

INTEGRATED QUALITY AND SUSTAINABILITY POLICY

APRIL 2025



residência
universitária
internacional

Agora BCN Residence was created by the Gaspar Espuña - CETT Foundation with the aim of offering comprehensive support to CETT students and the university community of Barcelona. The residence was inaugurated in June 2006 and is located on the Mundet Campus (University of Barcelona), forming part of the CETT-UB Campus in Tourism, Hospitality and Gastronomy. Part of its organization is linked to the Hotel Alimara, with which it shares several services.

The residence consists of two buildings, the Llobregat Building and the Besòs Building, which are connected to each other. The entire facility offers 220 rooms, 6 of which are adapted for people with reduced mobility.

Thanks to the high-quality services and facilities available, residents can focus on succeeding in their studies: a dining hall with a varied and balanced gastronomic offer, common areas, a gym, multipurpose rooms, a study room, a computer room, a garden, and a sports area, among others.

At Agora, we take our impact on the planet seriously. We believe that small changes can make a big difference, which is why we are committed to continuously improving our practices to reduce our ecological footprint.

This integrated policy of quality and sustainability is at the core of CETT's strategic planning and contributes to the development of responsible tourism.

Therefore, it is not just about complying with current regulations and standards, but about going beyond them, maintaining a critical mindset and ensuring continuous improvement to give back to the community everything it provides us.

Elisabet Ferrer

CETT's General Manager

Agora residence is committed to:

- Human rights guaranteeing the respect, defense and protection of the principles recognized in the Universal Declaration of Human Rights.
- Compliance with the national and international laws and regulations in force in the countries in which the CETT operates, as well as with the organization's internal regulations.
- Effective gender equality within the CETT. Inclusion of the gender perspective in all training actions.
- The maintenance of good corporate governance practices based on ethics, transparency and respect for diversity.
- The commitment of the Center's Quality Control, which the Quality Service undertakes to supervise the correct application of the Quality System, reporting on quality matters to the General Management.
- Transparency through the dissemination of relevant and truthful information about CETT activities.
- Communication and dialogue with stakeholders based on transparency and truthfulness as fundamental axes to generate trust.
- Creation of value guaranteeing environmental and economic sustainability.
- Respect for the environment, with practices that respect biodiversity and make rational use of natural and energy resources.
- The commitment to continuous improvement and innovation.
- CETT ensures the suitability of all personnel by providing training, qualification and updating in the areas of their competence.
- Encourage tourism that guarantees the conservation, revitalization and respectful use of natural and cultural heritage, both tangible and intangible.
- Promote sustainable tourism that emphasizes the responsible use of the territory's resources,

environmental protection, sustainable mobility and the fight against climate change.

and promote good environmental practices with their suppliers

- Promote the feeling of esteem of the local population towards their environment, culture and traditions.
 - Enable enriching cultural exchange between locals and visitors and access to the diversity of cultural expressions of the destination.
 - Develop tourism activity with an inclusive, accessible and universal perspective, which contributes to equality from a gender and intersectional perspective.
 - Understand the tourism sector as a relevant actor for the economic and social development of the destination.
 - Conceive training in tourism as the necessary lever for the development of tourism activity in accordance with all previous commitments.
 - Encourage the purchase of sustainable, local products
- Raise and promote environmental awareness among its students and residents by involving them in sustainable activities and good practices.

The Management of Àgora Residence is committed to basing its actions on this policy and to extending it to all stakeholders who collaborate with the organization, through internal and external communication channels, in support of tourism education and the development of a more sustainable and competitive tourism sector at both local and global levels, as a driver of economic and social development.