



**STCF**

# Mission, Vision, Core Values and Manifesto

## Mission

As the leading public transport operator, we run the day-to-day public transport network services of the city in line with the entire economic and most efficient and reliable service possible to our local communities supporting the ongoing city's economic development, environment and quality of life.

## Vision

Our purpose is to keep our city moving and make our customers' life better as well as the recognition of our substantial contribution to the city's economic and social development.

## Core Values

### OUR COMMITMENTS

STCP is committed to delivering the best transport service possible to every passenger and customer, tailored to their needs and desires. STCP services support the economic growth of the city. We explore and foster effective strategies for tackling environmental issues and leaving a better transport service legacy for the generations to come.

### STCP PRIORITISES EXCELLENCE

We aspire to be always the very best in what we do. We are committed to continuously improving passengers' public transport experience. The plan we have to foster that will benefit the well-being of our customers. Our behaviours are based on accuracy leading us to the highest quality of the public transport service provision!

### BOLD TARGETS AND STRATEGIES

We dare to work on continuous improvements and innovation ! We keep our feet on the ground and are aware of the public transport operator's accountability to our shareholders. We are open to exploring new transport innovations that will make public transport more efficient and sustainable.

## Manifesto

- We want to make a significant contribution to the Community by ensuring sustainable, inclusive and accessible urban mobility for all.
- We are committed to never ceasing our efforts to reduce our environmental footprint, contributing to carbon neutrality.
- We are always looking for new intelligent mobility solutions that adapt to the needs of passengers in a constantly evolving reality.
- We continually challenge ourselves to innovate using processes and technologies that can benefit the provision of our service.
- We never forget that we are providing a public service and we strive every day to ensure that it is always exceptional.
- We want the people who work at STCP to feel challenged to grow, to be more capable, respected and, above all, happier.
- We promise, even in difficult times, to take a transparent and upright stance in order to maintain relationships of trust that last over time with our stakeholders.
- We guarantee our commitment to continuous improvement and compliance with the legal and applicable requirements of our Management System.
- We promote the constant analysis of processes, consultation and involvement of all employees and their representatives, customers, suppliers and partners.
- We provide a safe and healthy working environment, with a commitment to eliminating hazards and reducing occupational health and safety risks.
- We provide training and development opportunities to enhance the personal and professional skills of our employees.
- We guarantee that, for at least the next 150 years, we will maintain the ambitious, daring and pioneering spirit that characterises who we are and who we want to be.