

## MISSION and VISION

Euskotren, as a Sustainable Mobility Operator, is a Public Company whose MISSION is to promote urban and intercity mobility, punctually transporting passengers in the best conditions of safety and comfort, helping to protect the environment and to improve the quality of life of people by facilitating their ability to travel.

Our VISION consists of a pragmatic and passionate working model to meet the mobility needs of today's generations while regularly reassessing our services, work methods, and quality of service to adapt to the changing demands of citizens.

### VALUES THAT ENHANCE THE QUALITY OF THE SERVICE PROVIDED

The Principles on which we base the provision of a Quality Service that is safe, timely, comfortable, and sustainable are:

#### A. OUR CUSTOMERS

Satisfying the mobility requirements of our customers is the main purpose of every company department and activity.

#### B. OUR EMPLOYEES

We implement a teamwork environment that seeks permanent improvements in Quality and that encourages the participation and commitment of all to the permanent improvement of processes and results.

#### C. OUR SUPPLIERS

We enter into relationships with suppliers based on quality assurance agreements that improve efficiency and sustainability and reduce operating costs.

#### D. OUR QUALITY MANAGEMENT

We take into account Corporate Social Management principles to help the economy and the sustainable development of the Basque Country.

Our Quality Management System (QMS) meets the requirements set out in current laws and regulations and is based on the following PRINCIPLES:

##### 1. PLANNING

We prioritise improvements and innovations by key areas, based on previously approved plans, action programmes, goals and targets.

##### 2. TRAINING

We train every staff member appropriately to improve effectiveness, efficiency, quality and results in their fields of expertise.

##### 3. PRAGMATISM

We find feasible and flexible solutions to service provision issues that, whether they happen regularly or occasionally, affect our customers.

##### 4. COMMUNICATION

We promote formal and informal means of communication to ensure that all staff members have the necessary information to do their jobs better and so that they can contribute to the results of any improvements and innovations.

Euskotren has not chosen these Values randomly; these values are based on actions, our history and ways of working that make us unique and responsible before the society we serve, enabling us to continue with our mission and enhance our brand image so that we can provide Quality services 365 days a year.