

THYSSEN-BORNEMISZA

MUSEO NACIONAL

ACCESSIBILITY AND QUALITY SERVICE POLICY

Mission

Created in 1988, the **Thyssen-Bornemisza Collection Foundation** becomes pioneer in Spain of a new formula for private management of public funds, the effectiveness of which becomes evident since the opening of the museum in October 1992. Since then, both the Museum and the Foundation that manages it have grown and evolved, expanding the collections and facilities with the incorporation in 2004 of the long-term loan Carmen Thyssen-Bornemisza Collection and the extension of the Villahermosa Palace and by increasing the number and variety of temporary expositions, educational programmes and activities. The human team that makes the day-to-day running of the institution possible has been strengthened, but it has been their drive and motivation the driving force behind the Museum's operation.

Throughout its journey, the Museum has always placed special emphasis in its objective of disseminating the Collection, with programmes aimed at involving all audiences in its cultural project. This objective remains in force, along with fulfilling the visitors and partner's requests under criteria of constant quality and innovation. The Museum's strategy is to reach a streamlined administrative management, seeking to maximise the income generation and monitoring the needed expenses that entails the realization of an intense cultural programme, as well as ensuring the conditions of the rooms, the maintenance of the facilities and the level of services. The commitment is to be a reference of quality in the Spanish cultural offer through a transparent and efficient management.

Values

Once the mission had been defined, some values emerged that should guide the Museum's behaviour as an institution, beyond any conjunctural circumstance or temporary change. These values are the following:

Network

We promote and encourage the personal and the organization's integration with the objectives, culture and identity of the Thyssen-Bornemisza Collection Foundation.

Quality of service

Satisfied visitors are our only guarantee for the future. That's why our main priority is to focus our work on their satisfaction.

Quality of work

The Thyssen Museum's success is linked to the pursuit of excellence in its management. We feel obliged to work with quality.

Didactic guidance

Our first commitment is to facilitate the public's approach to culture and art.

Economic orientation

We work to optimise the management of resources with the aim of maximising the self-financing of the Thyssen Museum.

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People

We trust people. We promote teamwork, participatory culture and self-demand.

Commitment to the environment

We work trying to serve as a symbol of economic and cultural vitality in Madrid and at a national level. We are involved on the project.

Commitment to society

Our commitment to society requires us to make the universal accessibility one of our priorities, so that everyone can enjoy the services we offer.

Since the beginning of our activity, we have been firmly committed, in all possible areas of our activity, to achieving universal accessibility. This commitment has taken the form of a series of actions brought together under the UNE 170001 norm of Universal Accessibility. In order to achieve this objective, the collaboration of all the people who work in the museum, and especially those closely related to the visitor, is necessary. The following are some of the key aspects of this norm, which affects everyone in the Museum in the course of their work:

- 1 The Museum will comply with applicable accessibility legislation from all areas of legislation, DALCO accessibility requirements, as well as obligations arising from permits, licences, etc. issued by official bodies and other commitments made by the Museum.
- 2 The Museum will establish and maintain a Universal Accessibility Management System to enable continuous progress and improvement in this field. This system will comply with the UNE 170001 norm.
- 3 All museum staff will collaborate in the achievement of the objectives of the Management System in the specific tasks assigned to them and in all the usual tasks of their professional work in which aspects related to accessibility are present.
- 4 The Universal Accessibility Management System will be disseminated internally in order to inform museum staff about the aspects in which each of us must act in this area.
- 5 The System will be a dynamic instrument in permanent state of progress, both in terms of its structure (documentation, organisation, etc.) and in terms of the concrete objectives to be proposed each year.
- 6 In the new projects to be developed, we will take into account the aspects related to Universal Accessibility.

These basic principles are concretised and deployed in specific objectives of accessibility that are periodically evaluated to verify compliance and establish the necessary measures in case compliance is threatened.

The knowledge of the Policy and the participation of everyone in its implementation is a requirement for fulfilling our mission and achieving our intended objectives.