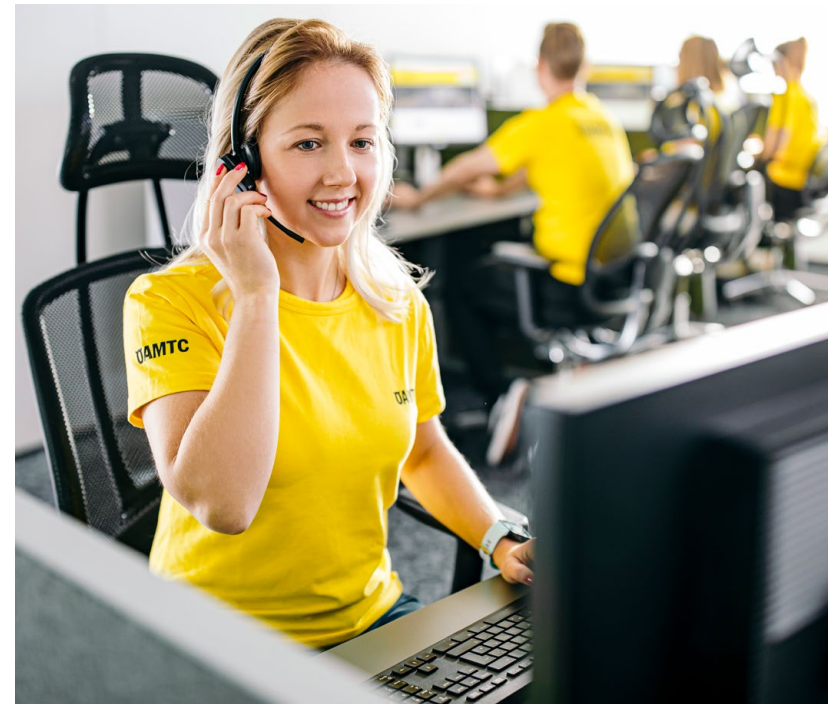


S'an Sebastian's going to be mega,' says Leon excitedly. To which Lucas replies: 'Sure, but hey, Porto, those waves!' Lucas, who's a year older than his brother, was there surfing last year already. He, too, shares Leon's great passion for surfboards and big waves. The two brothers are checking the surf forecast and planning their next big trip. The idea is to travel down from San Sebastian via Porto and Lisbon to the Algarve. Mega! First by air and then on by coach; it's going to be the best holiday ever. They'll be on the move for three weeks until they reach Lagos down in the south. Their parents are not exactly over the moon. It's such a long trip, and the two of them are such lunatics... But what can you do? All they can think about is waves.

Anyway, their parents are ÖAMTC Club members so they've registered their sons, too, just in case anything should happen... And just before they're due to set off, their parents also purchased the ÖAMTC Assistance Booklet. It's a good idea! Within Europe it's the perfect solution, there's no disagreement about that. And just in case Lucas and Leon should run out of cash on their travels, their parents have applied for the ÖAMTC Club Card to double up as a credit card, too. But everything will be fine; Lucas was already in Biarritz last year on his own, and at weekends the two of them are always out and about together anyway... and for someone who's only 18 years of age, Lucas is actually quite grown up and responsible. So their parents have a good feeling about it all as they say goodbye to their sons, who can hardly wait to be back on those beaches again.

They regularly check in with their parents, telling them that San Sebastian is 'mega', that Porto is 'mega', and that Lisbon is – yes, that's right – is also 'mega'. The two brothers are enjoying their trip to the max and can't believe their luck that the surfing waves are, of course, so 'mega'. Their parents are happy for them and live in hope that one day all this travelling will somehow expand their vocabulary. Their main wish is that their two boys have a safe journey and get back home safe and sound.

But it's as they reach the Algarve that the accident happens. Lucas gets badly injured skidding across some rocks with his surfboard. It's awful! Apart from a compound fracture, it's the ruptured spleen that mum is most concerned about. Not to mention the open cuts and the risk of infection!



No wonder she's completely beside herself with worry. Of course the ÖAMTC call centre staff member cannot take those worries away completely, but she can put her mind at rest a little bit. With her kind and understanding manner Daniela focuses all her attention on the panicky mother. As we mentioned earlier, it's Daniela's greatest superpower. She's always been a great listener because she's always interested in the people on the other end of the line. And helping them is something that's close to her heart.

Once the doctor has given the all-clear, the repatriation by ambulance jet is quickly organised after Lucas has been stabilised at the nearest hospital. Lucas is flown by helicopter from the beach to the hospital where he is attended to, and then taken by ambulance to the airport where the jet is already waiting. With such a complex injury, the risk of infection, the fracture, it's important to get Lucas home quickly. And of course it goes without saying that once he is back in Vienna he'll again be taken to hospital by ambulance.

Of course mum is now worried about what happens to Leon, who's still in complete shock. After all, he's the one who dragged his injured brother out of the water, so he's totally devastated, too! She wonders how her son must be feeling... But once again Daniela knows what needs to be done. She organises a plane ticket for his flight home. Leon flies back on a scheduled flight, and the ÖAMTC also takes care of the costs involved in transporting all their luggage, i.e. the surf boards. So our two boys will soon be back home again. Mum is still very worried, but she too knows she'll be able to hug her sons again very soon.

And that's exactly what happens. After receiving initial medical attention at the hospital on the Algarve, Lucas is returned safely and comfortably to Austria; Leon lands at Vienna's international airport soon afterwards, where his parents are waiting to pick him up so they can all drive to the hospital to see Lucas. Daniela loves travelling too, so she asks them to give Lucas her best wishes for a quick recovery and has some good advice for his mother. Personally, Daniela likes to travel within Austria best – and it doesn't always have to be the wine routes of Styria either. She knows of a spot that's particularly hot with surfers. Lake windsurfing is great fun at the lake of Neusiedl, so perhaps the boys will want to try holidaying there, closer to home, the next time. Podersdorf really isn't very far, the boys would be there in no time, and until Lucas has fully recovered, he can at least watch the Surfing World Cup and cheer on his heroes...

BITS 'N' BYTES!

Gregor is certainly not your typical computer nerd who only speaks in programming languages. But his brain is a genuine data processing centre – that's his superpower. In his case 'IT' stands for 'incredibly talented' – and his know-how, his keen interest, and his dedication make him a popular apprentice. And bull's eyes! That's also something he's good at: doing archery in his leisure time.





An apprenticeship at the ÖAMTC – how cool is that! It's something Gregor has always dreamt about. Being able to work in IT at a large company that's continually evolving – it's exactly what he always wanted to do once he'd left school. Here new apps are being developed all the time; technical innovations are part of everyday life, and the website is continually being updated and optimised. User friendliness is a top priority – from the programming right through to the design. You can tell that top people are at work here. And Gregor is proud to be part of the team.

There's no denying it: he loves the world of bits and bytes. Which doesn't mean he's your classic nerdy geek type who's always hiding away behind his PC monitor and thinks only in programming languages – absolutely not! He loves computer games, digital drawing, and photography. Gregor is also the type who needs an analogue world by way of a life-work balance, which is why he likes being outdoors, working on his archery skills first and foremost. Nonetheless, he clearly loves anything to do with IT. Anyway, to get back to the ÖAMTC website: he thinks it's really well done. Clearly laid out, user friendly, technically top notch.

His mates Fiona and Marie, who went to secondary school with him, don't quite get what he's so passionate about. Just like they don't truly appreciate his favourite joke: 'Could you also program that in Java?' 'Sure, if you'll pay for the travel.'

So what precisely do Gregor's duties consist of? He himself supports his ÖAMTC colleagues with help and advice when it comes to IT solutions. So when Fiona and Marie ask him what's so cool about his apprenticeship, he'll say: 'At the ÖAMTC there's always something happening IT-wise – always! It's not like the old school approach where you just simply lean back because everything's fine the way it is. It can't afford to be. After all, the people who are on the road every day and call up the ÖAMTC when they have a breakdown make use of lots more services than you think. Think of all the stuff that happens in the background! The people at the call centre give out some really good advice. But what's also important is that the website instantly provides all the info; likewise the apps: you need to be able to check immediately what's available – and how it works.' And he's not wrong. For everything to work that smoothly, someone at some point will have had to work it all out...

Johanna and Christian, the young couple that planned the trip to Sweden are quietly packing everything they need for their angling trip. And that includes being able to look up all the important info they need online.



It's so practical: With just a couple of clicks on the ÖAMTC website, Christian and Johanna know just how extensive their cover is, what benefits the ÖAMTC global travel & health insurance provides outside Europe, the fact that they can apply for a credit card facility for their Club Card, and lots, lots more. On My ÖAMTC they've also registered to receive the Newsletter.

They know that if they have an accident abroad they can be brought home safely and comfortably by scheduled flight, ambulance jet or ambulance vehicle. As she was browsing the website, Johanna thought to herself: 'It's true, it really is a good feeling to be with the Club.' Whatever happens, as an ÖAMTC Club member, you really do enjoy comprehensive cover!

Johanna was able to make all her travel preparations online, quickly and simply. With their expertise, the IT technicians have designed the ÖAMTC's digital presence in such a way that it's both user friendly and efficient.

Fiona has to agree with Gregor: 'That really is very cool.' 'Have they got an app?' she asks. Gregor wants to roll his eyes. Is she even serious? 'Fiona, it's 2020; the ÖAMTC has lots of apps: the ÖAMTC App, the ÖAMTC's My Travel App, the ÖAMTC Driving Licence Test App and more! The IT specialists at the ÖAMTC have been working on that sort of thing for ages,' he explains.

Now at last Fiona and Marie begin to understand why their friend is so enthusiastic about his IT apprenticeship. The ÖAMTC is the perfect fit for him! As for the Java joke ... Well, he should keep it for his colleagues; they think in bits and bytes, too. But now it's high time for Gregor to get outdoors and into a purely analogue environment. That's enough computer monitor, digital sketching, streaming series and online gaming for now!

High time he scored a few more points with some archery. For Gregor the apprentice, it's always a guaranteed bull's eye!



Photo: ÖAMTC/Mario Messer



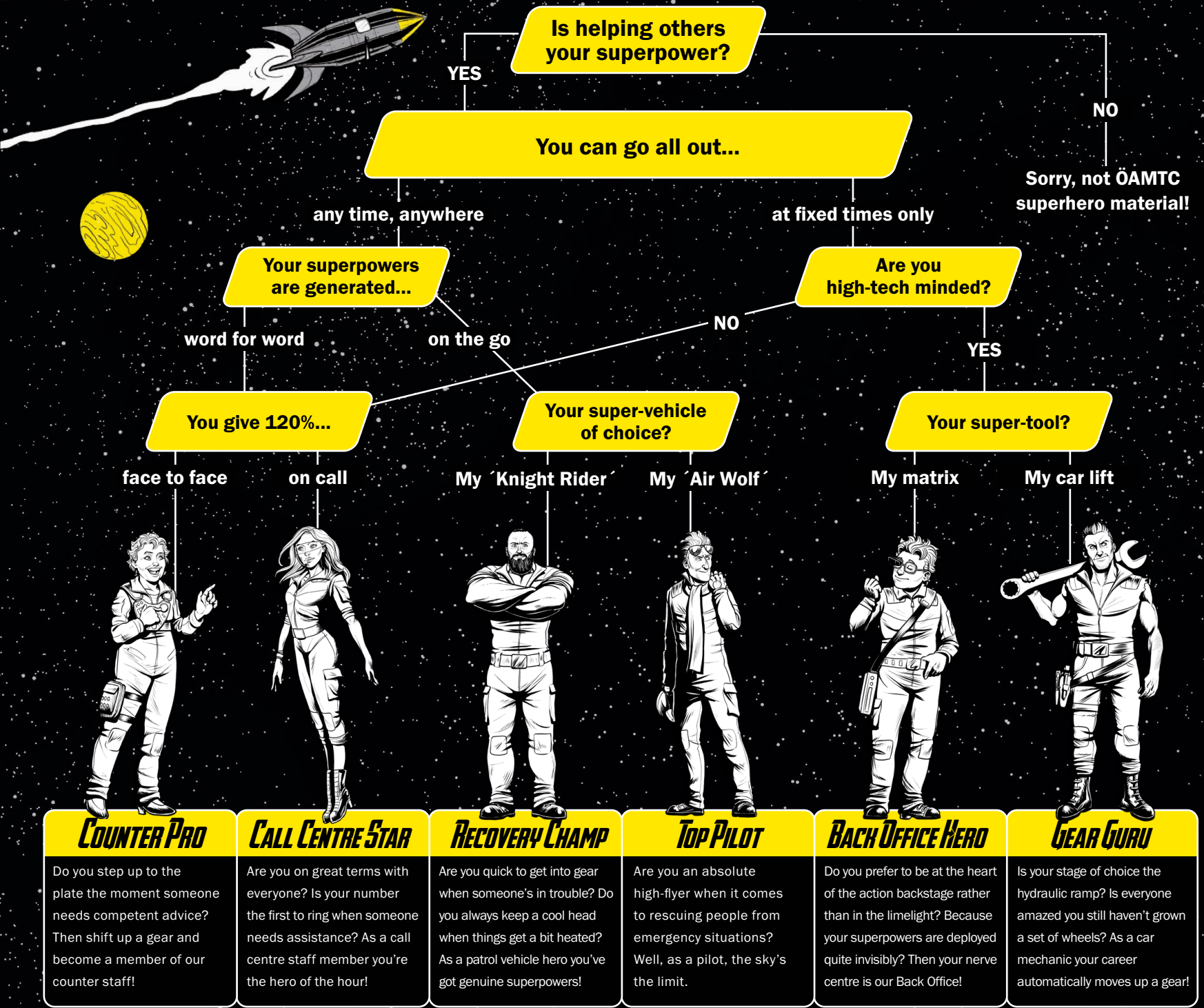
Jonas has of course invited his friends to sign up to the ÖAMTC on social media: Facebook, Instagram, YouTube – what’s not to ‘like’? It’s pretty cool, all the stuff they’re doing – Fiona had no idea! Of course, she knows that her parents are also Club members and have looked into the free membership for her, up to age 19: by that, she means they’ve applied for it. So Fiona is now also a member. She used the ÖAMTC Driving Licence Test App to prepare for her driving test. She also thinks it’s great that there are so many benefits, like the Clubmobil courtesy car you can borrow for free as a member for up to four days in the event of an accident or breakdown involving towing. She really needs those ÖAMTC Apps on her smartphone!

Before she sets off for a weekend trip with her friends she quickly downloads the app. Gregor doesn’t have time, guess why: archery! Which Fiona finds even more obscure than his jokes. But Fiona and her friends are really glad Gregor told them all about the many features. Because when the accident happens on a remote country road, they know what they need to do: get in touch with the ÖAMTC right away. Fiona has uploaded her Club Card to her smartphone using the ÖAMTC App, which is really practical as it means she always has it with her. By the time our friendly patrolman Besart gets there to take care of the towing, Fiona proudly tells him that Gregor from IT has a cool job at the ÖAMTC. Besart then recommends a better route for them to take on their onward journey and a place to stop for a bite to eat.

As they’re travelling on with their Clubmobil, Fiona WhatsApps Gregor to tell him how smoothly everything went. He’s in the middle of his afternoon coffee break with a colleague from Marketing. He’s glad to have such nice people around him. The working environment really is great! He’s keen to know what his colleague’s work in Marketing actually involves. His colleague tells him what they’re working on, especially when it comes to youth marketing. And Gregor thinks to himself: ‘Wow! I’m getting to do an apprenticeship with the coolest employer ever!’

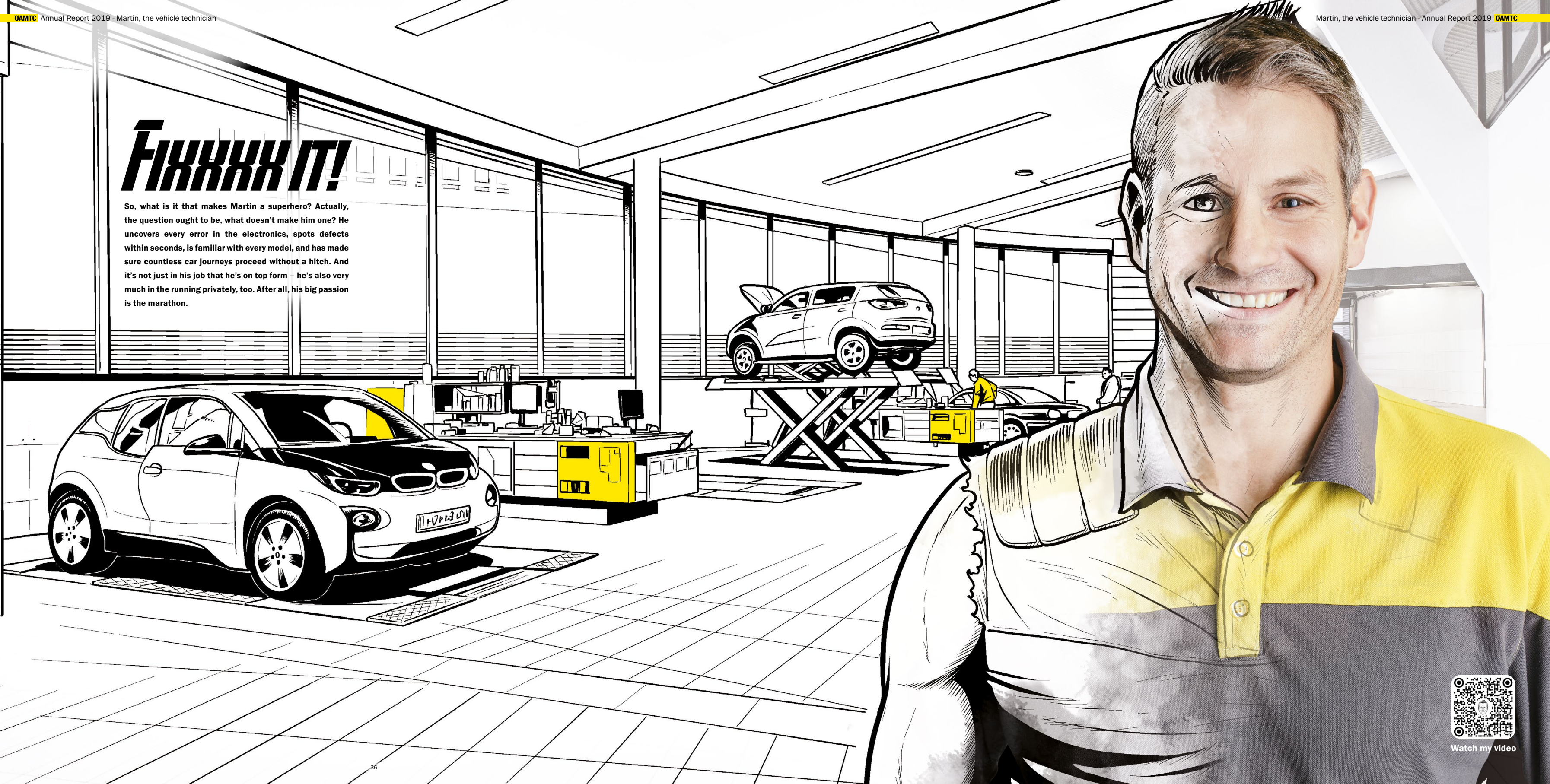


WHAT TYPE OF ÖAMTC SUPERHERO ARE YOU?



FIXXX IT!

So, what is it that makes Martin a superhero? Actually, the question ought to be, what doesn't make him one? He uncovers every error in the electronics, spots defects within seconds, is familiar with every model, and has made sure countless car journeys proceed without a hitch. And it's not just in his job that he's on top form – he's also very much in the running privately, too. After all, his big passion is the marathon.



Watch my video



Once again, it was all thanks to the ÖAMTC MOT reminder service; without it, Peter and Anna would have forgotten all about it this year. It's not easy to think of everything with all the things that go on in our everyday lives! But the timing couldn't have been better: before driving off somewhere by car, you always need to make sure everything's the way it should be!

And it's been a while since the couple went on an excursion somewhere, even though they love hiking and have always enjoyed their trips to the countryside. We all know what it's like. One minute the grandchildren are staying for the weekend, so you've got to organise something for the little ones; then there's some event or other at the local club; then the neighbours drop by for a visit. What's more, after being very successful in her job, Anna is now training to be a business coach. No-one realises how stressful it is being retired! But now, when it comes to preparing their travels, Anna thinks of everything.

'Peter, I've made an appointment with the ÖAMTC', says Anna and asks her husband to take care of the ÖAMTC Route Planner so they can schedule all the breaks they want to take on their journey to the mountains. Anna and Peter have now been ÖAMTC members for forty years and they like the fact that it's always offering new services – it's true, you never know how many of those services you're going to need.

And they're really glad the appointment is with Martin as they've known him for a long time. They completely trust the vehicle technician at the ÖAMTC technical service centre. When they bought their car, the purchase check he carried out was really useful. After all, Peter had opted for a very special car: a convertible that had immediately caught his eye. Anna would have preferred a more practical estate, but of course she totally understood that Peter wanted a sportier model. In any case Martin gave the couple extensive advice at the time, so when they came to buy the car, they had a really good feeling about it. If there'd been anything wrong with it, Martin would have spotted it instantly. He notices every defect and really knows his way around every model of car – regardless of the make or year. As a car mechanic he's absolutely meticulous and competent.

It's clear to Peter and Anna that, before any journey, they always have the car looked over, with the 'holiday health check'. No need to take any risks; you just want everything to run smoothly. And now, as mentioned, it's time for the MOT and the holiday service.

And it's a really good idea because, wouldn't you believe it?, Martin always manages to spot a small fault somewhere. Nothing serious, but still ... On the one hand, it's a bit annoying. But on the other, Anna thinks to herself: 'It's a good job that young man is so meticulous and really does check everything.' Plus he always has time for a nice chat. 'So where are you two off to this time?' asks Martin. He always makes time to talk to the friendly couple. Anna tells him about the hike they're planning, that it's been such a long time since the two of them were out and about on their own, and that they're really looking forward to it – plus the area is supposed to be beautiful. Martin, who's doing the final routine check on the last few items, tells the couple they really should make the most of it and enjoy it.

'As ÖAMTC Club members you don't have to worry about a thing anyway,' he says, adding: 'You've got such great cover, plus you can really count on us if anything should happen. If you break down, we'll be there in no time at all. And if anything worse should happen, like an accident or something, we've got ambulances and Christophorus helicopters standing by. If you're travelling further afield, we've even got an ambulance jet! Not that you'll ever need it, of course. So you just make sure you enjoy yourselves. And if there's anything, the ÖAMTC will take care of it.' With his easy manner, Martin likes to engage with ÖAMTC Club members: he's known the couple so long he's always got time for them.



He's pleased for the two of them that they've finally managed to find some time for a trip. As he knows the region well from running there – Martin likes to run marathons in his spare time, but he also knows his way around the countryside too – he gives the couple a recommendation for a nice place to eat, which they can reach from the lake. He's been there many times himself; after all, he always goes for a good run when he's out in the country! It's Martin's way of achieving a sensible work-life balance: putting on your running shoes and getting out there.

Peter has a few more questions given that the car is no longer as new as it was. Martin is again able to give him plenty of advice and reassure him that everything's fine and there's nothing to stop them having a relaxing time. Peter is impressed: Martin really does seem to know his way around every model of car and always knows what needs to be done! With peace of mind and lots of nice things to look forward to, the couple take their leave of their favourite technician. They go through everything one more time: the MOT has been done, the holiday check was fine as well – apart from that tiny defect that Martin immediately put right. Peter has planned their scheduled stops to perfection thanks to the ÖAMTC Route Planner. He's filled up the tank, and they have of course packed the first-aid kit. They're good to go!

Anna and Peter set off, enjoy their lunch at the service station, topped off with a nice leisurely coffee – that's the way to begin any journey! Once they've arrive, they head off on their first hike. But things take a turn not long afterwards, making them realise how good it was to make sure they had all the information they needed. It really is a good feeling to be with the Club.





What a trip to Portugal that was! Lucas and Leon really were quite lucky when you think of all the things that could have happened. The fracture, the ruptured spleen, the risk of infection... What a good idea it was of their parents to make sure beforehand that the two boys had all that comprehensive cover.

When he thinks about it, Lucas is still so glad he was flown home so quickly by ÖAMTC ambulance jet after his accident in the Algarve. Back home he was able to recover in peace and quiet after his operation, and friends and surf buddies came to visit, and of course mum was always nearby, too. Everything went fine! But you have to wonder – if he hadn't been an ÖAMTC Club member, things might have been quite different: receiving treatment far from home, in a hospital abroad where you don't speak the language, you don't know any doctors, then the complicated arrangements to get home and the costs.

Quite a bit of time has now elapsed since the terrible accident at the seaside. Of course, it's still too soon to go surfing again, but wild horses wouldn't prevent Lucas from going along to cheer on his heroes at the Surfing World Cup! So he's straight off to watch the competition – in his own car. 'An electric car's really mega,' he thinks to himself on the way to the car. He can hardly wait to make the trip to Podersdorf.

Despite the accident he's really looking forward to getting back to surfing. Ok, so it'll be a while before he's on his surfboard again. But at least he can drive down to the lake. He's good to go – and this time it's with his own car.

He passed his test a year ago, which was when he asked his dad if he could have an 'L17' as a birthday present, an advance driving licence for learner drivers. He has been an enthusiastic and responsible motorist ever since. Lucas, who's passionate about surfing and really loves being outdoors, is into climate protection in a big way. He's always campaigning for the conservation of natural resources and actively does his bit to protect the environment. He's a true fan of the outdoors, no two ways about it. So it goes without saying that, when it came to buying a car, he would opt for an eco-friendly electric car.

And now there's nothing stopping him from making his short trip down to the lake. Everything's packed, the route's been planned, and he's already given his brother Leon the heads-up. So in principle they're good to go. But only in principle. When he gets to his car, he's in for a shock: there must be a fault somewhere. One of the lights inside the car is flashing, but what can it be? Lucas has absolutely no idea what to do. So he does exactly the right thing: he makes an appointment there and then at an ÖAMTC technical service centre.

There are ÖAMTC technical service centres that specialise in e-mobility. Sustainability and climate protection are a key concern for the ÖAMTC, too. At these centres Lucas can have his electric car thoroughly checked over.

He's delighted that Martin is there again – or, in his words, he thinks it's 'mega'. The vehicle technician always seems so laid back, radiating an inner calm. Which is not surprising as he's been spending a lot of time jogging lately, with a major marathon coming up. Being able to run his daily route outdoors makes him totally relaxed and allows him to set a good pace in his job, too. It's the perfect work-life balance... Perfect for a job where things can sometimes get quite stressful!

Anyway, Martin checked the car just before Lucas recently went on holiday to the Algarve with his brother. In the end, they flew there, but during the MOT check Martin did flag up a couple of minor things. The two know each other well and had a long chat the last time they met.

As Lucas later tells his younger brother Leon, 'That mechanic's totally mega.' 'He's a real anorak who knows his way around a car, that's for sure; he immediately clocked everything!'



Lucas adds: 'He's such a pro when it comes to cars. A real hero; without him, all that Surf World Cup stuff would have been a non-starter.' Martin, the mechanic, soon has it all sorted. As mentioned earlier, he's so utterly meticulous; cars are his thing and it's his precise work that makes him such a reliable vehicle technician. At last Lucas and Leon can be on their way.

Martin wishes surfer boy a good journey and asks where they're off to. 'Hopefully it's not Portugal or we'll have to scramble the ambulance jet again,' he teases the young lad. As he's always out jogging around the countryside, he knows his way around Austria, so he recommends holidaying nearby for a change; after all, there are plenty of great places for wind surfing, whether it's in the provinces of Burgenland or Upper Austria. It doesn't always have to be far away, and many of these great surfing spots are easy to reach by car. Meanwhile, Lucas has made a full recovery and can now even raise a smile about the whole Portugal saga ... How could he of all people, the experienced surfer, completely underestimate the waves.

The car mechanic has a quick think and remembers something he was meaning to tell Lucas: 'Oh yes, if the battery should run out at any point when you're on the road, we'll send out breakdown assistance to get you up and running again.' Really? Lucas had no idea. If the battery of an electric car is not sufficiently well charged, the ÖAMTC has patrol cars with a special trailer to power the car with electricity. Right there on the spot! Which is really great.

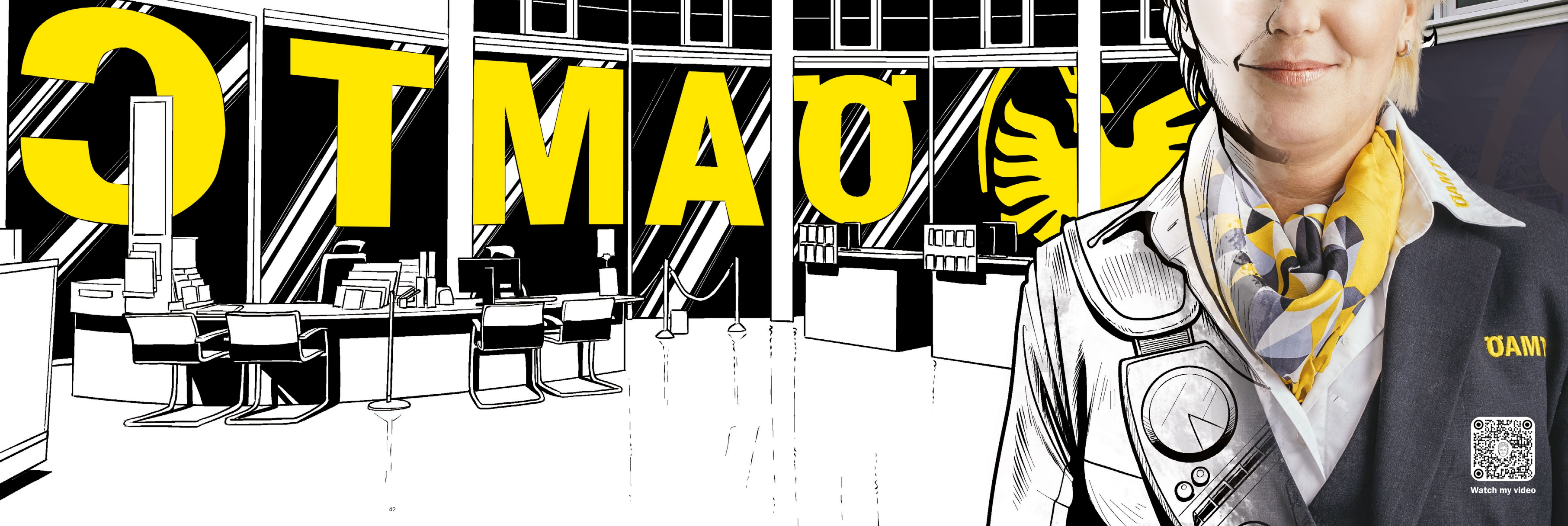
So there's really nothing that can go wrong now. Except that Leon has once again slept in and they arrive late in Podersdorf. In any case, after the perfect assistance they got in Portugal and with so much good advice, Lucas is really glad he's an ÖAMTC Club member – and for free until his 19th birthday!

So now Lucas can drive off with complete peace of mind and look forward to the championships. And although he's a little envious that he still has to sit it out and can't get back onto his surfboard just yet, nothing stands in the way of his next holiday now. And perhaps, to start off with, he'll go back to some wind surfing on the lake of Mondsee for now.



GOOD JOB!

Like all ÖAMTC staff members, Silvia does some heroic deeds, too. But she's not a patrol woman who's lightning-fast at getting to the scene of a breakdown; nor does she fly a helicopter or repair cars – but she does know that the ÖAMTC offers all these services and benefits and she's really great at giving comprehensive advice to members at her technical service centre. She knows there's no single miracle cure for stress, but lots of different cures. Indeed, as a qualified herbalist specialising in herbs and herbal treatments, Silvia knows all about the healing power of plants and their invigorating effects.



Watch my video

As a young dad, Max has plenty on his plate, so it's a good job he made a start long before his son was born! A really important aspect was choosing the right car and the right accessories for the little one: after all, as a young family, you've got different priorities. You need lots more space; and safety is of course paramount; the car has to be completely reliable, a vehicle that gives you a really good feeling about being out and about. Especially since Max regularly drives to see the grandparents out in the countryside and travels a lot by car for his work, too.

The ÖAMTC has often helped Max out in the past. Even before little Jonas was born, the dad-to-be went and got some sound advice when it came to buying a good family car. He simply dialled 0800 120 120, gave the call centre staff member the vehicle data as advertised and got their assurance that it was a great offer. He was also advised that switching from a Touring to an Auto Membership would be better for him; he purchased an Assistance Booklet and was told his son could become a free Club member right up until his 19th birthday – with lots of benefits such as free personal liability insurance and accident insurance. It was amazing: so many advantages! And all that information provided over the phone.

But of course there are some things that Max prefers to clarify on site, at the technical service centre itself. There are plenty of instances where nothing beats personal advice. For example, when you're buying your first baby seat, which understandably is when you tend to be overly cautious. Here he had the option of hiring a baby seat for a small rental fee plus a deposit – which is great for young parents, who have plenty on their plate as it is.

Silvia, the friendly staff member who always keeps a cool head and always has a good idea or two, gave Max lots of sound advice. She always makes plenty of time for every ÖAMTC Club member. Stress? Not a word that's in her vocabulary. She knows full well that getting all worked up serves no useful purpose whatsoever. Putting yourself under all sorts of pressure never helps reduce the workload. What's important is to give every ÖAMTC Club member plenty of good advice – and that takes time!

Whenever things do get a bit intense, she heads for the countryside to cool down and clear her mind. And pick some more wild herbs. Plus she has other hobbies, too. She's made her own wine and likes doing handicrafts and being out and about. She finds it a great way to let off steam. That's particularly important when you spend most of your day listening to other people's concerns and attending to their needs. But anyway, back to Max...

Today he's come in for a slightly larger child seat as his little boy is now three years old. It's crazy how time flies, right? Silvia clearly recalls the time Max came to see her before the birth of his son, and then with the little boy himself to pick up a baby seat. Jonas is such a lovely little lad!

Max had already looked at a child seat in the latest issue of auto touring, the complimentary magazine for ÖAMTC members. But still he would like to get some advice first – and Silvia's just the person for the job. She knows exactly what's important when buying a child seat and shows the young dad all the available models.



Which child seat did well in the tests? Which one is best for what age? In what seat does Jonas feel the most comfortable? The choice really is huge. But once on site the little one is able to get into the seat and try it out for himself, and Max can get answers to all his questions there and then – and, as he's a young dad, he has plenty of them. Silvia is happy to set aside all the time required. Being a great listener at all times and empathising with people is just one of her many superpowers. And of course Max can also rely on the ÖAMTC when it comes to having the seat fitted. All of which takes time! Of course, Jonas could easily become bored with all the waiting around – but not with Silvia!

With her sunny disposition Silvia knows how to keep the little boy entertained and cheer him up; she even surprises the three-year-old with a small gift. And already he's occupied playing with his new toy! Wow – the ÖAMTC has such cool things in store for its youngest members! Silvia also draws Max's attention to the fact that Jonas will soon be able to take part in the Club's road user education campaigns, which at the ÖAMTC begin with Das kleine Strassen-1x1 [The Basics of Road Safety] for younger children – and they're always great fun! It will be good fun for Max, too. With the right child seat he'll be able to look forward even more to his excursions with his son. And, sure enough, the time has soon come to drive out into the countryside once again! Every weekend he drives to see Jonas's grandparents, who live in the country.

Jonas loves going for a drive and, where that is concerned, never makes a fuss. And if, contrary to expectations, things should get a bit difficult, for example because of a breakdown or an accident, Max knows that as an ÖAMTC member he's got the best of cover. Help will quickly be on its way – as we saw earlier, 'speedy' could easily be the middle name of the ÖAMTC patrolmen. The next trip can now go ahead at any time. Jonas is safely seated in his new secure and super-comfy child seat; the playlist with the little one's favourite tunes is already playing; and very soon father and son are out in the countryside – also a good feeling!





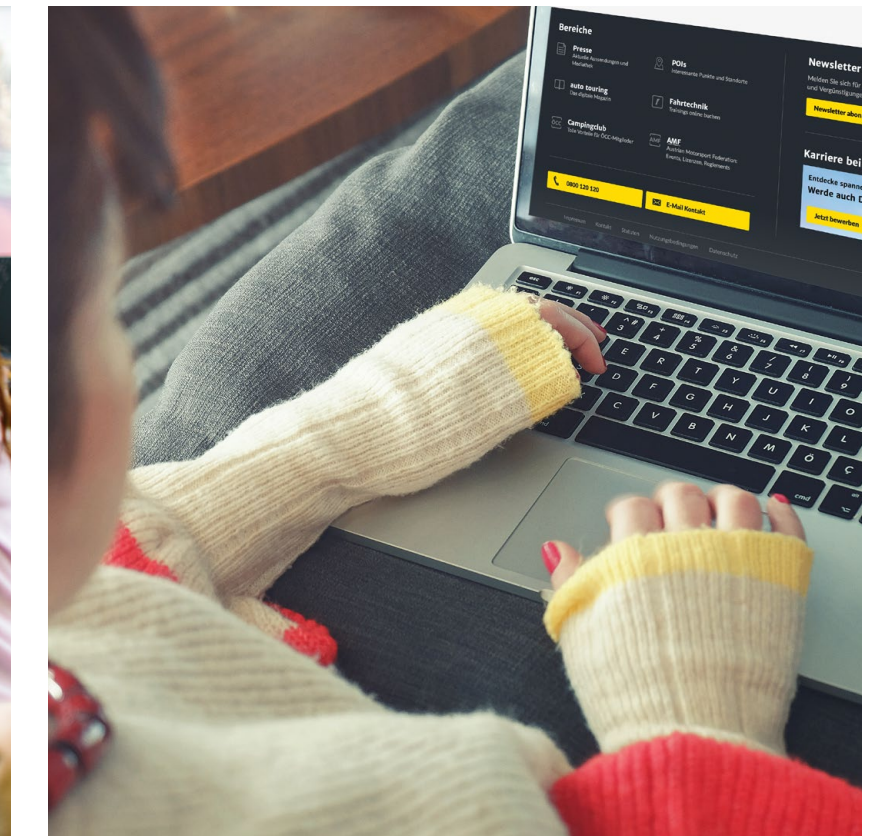
After a pleasant weekend out in the country collecting wild herbs, Silvia, the ÖAMTC counter staff member, begins a new working week nicely relaxed. She also worked on her favourite hobby, wood turning, and is proud of the hand-crafted artefacts she has produced so far, this time a couple of beautiful bowls. She takes as much time to do her hobby properly as she does for advising Club members.

Being a good listener, maintaining a cheery disposition, and keeping a cool head even when things get very hectic ... Silvia has more than one superpower, as we have seen. There's very little she can't turn her hand to; in fact, she's even made her own wine! There are so many things she enjoys doing in her leisure time – so switching off at the weekend is simply a must. After all, things can get quite hectic at the ÖAMTC service counter. But Silvia, as we have mentioned, always manages to keep calm. And why not? With her patient manner she offers competent advice to each and every customer and is popular with everyone.

ÖAMTC Club member Martina also finds her particularly likeable. After everything went so smoothly during a recent helicopter call-out, she goes straight to the ÖAMTC technical service centre for assistance. So far she has needed very few of the Club's services as – thank goodness – nothing untoward has ever happened! But only recently her daughter Julia took such a bad

tumble on the snowboarding course that she ended up with a compound fracture. Julia was flown to the nearest A&E clinic on board an ÖAMTC Christophorus helicopter. For her mother it was an absolute nightmare – but she was so glad her daughter was so well cared for. Yes, everything really was perfectly organised: the medical care was simply perfect, including the transport to a hospital nearer to home after Julia was operated. Robert, the kind pilot, even managed to dispel her 16-year-old daughter's fear of flying. Ever since that unfortunate accident Martina knows she can always rely on the ÖAMTC.

Silvia has a few more great tips for Martina. Both Julia and Fabian, the youngest family member, are registered as free ÖAMTC Club members until the year in which they turn 19. The Assistance Booklet provides immediate assistance in Austria and throughout Europe: for example helicopter rescue and recovery abroad, health cover abroad, and patient and vehicle recovery. It can also be complemented with the ÖAMTC global travel & health insurance, should Martina's daughter ever consider planning a big trip outside Europe once she finishes school. Martina wasn't even aware that such cover existed. For her daughter, who will soon be taking her driving test, the ÖAMTC Driving Licence Test App is ideal. For their next family holiday Silvia recommends the ÖAMTC Route Planner before they set off, not to mention the ÖAMTC App, which all members ought to download onto their smartphone.



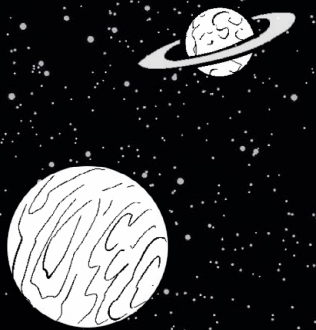
So much information, but Silvia gets it all across in her uniquely witty and warm-hearted way. 'I'm sure your daughter is on Facebook or Instagram, right?' asks Silvia before recommending the ÖAMTC's social media forum. Maybe Martina's daughter would like to take a look for herself? And if Julia should ever be interested in the whole area of mobility, female apprentices are always warmly welcome, and of course that also includes vehicle technology. Martina is delighted by how nice the conversation has been.

Back home, she tells her daughter about her trip to the ÖAMTC. Julia thinks to herself: 'Time to go and "like" the ÖAMTC!' She grabs her laptop and subscribes to the Club and Travel Newsletters by logging on to the My ÖAMTC online portal. Fantastic! Maybe an apprenticeship as a vehicle technician would be a good idea, too, if her career as a pro snowboarder doesn't work out? It would definitely be interesting in any case! In fact, isn't that what that friend of hers she met at archery does? That guy Gregor works for the ÖAMTC, doesn't he? Ah, yes, but not in technology; he works in IT.

It's definitely a small world. And the ÖAMTC world is packed full of superheroes, all working for the same cause so people can be out and about safely and always with a good feeling – and with a smile on their faces.

2019

**Facts
and
figures**



INTRODUCTION

As the Association with the largest membership in Austria and a key player in emergency assistance, the ÖAMTC takes its responsibility towards society very seriously.

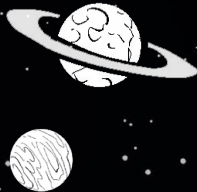
The ÖAMTC resolutely safeguards the interests of its members and is proactive in assuming its responsibility for society's high mobility demands. The Club's most precious asset is the trust of its members and the ÖAMTC brand image it has created as a result. Safeguarding that image and developing it meticulously is our foremost priority.

The ÖAMTC's principles of responsible management of the Association's business affairs (PVV) combine fundamentals of good management with ethical considerations and constitute a guideline for the Club's activities under its Statutes.

They are geared towards achieving the Association's non-profit remit as set out in its Statutes, running the Association responsibly, safeguarding the Association's social responsibility, and ensuring the commitment to its corporate culture.

Ensuring lawful conduct is one of the mainstays of the ÖAMTC's principles of responsible management. It is the task of the Compliance Management System to ensure that all relevant statutory provisions and corporate regulations are observed.

A key aspect of compliance is ensuring proper conduct with regard to data protection legislation, especially when it comes to handling our members' data. A comprehensive data protection management system (DSMS) has been set up to make sure the stipulations set out by the General Data Protection Regulation (GDPR) are implemented.



MEMBERSHIP

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 BY CATEGORY

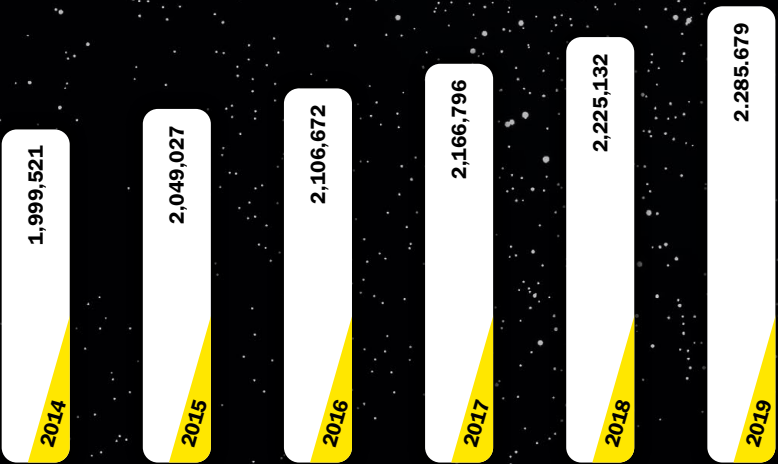


90.2 %	Auto	2,060,664
4.9 %	Corporate	112,850
4.0 %	Touring	91,899
0.9 %	Motorcycle	20,266

TECHNICAL INSPECTIONS

Section 57a inspections (MOT sticker)	726,346
Other checks (e.g. purchase, WinterFit)	280,119

MEMBERSHIP TREND*



Free membership for children and adolescents**

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

768,311

BREAKDOWN ASSISTANCE

Mobile breakdown assistance	677,586
Stationary breakdown assistance	713,018
120 emergency calls	1,143,566
Calls info and consultation dispatch centre	974,559
Towing assignments	241,179
Breakdown assistance via the emergency assistance app	8,682
Clubmobil vehicles	375
Clubmobil allocations	27,095
Dispatch centre staff	439
Technicians, patrolmen and towing staff	1,354
Emergency vehicles	545

ADVOCACY & LOBBYING

The ÖAMTC Advocacy & Lobbying offers members and the general public comprehensive information on the Club's core issues. This entails using in-depth knowledge and expertise, tests and trials to address technology, safety and mobility issues and draw up reports for publication. The main objective is to improve road safety and ensure environmental compatibility and social sustainability.

The expert opinions of the ÖAMTC on matters of road safety and transport policy are regularly incorporated into the work of national and international bodies, contributing significantly to a future-orientated mobility policy.

AM.PULS participants in ÖAMTC member panel	26,388
AM.PULS surveys	9
Law assessments	86
Statements	46
Documented media contacts	890

TESTS

Child seat tests (models)	61
Tyre tests (models)	63
Euro NCAP test (cars)	48

LEGAL AID

Legal advice (in person, by phone, in writing) approx.	200,000
Club's legal experts	43
Counsels of choice	100

ROAD USER EDUCATION

Children's/youth campaigns, total number of participants	155,888
thereof special individual campaigns	
´Das kleine Straßen 1x1´	30,787
´Blick und Klick´	23,505
´Hallo Auto´	61,525
´Top Rider´	7,773
´Fahrphysik erleben´	1,045
´Club PS´	692
Adult campaigns (e-bike, mobility days)	40,701
Safety campaigns, total	196,589

OUR PEOPLE

and our social responsibility

The ÖAMTC is committed to both equality of opportunity and gender equality. Indeed, a positive approach to diversity is a mainstay of the corporate culture. The aim is to ensure that our employee structure reflects the diversity of society as a whole. Equality of opportunity and equality are also set out in the ÖAMTC's principles of responsible management. The ÖAMTC organises specific activities such as workshops, lectures and discussions to anchor this principle in the minds of its workforce.

With its in-house further training courses the ÖAMTC Academy supports its employees in their everyday work. The measures implemented year-round as part of Health Management (company doctor, company psychologist) and HR development as well as the newly created in-house coaching programme also contribute to this overriding objective. Alongside its certification as a family-friendly company the ÖAMTC also encourages measures aimed at achieving a judicious work-life balance. Leadership culture and diversity are two key topics in this regard.

The Women's Business Circle provides women at many hierarchical levels and in various positions at the ÖAMTC with an opportunity to network within the company and address current challenges and problems when it comes to career prospects, reconciling work, family and private life, management responsibility and other topics. The aim is to strengthen personal powers of agency and offer mutual support.

In German the title of the Einstellungssache Project is a play on words with a double meaning; it means both 'a question of attitude' and 'employment matters' and is aimed specifically at creating new job opportunities for people with disabilities. Indeed, for many years now, employees with disabilities have had the opportunity of working at the ÖAMTC with tremendous success also at management level, under the rubric of 'eligible persons with disabilities'.

Total	4,058
of whom: Technical services* and Club services	3,795
Subsidiaries*	263
Apprentices	75

* incl. auxiliary staff.

SERVICE STATIONS

Service stations	115
Mobile inspection stations	5
Border stations	8

ENVIRONMENT

In all its areas of activity the ÖAMTC is fully committed to a responsible, resource-friendly approach to the environment.

In the forum of public debate, the ÖAMTC regularly tables a whole raft of measures that go beyond the individual engine propulsion types that are usually the main focus of public attention. They include improving car occupancy rates and establishing micro-level public transport systems, especially in rural areas. Under the heading of 'Mobility-as-a-Service' (MaaS), the Club also envisages creating a deregulated market for providers of integrated mobility services. This in turn would help raise the level at which publicly subsidised means of transport are utilised.

In the ÖAMTC Expert Review Mobility & Climate Protection 2030, independent experts working in technology, science and business illustrate ways in which Austria can achieve climate policy goals without implementing bans or cost increases – and, as a result, establish an environment-friendly mobility scheme that is both technically feasible and affordable to consumers. (www.oeamtc.at/mobilitaet2030)

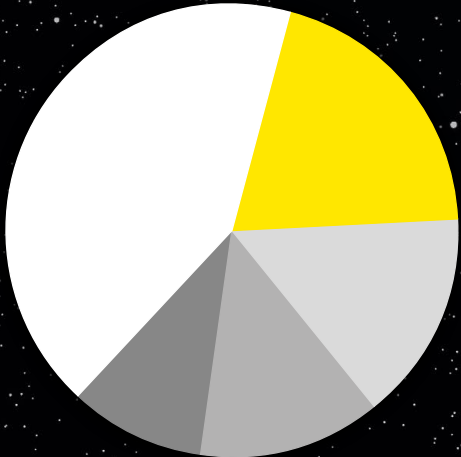
e-bike training courses (participants)	1,050
e-mobility training courses (participants)	1,537
Breakdown assistance for electric cars	286
Towing assignments for electric cars	191

ASSISTANCE BOOKLET

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.



ASSISTANCE BOOKLET SERVICES



- 40.1 % Breakdown assistance and towing (abroad)
- 19.6 % Return & onward journey/overnight stay
- 17.1 % Vehicle recoveries (in Austria and abroad)
- 13.6 % Miscellaneous (e.g. damage caused by game/wildlife, garage parking)
- 9.6 % Medical services

ASSISTANCE BOOKLET TREND



ASSISTANCE BOOKLET - RESULTS

Assistance Booklets sold	1,561,316
Proportion of members with Assistance Booklets	68.3 %
Calls for assistance	211,958
Assistance provided (excl. towing in Austria)	60,145
Towing in Austria (for members with Assistance Booklets)	159,080



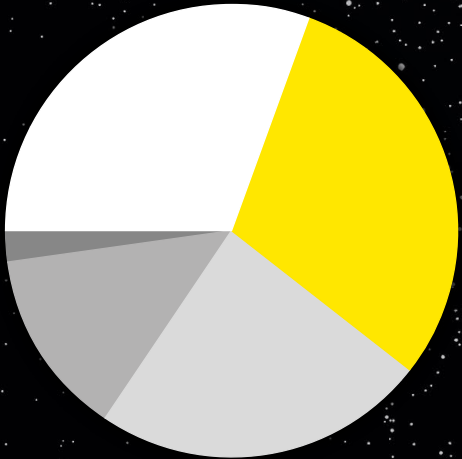
ÖAMTC AIR RESCUE

Pilots (incl. Czech Republic)	75
Doctors (incl. Czech Republic)	420
Air rescue personnel/HCM (incl. Czech Republic)	185
Engineers and technical personnel	58
Administration, accounting and ground operations personnel	42
Locations (incl. Czech Republic)	24
Helicopters (incl. Czech Republic)	33

ASSIGNMENT STATISTICS

Assignments flown by 17 primary helicopters	18,918
Assignments Heli Ambulance Team (4 locations)	1,540
ITH (intensive transport helicopter) assignments, Wiener Neustadt, Lower Austria)	361
Czech Republic assignments (Jihlava, Ostrava)	1,061

INSURANCE AND FINANCIAL SERVICES



- 29.9 % Car business
- 29.0 % Legal expenses
- 26.0 % Travel insurance
- 12.9 % Personal insurance
- 2.2 % Property business

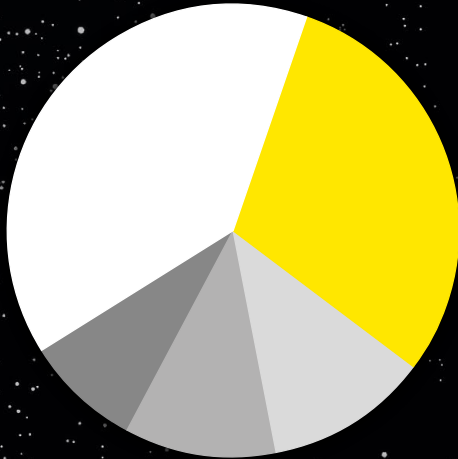
Number of existing insurance policies	292,013
Policies concluded in 2019	56,534
Total premium volume, in euros	51.2 m

ÖAMTC CREDIT CARD

Club Cards with credit card facility	127,337
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SHOP

Branches	115
Turnover, in euros	22.31 m



- 37.2 % Car & motorcycle batteries
- 31.6 % Car accessories
- 12.0 % Child seats
- 11.3 % Liquids & fluids
- 8.0 % Maps and leisure goods

TRAVEL

Total bookings*	46,061
Employees	85
Turnover, in euros*	49.27 m
Travel agency branches	20

*incl. online bookings / turnover

TRAVEL INFORMATION SERVICE

Route Planner	
Unique clients, monthly	162,985
Country Info & City Guide	
Unique clients, monthly	85,155
ÖAMTC app Meine Reise	
Unique clients, monthly	13,752
ÖAMTC Travel Check-list	
Unique clients, monthly	6,591
Touring sets issued	
	123,394
Drone info app	
Unique clients, monthly	3,477

PREFERRED PARTNERS

Partners in Austria (incl. all outlets)	2,000
Card transactions by ÖAMTC members	1,038,100

TOP PREFERRED PARTNER (user figures)

Eni service stations	223,008
WESTbahn	130,056

AUTO TOURING

Circulation, ÖAK 2019 average for the year	1,843,971
Reach according to 2018/2019 media analysis	28.4 %
Published	11 times/year
auto touring digital, unique clients, monthly 2019	49,241

ÖAMTC ONLINE

ÖAMTC website	
Unique clients, monthly	1,420,925
ÖAMTC app	
Unique clients, monthly	116,284
ÖAMTC driving licence app	
Unique clients, monthly	12,504

COMMUNICATIONS

Journalist contacts	1,207
Press releases	1,568
Press conferences / conferences / symposia	15
Test series / surveys / campaigns / joint ventures	35
ÖAMTC TV and radio reports	2,254
ÖAMTC reports in print and online media	26,541

DRIVING SKILLS

Driving Skills Centre	8
Offroad Centre	1
Winter Centre	3
Employees and instructors approx.	300

TREND IN PARTICIPANTS



ASSIST

Vehicles covered	1,230,500
Incoming calls	191,800
Roadside repair rate	70.4 %

SERVICE 24

Vehicles covered	> 270,000
Incoming calls	> 430,000
Roadside repair rate	81.9 %



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