

# Les Roches

## *Management Policy*

The mission of Les Roches is to offer our students the highest level of education to support their personal, intellectual, and professional development, enabling them to succeed in their careers in the constantly evolving world of international hospitality.

We are a university specialized in training professionals in the international hospitality sector. Therefore, in accordance with our mission, vision, and institutional values, we establish actions that allow us to meet the needs and expectations of our students and achieve excellence in management.

In line with these commitments, General Management establishes the following basic criteria for our management policy based on the UNE EN-ISO 9001:2015 and UNE EN-ISO 14001:2015 standards:

- Satisfy our students by offering them the highest level of education and services during their time at the school.
- Lead the educational and support processes by providing the necessary resources through an established strategy.
- Provide the tourism and leisure sector with highly trained professionals.
- Develop the necessary skills in our faculty and support staff to achieve the best possible performance.
- Ensure the management of our processes through the establishment of a continuously improving management system that integrates social, environmental, ethical, and good governance aspects into our operations and strategy, with the goal of maximizing the positive impact on our stakeholders.
- Conduct our activities as an academic institution, as a workplace, and in relation to our environmental and societal impact, in compliance with current regulations and applicable and assumed requirements.
- Take the necessary actions to prevent pollution, minimizing the environmental impact that our activities may cause.
- Manage our operations in a way that ensures the safety and health of our staff.

- Raise awareness about the importance of our footprint on society. Support training and implementation of hygiene and food safety principles, as required by regulations and by the ethical standards inherent in our activity.

**Les Roches Management,  
November 2019**