



F01-M. – MANAGEMENT POLICY

Tourné Bilbao is dedicated to providing unique tourist experiences in Bilbao through guided bicycle and walking tours. Our goal is to showcase the authentic character of the city, allowing participants to discover both its iconic landmarks and its hidden gems. In addition to guided tours, we offer bicycle rental services for those who prefer to explore the city independently.

Mission

To connect people with the essence of Bilbao: its beauty, culture, gastronomy, and history. We do this through enriching and authentic experiences.

Vision

To be the leading experiential tourism company in Bilbao, offering unforgettable bicycle and walking tours that allow our clients to discover the city and its surroundings in a unique and inspiring way.

Values

Our company is guided by a passion for Bilbao, sharing its history and culture with every visitor. We strive for excellence in service, ensuring high-quality experiences. We are committed to sustainability, promoting responsible and ecological tourism. Authenticity is key in our tours, reflecting the true character of the city. We are the friend from Bilbao who shows you Bilbao.

At Tourné Bilbao, we are fully committed to a management system that ensures service quality, client satisfaction, and stakeholder engagement. We actively promote sustainability across environmental, social, and economic dimensions. We guarantee accessibility for all, safeguard the health and safety of our team, and foster innovation and continuous improvement in our daily work. Compliance with all legal and regulatory requirements, together with robust health and safety practices, forms the foundation of our operations.

Our management system provides a framework for processes that are consistent, effective, efficient, and respectful of both people and the environment. These processes are essential for sustaining and enhancing the quality of our services and consistently exceeding client expectations.

At Tourné Bilbao, we understand that a committed team, working collaboratively and actively, acting responsibly and professionally, and focusing its efforts on understanding the current and future needs and expectations of our stakeholders while also caring for the environment, is essential. Such a team can respond effectively to these needs, ensuring the quality, innovation, accessibility, and sustainability of the services provided, as well as workplace safety.

Guided by the belief that continuous improvement of internal management is a key asset, we are committed to leading, driving, and strengthening our Management System. We will ensure that the necessary resources are allocated to achieve established improvement goals and will provide stakeholders with accurate, relevant, and transparent information about our activities, in order to understand and effectively respond to their needs and expectations.