

# MISSION, VISION AND VALUES OF THE ANDBUS GROUP

## MISSION:

The objective and essence of the business after many years is still the same. Offering the best standards of quality possible and making this the business prime objective.

We have implanted a quality management System based on the rules **ISO 9001** of quality management, and **UNE 13816** of public transport service quality this allows us to improve the bossiness's management and focus on the client's satisfaction.

## VISION:

Our goal is to be the business of passenger's road transport of reference both in Andorra and the rest of the Pyrenees.

Maximizing and sustainable mobility offering solutions adapted to the new necessities of transport. Quick response and flexible.

We compromise with energy efficiency and carbon emission's lowering.

Implement the last technological innovations to facilitate and simplify the experience of our clients.

## We will achieve all of this by:

- Working with the seriousness that characterize us.
- Giving a really good service.
- Being an economic, environmentally friendly, and efficient business.
- Being a business of reference with advanced Technology and with modern vehicles.
- Innovating and being permanently open to change.
- Taking advantage of the contribution of the professionalism of all our workers.
- Continue to run the company with the respect for human values, which has characterized us so far, strengthening a better coexistence with the whole team.

## VALUES:

- The seriousness offered during generations.
- Commitment and guidance to the customer and their needs.
- Social and environmental sensitivity and awareness.
- Properly trained and trained drivers.
- With the management of the company committed to quality management and the environment and customer satisfaction. Through the certifications, by the internationally recognized company APPLUS, of the ISO 9001 and UNE 13816 standard for passenger's public transport.
- Administrative authorizations, both of the services we perform and of the vehicles, as well as that of the company itself.

Andorra la Vella, September 9th 2021