

**Commitment**

**Achievements obtained**

You will enjoy the maximum comfort standards during your City View tour

- We are committed to renew 100% of the regular service fleet, adding brand-new vehicles in 2020
- Buses are fitted with an individual audio-guide system providing detailed information at the key spots of the itinerary. An independent entity conducts thorough monthly inspections of the audio guides in all three vehicles, assessing their proper functioning. We guarantee that all three vehicles will pass these inspections and that, in any case, there will not be more than three consecutive months in which the result falls below the standard. In such cases, appropriate corrective measures will be implemented to address the discrepancy.
- Our bus **maintenance and cleaning services** pursue to ensure maximum comfort to all users. An independent entity conducts thorough monthly vehicle inspections, assessing the cleanliness of each vehicle. We are committed to ensuring that at least 98% of the vehicles inspected monthly were SUITABLE (rated as GOOD or EXCELLENT), and that, in any case, the result will not fall below 95%, in which case appropriate corrective measures will be implemented to address any deviations.

- Brand-new vehicles added in 2020 = **2 vehicles (100%)**
- 2025 – **Every month 100%** of the audio guides worked correctly.
- 2025 – **Every month 100%** of vehicles inspected were SUITABLE about **Cleaning**.

- ✓ Achieved
- ✓ Achieved
- ✓ Achieved

You will travel safe with us

- 100% of our **drivers are assessed** every 3 years through a process to test theory knowledge and skills, and a driving test is conducted. The assessments are conducted by certified training staff, and the potential actions to be taken will be defined to correct any potential gaps or failures identified
- We are committed to conduct **regular training sessions**, and to raise awareness on safety training addressed to drivers and maintenance staff.

- **Drivers evaluated period 2023-2025** = 100% .
- 2025 – **2 awareness campaigns** were carried out for driving personnel, and **19 safety talks** were given to maintenance personnel.

- ✓ Achieved
- ✓ Achieved

We will always be on your side, providing a kind, professional service

- We address their claims and concerns within a 15-working day deadline since reception. We are committed to ensure that at least 100% of the **monthly claims are replied to within the scheduled deadline**. In any case, this will not be below 100% in three consecutive months, in which case the relevant corrective measures will be applied to solve the gap

- **No complaints in 2025!**



We will be committed to our Community

- All vehicles are fitted with a mobile ramp and a low-floor/kneeling system to facilitate access to wheelchairs, baby carriers and people with reduced mobility, and reserved seats for people with reduced mobility and disabilities. An independent entity carries out exhaustive monthly inspections of the vehicles, evaluating the correct operation of the ramps and the kneeling system. We commit that at least 98% of the **vehicles inspected monthly are correct**, and that, in any case, there will be no more than 3 consecutive months in which the result is less than 100%, in which case corrective measures will be established. timely to correct the deviation
- BILBAO CITY VIEW services are evaluated annually by independent and accredited external entities that certify their **compliance with the requirements of national and international standards** in the following areas:
  - Quality management system (ISO9001)
  - Quality in Passengers Transport (UNE13816)
  - Road traffic safety management (ISO39001)
  - Emergencies management (Norma ISO22320)
  - Universal Accessibility (UNE 170001)
  - Client Service Charter (UNE93200)
  - Complaints handling (ISO10002)
  - Service excellence (UNE16880)
  - Family-Responsible Company (EFR 1000-1)
  - Healthy company (AENOR RP-CSG-033)
  - Environmental management system (ISO14001)
  - Energy management (ISO50001)
  - Greenhouse gases (ISO14064)
  - Social Responsibility Management System (SR-10)
  - GRI Sustainability Report

- 2025 – **Every month in 100%** of vehicles inspected the ramps worked correctly.
- 2025 – **Every month in 100%** of vehicles inspected the kneeling system works correctly.
- **All certificates** updated

- ✓ Achieved
- ✓ Achieved
- ✓ Achieved