



Avant Coach & Car
Grup Services
Barcelona

COMPANY INTRODUCTION

In 2004, AVANT GRUP was constituted.

Owned equally by two companies of transport (BARDET AUTOCARS and AUTOCARS CANALS) gives a new proposal of mobility solutions of people in Barcelona.

This company is established as the largest organization of public transport services, both in the regular and the occasional tourist in BARCELONA, with a turnover above 20 million passengers per year.

Our Action plans are linked to the various actions undertaken by government agencies, government and economic sector of Transport and Tourism.

MEMEBERS OF:

We are involved on the main trouristic institucions in our area, and their strategic plans



On the other hand, we are also involved with innovation institutions, that assure us to be also related to strategic mobility challenge.

COMPANY DETAILS



**Name: SERVEIS INTEGRALS DE TRANSPORT
DE VIATGERS AVANT GRUP S.L**

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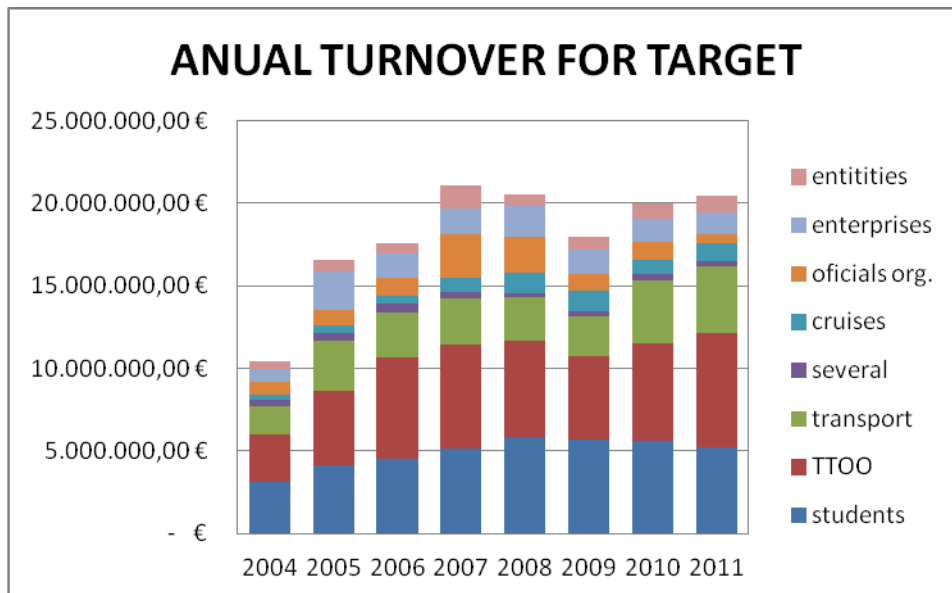
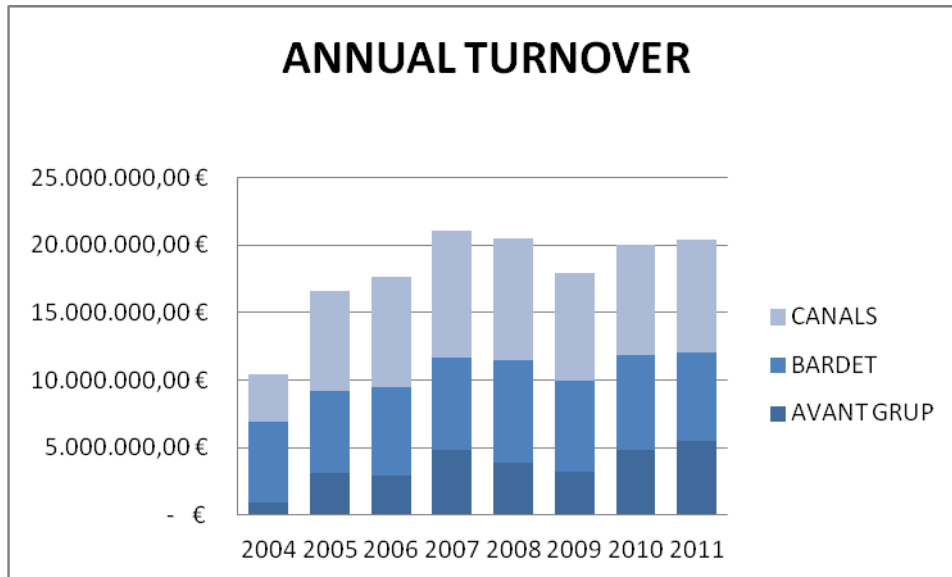
Email: avantgrup@avantgrup.com

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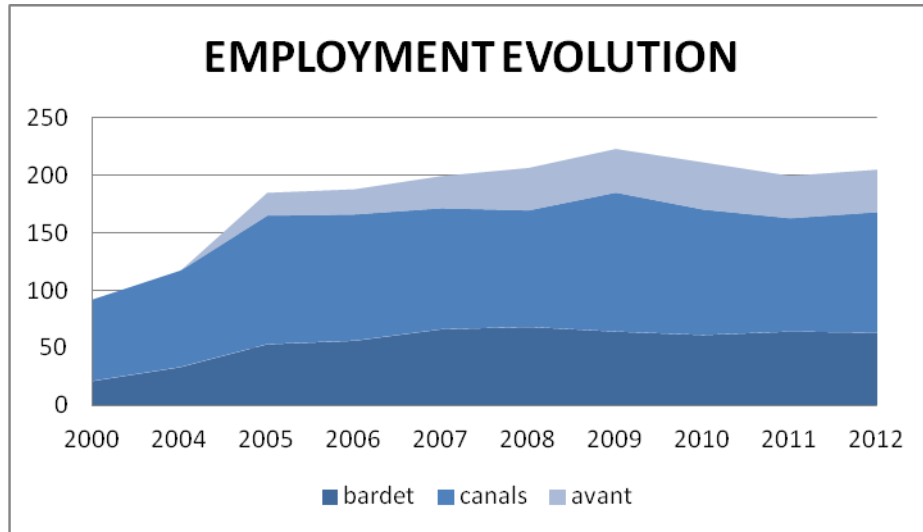
More than 40 years experience in touristic
joined together with a future vision

- ✓ 1947 AUTOCARES CANALS S.A. was born.
- ✓ 1961 AUTOCARS BARDET S.A.U was born.
- ✓ 2003 ISO 9001:2008 BARDET
- ✓ 2004 AVANT GRUP was born.
- ✓ 2007 ISO 9001:2008 AVANT
- ✓ 2008 HOTELBUS service starts.
- ✓ 2009 New corporative building AVANT GRUP.
- ✓ 2009 BUSCLIC service stats.
- ✓ 2010 AVANT VIP CAR starts.

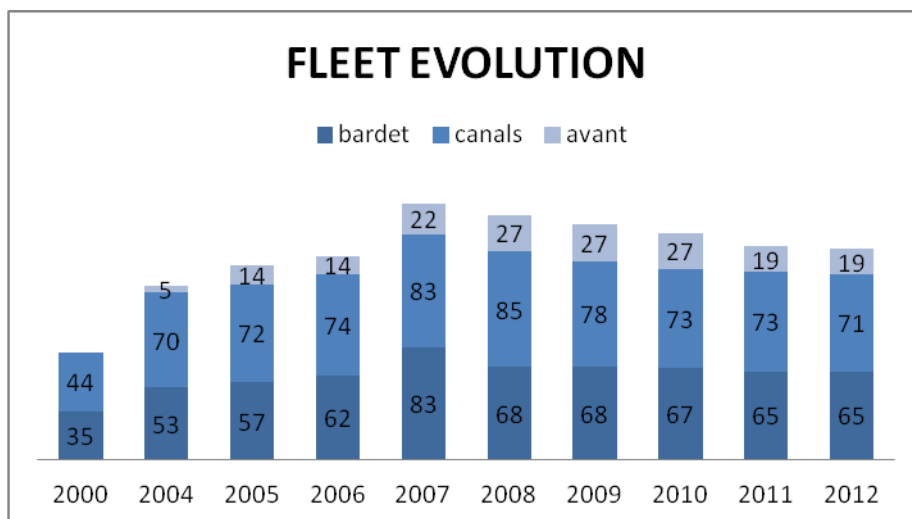
ANNUAL TURNOVER



EMPLOYMENT EVOLUTION



FLEET EVOLUTION

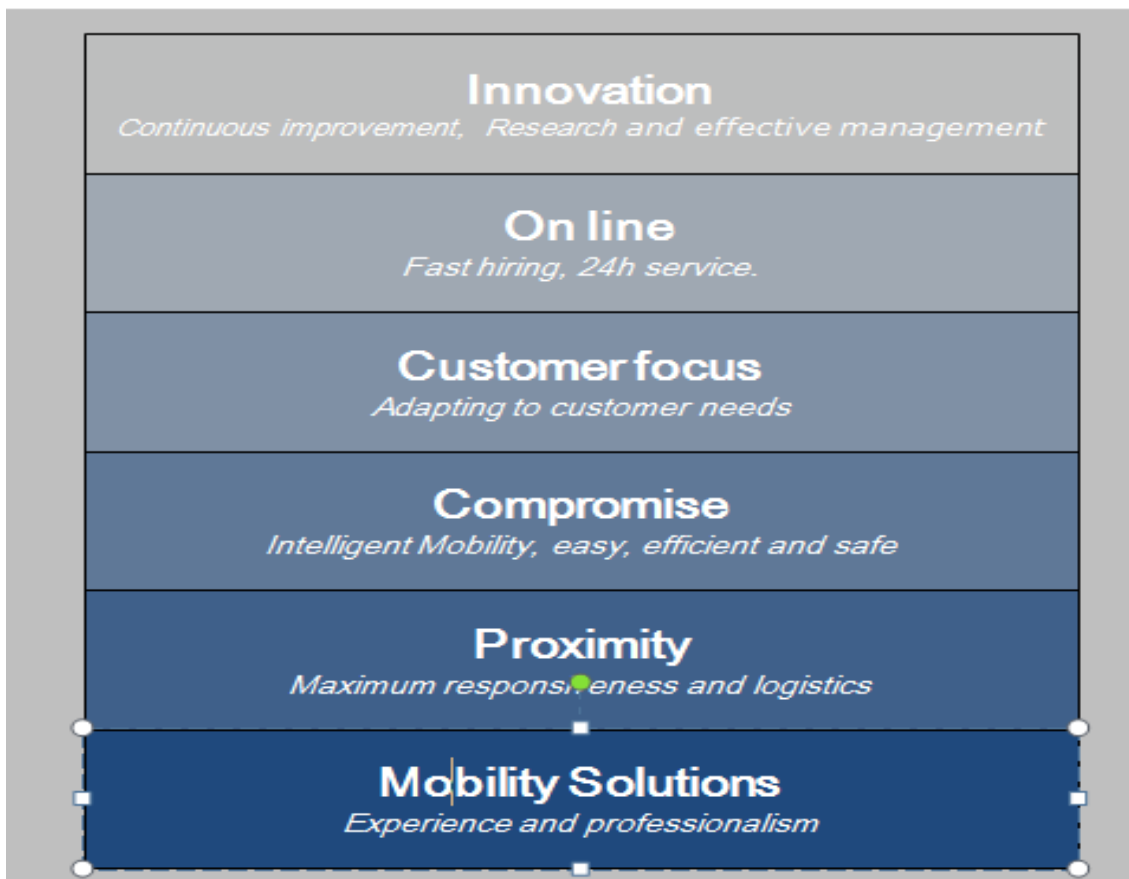


MISION

Integrated Logistics Platform for development and commercialization of products and services related to the mobility of people.

VISION (2004)

To reach at Medium-term the position of the more important discretionary operator of transport in Catalonia in the "medium-high and high." target throughout a distinguished brand for all.



challenge.

KEY 1.- MOBILITY SOLUTIONS *Experience and professionalism*

1.1 PRODUCT AND TARGET DESCRIPTION



Facilities for Travelers - Transfers, excursions and sightseeing solutions.



Comfort for Tours and Excursions - We travel around Europe, Spain and Catalonia.



Large Logistics - We manage logistics for large and public events. Thousands of passengers in a while!



Efficacy for large Events - Experience to guarantee a complete success.



Routes Management – Tailor made routes and transfers for companies. Comfort, safety, cost optimization, and much more...

1.2 FLEET FEATURES AND VALUES

A fleet that makes clients feel our company's commitments through following items:

- ✓ **NEW** – committed with constant renew (average age of 4 years old)
- ✓ **UNIFORMED** – all our vehicles are painted in silver color and dark blue logo. Smart designed in order to give the best image to our clients. **Uniformed chassis Brand (Volvo - Mercedes - Iveco)**
- ✓ **STILISH** – in and out design carefully taken
- ✓ **DELUXE FEATURED** – equipped with smart details: leather seats, fridge, air condition system, coffee machine, tables, toilet, footrest,...
- ✓ **SAFETY** – always one step before in safety law requirements
- ✓ **ECO** – trusting only with the guarantee of best manufacturers
- ✓ **WIDE RANGE OF VEHICLES** – vehicle of all sizes and capacities (stretch limousines, vans, mini buses, coaches) available for disabled passenger. Different models types with various capacities from 4 to 61 people.
- ✓ **EXTENSIVE** – a fleet of more than 160 uniformed vehicles, suitable for large events
- ✓ **CONFORT DETAIL** – always taken in consideration



- Handicaps vehicles (wheelchair platform)
- Thermal and acoustic insulation in side panels roof and floor.
- Cold / heat air conditioning.
- Air renewal system
- Separated light / air system .
- DVD player
- Hi-fi with microphone.
- Swing seats with three different widths between seats.
- Large capacity fridge.
- Leather Seats

1.3 STAFF POLICY

Awarded that in services, staff is key factor, we have developed an **organization chart** with specialized areas, with related formation and developing plan

So **HHRR management** will be an strategic key to perfect describe the functions for each job, personal files and the annual training plan. A **training procedure** as a guarantee that formation in not only done, is also registered, controlled and tested to be perfectly planed.

Staff as a value, and for sure, the persons who interact with final clients, are carefully selected. **Chauffeur requirements** as a value, to give the service our clients ask for.



LANGUAGES KNOWLEDGE – most of our drivers speak English, and other foreign languages.

UNIFORMED – The image of our drivers is taken carefully in consideration. Black suit and tie are their job uniform

FORMATION – Annual plan to constant formation.

EXPERIENCE – Experience in tourism sector as a value.

GOOD TASK DEVELOPMENT – On their Job description, they have all tasks to do.

KEY 2.- PROXIMITY

The **location of our Corporate Bases** as a key factor: strategically settled next to the main roads and close to Airport and Port, in order to assure always a quick response.



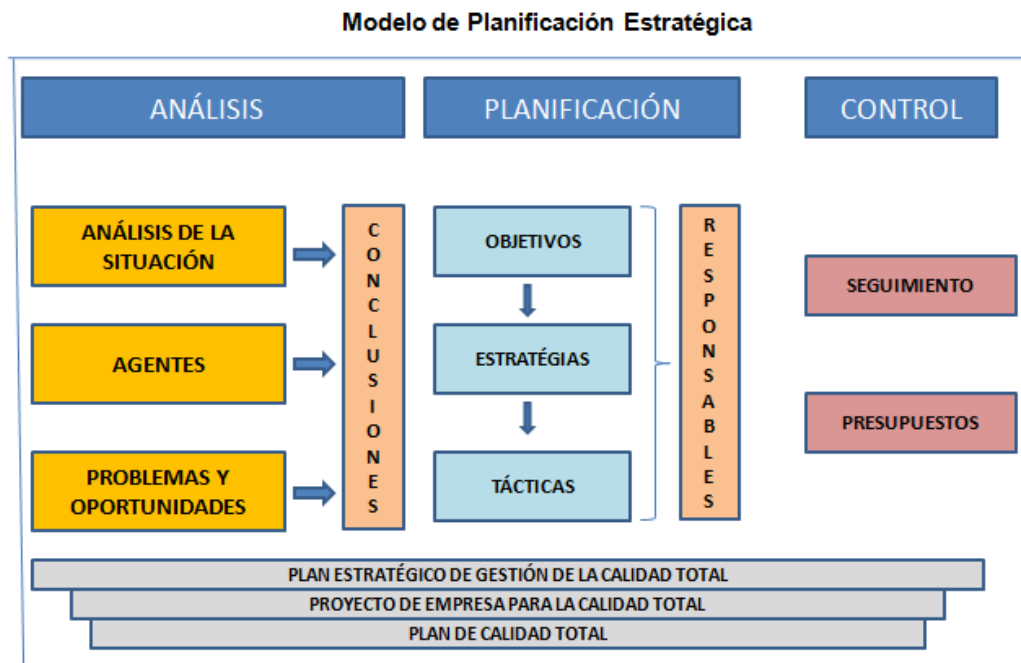
KEY 3.- COMMITMENTS

3.1 CONTINUOUS IMPROVEMENT

3.1.1 QUALITY POLICY

ANALITIC THINKING IN ALL ORGANIZATION

Continuous improvement only is possible when analitic thinking is settled in all organization. All staff, perfectly know this chart that is the summary the daily working strategy.



QUALITY DEPARTMENT AND MANAGERS

Quality certifications assure the control on management procedures. **Quality Managers are qualified** to settle quality system in the company. Above that, they are the responsible of giving the formation to all company staff in order to assure quality procedures. Our Quality departament is the responsible of:

- Design, description and stablishment of work procedures
- Quality control in the company
- Incidences' management
- Clients satisfaction's tests
- Improvement mesures
- Formation

QUALITY PROCEDURES IN CLIENTS INTERACTION

Interaction with clients and users is an important key to reach their satisfaction and brand impression. Because of that, quality Department and Sales Department work together to develop the correspondent procedures.

Incidence procedure describes how to act in case of incidences, and guarantee all incidences are treated and managed as it should be.

In front of a complain, we manage it as well as an incidence, and quick response to our clients is a key factor. **Complains procedure** allows all organization members to perfectly know how to act in that case

Testing Customers satisfactions, looking for their expectative and taking them in consideration, is part of our daily job. Our **Customer satisfactions procedure** is one of the most useful tool for our guest attention department.

3.1.2 FORMATION PLAN

3.1.3 HHRR EFFICIENCY & TASC DEVELOPMENT CONTROL

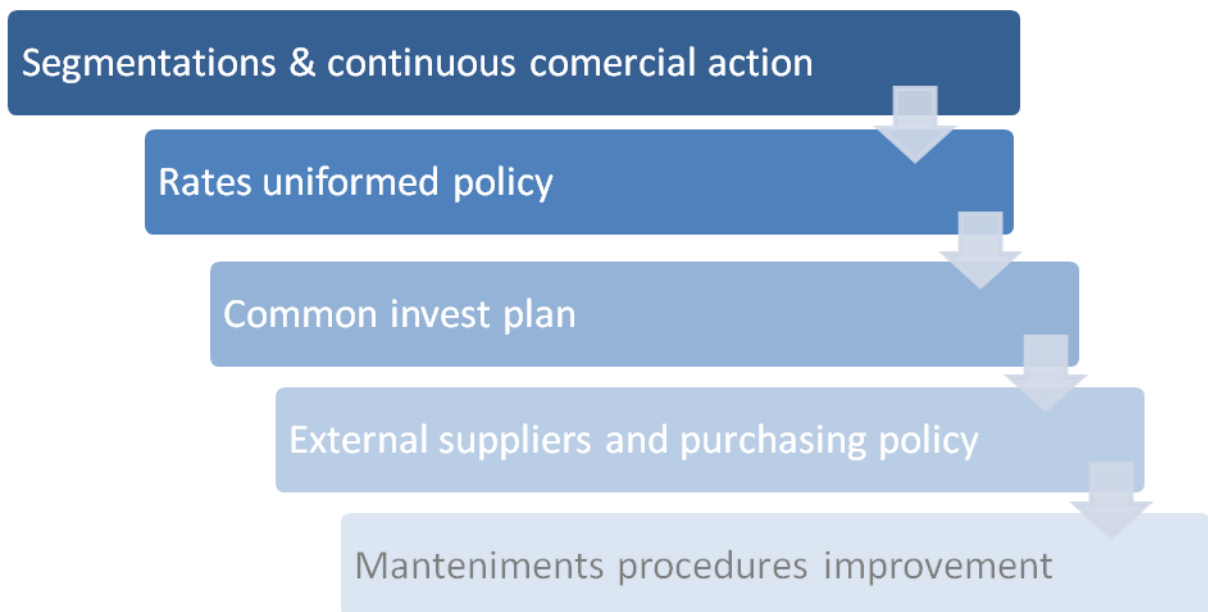
Experience in sector, allows us to perfectly define the needs of every company department. Technical tools, also allows to work efficiently.

Analysis of task development and control, allow to have committed staff.

3.2 MANAGEMENT CONTROL

Set up a logistic platform integrated by different bases was without any doubt a challenge to be managed. Because of that, a strategic plan was born and runned in common.

These are the key points to be managed in common, to assure the goal:



3.3 ENVIRONMENT'S RESPECT & SECURITY

3.3.1 ECO PRACTICES IN ALL COMPANY AREAS

Environment commitment as a description of our brand, further on than on suppliers choice.

Eco practices in the office

Toners are recycled and sent to an NGO

We sent obsolete computer equipment in social care centers.

Internal communication via the intranet - less mail and less paper.

Optimized power consumption monitoring devices and equipment classified Sue Energy A.

Solar panels at the base of Sant Boi .

Reuse rainwater for washing machine in our base Can Roqueta (Sabadell).

Management practices

To promote the efficient use of energy resources to reduce emissions causing the greenhouse effect and combat climate change in accordance with existing international treaties on the subject.

Introduce gradually Telemedia and new technologies in the management of mobility in order to ensure rational mobility, orderly and appropriate to the needs of citizens.

Reuse and recycle as much as possible: it is a good option in resource

management.

Improvement of practical training of drivers. Improving the technique of driving, less numbers of repairs and better vehicle performance

Do not use the vehicles inappropriately: savings and cancellation of polluting emissions.

Adaptation to new technologies.

Alternative energy: reduce consumption and emissions (gases, noise) to the facilities (garages and workshop)

Management practices in supplying

Promote and protect the most environmentally friendly means of transportation and alternative energy

Purchase of vehicles manufactured by hydrogen do not emit gases do not pollute the atmosphere.

COMMITMENTS we work on

Integrated political mobility to minimize displacement and to ensure regular full accessibility in workplaces, in homes and cultural events, social, health, training or entertaining, with minimal environmental impact as possible and the safest way as possible.

Adjust and propose alternative transport demand in areas of low population density, especially in remote and rural communities and urban centers, and ensure intercommunication between them and the urban centers.

Encourage transportation systems in the industrial demand.

Reduce congestion in urban areas through incentive measures and promote the use of public transport

Develop proposals and actions that contribute to improving road safety, training of technical staff: drivers, school monitors, medical monitors.

Promote the reduction of accidents.

Promoting a strong environmental education policy on sustainable mobility in coordination with the Department of Environment.

Promote and encourage the use of alternative fuels to oil.

3.3.2 SECURITY CHALLENGE

As well, security as one of the important values of our fleet, taking always in consideration the trends worldwide, and being one step after, the local law.



- All vehicles adapted to the current school regulations (RD 443/2001).
- Brakes (anti-lock) ASR.
- Structure of high security protection and anti-lock.
- First aid kit
- Safety belts in all seats.
- Two fire extinguishers.
- Emergency Hammers.
- Emergency exits in the roof.
- Emergency ceiling windows.
- GPS – fleet's location.
- On Route data download to management software.

3.4 INNOVATION

3.4.1 D&R INVESTMENT AND COMMITMENT

3.4.2 OWN SOFTWARE DEVELOPMENT & TECHNICAL DEVELOPMENT

3.4.3 FLEET GEO LOCATION

3.4.4 DIGITAL TRADE WEBSITE

Those last years, major efforts of our technical departments are focused to develop and improve on line booking systems, adapted to each product.

Apart from developing on line booking products for passengers, (see NEWS PRODUCTS DEVELOPMENT (POINTED TO EACH SPECIFIC TARGET part of this document)), we have developed a **client's area with login access from our web site**, which allows our clients to manage and control their own account.

Invoice No.	Invoice Date	Exp. Date	Amount	Pending Amount	Paid
1179-10	13/12/10	25/03/11	1.593.64€	1.593.64€	NO
1164-10	31/12/10	25/03/11	4.366.89€	4.366.89€	NO
20295-10	31/12/10	25/03/11	1.661.11€	1.661.11€	NO
RD10-10	31/12/10	25/03/11	25.798.87€	25.798.87€	NO
1173-10	30/01/10	25/03/11	270.00€	270.00€	NO
1139-11	13/01/11	25/03/11	1.593.64€	1.593.64€	NO
1164-11	31/01/11	31/03/11	145.62€	145.62€	NO
RE10-11	31/01/11	25/04/11	32.379.44€	32.379.44€	NO
1117-11	31/01/11	25/04/11	3.122.56€	3.122.56€	NO
1122-11	30/01/11	25/04/11	270.00€	270.00€	NO
1140-11	13/02/11	25/04/11	1.593.64€	1.593.64€	NO
1124-11	28/02/11	25/03/11	290.00€	290.00€	NO

Billing control. On-line payments



Statistics

TRaslado	15PX	30PX	54PX
TRaslado BARCELONA PUERTO	120,48 €	136,47 €	147,54 €
TRaslado BARCELONA ESTACION: SANTS + FRANCIA	120,48 €	136,47 €	147,54 €
TRaslado URBANO	120,48 €	136,47 €	147,54 €
TRaslado BARCELONA APTD.	145,24 €	165,86 €	180,13 €
TRaslado SABADELL, TERRASSA, GRANOLLERS + SANT CUCAT	169,43 €	193,40 €	211,32 €

Access to Rates. Total Transparency - ON LINE BOOKING

Quotes Control

Pre-contracts

No records found

Service without send Pending to confirm Service canceled

Contracts The next 10 discretionary services/servicios discretional

Branch: ALL

Contract	Service	Dept. date	Itinerary / Route	Planes	Tax B. VAT	Total
26.943	275.123	21/04/11 07:15	AEROPUERTO / VISITA / HOTEL	51	254.82€ 20.39€	275.21€
26.943	275.124	21/04/11 07:15	AEROPUERTO / VISITA / HOTEL	51	254.82€ 20.39€	275.21€
26.943	275.125	21/04/11 07:15	AEROPUERTO / VISITA / HOTEL	56	280.30€ 22.42€	302.72€
26.943	275.126	21/04/11 07:15	AEROPUERTO / VISITA / HOTEL	55	254.82€ 20.39€	275.21€
26.944	275.133	21/04/11 08:35	AEROPUERTO / VISITA CIUDAD...	50	254.82€ 20.39€	275.21€
26.944	275.365	21/04/11 08:35	AEROPUERTO / VISITA CIUDAD...	50	254.82€ 20.39€	275.21€
26.498	273.288	21/04/11 09:00	**BUS 1**HOTEL / VISITA CIU...	53	220.32€ 17.63€	237.95€
26.498	273.289	21/04/11 09:00	**BUS 2**HOTEL / VISITA CIU...	53	220.32€ 17.63€	237.95€
26.498	275.653	21/04/11 09:00	**BUS 3**HOTEL / VISITA CIU...	53	220.32€ 17.63€	237.95€
26.498	273.287	21/04/11 09:00	HOTEL / VISITA CIUDAD / HOTEL	61	242.35€ 19.39€	261.74€

Show only services prepar...

Planning services

The next 10 discretionary services/servicios discretional

Branch: ALL

The next 10 discretionary services/servicios discretional

Today services 20/04/2011

Service	Dept. Time	Arrival Time	Route	Pax	Driver	Coach
274.976	08:00	22:00	**BUS 1**HOTEL / VISITA / HOTEL / S...	55	CANALS	55
274.977	08:00	22:00	**BUS 2**HOTEL / VISITA / HOTEL / S...	55	CANALS	55
274.978	08:00	22:00	**BUS 3**HOTEL / VISITA / HOTEL / S...	55	CANALS	55
273.368	08:00	22:00	**BUS 4**HOTEL / VISITA / HOTEL / S...	55	CANALS	55
273.369	08:00	22:00	**BUS 5**HOTEL / VISITA / HOTEL / S...	55	CANALS	55
274.518	08:30	18:30	HOTEL / VISITA CIUDAD / RESTAURANTE / ...	38	CANALS	38
273.284	18:20	22:30	**BUS 1**MATELLADO A BARCELONA-HOTE...	53	CANALS	53
273.286	18:20	22:30	**BUS 2**MATELLADO A BARCELONA-HOTE...	53	CANALS	53
273.283	18:20	22:30	**BUS 3**MATELLADO A BARCELONA-HOTE...	53	CANALS	53
273.281	18:20	22:30	**BUS 4**MATELLADO A BARCELONA-HOTE...	53	CANALS	53

Ongoing Services LD (Long Distance)

Service	Dept. Time	Arrival Time	Route	Pax	Driver	Coach
275.113	18:04:11	20:04:11	MADRID / BARCELONA	50	ROLDY CANALS / JESUS ESPINOSA	750
275.115	18:04:11	20:04:11	MADRID / BARCELONA	45	ROLDY CANALS / JESUS ESPINOSA	720
275.116	18:04:11	20:04:11	MADRID / BARCELONA	45	RAICHIE RICHARD	720
275.117	18:04:11	20:04:11	MADRID / BARCELONA	50	CRISTOBEL RODRIGO	750

Next discretionary services

Service	Dept. Time	Arrival Time	Route	Pax	Driver	Coach
275.123	21/04/11	07:15	AEROPUERTO / VISITA / HOTEL	51	CANALS	51
275.124	21/04/11	07:15	AEROPUERTO / VISITA / HOTEL	51	CANALS	51
275.125	21/04/11	07:15	AEROPUERTO / VISITA / HOTEL	56	CANALS	56

KEY 4 .-CUSTOMER FOCUSED

Market analysis allows us to perfectly define each target, taking in consideration their needs in order to give specific mobility solutions to each one.

As well, we design the correspondent communications strategy to reach them.

4.1 NEWS PRODUCTS DEVELOPMENT (POINTED TO EACH SPECIFIC TARGET)



Shuttle service for passengers from airport to Hotels in Barcelona.



Dot to dot transfer service



Deluxe vehicles and experiences for VIP services



On day trip excursions catalog for schools



Mobility solutions for clubs and entities



Tourist services with mobility booking development

