



**✓ Customer Orientation**

We consistently place our customers' needs at the center of everything we do. Every decision and action is aimed at creating genuine added value for our customers.

**✓ Communication**

We communicate clearly, understandably, and reliably. Our statements are transparent, and we keep our promises – both internally and externally.

**✓ Performance and Competence**

We are ambitious, skilled, and respond to individual concerns with expertise, flexibility, and a strong sense of responsibility.

**✓ Quality**

We set the highest standards in all areas – from customer service to vehicle care and our internal processes. Our benchmark is excellence.

**✓ Premium**

We deliver a high-quality service experience with exclusive offers and first-class equipment that make the difference.

**✓ Consistent Appearance**

Our stations are clean, well-maintained, and present a uniform look – reflecting our professionalism and premium positioning.

**✓ Continuous Improvement**

We regularly monitor customer satisfaction and the quality of our work. If deviations occur, we act immediately and adjust our measures accordingly.

**✓ Fleet Management**

We maintain and service our vehicles according to uniform criteria. Safety, cleanliness, and availability are our top priorities.

**✓ Innovation**

We foster a culture of innovation, continuously develop new ideas, and leverage cutting-edge technologies to meet our customers' evolving expectations.

**✓ Sustainability**

We act in an environmentally conscious manner and offer sustainable mobility solutions that benefit society and the environment.