

RACC

RACC Group Activities **2019**



RACC Group
Activities
2019





Innovating in the present, ready for the future

Today, the pandemic caused by COVID-19 has claimed the lives of thousands of people and forces us to a deep worldwide economic and social transformation. Only a few months ago it was impossible to imagine that a phenomenon like this would might take place, and even less that it would have the tremendous consequences it is already having in our lives.

However, we, at the RACC, are facing this new phase, ready to give a response to the new needs of our members, taking confidence from having been, now and always, next to the people whenever they needed us, both in difficult situations and in their daily lives. The summary of all the actions carried out during the last year, which we publish in this report, is good proof of the

capacity to innovate and anticipate which has always characterised our entity, and which is now more necessary than ever before.

In this sense, the positive financial results, which are the consequence of a good management, and the technological and digital transformation process, which has reached all of the areas of the organisation in 2019, make it possible to achieve the targets we had set ourselves, and encourage us to face a future that, despite being set to be tough, will surely allow us to find new opportuni-



strengthen our position as a club of services for mobility, developing innovative tools for users, regardless of the means they are using to move.

In addition to creating tools for the new mobility, we have dedicated our efforts and social actions, as every year, to promote a safer and more sustainable way to move, with studies and projects based on observation, analysis and proposals, which we have forwarded to the administrations and to society. One of the most relevant actions was the publication of the report *Let's turn Barcelona into a mobility benchmark*, with 45 measures to improve urban mobility. The deep knowledge of the mobility ecosystem and the fact of participating in several international projects has allowed us to open up the activity to new sectors, and thus we have created the Mobility Institute, a platform dealing with mobility aimed at companies. The way we move is changing, and it will continue changing in the coming years; and the RACC has taken up already an advanced position to become the main actor and lead the changes to come.

As regards sports, the RACC riders and drivers have, once again, gained international recognition, finishing the season

with four world titles, achieved by Marc Márquez (MotoGP), Àlex Márquez (Moto2), Jeremy Alcoba (Moto3 Junior) and Jan Solans (Rallies Junior). **We also organised four grands prix which are scoring rounds towards the Formula 1, MotoGP, Rally and RallyCross World Championships, and we have contributed, for another year, to the economic progress of the territory and the international showcasing of our country.**

In the view of the challenges we are currently facing, the RACC is ready to help its members and their families in all areas of daily life and to contribute to improve society. The aim is to make use of the knowledge and the experience gathered along our history to continue innovating and to anticipate a reality that, despite being uncertain and demanding, will surely allow us to give our best. We want to share an enthusiastic view of the future. We want to fight the virus with positive ideas and ambitious projects. We are here to help.

A handwritten signature in blue ink, which appears to read 'Josep Mateu'. The signature is fluid and stylized, with a prominent 'M' and 'E'.

Josep Mateu
RACC President

ties to grow in terms of quality and service during the coming years.

Along 2019 we have strengthened our presence in the home as regards refurbishments, insurances and telecommunications; we have continued to improve all of our personal assistance, breakdown and travel services; and we have developed new services, with the aim of helping the people, making use of the tools offered by the on-line world.

As we had planned, in 2019, we extended our field of action to

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Xavier Artal
4th Vice-President



Agustí Cordón
Member



Pedro de la Rosa
Member



Juan Loscos
Member



Manuel Puig
Member



Montserrat Vendrell
Member



Gonzalo Serrallara
Secretary Board of Directors

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In memoriam (1932-2019)

Sebastià Salvadó, an unrepeatable personal and professional mark

Sebastià Salvadó, RACC President for 30 years, passed away on 15 April 2019, leaving a deep mark on all those who knew him, due to his unrepeatable personality and his dedication to the Club. Under his presidency, the Club increased its membership from 85,000 to more than 810,000 members, becoming the largest automobile Club in Spain and one of the most important in Europe.

The RACC President did not only extend the high-quality services to families, he also performed and outstanding social work. With Sebastià Salvadó, the Club created the RACC Foundation, which became the channel to carry out an extensive activity oriented towards promoting a safer and more sustainable mobility. In the world of sports, where he will always be remembered for his involvement in the building of Circuit de Barcelona-Catalunya, he was the driving force behind the RACC Driver and Rider School, which gave rise to great champions like Carlos Sainz, Pedro Martínez de la Rosa, Marc Gené and the motorcycle riders Marc and Àlex Márquez, Jorge Lorenzo, Laia Sanz, Toni Elias, Dani Pedrosa, and Aleix and Pol Espargaró, amongst many others.

1. With the current RACC President, Josep Mateu.
2. Posthumous tribute to Sebastià Salvadó at the RACC headquarters. **3. With the senior officials of MotoGP and F1, Carmelo Ezpeleta and Bernie Ecclestone.**



The RACC in figures

MEMBERSHIP

Total members	810,927
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KEY ACCOUNT CUSTOMERS

Total	10,020,000
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FONORACC TELEPHONE ATTENTION SERVICE

Calls dealt with	728,947
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24H ASSISTANCE SERVICES AND CALLS

Breakdown Assistance	760,534
Medical Assistance	140,530
Home Assistance	291,975
Total Services	1,193,039

Breakdown Assistance Calls	1,325,280
Medical Assistance Calls	223,106
Home Assistance Calls	562,958
Total Calls	2,111,344

EMPLOYEES

Men	36%
Women	64%
Total	1,430

ASSISTANCE RESOURCES

Bases for Breakdown Assistance	1,618
Assistance Vehicles	4,854
Home Assistance Providing Companies	411

SERVICE POINTS

Offices and branch offices	38
Correspondents	94
Total	132

RACC TRAVEL AGENCY

Number of Travellers	50,892
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QUALITY RATE OF THE SERVICE (OUT OF 10)

24h Breakdown Assistance	9,27
Insurance Hiring	9,13
Membership	9,06
Car Damage Manag.	8,79
24h Medical Assistance	8,74
Fine Appeal Services	8,71
24h Home Assistance	8,57
24h Legal Assistance	8,54
Agency Services	8,50
Insurance Renewal	8,09
Home Damage Manag.	7,66
RACC Overall	8,75

INSURANCES

Car + Moto	199,620
Home	66,349
Car + Home Legal Defence	233,260
Other Branches	25,385
Total Insurances	524,614

RACCTEL+

New lines net	8,534
Total active lines	27,705

The RACC is progressing with the digitalization and its transformation into a club of services for mobility, consolidating its main figures and achieving extraordinary quality rates, which in some of the services, such as the breakdown assistance, have reached the highest score ever achieved by a Club service in the satisfaction surveys carried out among members.

IMAGE AND COMMUNICATION

Dissemination RACC Magazine (*)	294,454
Infotransit reports in 21 radio stations	8,814
Press conferences organised by the RACC	15
Mobility Topics	9
Sports Topics	5
Related to Club Services	1
Journalists attending the press conferences	205
Issued press releases	59
Requests for information or interviews	279
Presence in events and trade fairs	50

*AVERAGE COPIES PER EDITION.
(OJD 2018/2019)

RACC ON-LINE

Website visits	3,112,365
Page views	5,551,904
RACC Social Media Followers	474,916
Total downloads Infotransit App	326,285
Total downloads RACC Assistance App	67,326

DRIVER TRAINING

Driving Schools	71
Driving school vehicles	231
Advanced Driving Schools	2
Driving School pupils	10,845
Advanced Driving School pupils	11,160
Points-based Permit Pupils	3,541
Total Pupils	25,546

GENERAL SERVICES

Fine Appeal Services	7,372
Legal Assistance	16,641
Agency Services	4,367
Vehicle Sales	1,205

ADVANTAGE PROGRAMME

Active RACC Master and Podium cards	155,010
Shops with discounts	6,000

SPORT ACTIVITY

Spectators Spanish F1 GP	87,511
Spectators Catalunya Motorcycle GP	91,734
Rally RACC TV Audience	80,000,000
RACC Drivers and Riders	53
Promotion Championships	2

RACC FOUNDATION

Road kilometres audited with EuroRAP	31,468
Road safety studies, conferences and campaigns	36
Presence in national and international working groups	44



The RACC for its members

Placing our members in the centre of all our activities and helping them in the most efficient way, being near them and quick to attend their daily needs, is the actual goal of the Club. The RACC improves its services every year in order to give a response to the needs of the people and exceed their expectations. We work in order to continue being a benchmark in the world of assistance, mobility, insurances, driver training and travels.

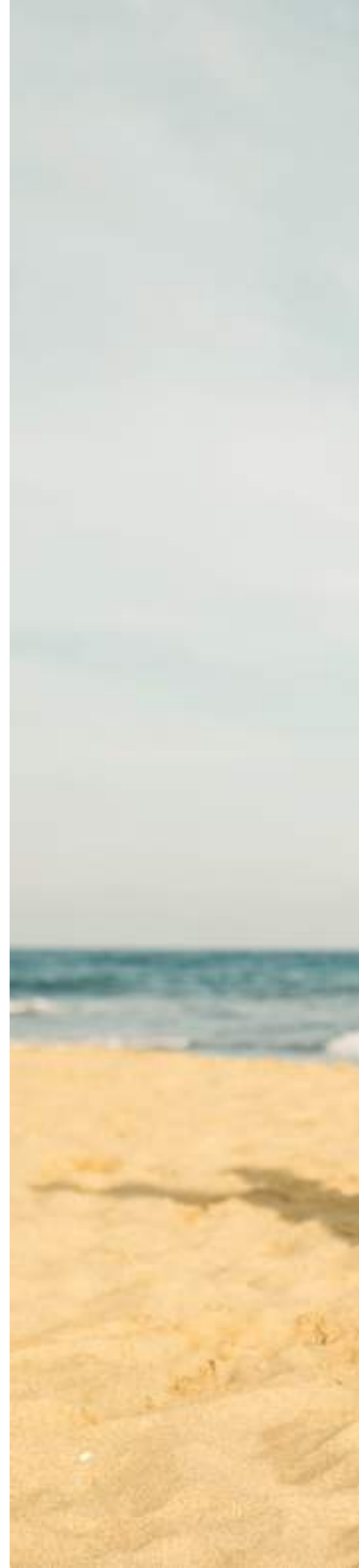


Helping people

In 2019, the RACC continued to provide the best assistance on the road, at home and while travelling, and we innovated CityTrips, the platform that gathers in a single App, the complete public and shared transport offer in Barcelona, Madrid and Valencia. The Club included an attention channel via WhatsApp and has strengthened its presence at home with three services: RACCtel+, with the most comprehensive offer in the market; Nestor, the personal assistant, who allows club members to manage any daily need with the well-known quality and professionalism of the RACC; and Nexdom, which has improved and extended its comprehensive home refurbishment service.

In its transformation process into a club of services for mobility, the RACC continues innovating in order to offer services that will help our members every day and, at the same time, contribute to the protection of the environment. An excellent example is **CityTrips**, the platform that has been awarded by the FIA and MaaS Alliance, which has extended and improved contents in order to gather, in a single app, the complete public and shared transport offer in Barcelona, Madrid and Valencia.

With the will to make the contact with our members easier, the Club has also introduced other apps, which are free, as well: **RACC Asistencia** (to request for breakdown or home assistance, with GPS location), **RACC Infotransit** (with the best real-time information about the traffic conditions), **RACC Travel** (to book any product of the travel agency with your mobile phone) and **RACC Autoescuela** (to make theory learning easier and to do all the formalities on-line). In 2019, the Club imple-







Nexdom has extended its team to carry out large refurbishments at home.

mented a useful **attention service via WhatsApp** with a specific telephone number (696 861 660).

Reference at home

The RACC is an expert in providing services to the people, and it has also extended its actions in order to become a reference at home and turn the members' homes into safe, comfortable and connected environments. **RACCtel+**, with 27,705 active lines on 31 December, has launched the most complete offer for fixed-line and mobile telephone, optical fibre and TV on the market, completely

modular and customisable. The offer of the service began in May and was progressively expanded to all of Catalonia. The broad-band, digital television and fixed-line and mobile telephone services offered by RACCtel+ are managed by the Euskaltel group, leading telecommunications operator in northern Spain.

RACCTEL+ HAS
THE BEST FIXED-
LINE, MOBILE,
FIBRE AND TV
OFFER ON THE
MARKET.

Nexdom (www.nexdom.es), the RACC service for home refurbishment, has enlarged its team of architects and interior designers to have a bigger capacity to manage complex large-scale projects, taking over the control of the whole process until the completion of the work. Since its imple-

mentation, Nexdom has managed 4,747 refurbishment projects at the members' homes.

With the same aim of being always next to the people, the Club implemented **Nestor**, a new personal assistant service that provides access to members, through their phone, to a large catalogue of more than 150 services to manage their daily needs, with complete comfort and the quality and professionalism of the RACC.

The service proposal of the RACC for everyday life is also available for the comprehensive vehicle maintenance with the **RACC Auto Centre**, an urban workshop that offers differentiated and customised attention, which has performed 2,718 interventions in 2019.

As regards the **RACC Master** card, which is at the same time the member card, there were **155,010 card holders** registered on 31 December. It is a free card, with no yearly maintenance fees, contactless technology, and offers discounts in more than 6,000 shops and premises all over Spain.

The launch of new services or the extension and constant improvement of the existing services are good proof of the RACC's will to be next to its **810,927** members and worth their trust, which is shown by the fact that 53% of the members have been with the Club for more than ten years, or by the almost 112,000 members that have a membership of more than 20 years.

The most complete assistance

In 2019, the Club performed a total of **1,193,039 breakdown, medical and home assistances**, a figure that is slightly higher than in 2018 (+0,66%), which were dealt with through **2.11 million calls**,



Next to bicycle and scooter users

The commitment of the RACC to a more sustainable urban mobility is transferred to the world of assistance with the launch of new modalities, such as **RACC Bici Plus**, which offers breakdown and personal assistance everywhere in Europe, civil liability insurance of up to 150,000 euros and optional coverage in case the bike is stolen.

In 2019, and in order to give a response to the needs of users of the new personal mobility systems, the RACC introduced a specific modality for users of electric scooters, called **RACC Scoot**, which includes different mechanical and personal assistance options, coverage of medical expenses and civil liability insurance of up to €150,000.

meaning that the Club manages in average one call every 15 seconds.

BREAKDOWN ASSISTANCE. In 2019, the RACC provided **760,534 breakdown assistances**, 6.7% more than in the previous year, which were managed by **1,325,280 calls**. In order to favour a quicker service and to keep the high quality levels, the Club **increased the assistance bases from 1,519 to 1,618** (+6.5%) and the assistance vehicle fleet as well, which is made up of workshop cars and motor-cycles, as well as multi-function vehicles, platforms and cranes, from 4,535 to 4,854 (+7%).

With the aim of promoting a more sustainable mobility, the RACC has included **new**

CNG-powered Seat Leon workshop cars, which carry the ECO label issued by the Spanish Traffic Authorities (DGT). The modernisation of the assistance fleet does not only contribute to the renewal of the **ISO 14001 certificate for the environmental management**, but also provides for higher quality services. 9 out of 10 breakdowns were repaired instantly on site.

This fact, in addition to other differentiating services, such as the **Workshop at Home** service - a service after previous appointment that saves time and having to move, since the mechanics go to the member's home to repair or replace the battery or change the tyres -, explains the results of the Breakdown Assistance Service in the sat-

THE BREAKDOWN
ASSISTANCE WAS
RATED BY THE
MEMBERS WITH
9.27 POINTS OUT
OF 10.



The assistance
service of the RACC
is certified according
to the ISO 14001
Environmental
Management
standard.



New mobility services, assistance and connected homes

The **Business Lab** of the RACC, a true “Think-tank” which has become vital for the transformation of the entity into a club of services for mobility, analyses all kinds of initiatives to launch new services which will give a response to the needs of our members in the fields of mobility, assistance and connected homes.

Two of the great novelties of the Business Lab in 2019 have been the extension and improvement of **City Trips**, the pioneering app that gathers in a single app the complete offer of public and shared urban transport, and the launch of the personal assistant **Nestor**, giving comfortable access, through the mobile phone, to a large catalogue of 150 services with the guaranteed quality and professionalism of the RACC.

Another great initiative launched in 2019 was **RACC Hop**. This mobility solution aimed at companies located in the outskirts of the city, allows employees to share their travels to work, saving costs and time, with the help of a user-friendly and intuitive app that even allows sharing the travel costs through the mobile phone. The system was introduced in 2019 in ten compa-

nies of the area called Consorcio de la Zona Franca in Barcelona, to make the mobility of 4,000 workers easier.

With the aim of proposing pioneering initiatives around mobility digitalisation and assistance services, the Club organised the third marathon of ideas, the **RACC Innovation Challenge**. A total of 32 entrepreneurs worked for 48 hours in the Club’s headquarters and at the innovation centre The Catalyst, located in the 22@ technological district in Barcelona, to propose innovative solutions for four raised challenges: to find innovative patterns in urban mobility through big data, to design new services to reinforce the autonomy of dependent persons, to create value proposals to improve the RACC’s assistance services and to apply data analysis to improve even more the relationship between the RACC and its members.

More than three million homes have already enjoyed the assistance coverage of the RACC.



isfaction surveys carried out by the independent entity Stiga, recording 9.27 points out of 10. It is the highest score ever achieved by an RACC service.

MEDICAL ASSISTANCE. In 2019, the RACC provided **140,530 medical assistance services**, which is an increase by 4.5% compared to the previous year. These interventions that were dealt with through 223,106 calls, received a high score in the quality surveys, which gave the service **8.74 points out of 10**.

Getting help in case of a serious health incident, 24 hours a day anywhere in the world, is the target of this specialised service of the RACC, which always acts as quickly as possible and with the

highest professionalism, even in distant countries in any continent, and often making use of the most varied resources. The prestige of the RACC in this field has taken **Fira de Barcelona** to choose the RACC to be responsible for the medical services provided at all the events organised by the trade fair company.

LEGAL ASSISTANCE. Through the RACC, a team of specialists takes care of any legal doubt of our members, especially as regards the defence of their rights as consumers, but also in other legal fields, such as labour, civil or tax rights. This free advisory system, included in the Club membership, has dealt with **16,641 queries** in 2019.

THE MEDICAL
ASSISTANCE
SERVICE HELPS
MEMBERS IN
CASE OF AN
EMERGENCY,
WORLDWIDE.

The Figures of the RACC



810,927
MEMBERS



728,947
CALLS RECEIVED BY
THE CALL CENTRE



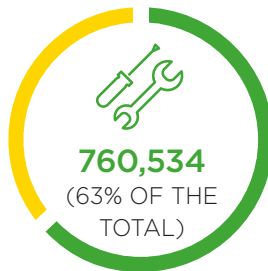
132
SERVICE OFFICES



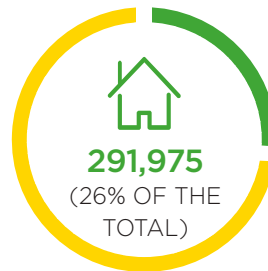
3,112,365
RACC.ES AND
RACC.CAT VIEWS

24h Assistance Service

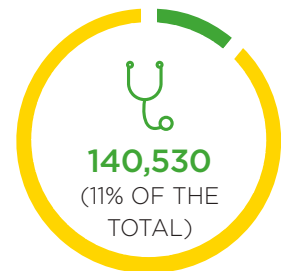
1,193,039
ASSISTANCE SERVICES,
OF WHICH



BREAKDOWN
ASSISTANCE



HOME
ASSISTANCE



MEDICAL
ASSISTANCE

The RACC has managed in 2019

2,111,344
ASSISTANCE CALLS
WITH AN AVERAGE OF



3,631
BREAKDOWN
ASSISTANCE CALLS
(PER DAY)



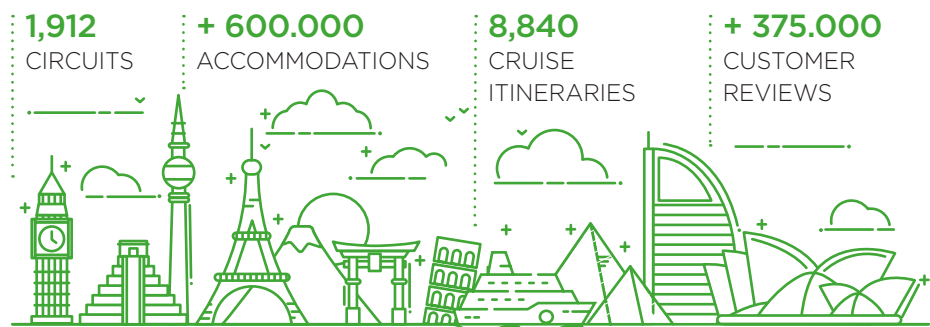
1,542
HOME
ASSISTANCE CALLS
(PER DAY)



611
MEDICAL
ASSISTANCE CALLS
(PER DAY)

RACC Travel Agency

50,892
PEOPLE TRAVELLED
WITH THE RACC



HOME ASSISTANCE. The platform ServiHogar 24h has made **291,975 interventions at members' homes in 2019**, which were dealt with through **562,958 calls**.

ServiHogar 24h, a Group RACC company, is represented throughout Spain with coordination centres in Barcelona, Badalona and Madrid, and has an exclusive network of repair specialists that perform their activity with an **exceptional quality**. More than three million homes have already enjoyed their services which are available 24/7 with urgent interventions in less than three hours.

RACC Auto Centre

As already mentioned, the urban workshop of the Club that offers high-quality and customised

service for a comprehensive vehicle maintenance has carried out 2,718 interventions in 2019. Located in the Poblenou quarter in Barcelona (c/ Doctor Trueta, 107), it offers differentiated treatment. This new workshop concept needs a previous on-line appointment and has a comfortable customer attention space, fitted with air conditioning, Wi-Fi and coffee or soft drinks for customers to enjoy while the RACC's team of mechanics prepares a detailed report with a quick diagnose of the vehicle.

Centre RACC Auto has a team of mechanics specialised in electric and hybrid vehicles, offers as replacement vehicles low emission cars and electric bicycles, and has available for users a free Punt Bici RACC, i.e. a facility in which bicycle riders are able to make small repairs and maintenance tasks on their bikes.



Centre RACC Auto offers a differentiated service for vehicle maintenance.



Insurance activity

Offering peace of mind to the members and their families, and responding quickly, efficiently and with quality in case of need, are the characteristics of the insurance activity of the RACC, which managed **524,614 insurance policies** in all kinds of branches in 2019. Through its insurance activity, the Club makes available to the members, very competitive and completely customisable products, offering the highest protection for people and goods.

CAR AND MOTORCYCLE INSURANCES. On 31 December the inventory of car and motorcycle insurances amounted to **199,620 insurances**, and 167,525 associated legal defence policies. 2019

THE INSURANCE
SERVICE
OFFERS A VERY
COMPETITIVE
PRODUCT MADE
TO MEASURE.

was a year of consolidation for the new car insurance of the RACC, with a significant increase of the coverage in addition to improving the competitiveness. A highlight among the advantages included in the car insurance is the replacement vehicle, the best compensation in case of theft, fire or total loss, and the refund of up to €200 of the deductible in case of damage.

HOME INSURANCES. The RACC has managed **66,349 home insurances**, with additional 65,735 associated legal defence policies. In this modality, the processes to provide a better aftersales service have been optimised, speeding up procedures and damage repair at home, and we have been working on the improvement of prices. The in-

The RACC
is next to its
members in all
stages of life.



insurance offers additional advantages, such as the 24h appliance repair, a “handyman” at home service for small repairs and safety check of the installations at home.

PERSONAL INSURANCES. In addition to car, motorcycle and home insurances, the RACC members have available a large policy offer that guarantee full personal, medical and labour protection. The RACC health, dental, accident, ski, freelance and even pet insurances cover all the needs of the daily life of members and their families. In 2019, this type of personal insurances reached 25,385 policies.

Travel agency

The travel agency service of the Club, which has been used by **50,892 people** for their travels in 2019, increased its activity by 4% in 2019. The agency included more customised offers providing for unique experiences, such as the car travels or the RACC Expeditions for small groups to singular destinations. A

characteristic of the service is the easy accessibility, with fifteen in-person service points, **the telephone travel office (93 208 70 00)**, the **on-line agency raccviajes.es** and the free app **RACC Travel**. The WhatsApp attention service of the RACC has also included information from the travel agency.

In order to bring the service closer to our members, the Club organised its fourth **travel and cruise trade fair** in Barcelona, with 600 participants and itinerant travel fairs in Girona, Lleida and Tarragona. The cruise activity has been one of the most outstanding at the RACC agency, which was awarded for the fourth year in a row with the Protagonisti di Mare award by Costa Cruceros and, for the first time, was finalist in the awards by the MSC shipping line to the best travel agencies.

Other services

An outstanding novelty in 2019 was the relaunch of the electronic toll system **ViaT RACC**, which now



The Travel Agency offers 1,912 circuits and more than 600,000 lodgings.



includes France and Portugal among the countries in which it is accepted. The new ViaT RACC offers discounts of up to 20% at Saba car parks and it is managed through a free app that includes other benefits such as the payment per mobile phone in blue parking spaces or the location of recharging points for electric cars, or service stations providing automotive gas service.

The **Car Sale** service of the RACC, which provides members free and impartial advice for the purchase of a vehicle, sold 1,205 cars in 2019 and organised three events for members and the general public in 2019: the 10th Saló RACC del Automóvil, from 10 to 14 October, on the Avenida Diagonal in Barcelona, with more than 18,000 visitors and 22

makes; the Yellow Days at the Club's headquarters, from 3 to 6 April, with 20 participating makes; and a special Yellow Day for 0-Km and semi-new cars, from 13 to 15 June, with 16 makes.

Last but not least, the **Agency Service**, which makes administrative paperwork easier for members, especially those related to the car, helped 4,367 members. The RACC also coordinated **7,372 fine appeals** on behalf of its members.

Exclusive events for members

For almost ten years, the RACC has been raising awareness among its members about the values



RACC Driving School, training responsible and safe drivers

RACC Autoescuela, the Club's driving school network, which is leading in Spain with **71 training centres**, has trained **10,845 pupils** in 2019. With their own teaching method that trains pupils to drive in a safe and responsible manner, the driving school introduced improvements in their virtual reality system for the theoretical learning, which now includes views of the examination area.

The driving school stands out due to its differentiated services, such as the free advanced driving course for car and motorcycle students, the option to practice with 100% electric cars or the app RACC Autoescuela, which makes theory learning easier.

The **RACC Advanced Driving Center**, with permanent facilities (Circuit de Barcelona-Catalunya

and Moraleja de Enmedio, Madrid) and an itinerant school, has trained **11,160 drivers**.

Last but not least, the Driving School trained 3,541 people in courses for the recovery of points of the points-based driving license. As a result, a total of **25,546 drivers were trained by the RACC** driving schools, advanced driving centres and points-recovery courses in 2019.

and healthy benefits of sports. In 2019, the Club, in order to diversify and increase the sports activity in the territory, transformed its presence in the world of running, not only organising the 10km RACC race, but also supporting other events staged in different places, such as the 15th Marathon of the Mediterranean, held on 20 October in Castelldefels and the Badalona San Silvestre, which took place on 20 December.

The **Marathon of the Mediterranean** offered different race modalities: 5, 10 and 21 km and marathon by teams, a category made up for pairs so that each member does only have to run half of the marathon, i.e. 21 km each. The event was a charity event, as participants had the chance to add a vol-

untary amount to their entry fee for the Enriqueta Villavecchia Foundation, that supports children with cancer and their families. The **San Silvestre RACC race in Badalona** was a family race during Christmas holidays, which offered the possibility to run 5 km, 10 km and children's races, on a completely flat circuit with sea views.

On the occasion of the **MotoGP Grand Prix of Catalonia**, the RACC organised an event, open to members, who were able to make three laps around the Circuit de Barcelona-Catalunya race-track on their own motorcycle after taking part in a raffle. The meeting allowed more than 500 bikers to have a unique experience on the day before the staging of the Grand Prix.

The RACC is always there when needed



“

Being an RACC member runs in the family I have called the RACC for everything: after leaving the keys inside the home, for breakdown assistance and also because they manage my insurances.

”

Roger Coma
RACC member, actor



“

I had to make a complete refurbishment at home, I contacted the RACC and everything went perfect. The Nexdom architect organised it all: calendar, materials, workers... and made a good follow-up of the process. Having works done at home always makes you suffer, but this time I felt really at ease, with absolute confidence and comfort. I would repeat with no hesitation.

”

Marta Vinardell
RACC Member



“

While I was travelling alone in a small island in Thailand, I fell and had a fibula fracture. The RACC Medical Service took care of an examination at a hospital in Phuket, and since there was a risk of thrombosis, they sent a male nurse to accompany me during the return flight and supervise my condition at all times. An excellent service.

”

Jordi Armenteras
RACC member, journalist

In 2019 the RACC provided breakdown, home or medical assistance every 25 seconds in average, in addition to all kinds of services to help people in their daily lives. A team of professionals is always ready to provide the help needed by our members and their families anywhere in the world. This is how some of our members value the support they receive from the Club.



“

I always think that, if I ever need help, I'd rather have someone by my side. That's why I am an RACC member. I already had several punctures this year, I don't know how to change a tyre. When I need it, I call the RACC.

”

Cristina Puig
RACC member, journalist



“

I became a member almost right after I got my license. When I had my first breakdown, I didn't know what to do and I called the RACC. They asked me if I was a member. I told them that I was not, but if they would come and pick me up I would instantly become a member. And so it was. Since then, I have called the RACC several times

”

Queco Novell
RACC member, journalist,
actor and comedian



“

I had heavy bleeding in my leg after an accident in Oporto. The RACC coordinated the emergency attention and the follow-up in Lisbon. The attention and the accompaniment were exquisite; we are very grateful

”

Purificació Cudins
RACC Member



The people at the RACC

Behind every message, every call, every procedure, every request for help made by any RACC member, there is a large team with a single priority: to offer the best solution for mobility, for leisure or at home, at every moment, quickly, efficiently, customised and close to them. A team that receives year after year top quality rates in surveys.



We are here
to help

We are
here
to help

We are
here
to help

We are here
to help

Always next to our members

The almost 1,500 people working at the RACC ensure that the daily lives of our members and their families becomes easier, safer and more comfortable. The professionalism of the RACC team and their ability to give a quick and efficient response to the needs of the people are rounded off with a friendly and close treatment. All of this explains the high quality rates shown year after year by the surveys carried out among the members.

The goal of the RACC is to become the number one reference whenever they have a mobility need in any means of transport; and also at home or when they are travelling around the world. To achieve this goal, we need a team of highly qualified people, who are accessible 24/7 through different channels.

In-person at our offices, by phone, with the on-line channels, through social media or even by WhatsApp, the member attention services provide for a wide accessibility through

several means, guaranteeing for a very high service quality, as shown by the service satisfaction surveys.

Excellent and multi-channel attention

The RACC makes available to members a complete network of multi-channel attention, to let each member choose at any time the most adequate channel, in-person, by phone or on-line, according to their needs. The Club uses state-of-the-





art technology to improve the processes and make formalities easier, so that the members can experience a comfortable and accessible contact with the Club, ensuring that the provided solutions are made to measure.

On 31 December, the RACC had **132 personal attention offices** in the main Spanish cities, the same number as in 2018. The gradual modernisation process of these attention offices continued in 2019, fitting the refurbished offices with more comfortable facilities for members and employees, and providing them with new electric and air conditioning systems that lead to a significant reduction of the energy consumption, thus

THE RACC
RECEIVED
ALMOST 3,000
CALLS PER DAY
FROM MEMBERS
TO HANDLE
DIFFERENT
ISSUES IN 2019.

contributing to a more sustainable management.

The telephone attention office FonoRACC (900 357 357) dealt with 728,947 calls, meaning that, in average, almost 3,000 members per day were able to handle several issues with their member card, with insurances and other Club services, comfortably, from Monday to Friday, from 08:00am to 09:00pm.

As a virtual office, the **on-line channel** allows members to find information and request several services of the club, in an easy and intuitive way, through the websites racc.es and racc.cat. This channel received **3,112,365 visits** in 2019, with 5.55 million



The RACC has
132 in-person
service points
Spain-wide.



Excellent quality rates

About 36,000 surveys - **10,440 by telephone and 25,200 on-line** - were carried out in 2019 by the independent entity Stiga, showing the high quality rate felt by Club members.

The overall satisfaction rate in 2019 was of 8.75 points out of 10, almost at the same level of the overall record achieved in 2018 (8.76). The best valued service was Breakdown Assistance, achieving 9.27 points out of ten, which is the highest score ever achieved by a Club service. Other services having received a score above 9 are Insurance Hiring (9.13) and Membership (9.06).

These quality parameters are measured with the support of the company Stiga, specialists in measuring, analysing and improving the customer experience, by means of monthly surveys among members who have been provided with some kind of assistance offered by the RACC or who have used any of the services.

All of these data are monitored periodically and analysed in detail, with the aim of detecting aspects which will allow us, not only to maintain, but also to improve the high service quality level our members expect to receive from the RACC.

pages viewed. The social media of the Club have experienced a significant growth. With **474,916 followers** in Facebook, Twitter, Instagram and LinkedIn, the increase achieved was of 18%, which was especially noticeable in Instagram, with more than 55,000 new followers.

The team

On 31 December, the team of the RACC was made up of **1,430 employees**, with a percentage of permanent contracts of more than 92%, and 64% women, all of whom are in charge of providing the services with a top level of excellency. The people who make up the team of the RACC are the Club's most valuable asset. They mark the differen-

tiated way of doing things, and they have fully adopted the values and principles that are summarised in a basic idea: placing the member in the centre of the Club's activity.

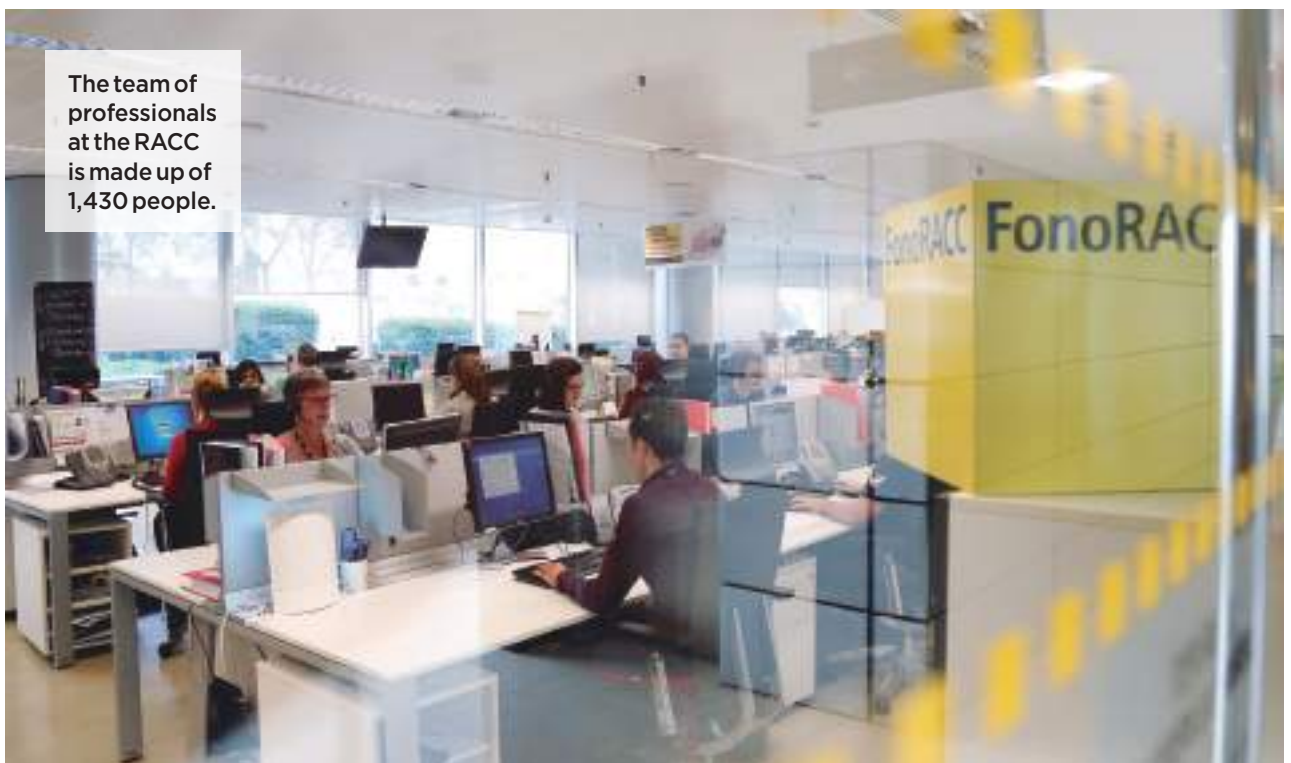
FAMILY-FRIENDLY COMPANY The RACC ensures the best possible working environment, and has been **certified as Family-Friendly Company** (EFR) by the Masfamilia Foundation with the support of the Ministry of Health and Social Welfare. The certification is a recognition

for entities that work for the conciliation of work, family and personal life, the support of equal opportunities for all, and the inclusion of the most disadvantaged.

CONCILIATION AND INTEGRATION. The RACC has also joined the **Xarxa NUST**

THE SOCIAL
MEDIA OF THE
CLUB INCREASED
THE NUMBER OF
FOLLOWERS BY
72,047.

The team of
professionals
at the RACC
is made up of
1,430 people.





network (New Social Uses of Time) created by the Barcelona City Council, made up of companies that are committed to make a better use of time and encourage the conciliation of labour, family, personal and social life.

The Club also joined **El Pacte del Temps** (The Pact of Time), a municipal initiative to boost actions related to the use of time, in order to contribute to the reduction of social inequalities, the improvement of life quality and the promotion of a plural economy. It also participated in the conference **“For healthier and more productive working times in organisations”**, within the BIZ Barcelona trade fair.

The RACC took part with an own stand at the **7th DisAbility and Employment** trade fair, with the aim of promoting the labour integration of people with a disability, and signed an agreement with the ADECCO Foundation to promote the employabil-

ity of people with a disability through awareness raising actions.

Last but not least, the RACC continued developing its **Healthy Company Programme** based on proposals of a multidisciplinary team of employees from different departments, organised in four large blocks: healthy nutrition, physical activity, positive attitude and rest.

Risk prevention

The Safety and Health Management at Work system of the RACC Group was certified for the first time in January 2016 according to OHSAS 18001. After three years of good results and improvements, 2019 marked the start of the process to adapt to the requirements of the **new ISO 45001 standard**.



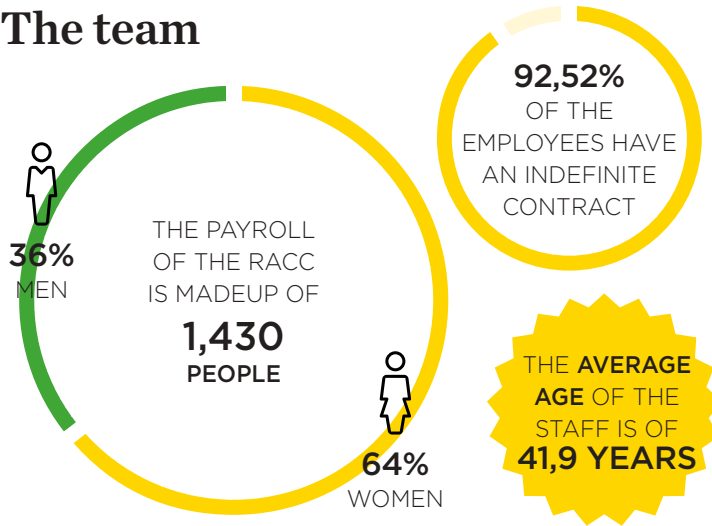
The change has entailed a challenge, as ISO is a much more demanding standard, and at the same time, it meant a great opportunity, as it allows us to integrate the Safety and Health at Work management system into the ISO 14001 standards for environmental management and ISO 9001 for quality management, which the RACC already had. All of the actions, programmes and certifications have consolidated the low rate of labour accident and health issues in 2019. These low number of labour accidents allowed the RACC Group to achieve a bonus for the contributions for professional contingencies as established in Royal Decree 231/2017.

LABOUR RISK
PREVENTION
ADAPTS TO THE
NEW ISO 45001
STANDARD.

The RACC does also ensure the training of its professional team. **3,336 hours of initial training** for 3,670 employees were imparted in 2019. Additionally, 328 individual guidances were provided to intermediate management positions for the improvement of team management, there were 22 internal promotions, and a **Corporate Culture Evolution plan** was launched in the entity.

Last but not least, the **corporate Intranet** included sections and contests, promoting the interaction of the employees. In 2019, 2 million pages and 216,000 corporate news were viewed.

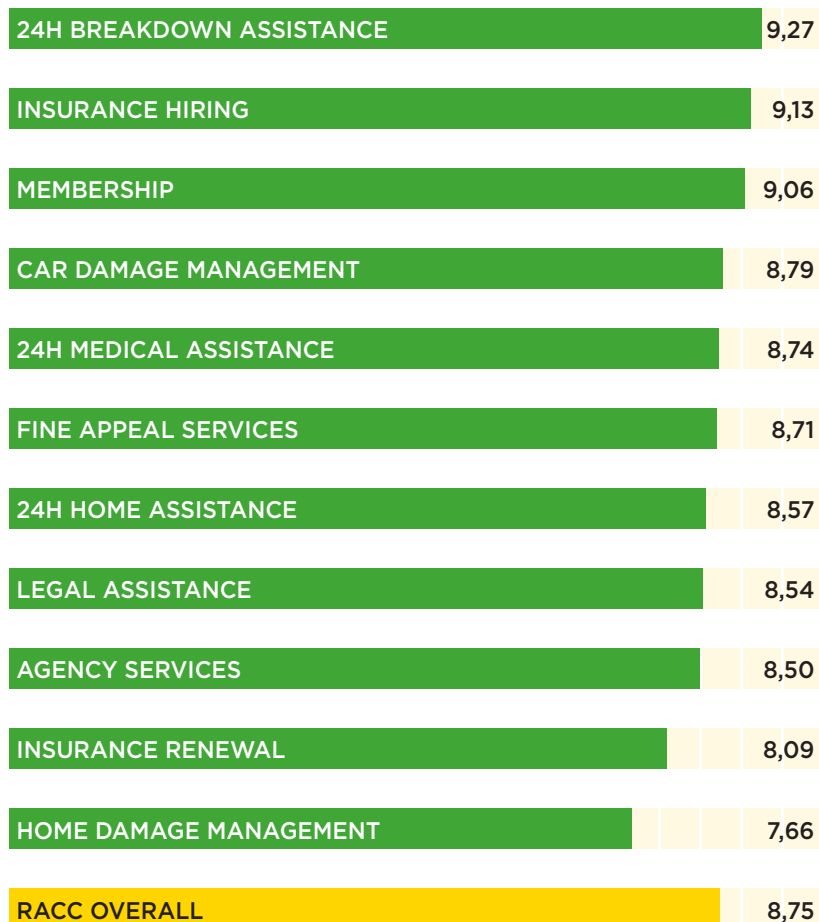
The team



The RACC offices



Quality rate of the service (out of 10)



RACC followers in social media



214,221



153,433



98,427



8,835

The RACC and society

The social dimension of the RACC's activity is reflected in two big lines of action: on the one hand, the initiatives for a safer, more sustainable and affordable mobility, by means of intelligent and intermodal mobility as essential instruments. On the other hand, the promotion of motorsports, training young riders and drivers and supporting racers who are already taking part in professional events, and organising top level international sports competitions.



At the service of society

The aim of the RACC is to contribute to the improvement of mobility to make it safer, more sustainable and affordable, and the Club's firm support of sports and the positive values of competition are the two big lines of action that mark the commitment of the entity to society.

The need to harmonise the right to mobility of people and environmental protection, the safety of users and the efficient use of resources, have led to the creation of a new mobility culture characterised by multi-modality, the demand for clean air in the cities and the application of intelligent technologies. Within this context, the RACC contributes with its **extensive experience, a deep knowledge** of the real needs of users and a **high technical rigour** analysing possible solutions. All of this **turns the Club into a** national and international **benchmark** in the field of mobility, and a speaker

whose opinions are heard and taken into account.

The RACC promotes a safer, more sustainable and affordable mobility by means of several activities that are **coordinated through the RACC Foundation**, which conducted 36 studies and campaigns and participated in 44 national and international working groups in 2019.

One of the most outstanding interventions in 2019 is **the publication of the report *Let's turn Barcelona into a mobility benchmark***, which **proposes 45 measures to improve mobility**





in the city with three aims: to achieve zero road accident fatalities, to achieve an excellent air quality and to prepare the metropolitan area for the challenges of future mobility.

With the implementation of the **low emission zone (LEZ)** in Barcelona, the RACC **submitted its proposals** for a higher effectiveness and fairness of the measure. In order to defend the rights of users, the Club created a specific website and **implemented a user attention service**.

On the other hand, the RACC **analysed the occupation of metropolitan transport**, concluding that five lines of the commuter train network and one of the Catalan railway (FGC) already exceeded their capacity at peak hours before the implementation of the LEZ. For all of these reasons, the Foundation has requested for an **emergency investment plan for railway transport**.

The RACC also **analysed the effects of traffic congestion** on the access roads to Barcelona, which affect 320,000 users every day, generating a total of 63,000 lost hours per day and a yearly cost of 169 million euros. Therefore, the club requested the execution of the pending railway investments, the building of low cost BUS-HOV lanes, improvements at the Park & Ride facilities and the traffic management by means of intelligent transport systems (ITS).

User safety

One of the major mobility trends in the cities is the use of shared vehicles: bicycles, motorcycles, cars and electric scooters. The RACC has analysed the habits of users in the study ***The use of shared vehicles in Barcelona***. The study highlights the low accident rate of users and the large margin for





growth of this type of mobility, and **proposes the encouragement of a Mobility as a Service (MaaS)** model with flat rates linked to public transport in order to attract more users of privately-owned vehicles.

The concern for the safety of users has taken the RACC to use the **EuroRAP** methodology to audit, for the 17th year in a row, 25,100 km of the Spanish State Road Network (RCE) and, for the 18th year in a row, 6,368 km of the Catalan road network, highlighting the sections with the highest accident risk. Using the same methodology, the RACC has crossed borders in recent years, auditing more than 53,000 kilometres of the road network in different countries

in Europe, Asia and Latin America, with the aim of providing information to users and action guidelines to administrations.

The RACC's will to improve the mobility of people does also involve the school environment. In 2019, the Foundation introduced **Play&Learn** (www.raccmoutb.cat), an on-line platform with interactive games aimed at primary school students

to let them learn basics about mobility and road safety in a playful manner. The platform does also include a teaching guide for teachers and parents.

Last but not least, 2019 saw the launch of the **Mobility Institute**, a joint initiative by the RACC and the consulting company Deloitte, with the

THE RACC
ANALYSED
31,468 KM OF
ROADS IN
SPAIN WITH
THE EURORAP
METHODOLOGY.

aim of analysing the current and future trends of mobility and to help companies and administrations to make the best use of the opportunities they offer for a change. On 31 December, 38 public and private companies had already joined this independent and cross-sectional platform.

THE MOBILITY
INSTITUTE
ANALYSES THE
CURRENT AND
FUTURE TRENDS
OF MOBILITY.

port to sport and to the positive values of competition.

In 2019, a total of **53 RACC riders and drivers** - 32 riders and 21 drivers - participated in competitions. The Club acts like a true **racing school**, accompanying riders and drivers from their beginnings,

monitoring their evolution and providing them with the necessary means for their training, both as sportspeople and persons.

A firm support to motorsports

The social dimension of the RACC has another huge field of action in motorsports. Helping young riders and drivers with their start in competition, supporting sportspeople who are already fighting for world level titles and the rigorous organisation of international grands prix are the three big lines of activity with which the RACC declares its sup-

Up to 13 RACC riders and drivers have achieved the victory in the championships they had entered. The world titles by Marc Márquez (MotoGP) and Àlex Márquez (Moto2) were two of the most relevant, together with the junior championship titles achieved by Jeremy Alcoba (Moto3) and Jan Solans (WRC2).



The RACC driver and rider school is a training benchmark for young sportspeople.



Recognition of the RACC by the Traffic Police

The improvement of road safety in urban surroundings, especially as regards vulnerable road users, such as riders and pedestrians, has been another big line of action of the RACC Foundation since its creation. In 2019, the **Barcelona City Council recognised the work undertaken by the RACC and its Foundation**, with the presentation of an award, received by Club President Josep Mateu, during the ceremony held during the annual award-giving gala of the Barcelona Traffic Police (Guardia Urbana).

The City Council highlighted the work done by the RACC in terms of road safety in the city, and stated that the Club works “identifying the new challenges of the cities and proposing alternatives, always keeping a critical spirit, but with the will to find agreed solutions”.

The award ceremony was chaired by the Mayor-ess of the city, Ada Colau, and the Deputy Mayor for Security and Prevention, Albert Batlle.



The OpenRACC Karting allows young boys and girls to get the first contact with competition.

FIRST STEPS. The first contact with the world of competition offered by the RACC to boys and girls aged between 7 and 11 years of age is the **OpenRACC Karting** organised by Genikart, sanctioned by the regulations of the Catalan Motorsport Federation. This competition runs from March to November together with the Catalan Championship. The winner of the 2019 edition was Hugo Santamaría.

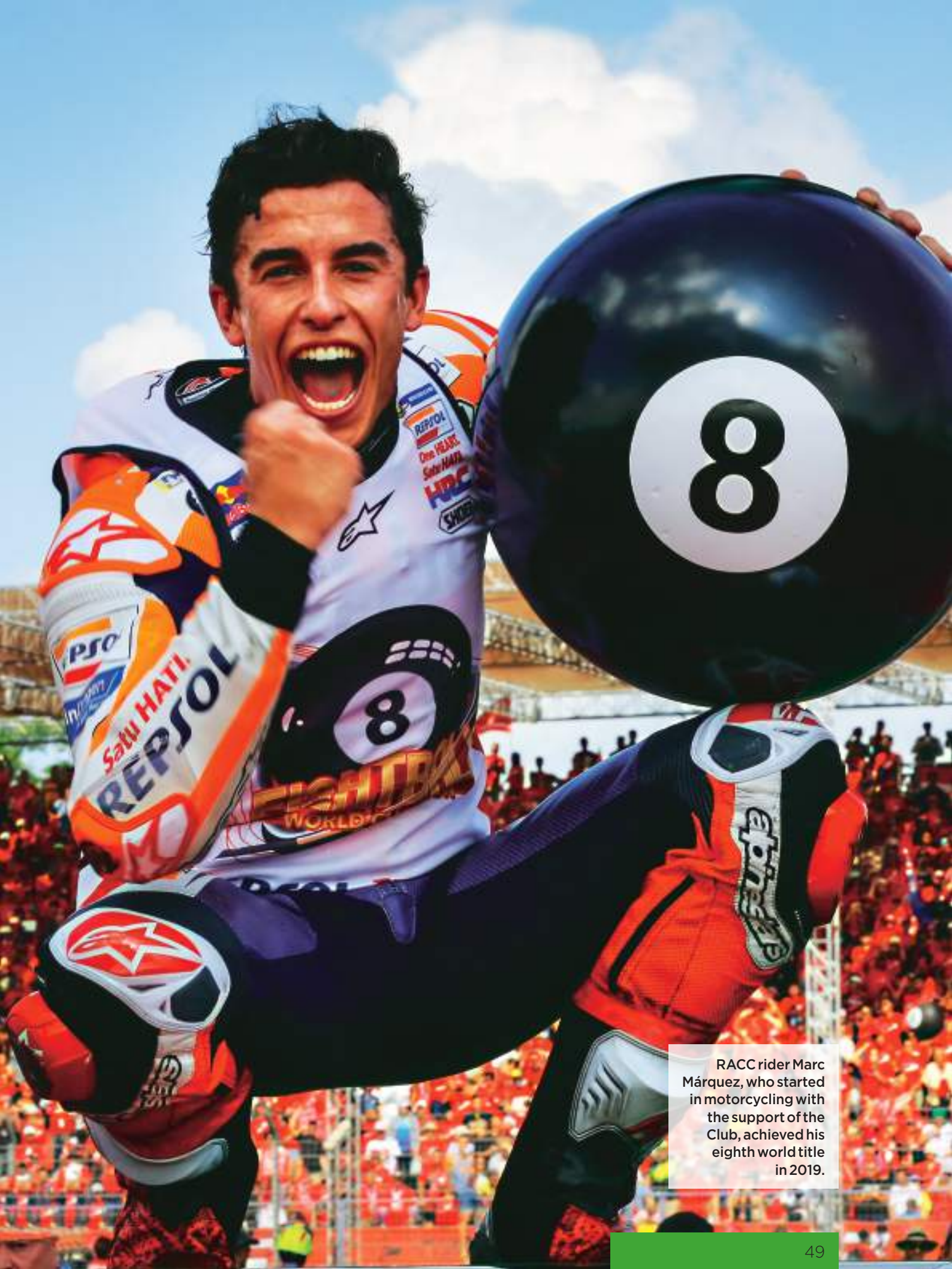
In motorcycling, the RACC gave strong impetus to the **PromoRACC** road racing championship in 2019, a promotion series for young riders aged 7 to 13 years, organised by the Catalan Motorcycling Federation with the support of ETG (Technical School Girona) and Ohvale motorcycles. The Club recovered the original spirit of this competition which was the start for some of the current-

THE MÁRQUEZ
AND ESPARGARÓ
BROTHERS
AND OTHER
GREAT RIDERS
STARTED WITH
PROMORACC.

ly most outstanding riders, such as the Márquez brothers, the Espargaró brothers, Toni Elias, Àlex Rins, Maverick Viñales and Fabio Quartararo. In 2019, Marc Vich took the victory in PromoRACC1 (160 cc) and Izan Rodríguez in PromoRACC2 (110 cc).

However, the oldest driver promotion formula promoted by the RACC is **Volant RACC - Trofeu Mavisa**, an event to train rally drivers, which was held in 2019 for the 41st time with Luka Larrosa and co-driver Brigitte Saurí as champions. As a great novelty, a junior classification was introduced in 2019, for drivers under the age of 25, with the final victory of Marc Ventura and Gerard Alsina.

FORMULA 1. Hamilton and the team Mercedes were the big winners of the 29 Gran Premio Emir-



RACCRider Marc Márquez, who started in motorcycling with the support of the Club, achieved his eighth world title in 2019.

ates de España de Formula 1, organised by the RACC at Circuit de Barcelona-Catalunya on 12 May 2019. His team-mate Valtteri Bottas finished second, followed by Red Bull's Dutch driver Max Verstappen on third. The 87,511 spectators who witnessed the race on site - 160,428 along the weekend - cheered RACC driver Carlos Sainz who took the chequered flag in a praiseworthy eighth position after starting from the twelfth place of the starting grid.

The Grand Prix experienced a moving moment with the **tribute to Sebastià Salvadó**, RACC President from 1985 to 2015, who passed away on 15 April 2019. A new plate was unveiled next to the La Moreneta building - main offices of the Circuit - in mem-

THE CIRCUIT
ORGANISED A
POSTHUMOUS
TRIBUTE TO ITS
BIGGEST INITIATOR,
SEBASTIÀ SALVADÓ.

ory of Salvadó, as one of the driving forces for the building of the facilities, with the legend "It will always be your circuit".

MOTOGP. Marc and Àlex Márquez played the **leading role** at the 28th Gran Premi de Catalunya Monster Energy de MotoGP, organised by the RACC at Circuit de Barcelona-Catalunya on 16 June. Both RACC riders received standing ovations from the public - 157,827 along the weekend, 91, 734 on race

day - for their victories in the MotoGP and Moto2 classes, taking root at the lead of two championships, which they managed to win at the end of the season. In Moto3, the best qualified RACC rider was Alonso López, who finished a few metres behind the third step of the podium.





The 55 RallyRACC attains Environmental Excellence certificate

In 2019, the RallyRACC renewed the **Achievement of Excellence against the FIA Environmental Certification Framework in its highest category (3 stars)**, awarded by the FIA, to honour the commitment of the organisation to protect the environment with action plans for spectators, the organization and teams.

The organisation used a **fleet of hybrid Toyota vehicles**, which are more sustainable and have less emissions; they introduced a water management and selective waste collection plan, they established the use of reusable cups and encouraged the contribution to the **Clean CO₂** project, with the commitment to make up for the CO₂ footprint of the organisation and the teams.

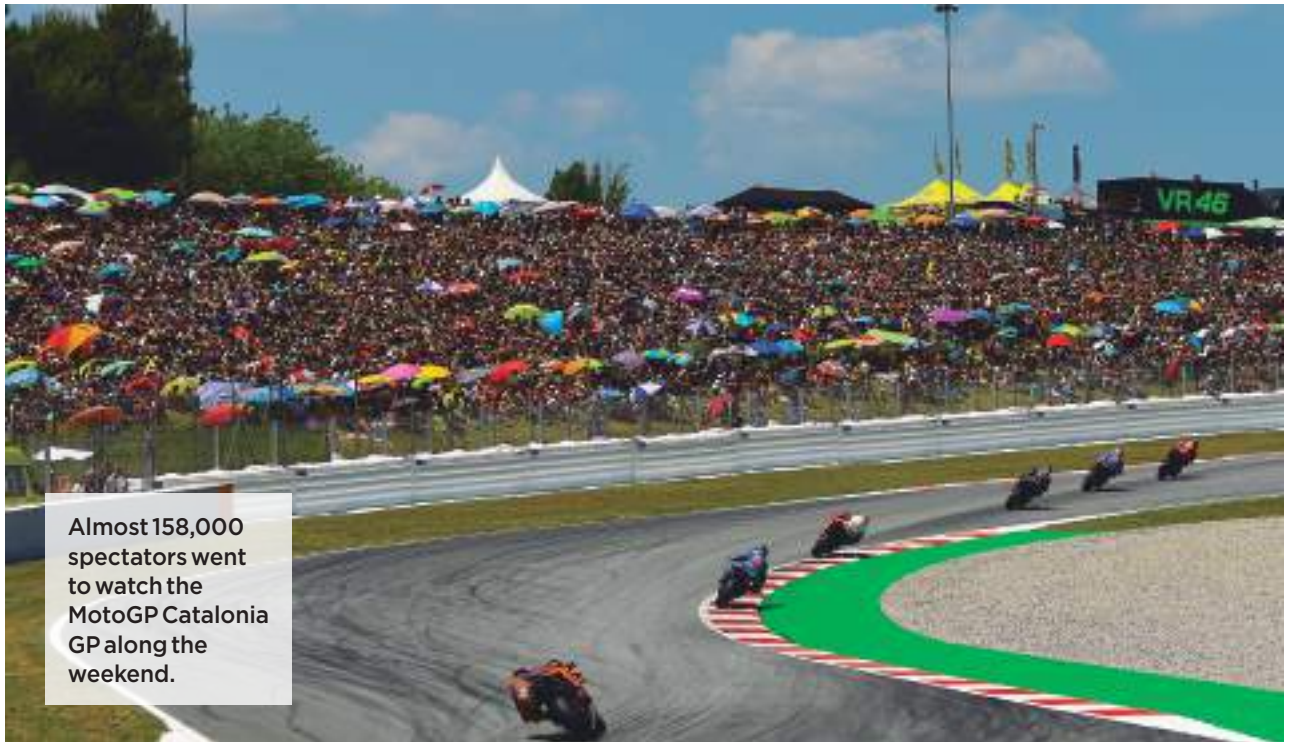
The RallyRACC does also have a **significant positive economic impact** on the territory, which has been quantified by an independent study com-

missioned by the Club at **45.7 million euros**. This return has to be added to the international showcasing of the country in general and the Costa Daurada in particular. The teams move around one thousand people, there are more than 400 accredited media representatives and more than 171,000 spectators come out to watch the race on site, 16% of them from abroad.

As regards the sport aspect, **the victory** of the 55 RallyRACC Catalunya-Costa Daurada **went to the Belgian driver Thierry**

Neuville (Hyundai), while **Ott Tänak** (Toyota) was **crowned World Champion in Salou** after finishing second and achieving the mathematically necessary points for the title. RACC driver **Dani Sordo finished third**, only a few tenths of a second behind Tänak. The event, organised by the RACC from 24 to 27 October, was held this year for the fifteenth time in a row at the Costa Daurada.





Almost 158,000 spectators went to watch the MotoGP Catalonia GP along the weekend.

RALLYCROSS. For the fifth year in a row, the RACC organised, from 26 to 28 April, at Circuit de Barcelona-Catalunya, a round of the World Rallycross Championship (RX) an event made up of heats that combines the spectacular nature of rallies and the comfort for spectators watching it from a circuit grandstand. The 25,000 fans who came out to the circuit witnessed the victory of Timmy Hansen in the Supercar premier class and the participation of RACC drivers Albert Llovera in the RX2 class and Pepé Arqué in Car-Cross.

CLASSIC AND HISTORIC CARS. In its third edition, staged on 1 and 2 March, the **Rally Catalunya Històric** recalled the layout of the Rally de Les Caves, organised by the RACC for the first

RALLY CATALUNYA
HISTÒRIC
CONSOLIDATED
AMONG THE
FANS OF CLASSIC
RALLIES.

time in 1970 and merged with the Rally Catalunya in 1973 to become the embryo of the current RallyRACC. With a route of 610 km and 14 regularity stages on closed roads, the Rally Catalunya Històric finished with the victory of Salvador Cañellas and Carles Jiménez (Seat 124 Especial

1800 from 1977). This premium competition is becoming more and more consolidated in the calendar of fans of classic cars.

The RACC organised the start from Barcelona of the **Rallye Montecarlo Historique**, on 1 February, with 19 vehicles starting the concentration night stage that took them to France. The start from Barcelona is a tradition that the RACC organizes on behalf of the Automobile Club de Monaco since 17 years.

Likewise, the Club collaborated, as usual, in the staging of the International Vintage Car Rally Barcelona-Sitges, which was staged for the 61st time in 2019.

Corporate communication

A fluid relationship with the media contributes to an adequate dissemination of the daily activity of the RACC, and, especially of the social actions to favour a safer, more sustainable and affordable mobility, and the different initiatives to support motorsports.

In this sense the RACC called 15 press conferences in 2019: 9 dealing with mobility and road safety issues, 5 related to the sports activity of the Club and one to services offered to members, which were attended by 205 journalists. Likewise, the Club issued 59 press releases along the year, and answered 279 requests for information or interviews which were made by different printed media, radio stations and TV.

Infotransit, the free service of the Club, offering real-time information about the traffic conditions connecting with radio stations, made a total of 8,814 live connections with 21 radio stations in 2019, in addition to offering the best updated information through the app RACC Infotransit and the website infotransit.racc.es.

The RACC Magazine, which published **294,454 copies per edition**, with additional 35,000 copies sent to members electronically, gave voice to our members, with 55 interviews and testimonials, including the dissemination of 16 entrepreneurial initiatives.

Following the same line of getting the Club's proposals closer to a very varied public, in 2019 the RACC attended **more than 50 trade fairs and events**, such as the tourism trade fair B-Travel, the Saló de l'Ensenyament and Automobile Barcelona; and organised its own events, such as the **SalóRACC motorshow**, the **Yellow Days** for car sales and the travel and cruise trade fairs in different cities.





Corporate social responsibility

The RACC's passion to help materialises in its spirit for maximum collaboration and at the same time maximum demand in front of the administrations, defending users and contributing, in the fields of mobility and motorsports, to the development of society and the progress of the territory.

ENVIRONMENTAL PROTECTION. The commitment of the RACC to the protection of the environment and the improvement of the air quality is reflected in several initiatives of the Club and its Foundation, with the aim of favouring a more sustainable mobility, but also in an environment-re-

sponsible management which the Club applies on its daily activity. The renewal, mentioned in the chapter "The RACC for its members", of the workshop car fleet, including CNG-powered vehicles carrying the ECO label issued by the Spanish Traffic Authority, is a clear proof of the environmental commitment of the RACC.

As regards the environment, the RACC takes part in different initiatives, groups and working tables. Together with the Barcelona City Council, the RACC participates in the **Mobility Pact**, in the **Table Against Pollution** and in the **LIVE Platform** to **promote the electric vehicle** in Barcelona and Catalonia. The Club has also joined several networks and associations to improve sustainability



“I am an RACC member”, the campaign that highlights the values of the Club

In 2019, the communication work as regards advertising and image was focussed on messages consistent with the values of the RACC and the motto “**We are here to help**”. With this aim in mind, the campaign “**I am an RACC member**” was extended with new contents and format to disseminate the way in which the RACC ensures the peace of mind of people in several real situations of daily life, through

specific benefits. The campaign was conducted on the radio and external outdoor advertising, transmitting the desire of the RACC to establish a bond with its members, beyond the services it offers.

Another campaign with a large impact was the **launch of RACCtel+**, with TV ads during primetime in Catalonia, aimed at families, highlighting the transparency, reliability,

easiness and quality guarantee of this new service that integrates fixed and mobile telephone, optical fibre and cable TV.

Moreover, the differentiated advantages for the Travel Agency, the RACC Driving School and the Car Sale service were promoted in different radio programmes. The implementation of digital advertising boards at the windows of the RACC offices continued as well.

in the field of mobility, such as the **Network BCN + Sostenible**.

With the aim of improving mobility of the employees working at the corporate headquarters, the **Company Travel Plan** was drawn up in 2019. The aim of the initiative is to strengthen the inclusion of sustainable transport and a more rational use of the privately-owned vehicle. The actions of this plan are structured in five blocks: overall management of mobility, mobility by foot, mobility by bike, mobility using public transport and mobility with privately-owned vehicles.

Some examples of the actions developed was increasing the percentage of teleworking, promot-

ing videoconferences, promoting advanced driving courses for bicyclists and/or scooters in urban surroundings, promoting the app **RACC HOP** to share the vehicle in work-related travels, increasing the number of electric recharging points in the car park of the corporate headquarters, etc.

RECYCLING. As in any other economic activity, the daily work of the RACC, both due to the provision of services and the management of infrastructures, generates more or less environmental impacts, which are managed internally with the highest rigour, in order to reduce these effects as much as possible and comply with the environmental management system, which the entity implemented based on the international certifi-

The headquarters
illuminated blue
in support of the
World Autism
Awareness Day.



cation according to the **ISO 14001:2015 standard**.

Within the framework defined by the ISO standard, the special waste, such as batteries, oil and used tyres, generated at the RACC - and especially during its break-down and repair services - are managed strictly through **accredited suppliers**, experts in the complete process, i.e. pick-up, transport, storage and recycling of waste. As regards waste treatment, the RACC follows the regulations established by the Catalan Waste Management Agency (ARC) at all times.

3,600 LIGHT
POINTS WERE
RENEWED
AT THE
HEADQUARTERS
WITH ENERGY-
SAVING LEDS.

The Club's activity generates, in its headquarters, attention offices and assistances bases, other types of waste, such as paper, cardboard, glass or plastic, which are **collected separately** to be handed over to homologated recycling companies. The RACC promotes among its employees the **responsible use of resources**, such as paper, digitalising all internal procedures as much as possible in order to reduce, at the same time, the use of toner cartridges. It also promotes the consumption of osmotically filtered water instead of bottled mineral water, with the aim of minimising plastic waste.



ENERGY SAVINGS. Within the framework of the environment management system, the Club introduced awareness raising measures among the employees related to water and energy saving in toilets and air conditioning.

The progressive refurbishment of the headquarters and the offices implies a significant technological investment to replace conventional lighting with new LED systems. In the headquarters alone, 3,600 light points were renewed with an investment of 150,000 and a return of investment which is estimated to be less than two years thanks to the reduction of the consumed kW.

Another interesting aspect are the negotiations with energy suppliers to reach, year after year, an

increase of the percentage of clean energy, with the final aim of consuming 100% energy from renewable sources.

SUPPLIERS AND EMPLOYEES. In order to offer a high quality level, 24 hours a day, in very different fields, and to make it with flexibility and speed, it is essential to have external collaborators which have been selected with very rigorous criteria. The provision of services made under the supervision and on behalf of the RACC is constantly assessed, analysing the achieved results and the procedures, and detecting aspects to be improved.

The document governing the relationship of the entity with the external collaborators is the **RACC Code of Conduct**, which establishes a series of values and procedures that suppliers must follow and make their own.

The same Code of Conduct is applied on the relationship of the RACC and its employees, detailing the commitments and responsibilities that have to be complied with, based on principles like integrity, honesty, responsibility and transparency. A **Best Practices Follow-up Committee**, made up of the Human Resources Management, the Legal Area and the Compliance Area ensures the fulfilment of the Code, but also offers all employees the chance to give their opinions or doubts about any labour issue.

Last but not least, the entity ensures conciliation by means of the **Flexiwork** programme, which offers work time flexibility, to allow for a balance between personal and professional life, promoting a supportive and positive work environment. For this and other reasons, as mentioned in the chapter “The people at the RACC”, the Club received the EFR certificate as Family-friendly company.

Helping enterprisingmembers



Using psychomotor therapy, we accompany children and youngsters during their process of psychological growth and identity.

Iolanda Vives
tariqapsicomotriu.com



We have created a company that offers real estate services for foreigners moving to Barcelona. We also help them with personal issues, such as taxes, hiring medical insurances, choosing the school for their children, etc.

Xavier López
residaebarcelona.com



I reorganise domestic spaces and show people how to organise their homes, getting rid of unnecessary things and providing harmony and serenity to their homes.

Esther Torras
esthertorras.com



I manufacture hand-made skis with quality wood. I am committed to sustainability, nearness and customisation, with skis made to measure for each of my customers.

Oriol Baró
likenskis.com

The RACC offers help to its enterprising members, disseminating their initiatives through our corporate magazine and the social media. 16 projects were chosen in 2019 to receive the support of the Club; another proof of the social responsibility policy followed by the RACC. This is a sample of some of the initiatives disseminated last year with the help of the RACC.



“

I have developed an app that gathers more than 1,500 traditional cheese, chocolate, beer manufacturers from Spain, Italy and Portugal, who organise tastings and guided tours.

”

Santi Llinares
catatur.com



“

We have innovated creating massage lotions and liniments for sports injuries with 100% natural ingredients. These products did not exist on the market.

”

Xènia Olivas
exceltictherapeutic.com



“

We offer sightseeing tours in Barcelona, during which you have to solve riddles to discover the city in an original and different way. A sort of open air escape room, ideal for children as well.

”

Pablo Meister
codebcn.com



“

We have opened a bank for the DNA conservation, available to anyone thinking about its utility for future therapies, both for the person him/herself as well as his/her family.

”

Marta Tomàs
dnafamilybook.com

The RACC Group Activities 2019
is a publication by the Corporate Communication
and Presidency Area of the RACC.

Preprinting and printing: Serafí I.G.P.
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July 2020

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