



20/02/2017

# SERVICES LETTER



*Bustelo*



**AUTOCARES BUSTELO, S.L.**

REVISIÓN 2. 20/02/2017.

## **1. GENERAL INFORMATION**

Autocares Bustelo is a company dedicated to the transport of travelers by road that is located in the industrial area of Pazos in Padrón, province of **A Coruña**

Starting its journey with a fleet of three coaches in 1996 and with the professional experience in the passenger transport acquired in its more than 30 years, it has consolidated its presence in the sector thanks to the good work done in its services and the trust deposited in the company by its customers. At present it has a modern fleet of coaches in constant renewal and with the latest advances in safety and comfort, able to satisfy the needs and demand of all types of users.

Signs of identity firmly rooted in the company are seriousness and responsibility in the realization of the services, together with a rigorous maintenance and care of the vehicles and their continuous training of personnel, these professionals being responsible that with their good work and effort contribute with dedication in obtaining the best of experiences, have become fundamental pillars to achieve a high degree of satisfaction among its customers.

Uniting the illusion that maintains from the first day to the experience acquired in all his business trajectory, from Autocares Bustelo it's still looking for a continuous improvement to reach each client to their destination with the tranquility and comfort they have always offered.

The company has a large fleet of buses from 13 to 57 seats and is present in the Discretionary Transport of both national and international travelers, in School Transportation (both Public Centers and Private Centers), in Permanent Public Service Transportation Regular General use and in Transport adapted for users of reduced mobility.

The commitment of our organization has always been the continuous improvement of our processes, and the commitment for the satisfaction of our customers. Therefore, through the following table we indicate the quality commitments, which are subject to continuous measurement.

QUALITY CRITERIA	TYPE OF SERVICE			QUALITY OBJECTIVE / REQUIREMENT LEVEL
	R	S	D	
<b>1. Offered Service</b>				
Reliability of the service	✓	✓	✓	100% of services ensure the existence of a vehicle retainer.
<b>2. Accessibility</b>				
People with reduced mobility		✓	✓	100% of customers with reduced mobility who request it, can have adapted vehicles.
	✓	✓	✓	There is and in applied by all the staff the "protocol of attention to users with reduced mobility"
	✓	✓	✓	The average satisfaction of the surveys received in the "accesibility" item is equal to or greater than 80%.
<b>3. Information</b>				
General Information. Service offered	✓	✓	✓	The average satisfaction of the surveys received in the item "information provision on the trip / service" is equal to or greater than 80 %.
<b>4. Time</b>				
Trip Planning	✓	✓	✓	100% of the services are planned wen advance.
Puntuality	✓	✓	✓	The average satisfaction of the surveys received in the "puntuality" item is equal to or greater than 80 %.
<b>5. Customer orientation</b>				
Customer orientation	✓	✓	✓	The average satisfaction of the surveys received in the "customer service" item is equal to or greater than 80 %.
Claims	✓	✓	✓	100% of customers who claim receive a respnse within a maximum period of 3 business days.
Staff competencies	✓	✓	✓	100% of workers of the organization comply with the legal requirements and those established by the organization in terms of qualification.
Apperance of the staff	✓	✓	✓	100% of the drivers provide the service with the work uniform.
<b>6. Comfort</b>				
Travel comfort. Driving	✓	✓	✓	The average satisfaction of the surveys received in the "driving style" item is equal to or greater than 80 %.
Environmental conditions. Cleaning	✓	✓	✓	The average satisfaction of the surveys received in the "Cleaning" item is equal to or greater than 80 %.
Environmental conditions. Cleaning	✓	✓	✓	80% of the vehicles are in good cleaning condition in the inspections carried out.
Environmental conditions. Conservation.	✓	✓	✓	The average satisfaction of the surveys received in the "Conservation" item is equal to or greater than 80 %.
Ergonomics. Comfort	✓	✓	✓	The average satisfaction of the surveys received in the "Comfort" item is equal to or greater than 80 %.
<b>7. Security</b>				
Incidents	✓	✓	✓	There are no incidents / accidents due to improper or reckless driving
Security devices	✓	✓	✓	80% of the vehicles have the declared security means: fire extinguishers, safety hammer.
Warning notices	✓	✓	✓	80% of the vehicles work correctly the acoustic warning of reverse.
Active protection	✓	✓	✓	100% of the belts work correctly.
Safety information	✓	✓	✓	100% of vehicles have information onusers in terms of security.
<b>8. Environmental impact</b>				
Vehicle emissions	✓	✓	✓	100% of the vehicles have the ITV in force and have successfully passed without incidents in order to exceed the legal limits of emissions.
Waste	✓	✓	✓	It ensures that hazardous and nonhazardous waste in managed correctly
Energy Consumption	✓	✓	✓	The data of the energy and fuel consumers of the organization have been updated.

R: REGULAR      S: SCHOOL      D: DISCRECIONAL

## SUBSANATION AND / OR COMPENSATION MEASURES:

Faced with the breach of any of the commitments mentioned in this Services Charter. The Company offers different measures of compensation or correction according to the characteristics of the deviation. When the service is interrupted due to a breakdown or any other cause attributable to the Company, this must replace the vehicle as quickly as possible, ensuring the arrival at destination to all travelers. This will be done based on the provision of auxiliary vehicles that they will replace the damaged one, arriving at the point of failure in a time inferior to the one of the service route.

When the service is suspended for causes attributable to the Company, travelers will be entitled to reimbursement of the amount of the trip, as long as the service is not resumed. Even so the company will study the particular situations to establish measures according to the situation that occurred. The delays resulting from force majeure (meteorological, traffic congestion, etc.) shall bear the responsibility of AUTOCARES BUSTELO, S.L., with regard to possible connections with other means of transport or economic compensation due to the fact of delay.

In case of breach of the service values indicated in our commitments, it will be opened the corresponding investigation, and will be analyzed by the departments involved, in order to eliminate the cause that caused it if it were the case.

