

INTEGRATED QUALITY AND SUSTAINABILITY POLICY

NOVEMBER 2025



residência
universitária
internacional

The **Àgora BCN Residence** was created by the **Gaspar Espuña-CETT Foundation** to provide a comprehensive response to CETT students and the wider university community in Barcelona. Opened in June 2006 and located on the **Mundet Campus (UB)**, it forms part of the **CETT-UB Campus for Tourism, Hospitality and Gastronomy**. Part of its organisation is linked to **Hotel Alimara**, with which it shares several services.

The residence comprises two interconnected buildings, **Llobregat** and **Besòs**, offering **220 rooms**, six of which are adapted for people with reduced mobility.

With its high-quality services and facilities, **Àgora** enables residents to focus on academic success, offering a dining hall with a varied and balanced menu, common areas, gym, multi-purpose rooms, study and computer rooms, garden, and sports area, among others.

At **Àgora BCN**, we take our impact on the planet seriously. We believe that small changes can make a big difference, and we are committed to **continuously improving** our practices to **reduce our ecological footprint**.

This integrated **Quality and Sustainability Policy** aligns with CETT's strategic plan and contributes to the development of **responsible tourism**.

It is not only about complying with existing standards and regulations but about **going beyond**, maintaining a critical mindset and ensuring continuous

improvement to **give back to the community** everything it contributes to us.

Elisabet Ferrer

General Director of CETT

Agora BCN is committed to:

1. Excellence, quality, and continuous improvement

- Ensuring quality residential and dining services through efficient and rigorous management.
- Monitoring and improving the management system through audits, indicators, and the active participation of all staff.
- Providing continuous training to staff to ensure professional competence and engagement with the system.

2. Environmental responsibility and sustainability

- Minimising environmental impacts through efficient use of natural and energy resources, pollution prevention, and biodiversity protection.
Embedding sustainability across all activities by promoting climate action, sustainable mobility, and efficient waste management.
Within the framework of the **EMAS certification**, strengthening environmental transparency, staff and resident participation, and environmental performance through measurable and verifiable objectives.

3. Ethical, inclusive, and social commitment

- Promoting respect for human rights, gender equality, diversity, and universal accessibility in all areas.
- Developing responsible tourism and residential practices that value cultural and natural heritage, fostering meaningful cultural exchange with the local community.
- Encouraging good governance practices based on ethics, transparency, and stakeholder dialogue.

4. Education and awareness for change

- Fostering a culture of sustainability among residents, staff, and suppliers.
- Promoting good environmental practices through educational projects, workshops, and participatory activities.
- Strengthening the connection between education, awareness, and commitment to responsible accommodation.

5. Circular economy and responsible purchasing

- Encouraging the purchase of sustainable, local, and seasonal products.
- Applying environmental and social criteria in supplier selection and evaluation.
- Reducing food waste and promoting resource reuse.

The **Management of Àgora BCN Residence** commits to grounding its actions in this policy and communicating it to all stakeholders who collaborate with the organisation, in support of **university education and a more sustainable and competitive tourism model**, a driver of social and economic development at both local and global levels.