



Ayuntamiento  
de Vitoria-Gasteiz  
Vitoria-Gasteizko  
Udala

[www.vitoria-gasteiz.org](http://www.vitoria-gasteiz.org)



## ANNEX 1.- MANAGEMENT POLICY

The mission of the Europa Conference Centre is to promote the economic, social and cultural activity of Vitoria-Gasteiz by hosting events, conferences and meetings in its facilities.

Following this premise, the Europa Conference Centre establishes a management system that proposes a process of continuous review and improvement. Its objective is to ensure service quality and the satisfaction of clients and other stakeholders, to promote sustainability in environmental, social and economic dimensions, to guarantee accessibility for all people, to foster innovation, and to ensure the proper use of technology. In addition, strict compliance with legal and regulatory requirements is always sought, as well as with health and safety programs and agreements, as a basis for the way of working.

The Management System of the Europa Conference Centre is a tool created with the aim of achieving consolidated, effective and efficient processes, respectful of people and the environment. These are essential to maintain and improve the quality of services oriented to meet the expectations of those who demand them, as well as those of companies and other stakeholders.

The conference centre's staff rely on this management system to participate actively, responsibly and professionally, in understanding the present and future needs and expectations of the local MICE industry (meetings, incentives, conventions and exhibitions), applying criteria of quality, innovation, accessibility and sustainability in the services provided.

Convinced that the continuous improvement of internal management is a necessary asset, the Congress and Tourism Service of the City Council of Vitoria-Gasteiz, responsible for the management of the Europa Conference Centre, undertakes the commitment to lead, promote and improve the implemented management system. It will allocate the necessary resources to achieve the established improvement objectives, and will transparently communicate to the different stakeholders the relevant and accurate information about the activities carried out, in order to understand and meet with their demands.

Vitoria-Gasteiz, July 31st, 2025

Signed.: Javier Estebaranz González  
Head of the Congress and Tourism Service  
Department of Economic Promotion, Employment, Trade and Tourism