

Municipal tourist bus service

Bilboko Hiribus Jasangarri, S.L.

	Commitment	Obtained results	
You will enjoy the maximum comfort standards during your City View tour	<ul style="list-style-type: none"> We are committed to renew 100% of the regular service fleet, adding brand-new vehicles in 2020. 	<ul style="list-style-type: none"> Vehicles incorporated in 2020= 2 vehicles (100%) 	✓ Completed
	<ul style="list-style-type: none"> We commit to keep a satisfaction score above 7, and not below 6, on a scale from 0 to 10 in the perception that users have on the comfort of our buses. 	<ul style="list-style-type: none"> 2020 (*) – Annual Satisfaction Survey: Evaluation of bus comfort and convenience = 8,64. 	✓ Completed
	<ul style="list-style-type: none"> Buses are fitted with an individual audio-guide system providing detailed information at the key spots of the itinerary. An independent entity conducts comprehensive audits at a monthly basis of the audio-guide devices, checking the proper functioning of all the devices. We are committed to ensure that at least 90% of the audio-guides audited at a year basis are correct, and that in any case the result should not fall below 90% in three consecutive months, in which case the relevant corrective measures will be applied to solve the gap. 	<ul style="list-style-type: none"> 2021 – 99,55% of inspected audio-guides working properly There are no breaches of the minimum level of correct inspections. 	<p>✓ Completed</p> <p>✓ Completed</p>
	<ul style="list-style-type: none"> Our bus maintenance and cleaning services pursue to ensure maximum comfort to all users. <p>An independent entity conducts comprehensive audits of our vehicles a monthly basis, checking the proper functioning of all the equipment. We are committed to ensure that at least 98% of the vehicles monthly inspected are SUITABLE (rated, as a minimum, with 8 out of 10), and that in any case the result should not fall below 95%, in which case the relevant corrective measures will be applied to solve the gap.</p> <p>Also, we commit to keep a satisfaction score above 7, and not below 6, on a scale from 0 to 10 in the perception that users have on the comfort of our buses.</p>	<ul style="list-style-type: none"> 2021 – 100% of vehicles scored monthly as SUITABLE in bus cleanliness and maintenance. There are no non-compliances in the minimum level of vehicles scored as SUITABLE. <ul style="list-style-type: none"> 2020 (*) – Annual satisfaction survey: Assessment of bus interior cleanliness = 8,83. 	<p>✓ Completed</p> <p>✓ Completed</p> <p>✓ Completed</p>
You will travel safe with us	<ul style="list-style-type: none"> 100% of our drivers are assessed every 3 years through a process to test theoryknowledge 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. 	<ul style="list-style-type: none"> Drivers assessed 2019-2021 = 100% . 	✓ Completed
	<ul style="list-style-type: none"> Also, we are committed to conduct regular sessions of training, and to raise awareness on safety training addressed to drivers and maintenance staff. 	<ul style="list-style-type: none"> 2021 – 25 sessions for driving and maintenance staff held 	✓ Completed
	<ul style="list-style-type: none"> We conduct regular mystery-shopper inspections to check the safety standards of our drivers behind the wheel, particularly a strict compliance with the traffic rules or avoiding distractions, like using mobile phones while driving. We are committed that 100% of the inspections conducted at a year basis are successful and that, in any case, the result is not below 95%, in whose case the relevant corrective measures to solve the gap will be applied. 	<ul style="list-style-type: none"> 2021 – (*) 	✓ Data in process of collection
	<ul style="list-style-type: none"> Our objective is that our passengers have a safe travelling experience with us. We are committed to keep a satisfaction score above 7, and not below 6, on a scale from 0 to 10, on how our passengers perceive the comfort of our buses. 	<ul style="list-style-type: none"> 2020 (*) – Annual Satisfaction Survey: Rating of smooth and safe driving= 8,80. 	✓ Completed
We will provide in-time, reliable services	<ul style="list-style-type: none"> We commit to keep a satisfaction score above 7, and not below 6, on a scale from 0 to 10 in the perception that users have on the punctuality of our buses. 	<ul style="list-style-type: none"> 2020 (*) – Annual satisfaction survey: Evaluation of bus punctuality = 8,79. 	✓ Completed
You will easily find all the information in our services	<ul style="list-style-type: none"> We are committed to attend at least 98% of the total calls taken at the in-person office per month are at least 98% of the total received in the opening hours, and in any case that this percentage is not below 95%, in which case the relevant corrective measures will be taken. 	<ul style="list-style-type: none"> 2021 - Calls attended to at the Helpdesk out of the total number of calls received = 98,65% There are no breaches of the minimum level of calls handled. 	✓ Completed
We will always be on your side, providing a kind, professional service	<ul style="list-style-type: none"> We commit to keep our scores above 7, and not below 6, on a scale from 0 to 10 in the perception that our users have regarding the service provided by our drivers and by the staff working on the sale desks and customer service offices. 	<ul style="list-style-type: none"> 2020 (*) – Annual satisfaction survey: Assessment of staff treatment and friendliness = 8,89. 	✓ Completed
	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 2021 – 100% of monthly complaints answered on time There are no breaches of the minimum level of complaints dealt with in a timely manner in 3 consecutive months. 	✓ Completed
	<ul style="list-style-type: none"> In BIOBIDE our aim is to create an accessible transport service which is inclusive of all our customers, regardless their age or mobility conditions. Our objective is to ensure that all our customers enjoy our services with the same standards of safety, equality and comfort, with the highest autonomy as possible. For this purpose, we commit to keep a satisfaction score above 7, and not below 6, on a scale from 0 to 10 in the perception that users have on the accessibility for people with reduced mobility on our buses. 	<ul style="list-style-type: none"> 2020 (*) – Annual satisfaction survey: Evaluation of bus accessibility = 8,83. 	✓ Completed
We will be committed to our Community	<ul style="list-style-type: none"> BILBOKO's services are evaluated annually by independent and accredited external entities that certify their suitability and their compliance with the requirements of national and international standards in the following areas: <ul style="list-style-type: none"> Service Quality (ISO9001) Quality in Passenger Transport (Standard UNE13816) Road Safety (Standard ISO39001) Certificate 500+ European Excellence Model EFQM Emergency Management (Standard ISO22320) Universal Accessibility Management (UNE 170001) Service Charter (UNE93200) Complaints and Claims Management (ISO10002) Service Excellence (UNE16880) Family-Responsible Company (EFR 1000-1 Standard) Environmental Management (ISO14001) Energy Management (Standard 50001) Greenhouse Gas Inventory (Standard ISO14064) Corporate Social Responsibility (Standard SR-10) ALSA Sustainability Report in accordance with the GRI Reference Frameworks 	<ul style="list-style-type: none"> All current certificates 	✓ Completed

(*) Due to the service anomaly situation caused by the COVID-19 pandemic, it has not been possible to obtain some of the data for the period 2021. For this reason, the most current data possible is provided in each case, and we are committed to providing new data when conditions permit.