

## **Certification in accordance with ISO standards: ISO 9001 (quality) and ISO 14001 (environment)**

The quality programme of Schweiz Tourismus (Swiss tourism organization) promotes quality development and quality assurance in tourist operations. The organization rewards companies which are dedicated to quality issues and constantly do their best for the customers. In 2007, ZVB received the level III quality seal from Schweiz Tourismus for the first time. Level III accreditation is awarded to companies who have developed and successfully implemented an internationally recognized comprehensive quality management system (QMS).

## **ZVB - top quality services**

ZVB sets great store by quality. Customer satisfaction with our public transport and leisure services is very important to us. We are constantly working on developing our services and on ensuring seamless networking of the public transport system. We also operate an active environmental management system.

### **Level III quality seal**

Since June 2007, ZVB (including its partner companies) has been ISO-certified (ISO = quality and environment management system in accordance with ISO 9001 and ISO 14001). Our aim is to meet the public's requirements in terms of public transport and leisure services. Our aim is that our services are top quality and as safe and as green as possible.

Level III quality seal

Zertifikat ZVB und Partnerunternehmen (ISO, OHSAS)

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Zertifikat Technik (ISO, OHSAS)

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## **Renewable energy**

ZVB is in favor of a healthy, sustainable environment.

This is why ZVB obtains renewable energy from Wasserwerke Zug AG (WWZ). This so-called hydro+ power comes 100 percent from Swiss water power.

Zertifikat der WWZ Energie AG