

**Regulation for the issue of the label**  
**“ITALIAN HOSPITALITY,**  
**ITALIAN RESTAURANTS IN THE WORLD”**

*Revision September 2011*

## 1 Subject

- 1.1 This regulation defines the terms and conditions which apply to facilities that want to obtain the label "Italian Hospitality, Italian Restaurants in the World", from now on "mark" in the text and how to conduct the evaluation.

## 2 Involved subjects

- 2.1 **Coordination Committee:** chaired by Unioncamere and composed of representatives of ministries, associations, agencies involved and the President of the Evaluation Committee. It is the governance body of the label, which also competes to define and update the Technical Specifications, document that sets out the 10 rules of Italian hospitality
- 2.2 **Evaluation Committee:** technical body composed of expert representatives of key institutions and organizations involved or their delegates. The President is appointed by the Coordinating Committee. The Assessment Committee has the responsibility to release the label "Italian Hospitality, Italian Restaurants in the World."
- 2.3 **Italian Chambers of Commerce Abroad (CCIE):** structures that deal with information on how to award the label, they collect and treat the applications of restaurants. Under the close supervision of the Secretary-General, they also deal with audit activities aimed to the issuance and maintenance of the label.
- 2.4 **Facility:** restaurant that applied to obtain the label.
- 2.5 **Assessor:** the person designated by the CCIE, which carries out investigations at the facility.

## 3 Application for membership

- 3.1 The membership application, the specification and the Regulation are available to any facility interested in applying.
- 3.2 Applications for membership must be returned completed to the CCIE and signed for acceptance by the legal representative of the facility.

## 4 Assessment

- 4.1 The CCIE agrees with the structure the date to perform the audit.
- 4.2 Before starting the verification activities, the evaluator takes a brief introductory meeting with the head of the establishment in which he outlines the aims of the evaluation.
- 4.3 The assessment is designed to verify the fulfilment of the requirements through interviews, desk reviews, review of operating procedures used for carrying out activities in different areas of the restaurant inspections, photographic surveys.

## **5 Issuance of certification**

- 5.1 The Evaluation Committee on the basis of the collected evidences and of the findings in its assessment, evaluate the release of the brand.
- 5.2 In the event of a positive outcome of the evaluation, the facility receives a plaque and certificate that entitles the facility to use the brand.
- 5.3 The Evaluation Committee may require to the facility further study and / or actions to be taken in order to obtain the label.
- 5.4 The certificate is valid for one year from the date of issue.

## **6 Main rights of the facility**

- 6.1 The facility has the right to advertise the obtained certification on window stickers and affix the label on documentation, advertising, letterhead, etc.

## **7 Main duties of the facility**

- 7.1 The facility is committed to:
  - allow access to its premises for the implementation of verification, under penalty of denial, suspension or revocation of the label;
  - cease all use of the certificate and the label in case of expiration or revocation;
  - promptly inform about changes in the facility and / or services provided;
  - not use food products and wines of false Italian origin under penalty of denial, suspension or revocation of the label.

## **8 Provisions for the use of the certificate and label**

- 8.1 The certificate and the label can only be used by facilities in the period of validity and cannot be used with reference to activities or locations or not included in the evaluation.
- 8.2 The mark may be affixed to window graphics, documentation, publications, advertising material of any kind, etc., its size shall be determined by the structure as long as it complies with the instructions available in the "Manual for the application of label".
- 8.3 The advertising of the certificate and the label is permitted upon issuance of the same.

## **9 Suspension**

- 9.1 The suspension of the use of the certificate and the label is determined by the Evaluation Committee.
- 9.2 The suspension, for a limited time up to a maximum of six months, may be due to:
  - failure to maintain an essential requirement;

- misuse of the certificate and / or label;
- failure to adapt to the requirements requested by the Evaluation Committee;
- failure to fulfil the requirements of the Regulations;
- recurring report of complaints from customers.

9.3 The suspension shall be communicated to the facility under the conditions under which the suspension may be revoked and the period within which the structure has to rectify the situation, after which the revocation shall be implemented.

9.4 The facility must promptly notify the CCIE the actions it intends to make and the execution time. The suspension is lifted only when the facility gave objective evidence of the occurred application of the defined actions.

## **10 Revocation**

10.1 The revocation of the label is determined by the Evaluation Committee as a result of:

- loss of the requirements;
- ending of activity for which the facility had been certified;
- bankruptcy or liquidation;
- failure to comply with the law requirements and rules relating to mandatory structural equipment and / or services being valued;
- misuse of the certificate or label.

10.2 The decision of revocation is formally communicated to the facility.

10.3 Upon revocation, the facility must:

- return the plaque within 30 days from the request, otherwise Isnart in accordance with the CCIE will send its personnel, charging the costs to the unfulfilling facility;
- do not use any copies and reproductions of the certificate;
- communicate the revocation to their suppliers and customers;
- remove from the letterhead, advertising material of any kind, etc., the label and any reference to it.

10.4 In case of withdrawal the agency shall cancel the list of facilities where the certificate was awarded.

## **11 Confidentiality**

11.1 The documents and information concerning the facility emerged during the evaluation are considered confidential, unless contrary provisions of law or written authorization of the structure.

## **12 Manual for the application of label Attached**