



**KyotoClub**

**PRODUCT REPORT**

**Accommodation services with or without the additional  
catering service**

**Revision 04**

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## 1. INTRODUCTION

This "Product Report" (hereinafter PR) has been developed within the framework of the eLabel! program ([www.multietichetta.it](http://www.multietichetta.it)), which operates in accordance with UNI EN ISO 14024:2001 (Environmental labels and declarations - Type I environmental labelling - Principles and procedures).

The eLabel! program is a voluntary environmental labelling system managed by the Kyoto Club, which acts as the Competent Body ([www.kyotoclub.org](http://www.kyotoclub.org)). The program applies to every good and service. The rules and requirements of the system are defined in the Regulations available on the following website: [www.multietichetta.it](http://www.multietichetta.it).

A Product Report is defined in §5 of the eLabel! program Regulations as follows: a document issued by the Competent Body for environmental labelling in which the Environmental Product Criteria are published, indicating the minimum threshold values and the functional product categories, referring to a specific product category.

## 2. GENERAL INFORMATION

Name	Servizi di ricettività con o senza il servizio accessorio di ristorazione
Competent authority	Kyoto Club, <a href="http://www.kyotoclub.org">www.kyotoclub.org</a>
Date of publication	25/10/2024
Registration Number	2024/05
This PR is prepared by	Working Group "Accommodation services with or without the additional catering service"
Moderator for PR	Ing. Annalisa Corrado
Public consultation period	21/04/2023 – 21/05/2023
Key Contributors to Public Consultation (Names and Affiliations)	<ul style="list-style-type: none"><li>- Unione Albergatori e Pubblici Esercenti dell'Alto Adige (HGV)</li><li>- Federalberghi</li></ul>
PR validation	Working Group "Accommodation services with or without the additional catering service" at Kyoto Club
Geographic Area of Reference	Italy
Valid until	25/10/2029
Website for more information about this PR	<a href="http://www.multietichetta.it">www.multietichetta.it</a>

Comments on this PR can be addressed to the moderator or the Competent Authority during the validity period.

This document can be modified upon request by any interested party before its natural expiration. The decision to proceed with a revision lies with the Competent Authority.

### **3. PRODUCT/SERVICE CATEGORY DEFINITION**

This PR specifies the requirements for the issuance of an eLabel! for services falling within the definition of “Accommodation services with or without the additional catering service”.

The term “Accommodation services” refers to the paid provision of the overnight stay service in indoor accommodation facilities with adequately equipped rooms with at least one bed as well as private or common sanitary facilities, offered as the main activity to tourists, travellers, and guests.

The term “Catering services” refers to activities involving the preparation, conservation, and administration of food at the facility for on-site consumption or take-away by the final consumer.

If there are additional recreational, or sports services managed by the hospitality provider, they are not considered covered by this PR and its associated certification.

### **4. PRODUCT/SERVICE IDENTIFICATION AND DESCRIPTION**

The service is identified by the trade name of the food and beverage service provider and its address.

### **5. DECLARED UNIT**

The declared unit is one (1) establishment that provides accommodation and, possibly, restoration services, as defined in §3 of this document.

The information on the label must refer to the declared unit.

### **6. SYSTEM BOUNDARIES AND DEFINITION OF SIGNIFICANT ASPECTS**

The system boundaries include all activities conducted within the establishment to ensure accommodation and restoration services, as well as any external activities related to these services that are directly under the responsibility of the facility manager. Examples include:

- Procurement of products;
- Meal preparation and service;
- Indoor climate control;
- Water and energy supply;
- Facility cleaning;
- Waste management;
- Facility maintenance;
- Administrative and hospitality activities

The significant sustainability aspects related to accommodation services with or without the additional catering service are:

- Responsible sourcing of products for the service;
- Responsible use of water and energy resources;
- Promotion and adoption of circular practices;
- Responsible and inclusive management

A table is provided below that links the aspect to the relevant Environmental Product Criteria (EPC) that characterize them.

ASPECT	CRITERION
Service products responsible procurement	Priority proposal for seasonal, short supply chain, and low environmental impact food products
	Use of environmentally preferable service products
Responsible use of water and energy resources	Energy saving technologies and practices
	Use of energy from renewable sources
	Water saving technologies and practices
	Encouraging sustainable mobility systems
Promotion and adoption of circularity practices	Prevention of waste production
	Food recovery practices
	Recycling optimization through the separate collection of waste
Responsible and inclusive management	Responsible management, communication, and inclusion

## 7. ENVIRONMENTAL PRODUCT CRITERIA (EPC)

For the service category "Accommodation services with or without the additional catering service", ten Environmental Product Criteria (EPC) were identified.

Each **EPC** is defined by one or more **indicators**. Each indicator is assessed based on **metrics**. Each metric can be **mandatory** or **optional** for the purpose of awarding this label.

The right to use the eLabel! for the "Accommodation services with or without the additional catering service" service category is tied to compliance with all mandatory metrics and some of the optional ones, specifically:

- At least two of the metrics 3.1.1, 3.1.2, 3.2.1, 3.3.1, 3.4.1, 3.4.2
- At least one of the metrics 5.1.1, 5.1.2, 5.3.1, 6.1.1
- At least one of the metrics 8.1.1, 9.1.2, 9.1.4, 9.2.1, 9.3.1
- At least one of the metrics 10.3.2, 10.4.1, 10.5.1, 10.6.1, 10.8.1

The **admission threshold** for each EPC is compliance with all the related mandatory metrics.

The eLabel! includes statements regarding the criteria for which the admission threshold has been exceeded.

The 10 EPC, along with their indicators, indicator metrics, and an indication of any mandatory requirements, are listed in Attachment 1 to this document.

This Product Report is valid for 5 years from its approval.

## **8. ENVIRONMENTAL PRODUCT CRITERIA OF SYNTHETIC LABEL**

In the case of using the synthetic label, as provided for in point C of Attachment 4 (Versions and Usage Rules) of the eLabel! program regulations, the three statements should refer to criteria related to three different sustainability aspects.

These criteria must meet the requirements described in §7 and in Attachment 1 of this document.

## **9. FUNCTIONAL PRODUCT/SERVICE FEATURES**

The "Accommodation services with or without the additional catering service" service must be carried out in compliance with all applicable regulations.

## **10. TEST METHODS**

The satisfaction of environmental criteria is verified through the analysis of the documentation indicated for each metric of the indicators in Attachment 1 of this document.

## **11. ADDRESSES FOR CERTIFIER**

The use of the eLabel! for the "Accommodation services with or without the additional catering service" service category requires mandatory certification.

The company is obligated to maintain the documentation as specified in §10 of this document until the expiration of the label usage license. It is the right of the Competent Authority or its delegate to carry out inspections of compliance with the criteria, both by accessing the facility and reviewing the documentary evidence.

The Certification Body will conduct an assessment of compliance with the required criteria based on Attachment 2 (Certification Procedures) of the eLabel! program regulations.

## ATTACHMENT 1 – Criteria and indicators scheme

CRITERIA AND INDICATORS SCHEME										
Feature	Criteria (EPC)	Admissible statements	Indicators		Indicator Metrics		Qualifications	Documentation	Instructions for the verifier	
Responsible sourcing of products for the service	1	Priority proposal for seasonal, short supply chain, and low environmental impact food products	"This structure offers seasonal, short supply chain and biological food products"	1.1	Use of local and biological products	1.1.1	For each meal, including breakfast, the structure offers at least two products/raw food materials which are seasonal (for fresh fruit and vegetable) and of local provenance, and two products from agriculture that can be defined as biological in compliance with the European Regulation n. 834/2007 EC. *For the present criterion, a product can be said to be "local" if its production sites or the sites for the transformation of its raw materials or agricultural materials are situated at a <b>70 Km radius or less from the site it is sold at, or from the site of the restoration service's consumption</b> , in compliance with law n. 61/2022.	Mandatory	Menu + list of ingredients for the products in question + product certificate or packaging label	
				1.2	Use of PGI, PDO and TSG products	1.2.1	For each meal, including breakfast, the structure offers at least <b>four food products certified as PGI, PDO or STG</b> - as specified in the Italian denominations list, registered in the Register of protected designations of origin, protected geographical indications and guaranteed traditional specialties (Regulation No. 1898/2006 EC, which defines the methods of application of Regulation No. 510/2006 EC, relating to the protection of geographical indications and designations of origin of agricultural and food products, and Regulation No. 509/2006 EC) and typical and traditional products, included in the national, regional and provincial lists provided for by articles 2 and 3 of the Decree of the Minister for Agricultural Policies 8 September 1999, n. 350.	Mandatory	Menu + product certificate or packaging label/order list	

	2	Use of environmentally preferable service products	<i>"This structure uses environmentally preferable service products"</i>	1.3	Inclusion of vegetarian/vegan options in the menu	1.3.1	For each meal, including breakfast, the structure offers at least one vegan or vegetarian option in the menu.	Mandatory	Menu + list of ingredients for vegan dishes + labels/certificates attesting compliance with the request regarding foods that can or cannot be vegan or vegetarian	
				2.1	Procurement of paper and tissue-paper products with Type 1 ecological labels or entirely recycled	2.1.1	100% of graphic paper (e.g., for office use), tissue paper, and tissue-paper products (e.g., toilet paper, tissues, absorbent paper, tablecloths, and placemats) used by the facility are made of entirely recycled raw materials or, alternatively, are labelled with the EU Ecolabel or another equivalent Type 1 label (UNI EN ISO 14024).	Mandatory	List of products and their labels/invoices with the required characteristics	
				2.2	Procurement of cleaning products with Type 1 ecological labels	2.2.1	At least 50% <b>in volume and weight</b> of the products purchased in the last year for the cleaning of the facility, of dishes and of linens are labelled with the EU Ecolabel or another equivalent Type 1 label (UNI EN ISO 14024).	Mandatory	List of products and their labels/invoices with the required characteristics	
Responsible use of water and energy resources	3	Energy saving technologies and practices	<i>"This structure is attentive to energy efficiency"</i>	3.1	Use of efficient appliances for environmental and water heating	3.1.1	The systems that the structure installed <b>after 2018</b> are efficient for heating (high efficiency cogeneration units, biomass boilers with efficiency greater than 79%, condensing boilers, heat pumps, biomass district heating).	Optional	List and technical data sheets of the devices/documentation attesting to the required technical specifications	
						3.1.2	The domestic water heating appliances that the structure installed <b>after 2018</b> are at least of energy class A+, as defined according to the most recent legislation.	Optional	List of appliances and model or technical data sheet	
				3.2	Use of energy efficient appliances for air conditioning	3.2.1	The air conditioning appliances and the air-source heat pumps that the structure installed <b>after 2018</b> are at least of energy class A++.	Optional	List of appliances and model or technical data sheet	
				3.3	Use of low energy consumption appliances	3.3.1	<b>Where possible</b> , at least 70% of the large household appliances (dishwashers, ovens, fridges, washing machines and dryers) the structure uses are of energy classes exceeding the following thresholds, which were defined based on the most recent legislation: <ul style="list-style-type: none"> <li>• Washing machine - A</li> <li>• Dishwasher; Washing machine/dryer - B</li> <li>• Oven - A+</li> <li>• Fridge, Freezer - B</li> <li>• Dryer - A+++</li> </ul>	Optional	List of appliances and model or technical data sheet	



			3.4	Implementation of energy saving practices	3.3.2	The structure aims to have 100% LED illumination <b>in bedrooms, dining rooms and service spaces (i.e. corridors, reception, staircases)</b> within two years from the label's issue	Mandatory	Technical data sheets/purchase documents/documentated transition plan	
					3.4.1	The structure regulates temperatures within the facility's spaces and verifies their correct maintenance in accordance to law requirements, based on seasonality.	Optional	Internal protocols for the regulation of temperatures within the facility's spaces	
					3.4.2	<b>The structure has installed an automatic regulating system for lighting in bedrooms and/or for heating/cooling systems</b>	Optional	Self-declaration + documentation proving the installation of system/documentated transition plan	
4	Use of energy from renewable sources	<i>"This structure uses electric energy from renewable sources"</i>	4.1	Consumption of electric energy from renewable sources	4.1.1	The structure uses 100% electric energy from renewable sources, by adopting one or both of the following solutions: i. Subscription within one year of the label's issuing to one or more supplies of electricity from renewable sources ii. The self-production of electricity through a system powered by renewable sources in compliance with Article 2, letter a) of Directive 2009/28/EC, including: local photovoltaic system (solar panels) or hydroelectric, geothermal, local biomass or wind energy.  *For the present criterion, local biomass is defined as biomass coming from a source situated within a radius of 160 Km from the accommodation structure.	Mandatory	Supply contract/s/documentated transition plan + Documentation (including photographic) of the plant	
5	Water saving technologies and practices	<i>"This structure is attentive to water saving"</i>	5.1	Reduced water consumption for bathroom taps and showers	5.1.1	The structure has installed or plans to install devices for reducing water consumption (i.e. flow limiters) on all taps within one year of the label's issuing.	Optional	Self-declaration + documentation proving the installation of the devices/documentated transition plan	
					5.1.2	A double-button toilet flushing system is installed in 80% of the structure's bathrooms, which allows to choose whether to drain all or only part of the water contained in the toilet cistern.	Optional	Self-declaration + documentation proving the installation of the devices/documentated transition plan	
			5.2	Rationalization of the frequency of laundry washing	5.2.1	<b>Subject to the hotel's classification system's requirements</b> , the accommodation facility provides for a reduction in the frequency of daily laundry washing in the rooms for stays longer than 1 night.	Mandatory	Operative procedure and relative dissemination documentation	

	6	Encouraging sustainable mobility systems	<i>"This structure promotes sustainable transportation"</i>	5.3	Adoption of rainwater recovery systems	5.3.1	For uses other than sanitary and drinking purposes, the structure uses rainwater coming from the roofs.	Optional	Self-declaration + photographs of the alternative water distribution systems	
				6.1	Actions to incentivise environmentally preferable transportation	6.1.1	The structure activates, via agreements with specialized companies as well as through other options, at least one of the following measures: i. provision of electric vehicles for the transport of guests and/or employees; ii. provision of electric vehicles charging stations.	Optional	Photographs of the vehicles/charging stations + partnership agreements/purchase documents	
						6.1.2	The structure makes available, or plans to make available within one year of the label's issuing, via agreements with specialized companies as well as through other options, <b>bicycles for guests and/or employees.</b>	Mandatory	Photographs of bicycles + partnership agreements/purchase documents/documentated transition plan	
				6.2	Information on the use of public transport systems	6.2.1	The structure provides information regarding public transport.	Mandatory	Information material	
Promotion and adoption of circularity practices	7	Prevention of waste production	<i>"This structure adopts reuse practices and single-use product reduction practices"</i>	7.1	Use of rechargeable dispensers for liquid detergents	7.1.1	The structure's bathrooms possess or will have within one year of the label's issuing the following characteristics: • they are equipped with rechargeable detergent dispensers (sinks, bidets and showers); • they are free of any single-use or single-dose products.	Mandatory	Self-declaration + photographic documentation /documented implementation plan	
				7.2	Use of reusable cups and other recipients for liquids	7.2.1	The structure provides reusable cups and other recipients for liquids within bedrooms and for all services for clients.	Mandatory	Self-declaration + photographic documentation	
	8	Food recovery practices	<i>"This structure commits to the recovery of food surpluses"</i>	8.1	Adoptions of measures for the consumption of daily prepared food surpluses	8.1.1	The donation of food that is still viable to third parties, with or without the presence of agreements with organizations, associations, or platforms, or the presence of other procedures for the recovery of food surpluses.	Optional	Self-declaration + signed agreements/documentated procedure	
	9	Recycling optimization through the separate collection of waste	<i>"This structure is attentive to waste recycling"</i>	9.1	Inclusion of all waste in separate collection for recycling	9.1.1	Availability of containers for the separate collection of waste that are easily accessible and identifiable in corridors, in the structure's communal area, and at least on each floor. It is possible to use space-saving solutions (i.e. single container with internal separator) if necessary. <b>The number can be lower than what is required above only if it is not compatible with the application of anti-fire safety norms in specific cases.</b>	Mandatory	Self-declaration + photographic documentation + map of the facility showing the location of the separate collection points	

					9.1.2	Availability of containers for the separate collection of waste that are easily accessible for clients within bedrooms. It is possible to use space-saving solutions (i.e. single container with internal separator) if necessary.	Optional	Self-declaration + photographic documentation			
					9.1.3	Availability of containers for the separate collection of waste that are easily accessible and identifiable for staff in service areas.	Mandatory	Self-declaration + photographic documentation + map of the facility showing the location of the separate collection points			
					9.1.4	<b>Provision, within structures which cannot directly access public waste management services (i.e. facilities situated at high altitudes in mountain environments), of bags for the collection of waste and its transportation downstream to a site in which such accessibility is present.</b>	Optional	Self-declaration + photographic documentation + map showing the location of the waste collection points			
					9.2	Promotion of composting	9.2.1	The structure separates biodegradable waste produced by guests and <b>transports them to a composting facility that is owned and managed by the structure or by an organization specialized in the recycling of such waste.</b>	Optional	Documentation (including photographic) proving the installation and activity of the composting plant	
					9.3	Procurement selection criteria that favour single-material products	9.3.1	The structure mainly uses single-material products for its service (i.e. single-material packaging for food or cleaning products)	Optional	Self-declaration + photographs and examples of purchase orders from the last year	
Responsible and inclusive management	10	Responsible management, communication and inclusion	"This structure is responsible"	10.1	Communication of the structure's commitments for sustainability to guests and partners	10.1.1	The structure trains staff on and communicates to clients: <ul style="list-style-type: none"> <li>• the energy saving actions connected to lighting, air conditioning and heating systems;</li> <li>• the actions to save water and other resources connected to the frequency of laundry washing and the changing of linens;</li> <li>• aspects relative to waste reduction and to disposable product diversification actions, to disposal categories and to the elements that must not be disposed of through wastewater;</li> <li>• suggestions to reduce food waste, for example relating to correct food portioning;</li> <li>• information on the allergens contained in the served foods, through the inclusion of an adequate table in the menu;</li> <li>• information on the available means of transport that are environmentally preferable</li> </ul>	Mandatory	Information material and educational material, such as flyers, signs, and other	The verifier must check that the information is provided correctly in compliance with the norms on sustainability communication (i.e. Directive 2005/29/CE, Directive 2011/83/CE, proposed EU Green Claims Directive)	

			10.2	Communications regarding the natural and socio-cultural context in which the structure finds itself to guests and partners for its safeguard	10.2.1	The structure provides information, or plans to do so within one year of the label's issuing, about its natural surroundings, local culture and cultural heritage to its guests and/or partners, including, when relevant, an interpretation of said natural and socio-cultural context and a description of the appropriate behaviour to adopt when interacting with it.	Mandatory	Information material (i.e. flyers, signs, visual and photographic material, guides, etc.)/implementation plan	
			10.3	Monitoring of environmental performance	10.3.1	The structure collects, or will start to collect within a year of the label's issuing, data on its environmental performance (i.e. including at least energy and water consumption and, where possible, solid waste), in order to enhance its environmental performance in time.	Mandatory	Information collection and archiving system/documentated monitoring plan	
					10.3.2	The structure implements, or will start to implement within a year of the label's issuing, actions to measure and/or reduce GHG emissions tied to its activity, food waste, ozone depleting substances (for example, refrigerants) and other air polluting substances it uses in its activity.	Optional	Information collection and archiving system/documentated monitoring plan	
			10.4	Presence of a management system for environmental and socio-cultural performance	10.4.1	The structure implements, or plans to implement within two year of the label's issuing, a management system for the analysis and enhancement of its environmental performance (for example pertaining to energy efficiency, waste prevention or reduction, water and emissions management, etc.) and socio-cultural performance (for example pertaining to health and safety, inclusiveness, legal compliance, communication and interaction with socio-cultural context, etc.).	Optional	Documentation and possible certifications relative to the management system/implementation plan	
			10.5	Monitoring of customer satisfaction	10.5.1	The structure implements, or plans to implement within one year of the label's issuing, a procedures or systems which enables customers to register their opinion on the service provided, including sustainability aspects, with a view to inform the implementation of possible corrective actions.	Optional	Information collection and archiving system/documentated monitoring plan	
			10.6	Involvement in wider sustainability initiatives and/or programs	10.6.1	The structure is involved in wider initiatives or programs for sustainable tourism and/or territorial sustainable management (including, for example, initiatives or programs for the protection and/or enhancement of local cultural heritage, for the conservation of local ecosystems and autochthonous species, etc.)	Optional	Documentation and possible certifications relative to the structure's adherence to the initiative or program for sustainable tourism or territorial management	

			10.7	Legal compliance	10.7.1	<p>The structure conducts its activities in the full respect of human rights as prescribed by the Italian Constitution, the Codice Civile and the Universal declaration on human rights.</p> <p>The structure conducts its activities in compliance with the applicable national and local legal requirements, such as:</p> <ul style="list-style-type: none"> <li>- those regarding occupational health and safety and decent work set by law 81/2008,</li> <li>- those regarding land use and zoning set by law 1150/1942, d.m. 1444/1968, and by d.p.r. 380/2001,</li> <li>- those regarding building and landscape alteration limitations, as well as the possession and trade of historical and archaeological artefacts, set out by d.lgs. 42/2004,</li> <li>- those regarding access to land and environmental resources set out by d.lgs.156/2006,</li> <li>- those regarding equal opportunities set out by d.lgs 198/2006 and law 162/2021,</li> <li>- those regarding water procurement through public water companies and water discharge practices set out by d.lgs.152/1999 and d.lgs.152/2006,</li> <li>- those regarding waste disposal practices set out by d.lgs 22/1997,</li> <li>- those regarding pollution set out by d.lgs.152/2006, law 447/1995 and d.lgs. 42/2004,</li> <li>- those regarding animal trade and welfare set out law 150/1992, law 53/2021, together with the EU Regulation 2016/429 and EU Directive 98/58.</li> </ul>	Mandatory	The organization must provide evidence of compliance with the legal requirements and of not having any unresolved litigations regarding such issues						
						10.8				Endeavours or structural interventions to favour accessibility for people with motor disability or special needs	10.8.1	By collaborating with experts and associations representing people with disabilities or special needs, the structure has implemented, or plans to implement within two years of the label's issuing, interventions that guarantee accessibility for guests with motor disabilities or special needs in the following areas: the facility's entrance, bedrooms, breakfast room, and pathways connecting entrance-bedrooms-breakfast room.	Optional	Report describing the implemented interventions
						10.9				Provision of tools to favour accessibility for guests with motor disability or special needs (DIFFERENT FROM STRUCTURAL INTERVENTIONS)	10.9.1	By collaborating with experts and associations representing people with disabilities or special needs, the structure has equipped itself, or plans to equip itself within one year of the label's issuing, with tools that favour the accessibility/communication/safety/usability/comfort/autonomy for guests with hearing, visual, intellectual and motor disabilities or special needs.	Mandatory	Purchase documentation/tool installation + photographic documentation

			10.10	Communication of the structure's commitments for accessibility and inclusion to guests and partners	10.10.1	The structure provides reliable, objective and complete information regarding the facility's accessibility for people with hearing, visual, intellectual and motor disabilities and special needs (i.e. lift door and cabin dimensions, bathroom door dimensions, etc.)	Mandatory	Information material within the structure and on the structure's website made available for guests	
					10.10.2	The structure promotes staff training to ensure the qualified and non-discriminating reception of and communication with guests with disabilities and special needs.	Mandatory	Information material and training calendar	
		<i>"This structure is attentive to workers"</i>	10.11	Presence of a system for reporting violations of labour regulation	10.11.1	The structure has adopted systems, regulated or non-regulated, for the reporting of violations of labour regulations, with the following characteristics: <ul style="list-style-type: none"> <li>• all employees receive communications regarding the functioning the reporting mechanisms;</li> <li>• the reporting mechanisms are available in different languages;</li> <li>• the reporting mechanisms maintain anonymity and guarantee the whistleblower's protection.</li> </ul>	Mandatory	Procedures and reporting mechanisms + communications/emails addressed to employees	