

# TMB Mission, Vision and Values

# TMB Mission (our raison d'être)

## To offer a public transport network:

- that contributes to the improvement of public mobility and the sustainable development of the metropolitan area,
- guaranteeing the best customer services,
- developing social responsibility policies,
- in a framework of economic viability and efficiency.

# TMB Vision (what we want to be)

**To be a competitive public transport and public mobility company and a benchmark in Europe:**

- for our contribution to improving mobility in the metropolitan area, urban sustainability and the environment;
- for our technical quality offered and the quality perceived by the public;
- for the efficiency of our processes and our optimisation of resources;
- for our efficient use of technology as a lever in improving service and efficiency;
- for the excellence of our personnel;
- for our commitment to society and citizens;
- for our international presence.

# TMB Values

1. Commitment and a vocation for public service
2. Excellent service, effective management
3. Socially responsible behaviour
4. Openness to innovation
5. 'Win-win' relations
6. Recognition and equity
7. Teamwork and comradeship
8. Integrity and honesty
9. Commitment to personal and professional growth
10. Respect