

# QUALITY POLICY

## Commitment:

In common with the leading zoos worldwide, Barcelona Zoo has taken on a dual commitment with both society as a whole and with our visitors in particular. With the Quality Policy, we are undertaking to set ourselves and regularly review a series of objectives aimed at ongoing improvement, at all times within the established legal framework.

To fulfil our commitment with society we have to:

- Conserve and protect endangered species through reproduction and research programmes.
- Foster knowledge of biodiversity through educational and training activities.

To fulfil our commitment with our visitors we have to:

- Offer them a visit to the zoo that is both enjoyable and has a high cultural content.
- Maintain and preserve our facilities in perfect condition, and house representative animals from the principal biogeographical areas of the world in them in optimum conditions.
- Ensure the utmost safety for our visitors and for the species that we house.

To achieve this, we have:

- Detailed and comprehensive information on all the species on different types of media.
- A customer care service.
- An Education Department that schedules an extensive range of activities for the general public and for schools.
- The Zoo Club, which allows us to establish even closer ties between the zoo and people and families interested in fauna and nature.
- Cafes and restaurants, shop and mini-train to complement and make our customers' visit even more enjoyable.
- Suitable accesses to the facilities for people with reduced mobility.
- Medical service.
- Security service.
- Specialist technical staff who work in coordination with other zoos and aquaria worldwide, research and conservation centres and the leading universities in the country.

## COLLABORATION

Through our civic and responsible attitude, we are all invited to collaborate in the good use of the facilities and to take part in the ongoing improvement of our services to increase the quality of life in our city.

## Complaints

- Official Complaints Forms are available to customers at the Information Point. Barcelona Zoo undertakes to reply within 15 working days of their receipt.

Take a good look at us: help us improve

- If you have any suggestion, we would be grateful to hear from you on the form that you'll find at various points in our facilities. Barcelona Zoo undertakes to reply within 15 working days of their receipt. Your opinion is of great help in continuing to improve our service.

Barcelona, november 2007  
**Alfredo Morales González**  
General manager  
Barcelona de Serveis Municipals



Membre de



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Sede oficial de



**B:SM**

