

# Social responsibility

## → Mobility receives good customer ratings

Mobility sent out 9'540 questionnaires to its customers in 2018. The results of this survey show that overall satisfaction is high, with a score of 8.7 out of 10 points (-0.1 compared with the previous year). 93.5% of respondents say they are "somewhat satisfied" to "very satisfied" with Mobility, which equates to a score of between 7 and 10. Customers are most impressed by the 24h Service Center (friendliness: 9.3, expertise: 9.1), but they also highly rate the ease of locating stations (8.8) and the ease of use of the vehicles (8.7). When users were asked whether they would recommend Mobility to others, 93.6% answered "yes, definitely" or "most probably".

## → Mobility goes all out to ensure the safety of its vehicles

The safety of its customers is a topmost priority for Mobility. All sharing vehicles undergo a rigorous inspection, are tested and rated by experts and are fitted with safety features such as ABS, ESP and several airbags. For vehicle assessments, Mobility refers to the international standards of the Euro NCAP crash tests: in the year under review, the overall average for the fleet was a high 4.8 stars (maximum 5).

## → Mobility supports Winterhilfe and RoadCross

This year, Mobility supported «Winterhilfe» with a one-off, substantial amount of money. Winterhilfe is an association that specifically addresses hidden poverty in Switzerland. Its work includes equipping children with school materials, distributing packages of clothing and contributing to health costs. The cooperative hopes that its commitment can go a small way to helping people in need. [www.mobility.ch/winterhilfe\\_e](http://www.mobility.ch/winterhilfe_e)

## → Mobility offers an ultra-modern working environment and ways of working

Mobility practices sharing in its day-to-day work. Since moving into the new, modern office building in Suurstoffi, Rotkreuz, employees have been sharing workstations, meeting rooms, parking spaces and work materials. Moreover, everyone has the option of completing tasks wherever and whenever they want, either in their home office or elsewhere. This is conducive to work/life balance, boosts efficiency and satisfaction and eases traffic congestion at peak times. It's worth paying us a virtual visit:

[www.mobility.ch/en/jobs/working-at-mobility](http://www.mobility.ch/en/jobs/working-at-mobility)

## → Mobility allows up to four weeks' paternity leave

Mobility is a modern and socially responsible employer with all the typical hallmarks of a cooperative. In its day-to-day business, it places high demands on employees but, in return, is keen to offer them a healthy balance between work and private life. Paternity leave is one aspect of that balance and, at Mobility, lasts up to four weeks (depending on length of service). Maternity leave lasts 16 weeks on full pay.

	2018	2017	absolute	in%
<b>Number of employees</b>	224	224	0	0
Full-time equivalents (FTEs)	199	193	+6	+3.3
Number of part-time employees	28.1%	28.4%	-	-0.3
Number of apprentices	4	7	-3	-42.9
Turnover	12.9%	11.1%	-	+1.8
Average age in years	39.3	39	+0.3	+0.8
<b>Percentage of women</b>	42.5%	41.8%	-	+0.7
Women in management roles	17.2%	20.7%	-	-3.5
<b>Training costs per employee (in CHF)</b>	765	817	-52	-6.4
<b>Days of absence per employee</b>	5.3	4.3	+1	+23.3



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weeks' paternity/  
maternity leave



**28.1%**

of employees  
work part-time



**42.5%**

of Mobility employees  
are women



**9.4**

out of 10 customers would  
recommend Mobility



**4.8**

out of 5 stars for  
vehicle safety



**224**

employees are there  
for you every day



Score of

**9.1**

out of 10 for  
service expertise