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## Barcelona Segway Tour Mission Statement

### Mission

Barcelona Segway Tour's mission is to deliver joy, insights and meaningful human interaction through our tours, guaranteeing in each of them a maximum level of quality, within a framework built around sustainability.

### Vision

We want to be an organization that is:

- Driven by a spirit of service, open and close to society, which generates trust
- Knowledge-based, with a stimulating culture and a cohesive and committed team
- Based on efficiency and effectiveness to get our job done in an excellent manner

### Values

Respect for the environment: We are committed to the environment and to minimizing the environmental impact of our actions, contributing to the preservation and conservation of our planet's biodiversity.

Service to society: We are committed to meet the needs and expectations of the society we are a part of.

Customer orientation: Our aim is to discover, understand and cater to the needs of our customers and establish honest, sincere relationships based on respectful interactions.

Respect for people: We are committed to provide adequate and stable working conditions and to give equal opportunities to all members of society.

Personal development: We promote the development of people through learning, collaboration and teamwork.

Innovation and research: We are committed to developing new ideas that improve the services we provide to our customers.

Integrity and Credibility: We base our business on honest and ethical behavior, based on transparency in management and communication that builds trust with our customers and stakeholders. We keep the promises we make.