



ANPA

Italian Environment Protection Agency

TOURIST ACCOMMODATION EU ECO-LABEL AWARD SCHEME



EU Eco-Label

FIRST ACTIVITY REPORT

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INTRODUCTION

This report discusses the results obtained during the first period of activity of the project entitled “Development of a Draft Commission Decision establishing the ecological criteria for the award of the Community Eco-label to tourist accommodation”, commissioned by the European Commission to ANPA in July 2001.

The aim of this document is to describe the issues that will be presented during the first AHWG meeting November 26, 2001 in Rome.

This work is the third phase of the general European project for developing an Eco-label in tourism and follows the second phase called the FEMATOUR study (Feasibility and Market study for a European Eco-label for Tourist accommodations).¹

ANPA is supported by ACTA and ECOTRANS for technical and environmental aspects.

The present report builds on the conclusions from both the FEMATOUR study and the consultation of EU Competent Bodies in October 2000..

Aims and Objectives

The overall objective of this study is to elaborate a proposal of criteria for a European Eco-label in the product group of tourist accommodation which may be regarded fully compatible with the European Union Eco-label Award Scheme (European Regulation N. 1980/2000)².

In order to achieve this result a product group “tourist accommodation” must be defined which best fits the Regulation requirements and aims for a European Eco-label.

The definition of the product group stems from an analysis of the tourist accommodations present in Europe and an analysis of the tourist market as it is distributed by type of accommodation.

Therefore, taking the Fematour study into consideration, this report addresses the following four issues:

- update the picture of offer and demand of tourist **accommodation** per country,
- analysis of possible approaches to **product group** definition and consequent candidates to be included as the “tourist accommodation” product group,
- preliminary qualitative understanding of the **environmental impacts** that occur in the life cycle of tourist accommodation,
- introduction of preliminary considerations useful to define the Eco-label **criteria**.

¹ Fematour can be found on the internet at the following address: <http://europa.eu.int/ecolabel> .

² Revised scheme from the Council Regulation (EEC) N. 880/92



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The types of tourist accommodation are classified according to Tourist Accommodation Establishments and Dwellings as stated in the Commission Decision of 9/12/1998 (Annex I) on the procedures for implementing Council Directive 95/57/EC on the collection of statistical information in the field of tourism, as well as definitions from WTO and OECD. Three classifying systems have been shown briefly: ISIC, CPC, NACE Rev.1 (from European Commission)



1. PROJECT FRAMEWORK

As stated in the Working Plan prepared by ANPA and ACTA and circulated in early November 2001 in order to present the project to all interested parties, the project of developing a proposal for criteria for the award of a EC Eco-label to tourist accommodation consists of three main tasks:

Task 1. Ad Hoc Working Group (AHWG) Identification

Task 2. Product Group Definition and Environmental Assessment

Task 3. Defining Eco-label criteria and Eco-label user manual

Table 1.1, 1.2 and 1.3 show the activities up-to-date and by which date they should be completed.

This report is distributed to all Ad Hoc Working Group members that have been contacted for the first meeting until today; comments on the proposed framework as well as indications for the inclusion of new members for the AHWG are welcomed.

Table 1-1 Task 1 activities: up-to-date situation

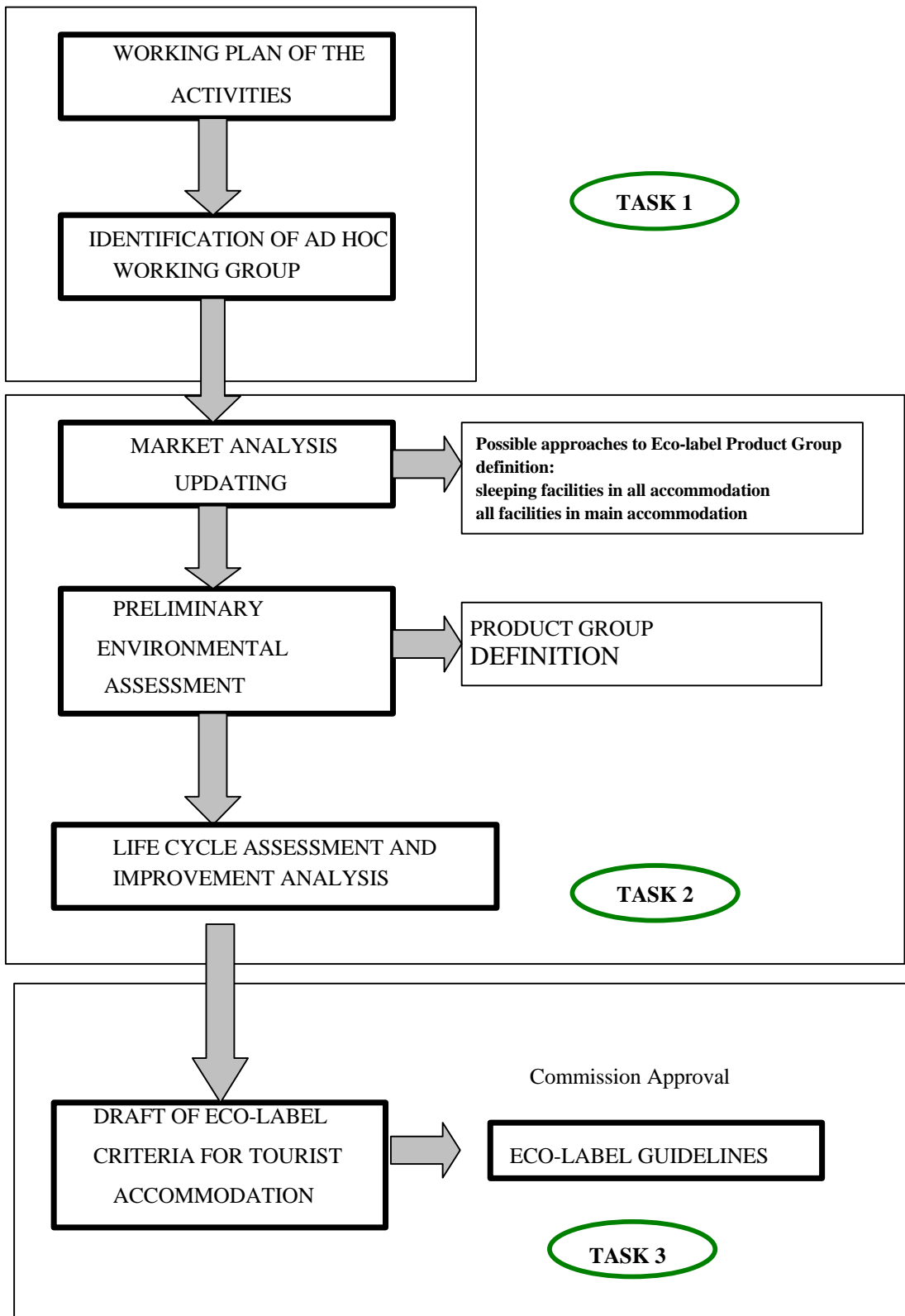
Activity	Deliverable	To be completed by
Identification of AHWG	AHWG list	October 2001

Table 1-2 Task 2 activities: up-to-date situation

Activity	Deliverable	To be completed by
Updating European situation	Analysis of market and hospitality structure in Europe	November 2001
Proposals of possible PG definition and relative environmental notes	List of product candidates to be included in the Product Group for tourist accommodation	November 2001
Presentation of results from previous activities	1 st Activity report	November 2001
AHWG 26 November 2001, Rome	Discussion	
EUEB meeting 4 December 2001	Discussion	

**Table 1.3 Task 3 activities: up-to-date situation**

Activity	Deliverable	To be completed by
Eco-label criteria development	2 nd Activity report 1 st Draft criteria proposal	March 2002
2 nd AHWG March 2002, Athens	Discussion	
EUEB meeting 28 May 2002	Discussion	
Eco-label criteria development	3 rd Activity report 2 nd Draft criteria proposal	June 2002
3 rd AHWG June 2002, Bruxelles	Discussion	
Eco-label criteria development	3 rd Draft criteria proposal	August 2002
EUEB meeting 24 September 2002	Discussion	
EUEB meeting 3 December 2002	Discussion on final draft criteria proposal	
Regulatory Committee meeting 4 December 2002	Vote	
Eco-label criteria development	Presentation of Eco-label user manual	December 2002



Picture 1. Outline of Activities



2. NOMENCLATURE AND CLASSIFICATION

This chapter intends to introduce the classification of tourist accommodation. The classification systems which will be briefly analysed are four: the ISIC Rev3, CPC, NACE Rev.1 and the Tourist Accommodation Establishments and Dwellings as stated in the Commission Decision of 9/12/1998 on the procedures for implementing Council Directive 95/57/EC on the collection of statistical information in the field of tourism.

2.1. ISIC Rev 3 and CPC

ISIC Rev3 (International Standard Industrial Classification of all Economic Activities) has the following classification according to the main activity of the business:

- Tabulation Category: [H](#) - Hotels and restaurants

Division: 55 - Hotels and restaurants ,

Breakdown:

This Division is divided into the following Groups:

- [551](#) - Hotels; camping sites and other provision of short-stay accommodation
- [552](#) - Restaurants, bars and canteens

In further detail, the group break-down goes to Class 5510: Hotels, camping sites and other provision of short-stay accommodation. Sleeping cars are excluded, and the key factor here is the fee paid for the lodging.

According to ISIC, restaurant facilities operated in connection with the provision of lodging remain classified in this class.

The last ISIC update was in 1989.

THE CPC code (Central Product Classification) has an even greater hierarchy than ISIC. Its main classification parameter is the physical characteristics of the good or the main service rendered.

This is the complete breakdown of the classification:

- Section: [6](#) - Distributive trade services; lodging; food and beverage serving services; transport services; and utilities distribution services
- Division: [63](#) - Lodging; food and beverage serving services



- Group: [631](#) - Lodging services
- Class: [6311](#) - Hotel and motel lodging services
- **Subclass: 63110 - Hotel and motel lodging services**

Explanatory note

This subclass includes:

- lodging and related services provided by hotels, motels, inns and similar lodging places

This code corresponds to the following:

ISIC Rev.3 code(s) 5510

From these two examples it is possible to conclude: if food is offered as part of the lodging service (e.g. breakfast), then it is not separated. But the lodging may or may not include such additional services

2.2. NACE REV.1

NACE Rev.1 (Statistical Classification of Economic Activities of the European Community) is a classification system adopted by the European Economical Community and EEC publishing as reference for the classification of economic activities. In 1990 it was transferred into Regulation (EEC) N. 3037/90. Its implementation has become mandatory since January 1, 1993.

Its main purpose was to establish a common statistical classification of economic activities within the European Union.

It also considers activities and gives a frame in order to assess the central activity of the business. NACE defines the main activity of a business as the one providing the highest value added to the business³

The section H states Hotels and Restaurants.⁴

The main observation to this classification is that a restaurant as part of a hotel produces a further division in the classification: hotels with restaurant and hotels without restaurant are classified separately. Except for the presence of food service, none of the documents list specific services of hotels.

The absence of specific definitions of tourist accommodation and of the services they offer has been observed and underlined also by FEMATOUR.

³ value added: the difference between the gross output less the cost material and other intermediate inputs.

⁴ Nace Rev.1 pages 139-140.



2.3. COMMISSION DECISION 9/12/98 on the procedures for implementing Council Directive 95/57/EC

Commission Decision 15/1/99⁵ on the procedures for Implementing Council Directive 95/57/EC is specific on tourism and provides a bit more information on structure classification and services (in this report this document will be referred to as the Commission Decision). The Commission Decision makes reference to NACE Rev1 and CPA for comparison to its classification. The classification of tourist accommodation of this document will be the one adopted in this report when possible.

2.3.1. Tourist Accommodation Structures

Picture 2.1 shows the classification of tourist accommodation from a structural point of view according to the Commission Decision

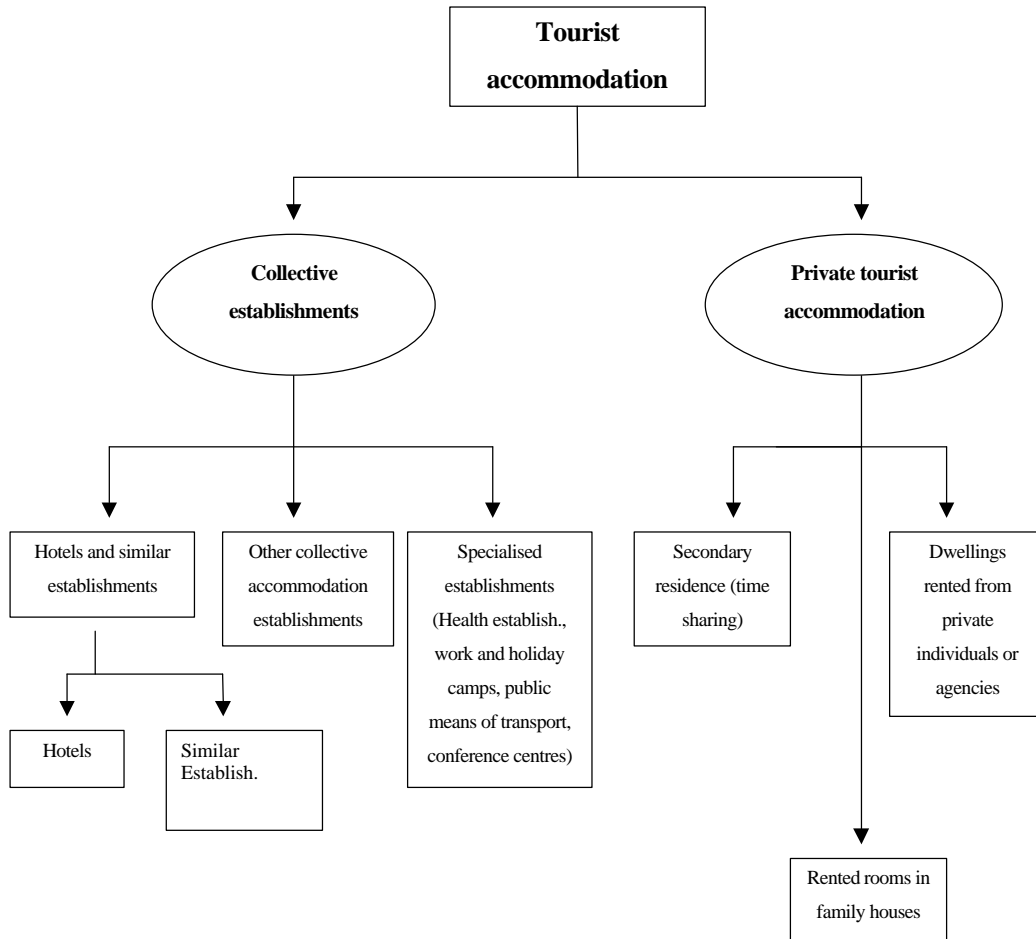
In the picture tourist accommodation structures are divided firstly between collective establishments and private accommodation. Some structures may be very similar in the collective and private dwellings (holiday homes/secondary residences, bed and breakfast and rented rooms in family houses). What differs, often is the administrative aspect and the interaction with the management staff responsible for the accommodation.

The main group is the “Collective tourist accommodation establishments” and is defined as “an establishment which provides overnight **lodging** for the traveller in a room or some other unit...”

⁵ Official Journal L009, 15/1/1999 p.0023-0047. Reported in Annex 1



Picture 2-1 Outline of tourist accommodation according to Commission Decision (elaboration ACTA)





2.3.2. Services

“Lodging” is a service. More precisely it is a combination of many services where the basic element is that of providing shelter and a place purposely organised for sleeping.

On the services offered by each accommodation structure the Commission Decision refers to some general facilities. For the “Hotels and similar establishments” it refers to room service, daily bed-making and cleaning of sanitary facilities as the minimum “limited hotel services” which must be provided. It is important to say that the document often refers to “hotel services including more than room service, daily bed making and cleaning of sanitary facilities” without defining nor listing these services.

It can be inferred that it includes both services that are related to lodging as well as others which are not necessary for the shelter and the nightly rest.

In addition, in hotels there are other services not linked to a specific product but rather to the legal responsibility of tourist accommodation structure, for example reception. A tourist accommodation has the duty to accept any person paying for the accommodation, ensuring personal security and providing such services as are required by the hotel category (safe-keeping, respect of privacy etc, such as defined in the Règlement International de l’Hôtellerie, 1954.). Which activities are included in the service “reception” is not defined.

It is evident that each structure may offer a great variety of other services which all participate to the tourist accommodation, however it is also evident from the definition of the basic essence of “providing lodging” that the service “sleeping” is identifiable and distinguishable from “other “ services.

Table 2.1 reports in detail on all types of accommodation, their general structure and the main basic services. It is known that services provided by tourist facilities in addition to the “sleeping” services are fairly varied, special services often characterise a certain type of accommodation or are provided simply to attract and satisfy more customers. In Table 2.1, they are all grouped under the column “other”, as they are reported in the Commission Decision.



Table 2-1: Fundamental Services supplied by tourist accommodation structures according to their definition by the Commission Decision (elaboration ACTA on Commission Decision)

Accommodation type	Structure	SERVICES				
		room service	daily bed-making	cleaning of sanitary facilities	Cleaning room/area for sleeping	Other services
COLLECTIVE ESTABLISHMENTS						
HOTELS	arranged in rooms	*	*	*	*	*
Hotels		*	*	*	*	* e.g.TV
Motels		*	*	*	*	*
apt. Hotels		*	*	*	*	*
roadside inns		*	*	*	*	*
beach hotels		*	*	*	*	*
residential clubs		*	*	*	*	*
SIMILAR ESTABLISHMENTS	arranged in rooms					
boarding houses		*	*	*	*	
tourist residence		*	*	*	*	
B&B		*	*	*	*	
Farmhouse		*	*	*	*	
OTHER COLLECTIVE ACCOMMODATION	arranged in dwellings					
Holiday dwellings						
Camp sites (for tents, trailers and caravans)	enclosed areas with facilities to shelter			*	*	info, shop, recreation
Marinas				some sanitary facilities		
Youth hostels				*	*	
group accommodation and holiday homes for, elderly, employees, workers and students				*	*	
mountain refuges				*	*	
SPECIALISED ESTAB.						
Health establishments.		*	*	*		*
Work and holiday camps						
Public means of transport			*	*		
Conference centres	if the centre provides hotel services, it should be considered a hotel.			*		special facilities
PRIVATE ESTABLISHMENT						
Rented rooms in family houses						
Dwellings rented from private individuals or professional agencies	complete units					
Secondary houses (incl. time-sharing)						



3. TOURIST ACCOMMODATION AND MARKET ANALYSIS

It is important to take into consideration the distribution of the various tourist accommodation with respect to their market share. This chapter aims to report on the offer of different tourist accommodation types and their market shares.

3.1. Tourist Accommodation Offer in Europe

3.1.1. Number of businesses

In 1993, the tourist accommodation reached a number of 505.573 businesses. The accommodation type distribution within the European territory shows high heterogeneity, going from 133.913 businesses in Spain (26,49% of total in Europe) to 541 businesses in Luxembourg (0,11%).

Table 3.1. Tourist accommodation establishments, 1993 (Fematour, 2000)

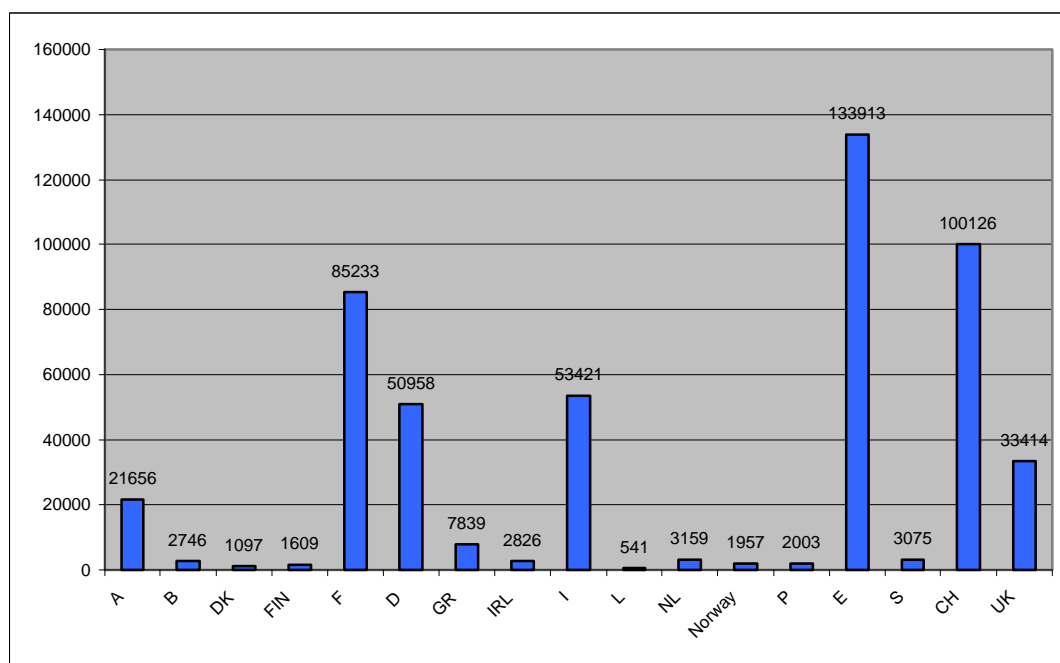


Table 3.1. reports the number of tourist accommodation businesses in the European Economic Community (EEC). All types of collective and private accommodations have been considered. It can be seen that only seven countries have more than 20.000 businesses, Spain being the nation with the highest number. Switzerland follows with 100.126 accommodation businesses, despite its small geographical dimensions.

The other states standing out because of their total number of establishments are: France, Italy, Germany, the UK and Austria.



3.1.2. Number of beds

The total number of beds in Europe is 19.712.956 (1993). Hotels hold 32,90% of total beds. Similar establishments hold 5,16%. The “other collective accommodations” hold 58,22% of total number of beds.

More in detail:

- Camping and tourist village : 38,70%
- Holiday dwellings: 7,19%
- group accommodation for employees or students⁶: 10,00%
- Other supplementary accommodations: 2,33%

- Not influential are the beds in private accommodations: 3,7%, and records are not systematic: data was supplied only by Austria, Germany, Ireland and Portugal

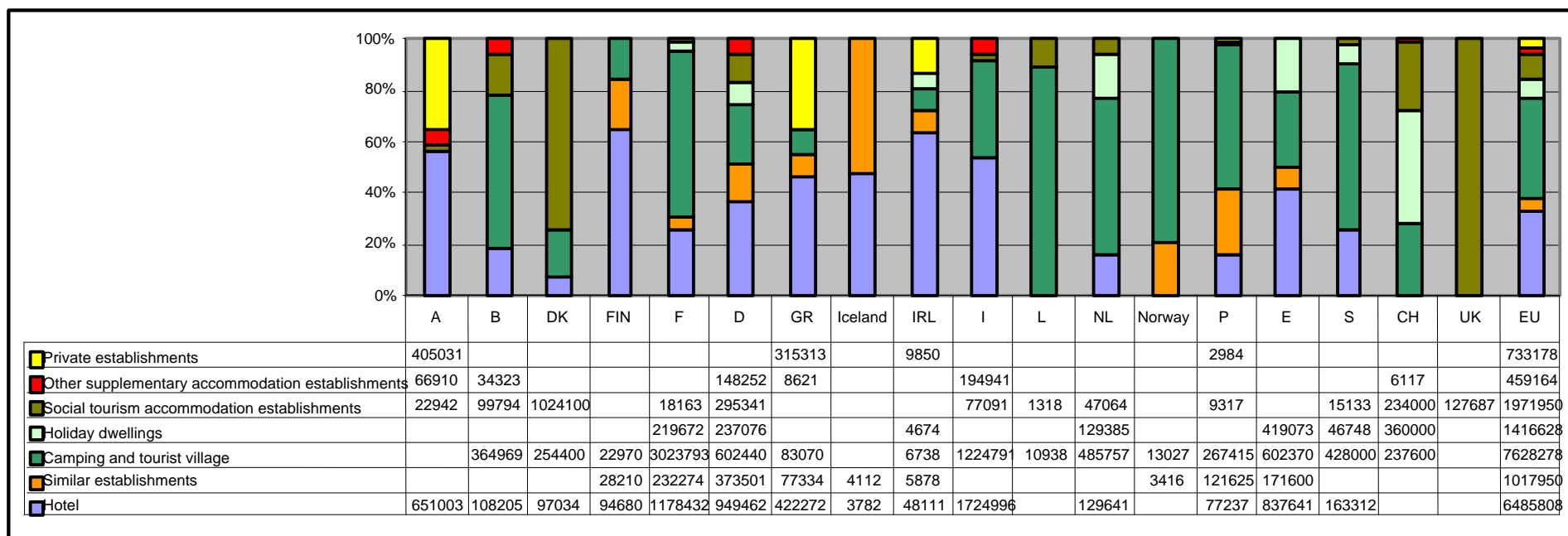
- Interesting is the geographical distribution of the different types of tourist accommodation. The businesses are not distributed evenly throughout the European territory but in such a way as may reflect the nation’s tourist features:
 - Hotels are prevalent only in Austria, Finland, Ireland and Italy.
 - Italy has the highest number of “hotels” (1,7 million bed places) immediately followed by France (1,2 million bed places) but France has an outstanding number of camping and caravanning sites and tourist villages (3 million bed places), about three times more than in Italy (1,2 million bed places). Germany and Spain have the next highest number of bed places in camping and tourist villages: approx. half the number as in Italy.
 - Those countries which do not show particular concentration of hotels present a general balance between “hotels” and “other collective establishments”
 - The “similar establishments” are not influential except for in Iceland where they are of similar significance as the hotels.

⁶ also referred to as Social tourism accommodation establishments



The following table reports the number of beds per type of accommodation per nation in EEC.

Table 3.2. Tourist accommodation establishments per number of beds in 1993 (Eurostat, 1995)





3.1.3. Density of accommodation facilities

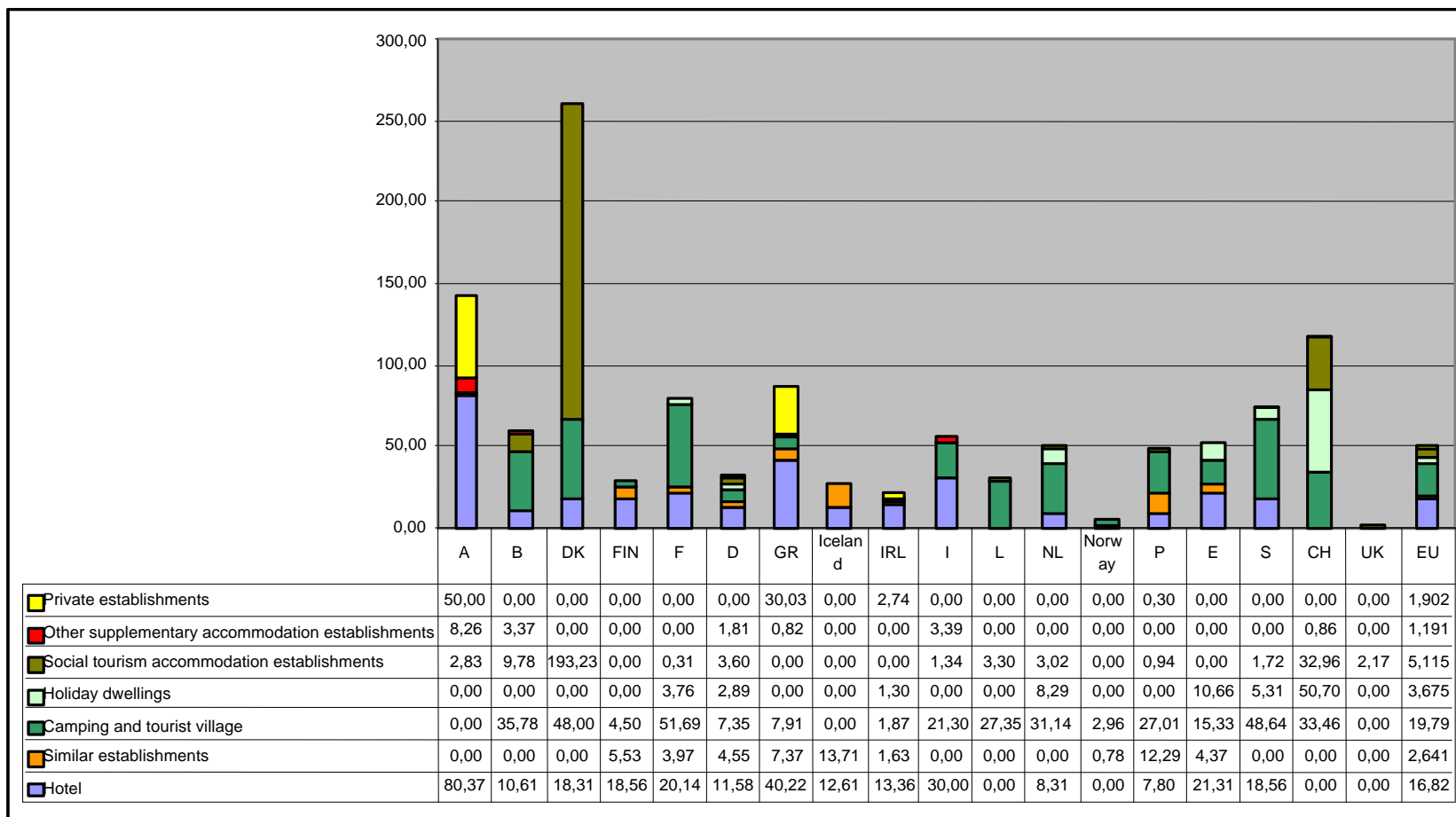
Another important index is the density of receptive facilities. In Table 3.3 the number of beds per 1000 inhabitants has been considered. Its heterogeneity reflects that of the distribution of accommodation types in the different EEC nations.

In greater detail, it can be seen that:

- the average density of beds in Europe is approximately 50 beds per 1000 inhabitants of which 19,8 beds are in camping sites and tourist villages and 16,8 beds in hotels,
- Countries with a bed density higher than the average in Europe are Denmark, Austria, Switzerland, Greece, France and Spain.
- The highest bed density in hotels per 1000 inhabitants is seen in
 - Austria: 80 beds,
 - Greece: 40 beds
 - Italy: 30 beds
- The highest density of places in camp sites and tourist villages per 1000 inhabitants is recorded in :
 - France: 51,7 places,
 - Spain: 48,7 places,
 - Switzerland: 33,5 places,
 - The Netherlands: 31,1 places.
- It is interesting to notice the high concentration of private accommodation in Austria (50 beds per 1000 inhabitants) and in Greece (30 beds per 1000 inhabitants) as well as the high concentration of establishments for students and workers in Denmark (193 beds per 1000 inhabitants).



Table 3-3. Density of tourist accommodation, 1993 (ACTA elaborations on Eurostat, 1995 data)





3.1.4. Offer variation from 1985 to 1993

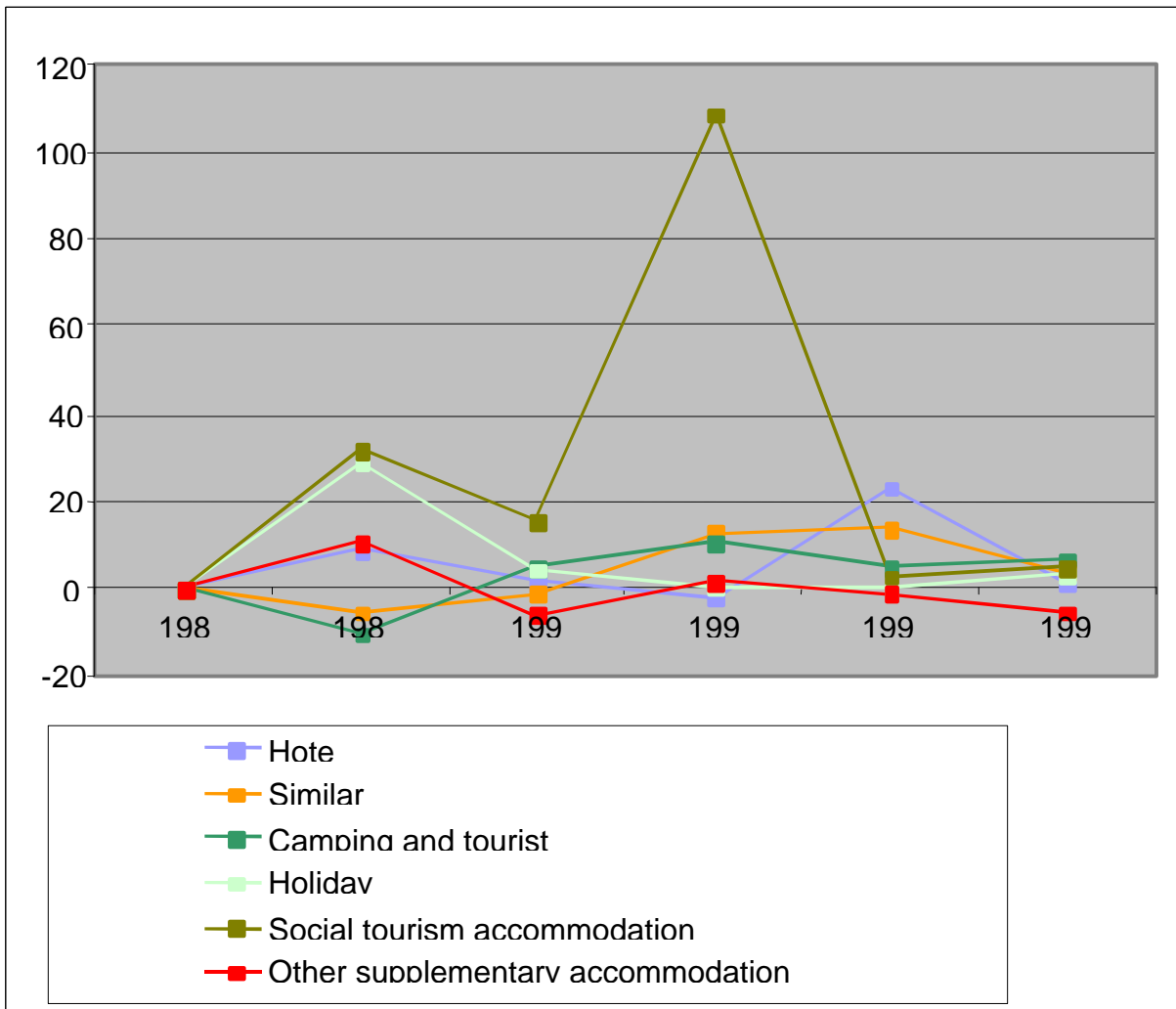
The variation in offer of tourist accommodations is reported in Table 3.4. Soon more updated data will be available. In general there is no major variation in the number of beds : all accommodation structures have experienced oscillations of increase and decrease limited around 10%.

In greater detail:

- Hotels: after a first decrease in the beginning of the 90s, hotel structures increased greatly (23%).
- Similar establishments: after a decrease in number of bed places in the end of the 80s , at the beginning of the 90s these accommodation structures have increased by 12,6% of number of beds from 1990-1991 and by 13% from 1991-1992. In 1993 there has also been another increase in number of bed places but of a lesser degree.
- Other collective accommodations
 - *Camping and tourist villages*: after a decrease by 10% seen at the end of the 80's, from the beginning of the 90s there was a change of trend and from 1990 to 1991 there was a 10,4% increase,
 - *Holiday dwellings*: at the end of the 80's there is a 29% increase in the number of beds, after which the increase is stable,
 - *Establishments for workers and students*: have registered a continuous increase in the period considered. The high peak in 1991 is due to the fact that Denmark supplied data.
- *Other supplementary accommodations*: do not seem to have a particular tendency, increasing or decreasing alternatively during the period considered.



Table 3.4. Bed places in tourist accommodations: % variation (Eurostat, 1995)⁷



⁷ the sudden increase in the social tourist accommodation establishment (establishment for workers and students) recorded between 1990 – 1991 is due to the supply of data from Denmark



3.1.5. Business size

On average, in Europe the number of workers in hotels is 12,63, in camp sites 5,13. Small size hotels are 77,94% of total , while small camp sites are 90,13%.

The countries that are farthest from this situation for hotels are:

- the northern countries which report larger hotels than the average, except Iceland. In fact the average number of employees in these countries is 19 in Finland and 17 in Norway,
- Iceland and Austria present lower number of employees per hotel than the European average. Iceland reports an average of 5 employees per hotel and an 88,5% of small hotels,
- Austria has an average of 90% small sized hotels with an average of 5 employees per hotel,
- Italy reports an average of 6 employees per hotel and 85,6% of small size hotels.

As far as camping and other provision of short stay accommodation is concerned, the countries that most stand out against the European average are:

- Sweden which has only one employee and a 98,2% of small sized enterprises.
- Italy, Luxembourg and Norway have an average of two employees and a percentage of small sized enterprises of 97,9%, 97,3%, 99,4% respectively.
- Portugal next to Belgium has the highest percentage of employees (13 on average) and 75,9% of the enterprises are small sized.

Table 3.5. Hotel, camping and other collective accommodation. Percentage of employees per enterprise, percentage of small size enterprises. (Fematour, 2000)

Country	Average enterprise number of employees in hotel	Percent of micro – enterprises in hotel	Average enterprise number of employees in camping and other collective accommodation	Percent of micro – enterprises in camping size and other collective accommodation
Austria	5	90,5	3	96,5
Belgium	12	77,2	15	75,6
Denmark	18	n.a	5	n.a
Finland	19	n.a	1	n.a
France	7	85,6	8	78,6
Germany	9	77,5	3	95,3
Greece	16	n.a	n.a	n.a
Iceland	5	88,5	5	88,5
Ireland	22	n.a	4	n.a
Italy	6	87,6	2	97,9
Luxemburg	10	78,2	2	97,3
The Netherlands	16	67	7	89,4
Norway	17	63	2	99,4
Portugal	13	79,4	13	75,9
Spain	n.a	81,7		84,9
Sweden	12	73	1	98,2
Switzerland	15	64	6	94,2
United Kingdom	n.a.	n.a	n.a	n.a



3.2. Tourist Markets

In order to establish the weight of different tourist accommodations in Europe, an update of the accommodation offer has been reported. In this first analysis, the types of accommodation reported are those considered by the Fematour study, other types may be considered in a further stage of the project.

As stated in the Regulation 1980/2000 (art 2.2) the products included in the Product Group "shall represent a significant volume of sale and trade in the internal market". Therefore, an assessment has been undertaken to establish the market share of the major tourist accommodation structures in the European Common Market countries.

In the year 1998 the total number of overnight stays in both hotel and non-hotel structures in Europe were 1.812.295. Italy holds the highest number of overnights, 16,5% of the total European. The UK and Germany follow with 15,9% and 15,1% respectively. Central Europe holds the highest overnight concentration, 61,28%, compared to Southern Europe's 33% and Northern Europe's 5,7%.

3.2.1. National and International tourism and tourist distribution per type of accommodation

National and international tourism

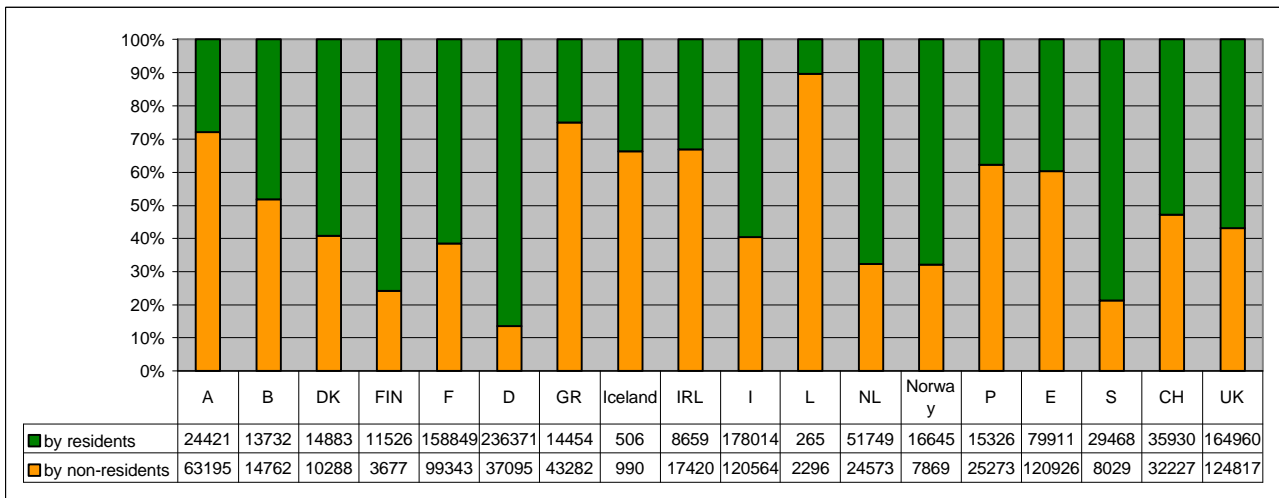
Tourist distribution between national and international tourists is distributed quite evenly: 756.626 are international tourists, 41,7% of the total overnights. The states with the highest presence of international tourists are: United Kingdom, Spain, Italy with very similar values: 16,5%, 16% and 15,9%, respectively. Germany is the country with the highest number of national tourists (22,4% of resident tourists), followed by Italy, about 5% points less (16,9%) and United Kingdom (15,9%).

Table 3.6 shows the nights spent in each country by residents and non-residents in collective tourist accommodation



Table 3.6. Nights spent in collective tourist accommodation in 1998

(Eurostat 1999, WTO 1999, Fematour 2000)



With regard to the distribution of national and foreign tourists inside each country, it can be seen that southern countries, except Italy, mainly have international tourists, whereas northern countries mainly have national tourism.

Luxembourg is the nation with the highest percentage of overnight stays of foreigners as compared to the total amount of overnights (89,7%), followed by Greece (75%) and Austria (72,1%). By way of contrast, Germany has the highest percentage of national tourism, 86,4%.

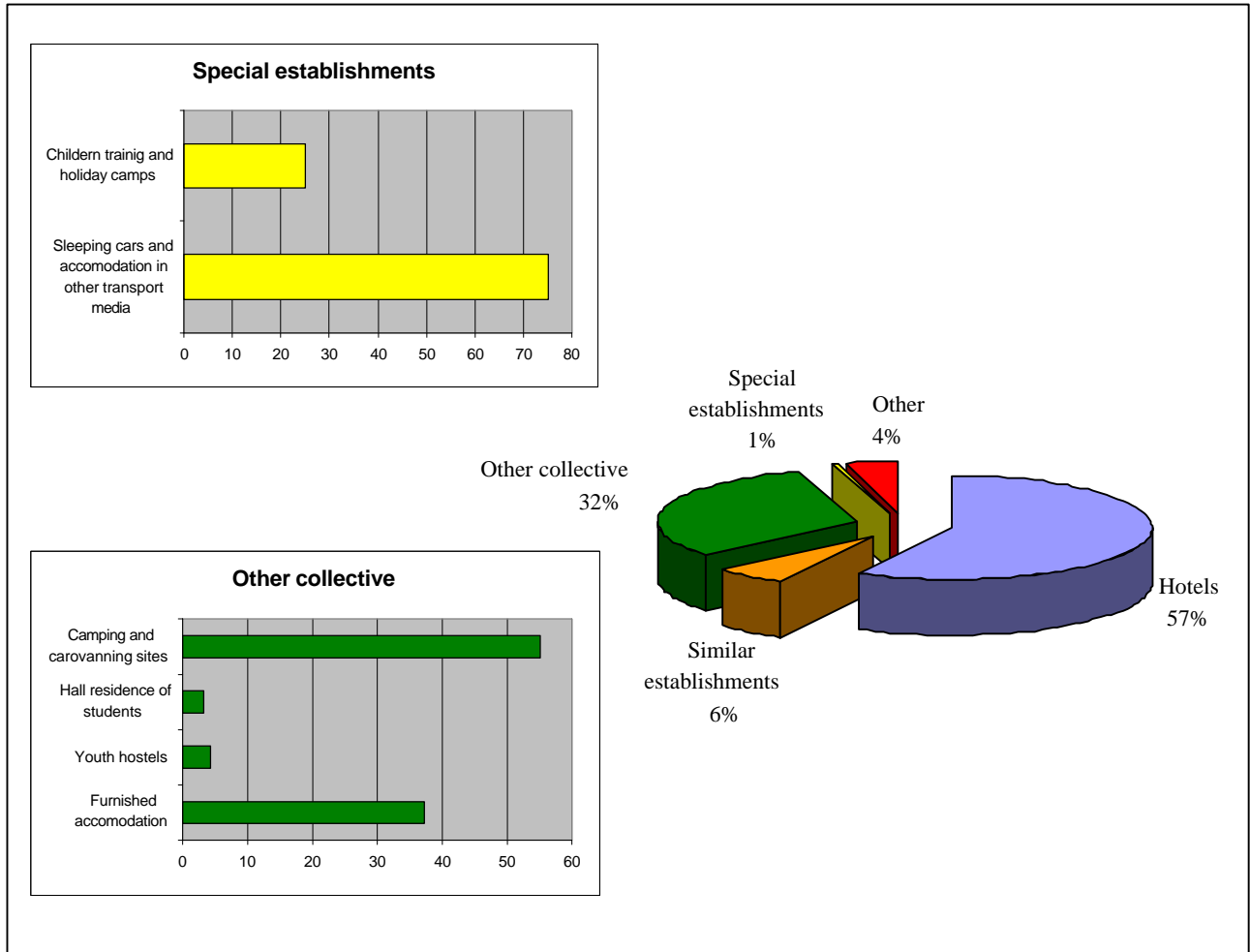
Total tourist overnight stays per accommodation structures

The total number of tourist overnights in the different types of accommodation structures are shown in Table 3.7: more than half the overnight stays are spent in hotels plus a 6% in structures that can be considered as similar establishments (holiday centres and holiday homes). It is important to notice that approximately a third of tourist nights are spent at other collective accommodations, especially at camp and caravanning sites.



Table 3.7. Accommodation in Europe by number of overnights stays, 1998

(Fematur, 2000)





Geographical distribution of overnight stays

In Table 3.8 is shown the geographical distribution of nights spent in the different accommodation structures. From the data available, it appears that distribution is not homogeneous throughout Europe. In Southern Europe there is high occupancy of hotels: from the 70,9% of total stays in Italy to the 97,6% in Greece. In Northern Europe, except in Denmark, there is a greater concentration of stays in hotels.

In Central Europe, on the other hand, a more diverse situation can be observed: only Austria, France and Germany have hotel night stays greater than 60%. The other central European countries have a more balanced distribution of stays in *hotels, similar establishments and other collective accommodation*.

Table 3.8. Accommodation in Europe by number of overnights stays, 1998 (Fematour, 2000)

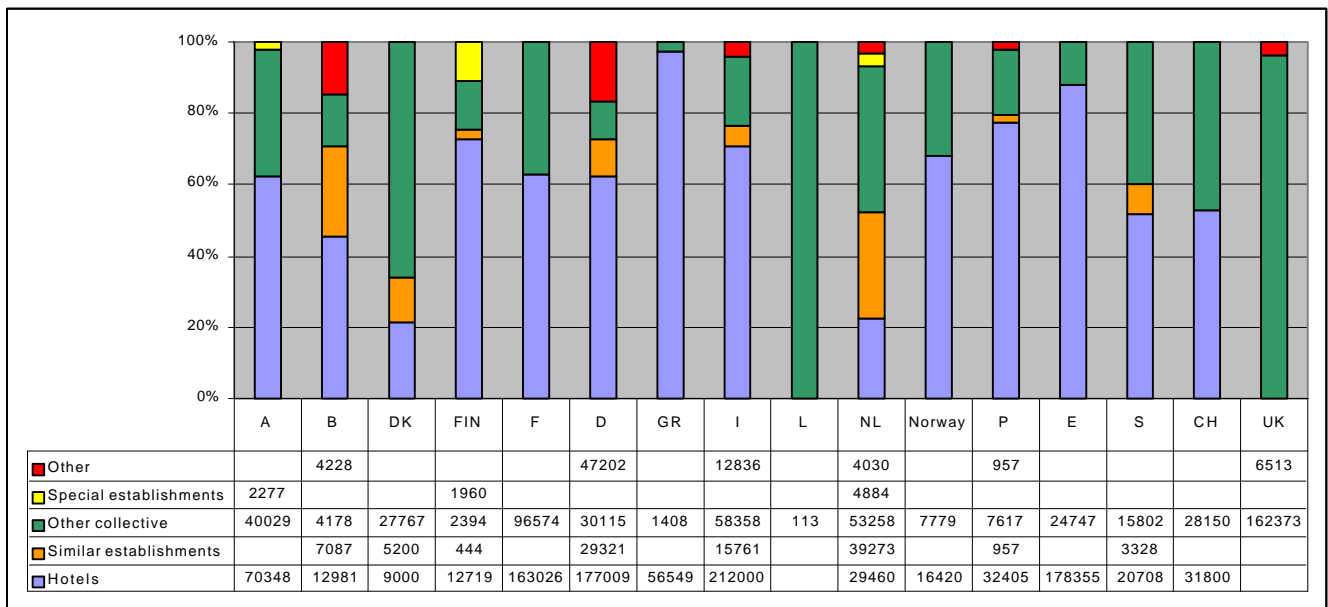


Table 3.9 shows in greater detail the distribution of overnight stays in the “other collective accommodation”. Other collective accommodation includes camping and caravanning sites, the most important tourist accommodation of this accommodation type. Their presence in Europe is quite homogeneous and in some countries they are as important as hotel accommodation (e.g. France).

Table 3.10 shows the distribution of overnight stays in specialised establishments. It is evident that this type of accommodation does not have an important share of the market and statistical data is not available in every European country.



Table 3.9.– Other collective accommodation by number of overnights stays, 1998

(Fematour, 2000)

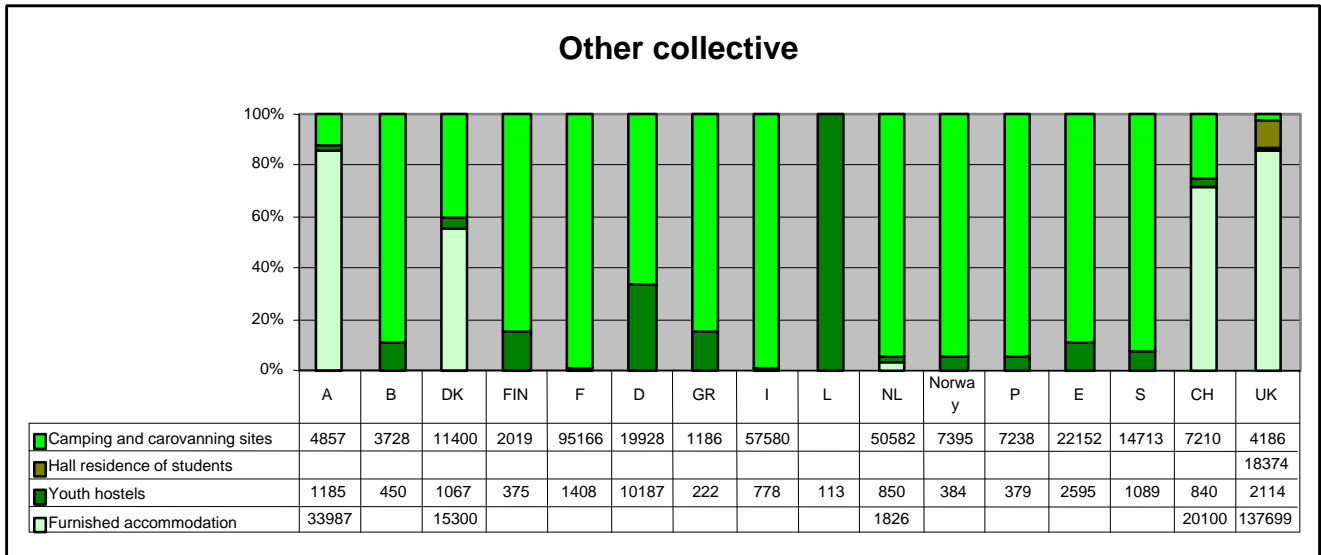
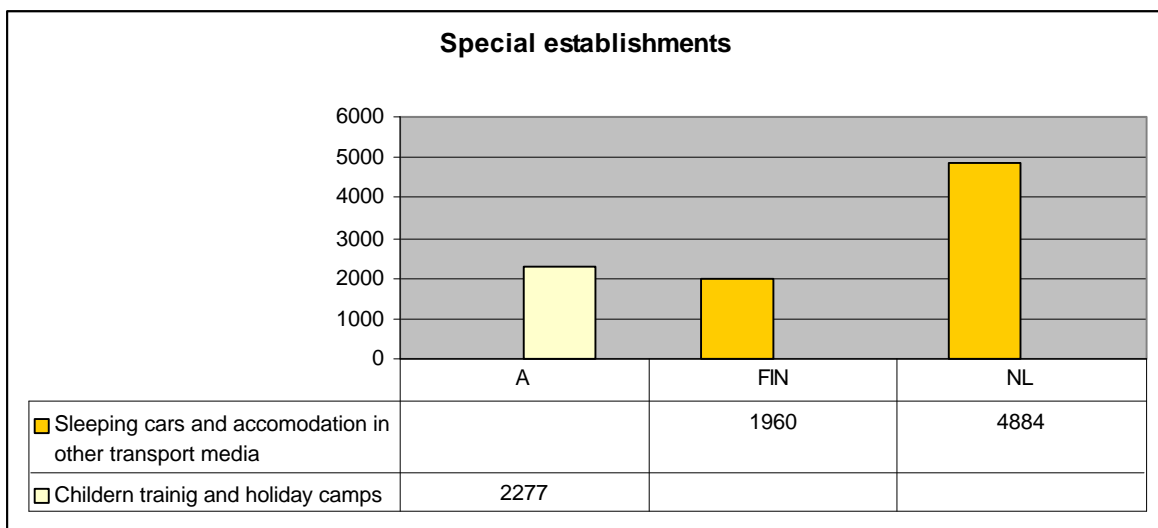


Table 3-10– Specialised establishments: accommodation by number of overnights stays, 1998

(Fematour, 2000)





3.2.2. Occupancy rate in hotels

From the high concentration of overnight stays in hotels, the hotel saturation index becomes significant, as computed on the number of beds⁸ and a cross reading with respect to hotel overnights is important.

On average, in Europe, independently from percentage of overnight stays in hotels, hotel saturation occupancy rate is over 50%.

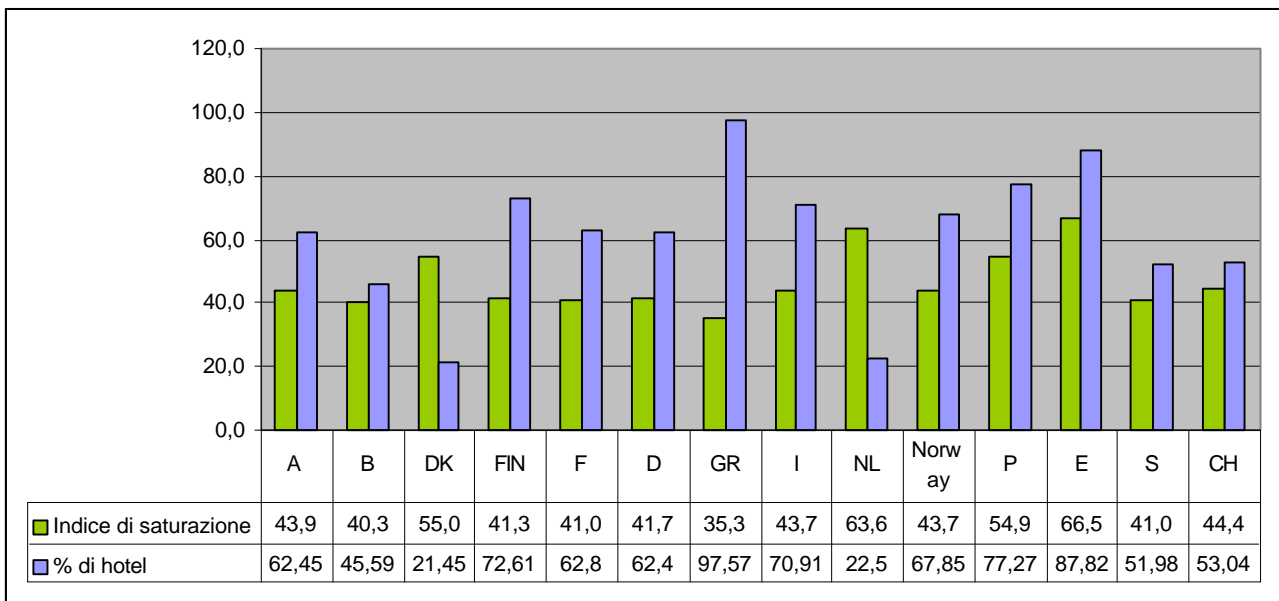
These results lead to the following hypotheses:

1. Since the average occupancy rate is medium low even in those countries where most number of stays take place in hotels, the hotel offer is greater than real demand,
2. The lower number of overnight stays in other structures should not be read as if other overnight structures were less important than hotels from a market point of view, but rather as a consequence of there being less of such structures.

Table 3.11 reports the occupancy rates of hotels in Europe and the percentage of hotels with respect to all other collective accommodations.

Table 3.11 – Hotels and utilisation of hotel rooms, 1998

(Fematour, 2000, Eurostat, 1999)



⁸ Hotel saturation index = (number of beds/overnight stays in one year)x365

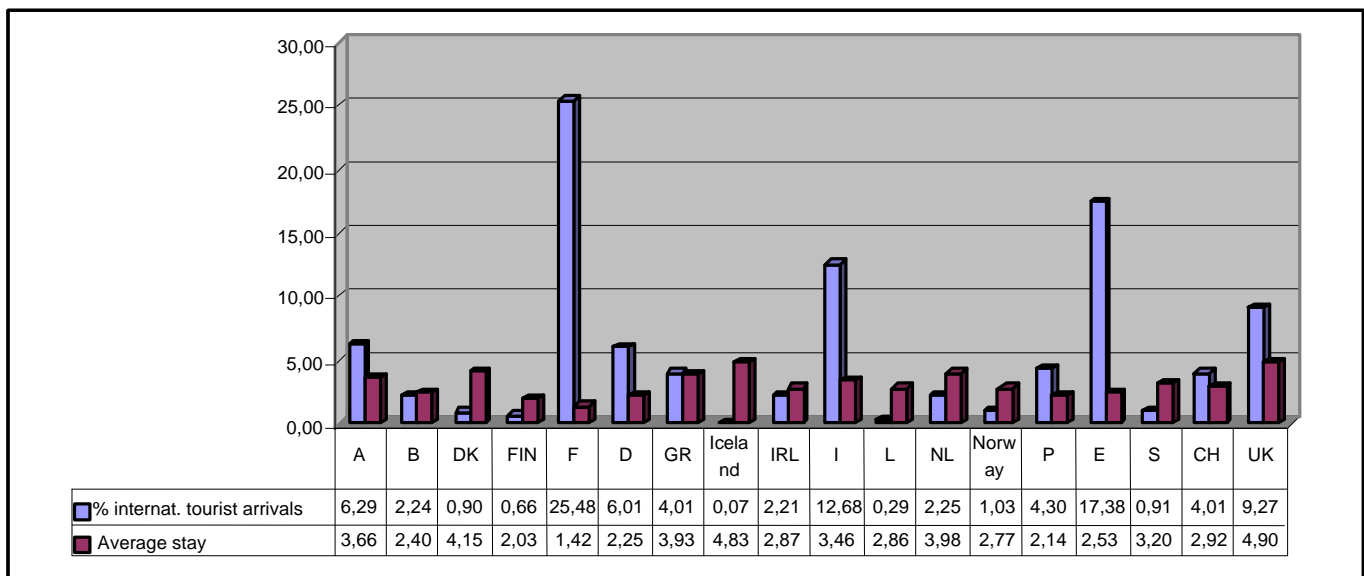


3.2.3. Duration of stay

Interesting is to notice the relationship of the number of arrivals and average duration of the stay (in days). The average number of days spent in Europe is 2,75. As is shown in Table 3.12 the number of arrivals and the days of stay in a country often are opposite. France has the highest number of arrivals (25,5% of foreign arrivals in Europe) but has the lowest average stay length, 1,42 days. On the other side is Iceland, with a small 0,07% of European international arrivals but with an average stay of almost 5 days.

Table 3.12. International tourist arrivals: percentage of arrivals and average overnight stays (expressed as days)

(Eurostat 1999, WTO 1999, Fematour 2000)



3.2.4. Conclusions

Although hotels are the main accommodation type in Europe, they should not be considered the only important structure. Other collective accommodation structures, among which camping, are as important, especially in some countries such as e.g. France.

Considering the medium to low average occupancy rates of hotels, it could be possible to imagine that if there was more offer of other kinds of accommodation, more overnight stays in these other kinds of accommodation could be recorded.

The distribution of accommodation types is neither homogeneous nor similar in all European countries.



It is therefore important to consider more than one type of tourist accommodation to be certain to look at a very significant share of the market in each European country.

4. Product group definition in tourist accommodation

4.1. Importance and implications of product group definition

The importance of sustainability and in particular of sustainable tourism has been increasingly highlighted by a growing number of institutional bodies. For example, The Fifth Environmental Action Programme ('Towards Sustainability', 1992) has underlined the importance of environmental friendliness and promoted sensitivity to voluntary actions in the direction of sustainability. The development of EU Eco-labels is an important step in this direction. One of the aims of institutional action is to make the citizen more sensitive; and to make the sensitive citizen perceive sustainable consumption also in a European dimension.

In fact, sensitivity to the Eco-label has increased steadily and many are the studies where interviews have reported a preference of customers for eco-labelled tourist accommodation, for example in camping sites throughout Europe (guest study and project ECOCAMPING). Up to a 73% of the interviewed replied that their choice went in favour of an eco-labelled tourist accommodation. Similar data has been reported for hotels. Studies in the Netherlands and in Germany (e.g. German Travel Analysis ("Reiseanalyse")) since the end of the 80s, have recognised the importance of a healthy environment and nature. Environmental conditions influence the decision toward a tourist destination (about 40 % of German tourists take these aspects into account) and interest/readiness to give high priority to environmentally friendly (certified) accommodation at the destination site. In 1992 for instance, about 20 % of Germans said that environmentally friendly accommodation was of high importance for them and they expressed their wish for reliable information about certification being more readily available.

Application of an Eco-label to tourist accommodation may have important implications to their possibility to stand out from other non-labelled elements from the same product group.

As a first step to proposing a product group for tourist accommodation, it is important to consider the definition of *product group* stated by the Eco-label Regulation 1980/2000 as well as by other requirements.

4.2. Regulation 1980/2000 and the Product group

4.2.1. Definition of Product Group

Regulation 1980/2000⁹ in Article 1 states that the objective of the Community award is to "*promote the products which have the potential to reduce negative environmental impacts as compared with the other products of the same product group*".

⁹ Included in Annex II



According to the Regulation, product group is “any *GOOD or SERVICE which SERVE SIMILAR PURPOSES and ARE EQUIVALENT IN TERMS OF USE and CONSUMER PERCEPTION*”

The extent of the two indicators (“**good**” and “**service**”) may vary greatly both among accommodation types (hotels and camp sites) and within different categories of the same type of accommodation (one or five star hotels).

To serve a similar **purpose**, the tourist accommodation must give overnight lodging,(main service). It may be useful to recall that, according to the *Commission Decision*, a “tourist” is any person travelling to a place other than that of his usual environment, is staying in the place visited for less than 12 consecutive months and the purpose of the visit is other than the exercise of an activity remunerated from within the place visited. The tourist stays “at least one night in a collective or private accommodation” in the place visited.

To be equivalent in terms of **use and consumer perception** the facility must provide comparable services which the consumer may enjoy and on which he may have expectations. Expectation is very closely linked to perception, and to accommodation fee, because the consumer has in mind first of all what he knows to be paying for. In this sense the consideration of what is included in the basic overnight fee is important.

Consumer perception then classifies tourist accommodations in different categories of “offered opportunities for a price”. This, in addition to the structure, gives the tourist accommodation its rank in consumer perception.

For example, although according to official classification hotels and farmhouses are in different categories, the consumer may use and perceive in a more similar way a 4* hotel and a 5* farmhouse if they both have much open space per person, a restaurant, a swimming pool and a playground for children than a 4* hotel and a 1* hotel. The 1* hotel will be more similar to a simple B&B which usually does not go beyond minimum room services.

In this case, the consumer perceives the services he may use (for the money he has paid). The central service of all tourist accommodation is “providing lodging”, and at the essence of lodging is sheltered sleeping.

4.2.2. Life cycle considerations of the service tourist accommodation

The Regulation also states that the environmental impacts of the product group must be identified in order to develop criteria apt to reduce the negative ones.

It adds that “the environmental impacts shall be identified on the basis of examination of the interactions of products with the environment, including the use of energy and natural resources, during the life cycle of the product” (Art. 1.2.) These environmental aspects shall be identified in the light of the indicative assessment matrix I (of the Regulation) (see further)...” (Art. 3.1).

Life cycle of the service provided by tourist accommodation

The life cycle assessment of a product (as defined by SETAC: Society of Environmental Toxicology and Chemistry) is the process by which it is possible to identify the environmental impacts relative to a product, a process or an activity, going from its pre-production, production,



packaging, transportation and distribution, to its use, re-use, stocking, recycling and disposal. In other words, the impacts of the product is examined “from cradle to grave”.

Of a service the phases of the life cycle considered are different from that of a “good”: the pre-production, stocking and disposal have been omitted so that the cycle consists of the following three indicative phases:

Purchase of the goods to supply the service, supply of the service, Management of wastes.

Annex I of the Regulation is reported as indicative Matrix 41. The columns report each phase of the life cycle of a good and a service. It can be noticed that the life cycle of the service is constituted only of three phases because not all processes typical of a good can be attributed to a service (for example pre-production, stocking, and packaging). “Disposal” gets its equivalent in “managing of waste”.

Matrix 4-1. Evaluation scheme. Life Cycle (Annex I of Regulation 1980/2000, Indicative Assessment Matrix)

Environmental aspects	Goods					Service		
	Pre-production/ Raw Materials	Production	Distribution (included packaging)	Use	Re-use/ recycling/ disposal	Purchase of the goods to supply the service	Supply of the service	Management of waste
Quality of air								
Quality of water								
Soil protection								
Waste reduction								
Energy saving								
Natural resource management								
Global heating prevention								
Ozone layer								
Environmental safety								
Noise								
Bio-diversity								

In Matrix 1 the first column reports the environmental aspects on which the services act. The good and the service are on the right columns in their respective phases of the life cycle.



Filling Matrix 4-1 with data allows an assessment of the main environmental impacts of each service in every phase of its life cycle. From the analysis of this split-up of environmental impacts the Regulation asks, according to the technical possibilities, that¹⁰:

- 1- in evaluating the comparative improvements, consideration should be given to the net environmental balance between the environmental benefits and burdens, including health and safety aspects, associated with the adaptations throughout the various life stages of the products being considered.
- 2- the key environmental aspects should be determined by identifying the categories of environmental impact where the product under examination provides the most significant contribution from a life cycle perspective, and among such aspects the ones for which a significant potential for improvement exists.

For this purpose, it is necessary to precisely define the elements of the services which are involved in each of the three phases.

ANPA has carried out such a task for the service of 'tourist accommodation'¹¹.

In Table 4.1 it can be seen that the service has been divided into the elements needed to purchase the goods (resources), and into the main service activities supplied by tourist accommodations (consumer reception, sleeping, food services...). The list ends with the activities involved in waste management.

The phase of the life cycle has a one digit number code, the main service has a two digit number code, the particular activity has a three digit number code.

The resources needed to provide the service are, of course, related to all services and apply to all types of accommodation:

For example:

energy goes to heat the room in a hotel, in a farmhouse, in a kitchen, or to light a light bulb,

water is needed to wash the room, the laundry, the toilets, flushing the toilets, watering the plants, it is used to cook and is used by the customer...

food products are used according to the services linked to restoration: breakfast, restaurant, bar...

long term products are objects which are not disposed of for a long time: furniture, machinery, decorations, linen, plates, tapestries...

consumption goods, on the other hand, are bought to be used and disposed of: toilet paper, small shampoos and soaps found in the room, wrappings (especially of breakfast portions of jam, butter, honey, cheese...), tissues...

building and covering materials of the accommodation building (inside and outside),

transport means: cars, buses, bicycles etc used to bring the raw material, to transport customers, to give as a service to customers,

natural resources: can be decorations inside the accommodation or can be in the area of the accommodation and attract customers,

cultural resources: locals, employees.

¹⁰ Art. 3.2 of the Regulation 1980/2000

¹¹ National Study for the application of the European Eco-label in the tourist sector, ANPA 2000.

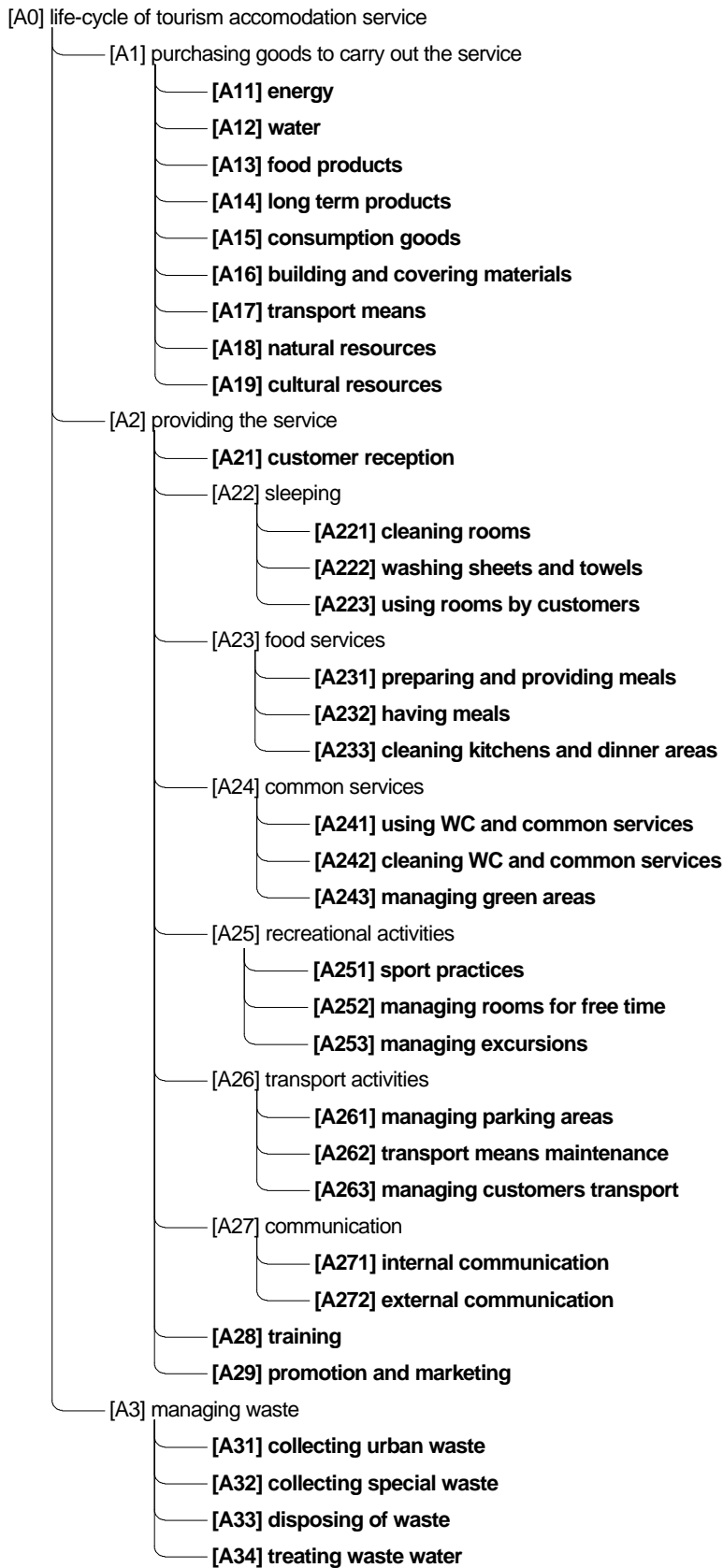


It is interesting to notice that even if the service may be always the same, the service of “sleeping” for example, it does not mean that it will include always identical elements. However, the service itself (as an activity) is always present in all structures, independently from the type of structure.

It may be important to remind here the definition of accommodation according to the Commission Decision: for hotels and similar establishments the document describes “a facility which provides lodging”. Hotels provide services “including more than room service, bed-making, sanitary cleaning” while similar establishments provide services “limited to room service, bed making and sanitary cleaning”. In holiday dwellings provide “limited hotel services not including daily bed-making and cleaning”. Campsites are described as “enclosed areas for tents , caravans, trailers and mobile homes. All come under a common management and provide some tourist services”



Table 4.1 Life Cycle of tourism accommodation service (ANPA)





4.3 Complexity of product group definition for tourist accommodation

The conclusions coming from the Fematour report recognise the complexity of the definition of any product group. Moreover, this issue also has to be regarded from the angle of stakeholder readiness. Nevertheless, the FEMATOUR report gives initial suggestions for possible product groups such as hotels and youth hostels, but also accommodation such as agro-tourism types of accommodation and campsites. From the consultation of the Member States in October 2000, it emerged that the majority of the countries was favourable to identify a possible product group in “hotels”. The new Regulation 1980/2000, the revised version of the Council Regulation (EEC) N. 880/92, allows for a product group to a European Eco-label award scheme to include “goods” and “services”. This step can be considered as a step in the direction of the Regulation’s intent to “increase its effectiveness and improve its planning and streamline its operation” (preamble consideration 3, Reg. 1980/2000). As evident from the classifications of tourist accommodations reported above, lodging entails both goods and services and from reading the Commission Decision’s listing of the services offered by tourist accommodation and observing accommodation guides, it is evident that in addition to the “lodging services” there are many other services.

In this sense, the product group “tourist accommodation” is a “product” in the very sense of the word: “any good or service” (art.1 of Reg. 1980/2000). In fact, tourist accommodation is very complex both in the number of underlying structures and of services present. It is known that tourism is one of the most all-comprehensive and integral sectors of the economy.

In addition, defining a product group which presents both goods and services is complex because usually the service cannot be easily separated from the good. However, it is true that services can be separated in *fields* of activity, just like accommodation structures are separated in different types of structures. In fact, the services are more homogeneous than structures with the changing of geographical and local conditions or with the changing of accommodation structure. For example, the basic “hotel service” of providing a room, making the bed and supplying sanitary facilities is always so, independently from the hotel category or location, although the room may change and the environmental impacts of making and cleaning that room may change.

Services provided by different tourist accommodations

It is beyond the aim of this report to delve into the particular descriptions of all possible services offered by tourist accommodation, but rather to show that the services can be many and show the way in which they may be grouped.

Table 4.2 lists the types of services which make up tourist accommodation. It is important to understand that the types of accommodation listed are as per definition of the Commission Decision, and are considered as typical average exponents of their general category.

The first column lists the types of services while the second to sixth columns list the types of accommodation.

The small case x means a medium importance of that particular kind of service for that accommodation, a capital X refers to a major importance of the service for that accommodation.

Two things can be noticed: certain accommodations have many services in addition to “sleeping” services, ALL accommodations have at least the “sleeping” service.

**Table 4.2 Services usually offered by different tourist accommodation (Elaboration ACTA on data ECOTRANS)**

Accommodation. Type Service	Hotel	Camp site	Mountain refuge	B&B	Farmhouse	Youth hostel
Customer reception	x	X	X	x	x	x
Sleeping						
cleaning rooms	x	X	X	x	x	x
washing sheets + towels	x	X		x	x	x
using rooms by customers	x	X	X	x	x	x
Food services						
preparing and providing meals	x			X	x	x
having meals	x			x	x	X
Cleaning kitchen and dinner areas	x			x	x	x
Recreational activities	x					
Sport practices	x	X				X (table tennis)
Managing rooms for free time	x			X (TV room)	X (breakfast/T V room)	
Managing excursions	x	X				x
Transport activities	x					
managing parking areas	x	X				X
transport means maintenance	x	X	X	x	X	x
managing customer transport	X (e.g. from station)					
communication	x	X	x	x	x	X
internal communication (staff, business partners)	X	X	x	x	x	x
external communication (guests)	x	X	x	x	x	X



4.4. Two different approaches

In order to identify the environmental impacts and set evaluation criteria for an Eco-label, the system boundary of the tourism environmental impacts need to be defined. This definition can be made according to the two different approaches as shown in Matrix 4-2.

In Matrix 4-2 the first column describing the tourism services can be read in a vertical way considering the different services for each kind of accommodation. This can be called the “structure oriented approach”. Otherwise it can be read considering the different services which are common to all different kinds of accommodation. This can be called the “service oriented approach”.

It is important to notice that in the service oriented approach the “sleeping service” is the most relevant service for all different kinds of accommodation as:

1. is the minimum common service for all the different kind of accommodation
2. is relevant in quantitative terms
3. is responsible for the major environmental impacts related to the service (Cfr. Matrix 5-2 in chapter 5)

In the structure oriented approach the service varies from one to another kind of accommodation and therefore it would imply different sub-product groups, for example service provided by camping sites, youth hostels and so on.

The scenarios resulting from these two approaches are quite different.

Matrix 4-2 Consideration of tourism service by structure and by service

		Accommodation(structure)					
		Hotels	Camp sites (only bungalows)	Youth hotels	Alpine shelters	Agri-tourism	Bed & Breakfast
Service use phase	Sleeping	x	x	x	x	x	x
	Food service	x					
	Common services	x					
	Recreational activities	x					
	Transport activities	x					
	Communication	x					

Source: ANPA, 2000

A sound analysis of the pro and contra of the two different approaches is important in so far as from such analysis any definition of the product group will stem.



In the following paragraph the differences of the structure oriented and the service oriented approaches will be considered with respect to the Regulation's requirements and a product group definition.

4.4.1 Pro and Contra

Definition of Product group

The definition of a product group refers to members of the same product group as “serving similar purposes, being equivalent in use and in consumers’ perception” (Regulation art.2).

Considering the service-oriented approach centred on the “sleeping service” the elements of the above definition are highly reflected. In fact, the main reason for going to a tourist accommodation is to “lodge”. The comparison between the different structures is greatly higher in this case because one particular service is observed, instead of all those offered. This frees the development of criteria from having to consider too many different services with different implications, thus risking paralysis.

It is true that a clear definition of what is included in lodging is important. Does the swimming pool constitute a sleeping service? Does breakfast? The system boundary of the service needs to be defined.

One element which might help in defining the “sleeping” service is the basic overnight fee of the accommodation. Consumer perception is tightly linked to expectation, i.e. to the price/benefit of any service or good, so the possibility of taking into account the services included in the basic fee could be considered for instance.

Elements for comparison

Some elements related to the Eco-label Regulation and additional ones can be considered within the comparison between the two different approaches. These are:

- 1) Serving similar purposes
- 2) Being equivalent in use
- 3) Consumer perception
- 4) Market share considerations
- 5) Significant influence on environmental impacts
- 6) Life cycle considerations
- 7) Understanding by final consumer
- 8) Technical aspects
- 9) Relationship with EMAS

1) According to the Regulation N° 1980/2000 product groups have to serve similar purposes (see also par.4.2.1)

Structure oriented approach: tourism service is very complex (cfr. Table 4.2). The variety of the service, as potential additional services provided by different kinds of accommodation go beyond the main purpose. This would create confusion as to the real purpose of lodging and would create the need to define many sub-product groups.



Service oriented approach: this approach allows to consider services which always have the same purpose ex. the lodging service.

2) *Being equivalent in use*

Structure oriented approach: even establishments of same type of structure (e.g. hotels) may have very diverse services (1*, 5*). Again, this leads to the necessity for sub-product groups.

Service oriented approach: according to the Commission Decision the tourist accommodation “provides overnight lodging”. This definition has its central point in sleeping. The service “sleeping” is always equivalent in use.

3) *Consumer perception*

Structure oriented approach: the consumer can get confused by the diversity of the service offered by the same kind of structure (example 1* and 5* hotels).

Service oriented approach: this approach allows to overcome the diversity of the service offered by the same type of accommodation as the service is identifiable with the service paid. Therefore, the consumer perception is related to the service paid.

The approach also may lead to no immediate perception of differences between the service and the structure.

4) *Market share considerations*

Structure oriented approach: this approach implies the consideration of only the selected categories of tourist accommodation (ex. hotels, youth hostels).

Service oriented approach: the approach does not exclude any type of tourist accommodation.

5) *Significant influence on environmental impacts*

Structure oriented approach: this approach implies the consideration of all services. Therefore, environmental impacts from all areas are identified but only for a selected kind of accommodation.

Service oriented approach: the approach allows to consider environmental impacts in all accommodations but only for the lodging service and therefore implies the exclusion of impacts related to services not considered. Anyway, the highest impacts come from “sleeping” related activities.

6) *Life cycle considerations*

Structure oriented approach: following this approach there are difficulties in comparing the life cycle of the services offered within the same category of accommodation (ex. hotels of 1* and 5*).

Service oriented approach: easy to compare in different situations.



7) *Understanding by final consumer*

Structure oriented approach: this approach corresponds to traditional schemes already existing within the European countries. Therefore, it could be more understandable for the final consumer.

Service oriented approach: this approach is more innovative and therefore it could perhaps be not immediately understandable for the final consumer.

8) *Technical aspects*

Structure oriented approach: as there are great differences between different categories of the selected structures the criteria will be more complex.

Service oriented approach: the approach allows to free the performance criteria from the consumer behaviour as the criteria can be defined on the basis of the potential consumption instead of the real consumption of resources (example energy, water consumption, etc.).

9) *Relationship with EMAS*

Structure oriented approach: as the new EMAS Regulation EC 761/2001 focuses on the organisation itself, this approach leads to a product group definition that may imply confusion between the two instruments.

Service oriented approach: the Eco-label may include management criteria which also meet the EMAS requirements. This could lead to significant benefits for the accommodation manager: management efforts could be made for two complementary certificates. However, it is important that the two awards not be confused. Confusion is less likely to occur with the service-oriented approach because it is clear from the start that the objects are different.

Table 4.3 summarises the pro and contra of the two approaches.

**Table 4.3 Pro and contra of the structure oriented and the service oriented approaches for the definition of Eco-label product group. (elaboration ACTA)**

Elements	Structure oriented approach	Service oriented approach
Serving similar purposes	Contra: the variety of services provided by different accommodation overcome the main purpose and would create confusion	Pro: the lodging service is considered as it always has the same purpose
Being equivalent in use	Contra: Even establishments of same type of structure (e.g. hotels, camping) may have very diverse services (1*, 5*). Again, this leads to the necessity for product sub-groups	Pro: “Providing lodging and shelter”, in the definition of accommodation, has its central point in sleeping. The service “sleeping” is always equivalent in use
Consumer perception	Contra: consumer may be confused by the diversity of the service offered from the same kind of accommodation	Pro: higher consumer perception,, the consumer perceives the service paid Contra: no immediate perception of differences between the service and the structure
Market share	Contra: only the selected categories of tourist accommodation are considered (hotels, youth hostels)	Pro: All tourist accommodation are consequently involved
Positive influence on Environmental impacts	Pro: all services are considered, so environmental impacts from all fields are identified Contra: only selected of structures are considered so environmental impacts from the other structures are not considered at all	Pro: environmental impact considered in all accommodations. Usually highest impact comes from “sleeping” related activities Contra: exclusion of impact related to services not considered
Life cycle considerations	Pro: difficult to compare in terms of life cycle assessment as the service varies within the same category of accommodation (ex. hotels)	Pro: easy to compare in different situations
Understanding of Eco-label by the final consumer	Pro: easy to understand	Contra: not immediately understandable
Technical aspects	Contra: as there are great differences between different categories of the selected structures the criteria will be more complex	Pro: greater simplicity in the definition of criteria
Relation to EMAS as perceived	Contra: risk of confusion between the two instruments	Pro: clear identification between the two instruments

4.5 Possible product group definitions

From the above analysis it is possible to propose two definitions for the two product groups. It is the intent of this paper to promote a discussion on this subject with the AHWG.

The new product group definition for the **structure oriented approach** could be “*types of accommodation facilities which provide as their main activity lodging to tourists behind a fee*”.

The new product group definition as per **service oriented approach** could be “*the supplying of lodging to tourists behind a fee*”.



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The assessment of the environmental impacts has to be reduced to this minimal definition and may – as an option - include a list of additional components and activities offered inside the place or linked to the fee for the overnight stay.

From the management and environmental point of view, all activities may be considered which are necessary for the production of the sleeping service. This argument leads to the corresponding life cycle considerations and may include the general management, the purchasing, the operation from reception to cleaning, and the waste treatment of the accommodation establishment.



5. Environmental Notes

In the previous chapter the life cycle of the service tourist accommodation has been illustrated. The aim of this chapter is to show, from a qualitative point of view, the environmental impacts of tourist accommodation in the different phases of its life cycle, to indicate the activities which have the greatest impacts and the relationship between environmental impacts and location of the tourist accommodation.

These considerations will lead to the definition of the kinds of criteria needed in order to create an Eco-label that complies with Eco-label requirements.

5.1. Environmental impacts of the service tourist accommodation

The Regulation states that the environmental impacts of any product group will be evaluated according to the life cycle of the product group on the following environmental aspects:

- Air
- Water
- Soil
- Waste
- Energy
- Natural resources
- global heating
- Ozone layer
- Environmental safety
- Noise
- Biodiversity

The tourist accommodation service has impacts on all the environmental aspects.

In the next few pages, through matrixes 5-1-3 the major impacts will be shown relative to the life cycle phases of the service.

First will be considered the major impacts due to the purchase of the tourist service, then those due to the use of the service, last will be shown the impacts due to the waste management. It is important to point out that the “service” in this matrix is the total “tourist accommodation” service, considering all the activities; these matrixes want to give only qualitative indication.

**Matrix 5-1 From the Evaluation scheme for the life cycle of a product (service) (Regulation 1980/2000)**

Indication on the environmental aspects mostly influenced by tourist accommodation activities of the “Purchase” phase of the life cycle (Elaboration ACTA)

Environmental aspects	Purchasing of goods to supply the service								
	Energy	Water	Food products	Long term products	Consumption goods	building and covering materials	transport means	natural resources	cultural resources
Quality of air	x						x		
Quality of water									
Soil protection		x							
Waste reduction	x	x	x	x	x	x	x	x	
Energy saving	x	x	x		x	x			
Natural resource management	x	x		x	x	x	x	x	
Global heating prevention	x					x	x		
Ozone layer	x						x		
Environmental safety	x	x				x	x		
Noise							x		
Bio-diversity		x		x			x		



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Matrix 5-2 Environmental impacts from the use of the tourist accommodation service (Elaboration ACTA)

Environmental aspects	Supplying the service																			
			Sleeping			food services			common services		recreational services			transport activities		communication				
	consumer reception	cleaning rooms	washing sheets and towels	Using rooms by customers	preparing meals + providing meals	having meals	cleaning kitchens and dinner areas	using WC and common services	cleaning WC and common services	managing green areas	sport practices	managing rooms for free time	managing excursions	managing parking areas	transport means maintenance	managing customers transport	internal communication	external communication	training	promotion and marketing
Quality of air														x	x	x				
Quality of water		x	x	X	x		x	x	x	x	x									
Soil protection										x										
Waste reduction	x	x	x	X	x	x	x	x	x			x	x				x	x		
Energy saving	x	x	x	X	x		x	x	x			x		x		x	x	x		
Natural resource management	x		x	X						x		x	x			x	x			
Global heating prevention														x	x	x				
Ozone layer														x	x	x				
Environmental safety		x	x		x		x	x	x		x		x	x	x					
Noise	x			X										x	x	x	x	x		
Bio-diversity	x										x		x							



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Matrix 5-3 From the Evaluation scheme for the life cycle of a product (service) (Regulation 1980/2000)

Indication on the environmental aspects mostly influenced by tourist accommodation activities of the “Management of waste” phase of the life cycle (Elaboration ACTA)

Environmental aspects	Managing Waste from the service			
	collecting urban waste	collecting special waste	disposing of waste	treating waste water
Quality of air	x	x	x	
Quality of water	x	x	x	x
Soil protection	x	x	x	x
Waste reduction	x	x	x	x
Energy saving				x
Natural resource management	x	x	x	x
Global heating prevention				x
Ozone layer				
Environmental safety	x	x	X	x
Noise				
Bio-diversity	x	x	x	x



It is evident from Matrix 5.2 that the biggest impacts deriving from service use are, from a qualitative point of view, those on WATER, WASTE, ENERGY, NATURAL RESOURCES, ENVIRONMENTAL SAFETY.

These linked to WATER use are mainly due to customer use of the room (toilet and shower), cleaning also uses water etc. (to clean the room, common services, sanitary facilities, the kitchen). Due to the number of rooms, the biggest impact is from the sleeping service.

WASTE also comes from rooms, in addition to common services, kitchen, and anywhere there is the customer or staff at the roots of these impacts.

ENERGY is mainly used for heating. The rooms have most impacts because they are each to be heated. In this respect, the behaviour of the customer is fairly fundamental, in order not to use energy needlessly (for example by heating the room and keeping the window open)

The impacts on NATURAL RESOURCES come from the material used to build the accommodation. This aspect is mainly influenced by the lodging facilities, which may have environmentally friendly furniture and interior decoration or not. In fact, decoration may play an important part if it chooses to use rare resources, thus affecting the BIODIVERSITY of the environment.

ENVIRONMENT SAFETY is influenced mainly by detergents which may pollute the environment (SOIL and WATER) if not managed correctly, through, for example, the choice of environmentally friendly detergents and through moderate or distinct use by staff.

Due to the frequency of use, the service “sleeping” is the servicemost affecting the environment. In order to assess at best its impacts on the environment, the system boundaries must be defined.

A suggestion is given in matrix 5-4.

Matrix 5-4 Environmental impacts from the “sleeping service” (Elaboration ACTA)

Environmental aspects	Sleeping				
	Purchase of the goods to supply the service	Supply of the service			Management of waste
		cleaning rooms	washing sheets and towels	using the room by customers	
Quality of air					x
Quality of water		x	x	x	x
Soil protection					x
Waste reduction				x	x
Energy saving	x	x		x	
Natural resource management	x		x	x	x
Global heating prevention	x				x
Ozone layer					x
Environmental safety	x	x	x		x
Noise				x	
Bio-diversity					x



5.2. Factors influencing the environmental impacts

The impact of the service tourism accommodation on each of the environmental aspects depends on various conditions: geography (how scarce is the resource in that location), infrastructure facilities of the tourist destination related to environmental protection, conditions related to the initial quality of the resource. It is therefore very difficult to identify an absolute environmental impact.

5.2.1. Climate

Climatic conditions influence the energy consumption. The colder it is, the more will be needed for heating, room and water. In this case, scarcity or availability of the energy resource will influence the environmental impact of the energy consumption.

Warm climates need more water for showers. In this case, scarcity of water will very much influence the environmental impacts of water consumption.

5.2.2. Environmental qualities of resources and waste management infrastructures

The better the quality of the resource, the less energy is needed to process it and make it available for use. At the other hand the environmental impact is greater if the high quality resource is misused and spoiled. Resource turnover should be assessed when setting limits to use. This is closely linked to waste management infrastructures present at the location of the tourist accommodation.

Cleaner resources may be located where no structures are available for proper treatment. This may have great impacts on bio-diversity, even if the accommodation structure is small.

5.2.3. Behaviour of staff and customers

Independently from the resources, staff and customer behaviour it is fundamental to avoid waste and to raise consciousness. In this sense, training and promotion of the environmentally friendly measures are essential.

Eco-label criteria need to consider all these factors in order to be applicable and achieve its best and positive impacts in an optimal way.



6. TOWARD CRITERIA

6.1. Field of action of criteria

The criteria will need to consider the environmental aspects on which there are the biggest impacts. Tourist accommodation have their largest impacts on: water, energy, waste management and natural resources.

In view of the fact that geographical location, infra-structural waste management facilities and quality and scarcity of the resources greatly influence environmental overall impacts and environmental performance of the product group, the criteria could need to be weighted according to regional factors.

6.2. Types of criteria

Eco-labels shall be based on:

- **LIMIT criteria.** Quantified criteria for the consumption of energy/unit (overnight stay, m³). As stated earlier, these limits must take into consideration the location of the product group.
- **MEASURE criteria.** Many environmental improvements can be achieved by the use of environmentally friendly materials and goods, e.g. using low energy bulbs, water stop systems in toilets, no hazardous chemicals for washing towels. Such measures may be identified for all common and main activities in the accommodation. They are dependent on the access to and availability of the technical products (e.g. for cleaning, heating, saving water, saving energy).
- **MANAGEMENT criteria.** Communication, training staff, information of guests, control, purchasing list is a management task. According to the environmental relevance and the potential for improvements such criteria may include:
 - monitoring of environmental consume figures (water, energy, waste)
 - training staff
 - information for guests

In this respect, a synergy with EMAS may be considered, in order to enhance the application of a set of effective management tools and steps which may be considered also in the setting of management criteria for an Eco-label.

MANAGEMENT criteria shall be required for general activities like e.g. purchasing and shall give a precise idea of the quality and of how to do it.

LIMIT, MANAGEMENT and MEASURE criteria shall be combined to each other and lead to best achievement of the potential environmental improvements.



6.3. Relation between the tourist accommodation Eco-label and the others existing European Eco-labels product groups

It could be considered that Eco-label criteria for tourist accommodation favour the use of products already awarded with an Eco-label. These products can find application in many aspects of tourist accommodation service. An integrated use of the Eco-label can be of help as a marketing tool for Eco-label products.



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Official Journal L 009 , 15/01/1999 p. 0023 – 0047



ANNEX I

COMMISSION DECISION

Official Journal L009
15/01/1999

on the procedures for implementing Council Directive 95/57/EC on the collection of statistical information in the field of tourism (notified under document number C (1998) 3950) (Text with EEA relevance)

COMMISSION DECISION of 9 December 1998 on the procedures for implementing Council Directive 95/57/EC on the collection of statistical information in the field of tourism (notified under document number C(1998) 3950) (Text with EEA relevance) (1999/34/EC)

THE COMMISSION OF THE EUROPEAN COMMUNITIES,

Having regard to the Treaty establishing the European Community,

Having regard to Council Directive 95/57/EC of 23 November 1995 on the collection of statistical information in the field of tourism (1), and in particular Articles 3, 7 and 10 thereof,

Whereas, to facilitate the collection of harmonised statistics, the definitions to be applied to the data collection characteristics need to be determined;

Whereas, to facilitate data collection, it is necessary to determine the transmission procedures for the data required;

Whereas, during the transition period, it is appropriate to grant the necessary derogations to the Member States, to allow them to adapt their national statistical systems to the requirements of Directive 95/57/EC;

Whereas the measures provided for in this Decision are in accordance with the opinion of the Statistical Programme Committee established by Decision 89/382/EEC, Euratom,

HAS ADOPTED THIS DECISION:

Article 1

The definitions to be applied to the data collection characteristics and the adjustments to the breakdown by geographical areas, in application of Article 3 of Directive 95/57/EC, are those set out in Annex I.

Article 2

The detailed rules for data transmission procedures, in application of Article 7 of Directive 95/57/EC, are those set out in Annex II.

Article 3

The derogations to be granted to the Member States, in application of Article 10 of Directive 95/57/EC, are those set out in Annex III.

Article 4

This Decision is addressed to the Member States.

Done at Brussels, 9 December 1998.

For the Commission

Yves-Thibault DE SILGUY

Member of the Commission

(1) OJ L 291, 6. 12. 1995, p. 32.

ANNEX I

The definitions to be applied to the information collection characteristics

1. ACCOMODATION STATISTICS

1.1. DEFINITIONS OF TOURIST ACCOMMODATION ESTABLISHMENTS AND DWELLINGS

Tourist accommodation

Definition:

Any facility that regularly or occasionally provides overnight accommodation for tourists.

The tourist accommodation types are as follows:

(i) Collective tourist accommodation establishments

Hotels and similar establishments

- Hotels

- Similar establishments

Other collective accommodation establishments

- Holiday dwellings

- Tourist camp-sites

- Marinas

- Other collective establishments n.e.c.

- Other collective establishments n.e.c.
- Specialised establishments
- Health establishments
- Work and holiday camps
- Public means of transport
- Conference centres
- (ii) Private tourist accommodation
- Rented accommodation
- Rented rooms in family houses
- Dwellings rented from private individuals or professional agencies
- Other types of private accommodation
- Secondary residence
- Accommodation provided without charge by relatives or friends
- Other private accommodation n.e.c.

In the definitions of the accommodation establishments as described in this Annex references to NACE Rev. 1 and CPA groups are included. CPA is consistent with NACE but more detailed. The correspondence between the tourism definitions and the NACE classification is nearly complete, except for a minor discrepancy concerning 'Hotels and similar establishments'. Indeed, according to the NACE and CPA explanatory notes certain similar establishments, notably 'guesthouses, farmhouses, lodging and related services provided by rooming houses, boarding houses' are covered in 'Other provision of lodgings n.e.c.' (NACE 55.23). Nevertheless, most hotels and similar establishments are covered by NACE 55.11 and 55.12, since the explanatory notes clearly state that these unit groups include 'hotels, motels and inns and similar lodging places'.

1.1.1. Collective tourist accommodation establishments

Definition:

An accommodation establishment that provides overnight lodging for the traveller in a room or some other unit, but the number of places it provides must be greater than a specified minimum for groups of persons exceeding a single family unit and all the places in the establishment must come under a common commercial-type management, even if it is non-profit-making.

Hotels and similar establishments

Definition:

Hotels and similar establishments are typified as being arranged in rooms, in number exceeding a specified minimum; as coming under a common management; as providing certain services including room service, daily bed-making and cleaning of sanitary facilities; as grouped in classes and categories according to the facilities and services provided; and as not falling in the category of specialised establishments.

Hotels

Definition:

Comprise hotels, apartment hotels, motels, roadside inns, beach hotels, residential clubs and similar establishments providing hotel services including more than daily bed-making and cleaning of the room and sanitary facilities.

(Equal to NACE group 55.1 hotels (under which hotels, motels, inns and hotels with conference facilities are named). NACE is further divided into 55.11 hotels and motels with restaurant and 55.12 hotels and motels without restaurant. CPA groups 55.11.10 and 55.12.10 are equivalent to them).

Similar establishments

Definition:

Comprise rooming and boarding houses, tourist residence and similar accommodation arranged in rooms and providing limited hotel services including daily bed-making and cleaning of the room and sanitary facilities. This group also includes guest houses, Bed & Breakfast and farmhouse accommodation.

(Included in NACE group 55.23 other provision of lodgings n.e.c. (which includes all other establishments except hotels, camping sites and youth hostels). 55.2 names guest houses and farmhouses separately. Included in CPA group 55.23.13 letting services of short-stay furnished accommodation, which includes also private short-stay rental accommodation).

Other collective establishments and specialised establishments

Definition:

Any establishment, intended for tourists, which may be non-profit making, coming under a common management, providing minimum common services (not including daily bed-making) and not necessarily being arranged in rooms but perhaps in dwelling-type units, campsites or collective dormitories and often engaging in some activity besides the provision of accommodation, such as health care, social welfare or transport.

Holiday dwellings

Definition:

Include collective facilities under common management, such as clusters of houses or bungalows arranged as dwelling-type accommodation and providing limited hotel services (not including daily bed-making and cleaning).

(Included in NACE group 55.23, other provision of lodgings n.e.c., which includes all other establishments except hotels, camping sites and youth hostels. Include main part of CPA group 55.23.12, holiday centre and holiday home services).

Holiday villages providing hotel services should, according to the definitions, be included in hotels even if they are usually not arranged in rooms. Only establishments which do not provide hotel services should be included in this group.

Tourist camp-sites

Definition:

Consist of collective facilities in enclosed areas for tents, caravans, trailers and mobile homes. All come under common management and provide some tourist services (shop, information, recreational activities).

(Equal to NACE group 55.22, camping sites, including caravan sites. Equal to CPA group 55.22.10).

Camping sites let pitches for tents, caravans, mobile homes and similar shelter to overnight visitors who want to stay on a 'touring' pitch for one night, a few days or week(s), as well as to people who want to hire a 'fixed' pitch for a season or a year. Hired fixed pitches for long-term rent (more than a year) may be considered as private accommodation.

Marinas

Definition:

Consist of boating harbours where boat owners can hire a berth in the water or a place on the land for the season or year and of ports for passing vessels where sailors pay mooring per night. These two types may be combined. At least some sanitary facilities are provided. Marinas may be run by clubs for water sports, businesses or public administration.

(Included in NACE group 63.22 other supporting water transport activities or possibly in 55.23, other provision of lodgings n.e.c. or in 92.62 other sporting activities. Included in CPA group 63.22.11 port and waterway operation services (excluding cargo handling) or possibly in 55.23.15 other short-stay accommodation services n.e.c. or 55.23.14, sleeping car services and sleeping services in other transport media or in 92.62.13 other services related to sports events n.e.c.).

Other collective establishments n.e.c.

Definition:

Comprise youth hostels, tourist dormitories, group accommodation, holiday homes for the elderly, holiday accommodation for employees and workers' hotels, hall of residence for students and school dormitories, and other similar facilities that come under common management, have a social interest and are often subsidised.

(Include NACE group 55.21, youth hostels and mountain refuges and part of 55.23, other provision of lodgings n.e.c., which includes all other establishments except hotels, camping sites and youth hostels. Include CPA group 55.21.10, youth hostels and mountain refuge services, and part of 55.23.15, other short-stay accommodation services n.e.c.).

Health establishments

Definition:

Comprise health treatment and health care establishments providing accommodation, such as spas, thermal resorts, sanatoriums, mountain sanatoriums, convalescent homes, health farms and other similar establishments.

(Include in NACE group 55.23 other provision of lodgings n.e.c. (which includes all other establishments except hotels, camping sites and youth hostels) or possibly in 85.14 other human health activities. Included in CPA group 55.23.15 other short-stay accommodation services n.e.c. or possibly in 85.14.15 residential health facilities services other than hospital services).

Health establishments providing hotel services should, according to the definitions, be included in hotels. Only establishments which do not provide hotel services should be included in this group.

Work and holiday camps

Definition:

Comprise camps providing accommodation for holiday activities, such as agricultural, archaeological and ecological work camps, holiday camps, scout camps, mountain shelters, cabins and other similar establishments.

(Include in NACE group 55.23, other provision of lodgings n.e.c., which includes all other establishments except hotels, camping sites and youth hostels. Include CPA group 55.23.11, children's holiday camp services, and part of 55.23.12, holiday centre and holiday home services).

and part of 55.23.12, holiday centre and holiday home services).

The group should also include children's camps, accommodation of sailing and riding schools and other sport centres (not providing hotel services).

Public means of transport

Definition:

Consist of the accommodation, with sleeping facilities, associated with collective public transport and inseparable from it as to expenditure; it mainly concerns trains, ships and boats.

(Included in NACE group 55.23, other provision of lodgings n.e.c., which includes all other establishments except hotels, camping sites and youth hostels. Nearly equal to CPA group 55.23.14, sleeping car services and sleeping services in other transport media).

Public means of transport is a quite unique group among the accommodation establishments because it is not directly linked to a locality (hotel in a ship that remains in one place without sailing is classified as hotel).

Persons spending night(s) on cruise ships are day visitors in the receiving country but outbound tourists from the origin country.

Conference centres

Definition:

Include establishments offering accommodation and specialised in facilities for congresses, conferences, courses, vocational training, meditation and religion or young people's college. The sleeping accommodation is generally only available to the participants of the specialised activities organised in or by the establishment. (Included in NACE group 55.23, other provision of lodgings n.e.c., which includes all other establishments except hotels, camping sites and youth hostels. Included in CPA group 55.23.15, other short-stay accommodation services n.e.c.).

Conference centres providing hotel services should, according to the definitions (and NACE), be included in hotels. Only establishments which do not provide hotel services should be included in this group. Students in full-time education should not be included as guests in conference centres.

Treatment of combinations of accommodation types in one establishment

In reality we often find more than one accommodation type in an establishment. Possible solutions to the problem are to:

- (i) split up the establishment into two (or more) establishments. This is the best solution if the establishment is able (and willing) to do so;
- (ii) disregard the second accommodation type if its capacity is less than the specified minimum threshold of the country;
- (iii) classify according to the main type. The main type may be determined by capacity (most often) or by use of capacity (or other criterion).

1.1.2. Private tourist accommodation

Definition:

The remaining types of tourist accommodation that do not conform to the definition of 'establishment'. Private tourism accommodation provides, for or without charge, a limited number of places. Each accommodation unit (room, dwelling) is independent and is occupied by tourists, usually by week or weekend, fortnight or month, or by its owners as a second or holiday home.

Rented accommodation

Rented rooms in family houses

Definition:

The accommodation covered by this group differs from the boarding house in that the tourist stays with the family that usually lives in the home and pays a rent.

(Included in NACE 55.23, other provision of lodgings n.e.c., which includes also all establishments except hotels, camping sites and youth hostels. Included in CPA group 55.23.13 letting services of short-stay furnished accommodation, which includes also guest houses, boarding houses and bed and breakfast establishments).

Permanently (more than one year) rented rooms do not belong to this group.

Dwellings rented from private individuals or professional agencies

Definition:

Comprise apartments, villas, houses, chalets and other dwellings rented or leased as complete units between households, on a temporary basis, as tourist accommodation.

(Included in NACE group 55.23, other provision of lodgings n.e.c., which includes also all establishments except hotels, camping sites and youth hostels. Included in CPA group 55.23.13 letting services of short-stay furnished accommodation, which includes also guest houses, boarding houses and bed and breakfast

furnished accommodation, which includes also guest houses, boarding houses and bed and breakfast establishments).

Other types of private accommodation

Secondary residence

Definition:

Comprise second homes/apartments, villas, houses, chalets, etc. used during the tourist trip by visitors who are members of the owner household. This group also includes dwellings incorporated in a time-sharing contract. (Include part of NACE group 70.20, letting of own property. Include part of CPA group 70.20.11, renting or leasing services involving own residential property).

Permanent rental of second homes, houses, villas, cottages, pitches on camp-sites and moorings in boating harbours can be assimilated with owned dwellings and classified under this heading.

Accommodation provided without charge by relatives or friends

Definition:

The accommodation of this group concerns tourists allowed by relatives or friends to use all or part of their home free of charge.

(No NACE or CPA counterpart).

Other private accommodation n.e.c.

Definition:

This group, which does not fit entirely into the major group of private tourist accommodation, includes other types of accommodation such as tents at non-organised sites and vessels at unofficial moorings.

(Includes small part of NACE group 71.21, renting services of other land transport equipment. Includes part of CPA group 71.21.14, leasing or rental services of motorcycles, caravans and campers and small parts of other leasing or rental of vehicles or transport equipment).

This group includes any private accommodation that does not fit in previous groups. The only requirement is that a person actually sleeps or tries to sleep during the night in some place. Even sleeping in a car some time during the night, or in a sleeping bag outdoors or at the railway station is included.

1.2. DEFINITIONS OF VARIABLES

1.2.1. Capacity of collective tourist accommodation: local units on national territory

Number of establishments

Definition:

The local unit is an enterprise or part thereof situated in a geographically identified place. At or from this place economic activity is carried out for which - save for certain exceptions - one or more persons work (even if only part-time) for one and the same enterprise.

The accommodation establishment conforms to the definition of local unit as the production unit. This is irrespective of whether the accommodation of tourists is the main or secondary activity. This means that all establishments are classified in the accommodation sector if their capacity exceeds the national minimum even if the major part of turnover may come from restaurant or other services.

Number of bedrooms

Definition:

A bedroom is the unit formed by one room or groups of rooms constituting an indivisible rental whole in an accommodation establishment or dwelling.

Rooms may be single, double or multiple, depending on whether they are equipped permanently to accommodate one, two or several people (it is useful to classify the rooms respectively). The number of existing rooms is the number the establishment habitually has available to accommodate guests (overnight visitors), excluding rooms used by the employees working for the establishment. If a room is used as a permanent residence (for more than a year) it should not be included. Bathrooms and toilets do not count as a room. An apartment is a special type of room. It consists of one or more rooms and has a kitchen unit and its own bathroom and toilet. Apartments may be with hotel services (in apartment hotels) or without hotel services.

Cabins, cottages, huts, chalets, bungalows and villas can be treated like bedrooms and apartments, i.e. to be let as a unit.

Number of bed places

Definition:

The number of bed places in an establishment or dwelling is determined by the number of persons who can stay overnight in the beds set up in the establishment (dwelling), ignoring any extra beds that may be set up by customer request.

The term bed place applies to a single bed, double bed being counted as two bed places. The unit serves to

The term bed place applies to a single bed, double bed being counted as two bed places. The unit serves to measure the capacity of any type of accommodation.

A bed place is also a place on a pitch or in a boat on a mooring to accommodate one person. One camping pitch should equal four bed places if the actual number of bed places is not known.

1.2.2. Occupancy in collective accommodation establishments: domestic and inbound tourism

Arrivals of residents and non-residents

Definition:

An arrival (departure) is defined as a person who arrives at (leaves) a collective accommodation establishment or at private tourism accommodation and checks in (out).

Statistically there is not much difference if, instead of arrivals, departures are counted. No age limit is applied: children are counted as well as adults, even in the case when the overnight stays of children might be free of charge. Arrivals are registered by country of residence of the guest and by month. The arrivals of non-tourists (e.g. refugees) should be excluded, if possible. The arrivals of same-day visitors spending only a few hours during the day (no overnight stay, the date of arrival and departure are the same) at the establishment are excluded from accommodation statistics.

Nights spent by residents and non-residents

Definition:

A night spent (or overnight stay) is each night a guest actually spends (sleeps or stays) or is registered (his/her physical presence there being unnecessary) in a collective accommodation establishment or in private tourism accommodation.

Overnight stays are calculated by country of residence of the guest and by month. Normally the date of arrival is different from the date of departure but persons arriving after midnight and leaving on the same day are included in overnight stays. A person should not be registered in two accommodation establishments at the same time. The overnight stays of non-tourists (e.g. refugees) should be excluded, if possible.

Country of residence

Definition:

A person is considered to be a resident in a country (place) if the person:

- (a) has lived for most of the past year or 12 months in that country (place); or
- (b) has lived in that country (place) for a shorter period and intends to return within 12 months to live in that country (place).

International tourists should be classified according to their country of residence, not according to their citizenship. From a tourism standpoint any person who moves to another country (place) and intends to stay there for more than one year is immediately assimilated with other residents of that country (place). Citizens residing abroad who return to their country of citizenship on a temporary visit are included with non-resident visitors. Citizenship is indicated in the person's passport (or other identification document), while country of residence has to be determined by means of question or inferred for example from the person's address.

Net use of bed places

Definition:

The net occupancy rate of bed places in one month is obtained by dividing total overnight stays by the product of the bed places on offer and the number of days when the bed places are actually available for use (net of seasonal closures and other temporary closures for decoration, by police order, etc.) for the same group of establishments, multiplying the quotient by 100 to express the result as a percentage.

Formula: $NORB = (P/Gd) \times 100$

where P is the number of registered overnight stays during the month (year) and Gd is the number of bed-days actually available for use during the month (year). The rates are generally calculated with an accuracy of one decimal.

Gross use of bed places

Definition:

The gross occupancy rate of bed places in one month is obtained by dividing total overnight stays by the product of the bed places and the number of days in the corresponding month (sometimes termed bed-nights) for the same group of establishments, multiplying the quotient by 100 to express the result as a percentage.

Formula: $GORB = (P/Gp) \times 100$

where GP is the number of potential bed-days.

2. TOURISM DEMAND

2.1. DEFINITIONS OF TOURISM

Tourism

Definition:

The activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

Tourism is a subset of travel, when travel is understood in a broad sense meaning a movement from one place to another. Tourism covers the worldwide travel market within the general framework of population mobility and the provision of services for visitors. Tourism means the practice of travelling outside a person's usual environment for all purposes. However, some non-voluntary purposes of trips are excluded by convention: non-voluntary stays in hospital and other medical institutions providing clinical/medical treatment, which is prescribed by a doctor, are excluded. Other non-voluntary exclusions include stays in prison and stays in military service (note that vacations from the institutions may be normally included in tourism).

In relation to a given country, three forms of tourism can be distinguished:

Definitions:

(i) Domestic tourism comprises the activities of residents of a given country travelling to and staying in places only within that country but outside their usual environment.

(ii) Inbound tourism comprises the activities of non-residents of a given country travelling to and staying in places in that country and outside their usual environment.

(iii) Outbound tourism comprises the activities of residents of a given country travelling to and staying in places outside that country and outside their usual environment.

Similar definitions can be used for other areas, regions or group of countries by replacing 'country' with the area of reference. The three forms of tourism can be combined in three ways to derive the following categories of tourism:

(i) internal tourism, which comprises 'domestic tourism' and 'inbound tourism';

(ii) national tourism, which comprises 'domestic tourism' and 'outbound tourism';

(iii) international tourism, which consists of 'inbound tourism' and 'outbound tourism'.

Traveller

Definition:

Any person on a trip between two or more countries or between two or more places within his/her country of residence.

Visitor

Definition:

Any person travelling to a place other than that of his/her usual environment for less than 12 months and whose main purpose of trip is other than the exercise of an activity remunerated from within the place visited.

Visitors (domestic/international) comprise:

Tourist

Definition:

Visitors who stay at least one night in a collective or private accommodation in the place/country visited.
and

(Same-)day visitor

Definition:

Visitors who do not spend the night in a collective or private accommodation in the place/country visited.

The three fundamental criteria that are used to distinguish visitors from other travellers are as follows:

(i) The trip should be to a place other than that of the usual environment, which would exclude short-distance local transport and commuting, i.e. more or less regular trips between the place of work/study and the place of residence.

(ii) The stay in the place visited should not last more than 12 consecutive months, beyond which the visitor would become a resident of that place (from the statistical standpoint).

(iii) The main purpose of the visit should be other than the exercise of an activity remunerated from within the place visited, which would exclude migratory movements for work purposes.

The following categories of travellers should not be included in international visitor arrivals and departures:

(i) Persons entering or leaving a country as migrants, including dependants accompanying or joining them.

(ii) Persons, known as border workers, residing near the border in one country and working in another.

(iii) Diplomats, consular officers and members of the armed forces when travelling from their country of origin to the country of their assignment or vice-versa, including dependants and household employees accompanying or joining them.

(iv) Persons travelling as refugees or nomads.

(v) Persons in transit who do not formally enter the country through passport control, such as air transit passengers who remain for a short period in a designated area of the air terminal or ship passengers who are not permitted to disembark. This category would include passengers transferred directly between airports or

not permitted to disembark. This category would include passengers transferred directly between airports or other terminals. Other passengers in transit through a country are classified as visitors.

The following categories of trips should not be included in domestic visitor arrivals and departures:

- (i) Residents travelling to another place within the country with the intention of setting up their usual residence in that place.
- (ii) Persons who travel to another place within the country to exercise an activity remunerated from within the place visited.
- (iii) Persons who travel to work temporarily in institutions within the country.
- (iv) Persons who travel regularly or frequently between neighbouring localities to work or study.
- (v) Nomads and persons without fixed residence.
- (vi) Armed forces on manoeuvre.

Section C of the annex to the Directive is only concerned with tourists and overnight trips. Hence, same-day visitors and trips are excluded. Cruises may be separated already at the beginning of the inquiry (depending on survey) as well as overnight trips in one or several locations.

Usual environment

Definition:

The usual environment of a person consists of the direct vicinity of his/her home and place of work or study, and other places frequently visited.

The concept of usual environment has two dimensions, vicinity and frequency. Places located close to the place of residence of a person are part of the usual environment even though they may be rarely visited. Places that are frequently (= on average once a week or more often), on a routine basis, visited are part of the usual environment of a person, even though they may be located at a considerable distance (or in another country) from the place of residence. There is only one usual environment for a person and the concept is applicable in domestic as well as in international tourism. Persons who work in means of transport (lorry drivers, rail crew, airline pilots and hostesses, etc.), travelling sales representatives or agents are included in tourism as business travellers, unless their trips, especially domestic trips, consist of frequent routine travel, in which case they can be excluded by the usual environment criterion.

Purpose of trip

Definition:

There is only one main purpose for a trip, in the absence of which the trip would not have taken place.

The Directive separates between two main reasons to travel:

- (i) business and professional;
- (ii) holidays, recreation or leisure.

Holidays due to 'Visits to friends and relatives` should be included in point (ii).

Place/country of origin

Definition:

This is the place/country from which the trip originates. It is usually the same as the place and country of residence.

The trip may also start from the place of work or education. This is not relevant for tourism since the place of residence may still be considered as the origin. When people live in another place than their usual residence during the survey period (e.g. short-term migrants and seasonal workers), this place should be taken as the origin. For day trips the place of origin may be the second regular residence of the person although it is useful to distinguish them from trips originating from the first residence.

2.2. DEFINITIONS OF VARIABLES

2.2.1. Volume of tourism

Number of tourists (persons engaged in tourism)

Definition:

Visitors who stay at least one night in a collective or private accommodation in the place/country visited.

Number of tourism trips

Definition:

Trips made by tourists, i.e. overnight trips.

Concerning outbound trips with a world geographical breakdown, the destination can be understood in different ways. It may be:

- (i) the place the visitor considers as the most important place visited (motivating destination)
- (ii) the place where the most amount of time is spent (time destination), or
- (iii) the farthest place visited (distance destination).

It is useful to know all these destinations as well as less important destinations in transit. The main destination (place, country) should be separated from other destinations. The main destination is related to the main

(place, country) should be separated from other destinations. The main destination is related to the main purpose of trip and therefore the main destination should be defined as (i), the place that the visitor considers as the main destination. If the respondent has difficulties in deciding what that is (for example for a touring trip), the main destination may secondarily be decided as (ii), the place where most nights were spent or, if there are several such places, (iii), the farthest place.

Number of tourism trips (by month of departure)

Definition:

Trips made by tourists, i.e. overnight trips, recorded by the month of departure.

Day of the week and season can be obtained from the date. Note that if the date of return is asked in addition to the date of departure, the difference does not necessarily give the duration of trip. One must be careful not to include day trips; the dates may be different but the trip may not involve an overnight stay. Therefore the number of overnight stays (length of stay) must be asked separately.

Number of tourism nights

Definition:

A tourism night (or overnight stay) is each night that a guest actually spends (sleeps or stays) or is registered (his/her physical presence there being unnecessary) in a collective accommodation establishment or in private tourism accommodation.

It is recommended to record all countries of overnight stays during the trips. Nights spent on board ship or in a train moving from one country to another are included in outbound overnight stays but they are not spent in any specific country. It is recommended to include them in the 'cruise' or 'not specified' category. If the nights are spent on board ship, when the ship is in port, the passengers may or may not be formally free to enter the country. If the passengers are free to enter the country, the nights might be in principle recorded to that country, spent in a specialised establishment (public means of transport), but also in this case the 'cruise' category is recommended.

2.2.2. Characteristics of trips

Trip characteristics are asked for each trip separately. Each trip has one main purpose but it may involve secondary motivations, several visits with possibly different purposes and several activities.

Length of stay

Definition:

The length of stay for overnight trips is defined as nights spent.

The actual number of overnight stays must be inquired, it cannot be calculated from the departure and return dates.

Organisation of stays

The Directive specifies the following types of organisation of the stay:

(i) direct reservation with transport/accommodation operator

(ii) use of travel agent, tour operator:

- package travel

Package travel

Definition:

Package travel is a combination of travel services, arranged in advance, which includes at least transport and accommodation or one of these and some other essential tourism service.

Accommodation in means of transport, in combination with transport only, is not a package tour. Package travel may or may not cover breakfast, journey from airport to accommodation, sightseeing, etc.

Principal mode of transport used

Definition:

The principal mode of transport used is the means of transport used for the longest part of the trip.

The transport types include as follows:

Air

This includes:

- scheduled flight (CPA 62.10.10): first class, business class, economy class, economy and APEX/SUPERPEX class

- non-scheduled flight; including taxi flight (CPA 62.20.10)

- other air transport

- rental of aircraft (CPA 62.20.30, CPA 71.23.10)

- other (partly CPA 71.40.14, CPA 92.71.12)

Sea

This includes:

- ferry on inland waterway (CPA 61.20.11)
- ferry on sea or coast (CPA 61.10.11)
- cruise or other passenger transport (water taxi, excursion, sightseeing) on inland waterway and on sea or coast (CPA 61.20.12)
- other waterway transport: rental of vessels (CPA 61.10.31, CPA 61.20.31, CPA 71.22.10), pleasure boat, including rowing boat and other (partly CPA 71.40.14, CPA 92.72.12)

Land

Railway

This includes: high speed train, other interurban railway (CPA 60.10.11, CPA 60.10.12), urban railway, underground (CPA 60.21.10).

Bus, coach (regular, tourist)

This includes:

- scheduled motor coach (CPA 60.21.31, CPA 60.21.32) and urban and suburban buses, trolley buses and trams (CPA 60.21.21, CPA 60.21.22)
- non-scheduled, rental of buses, touring and sightseeing (CPA 60.23.11, CPA 60.23.12 and partly CPA 71.21.15)

Private and hired vehicles

This includes:

- private vehicle: cycle (partly CPA 71.40.14), moped, motor cycle (partly CPA 71.21.14), passenger car (excluding taxi and rented automobile) (including cars belonging to friends or relatives), van, lorry (partly CPA 71.10.10, 71.21.11)
- vehicle rental: rented automobile (excluding buses) (partly CPA 71.10.10), taxi (CPA 60.22.11, CPA 60.22.12), other rented vehicle

Other

This includes:

- on foot, animal-drawn vehicles and riding (CPA 60.23.13 and partly CPA 71.21.15), funicular, teleferic and ski-lift transport (CPA 60.21.41), other (CPA 60.21.42, CPA 60.23.14)

Main type of accommodation used for tourism

Definition:

The main means of accommodation used is the type of accommodation where most nights are spent.

For definition of tourist accommodation types, see point 1.1.

2.2.3. Data on the tourist profile

Number of tourists by sex

The Directive requires only the number of overnight visitors by sex, but generally this can be connected to any characteristic of the trip made by the visitor.

Number of tourists by age

Actual age or year of birth should be recorded. If possible, the ages of all the members of the tourism trip should be recorded.

2.2.4. Data on tourist spending

Spending (national currency) for tourist trips

Definition:

The total consumption expenditure made by a visitor or on behalf of a visitor for and during his/her trip and stay at destination.

Expenditure is one of the characteristics of a trip but can be accumulated also on a personal and country level. Dividing expenditure by duration of trip, average daily expenditure can be calculated. Tourism expenditure encompasses a wide variety of items, ranging from the purchase of consumer goods and services inherent in travel and stays to the purchase of small durable goods for personal use, souvenirs and gifts for family and friends. The following outlays or acquisitions should be excluded from tourism expenditure (nevertheless they may be asked in the surveys for other purposes):

- (i) Purchases for commercial purposes, that is, resale, made by any category of visitor and purchases made on behalf of their employer by visitors on business trips.

behalf of their employer by visitors on business trips.

(ii) Capital type investments or transactions engaged in by visitors, such as land, housing, real estate, works of art and other important acquisitions (such as cars, caravans, boats, second houses) even though they may be used in the future for tourism travel purposes.

(iii) Cash given to relatives or friends during the trip which does not represent payment of tourism goods or services, as well as donations made to institutions.

The types of spending include as follows:

Journeys, holidays, and package travel

This includes:

- accommodation (with food where included, full/half board may also be separated)
- transport
- insurance
- other (local transfer, guided tours, fees, entertainment etc.)

Accommodation

(with food where included in price of accommodation, full/half board may also be separated)

Food and drinks

(distinguishable from accommodation; in restaurants, cafes, bars, minibar, etc.; including retail trade)

This includes: drinks, meals, snacks

Transport

This includes:

- fares: to the destination and back home, within the destination public transport, taxi
- use of vehicle: cost of petrol or diesel (actually used for the trip or estimate), parking charges, other (for example, vehicle rental)

Recreational, cultural and sporting activities

This includes:

- guided tours
- sporting activities (hire of equipment and facilities)
- cultural activities (admission charges, including tickets bought in advance)
- attractions and other recreation (entrance fees, etc.)

Shopping

This includes:

- pre-trip shopping for items to be used during the trip
- shopping for items to take home (including food and drinks, gifts and souvenirs, clothes, shoes, other)
- shopping for items to consume during the stay (including food and drinks)

Other expenses

This includes:

- congress or meeting expenses (enrolment fee; expenses of photocopies, programme and materials; books, magazines and subscriptions related to the congress; annual fees paid to the organisation)
- insurance
- telephone calls
- other (e.g. postage, processing of films, exchange charges, etc.)

The Directive requires information on total spending for tourist trips, and of which spending on 'journeys, holidays and package travel'.

ANNEX II

Detailed rules for data transmission procedures

1. CAPACITY OF COLLECTIVE ACCOMMODATION: local units on national territory

A distinction is drawn between the data explicitly required by the Directive (compulsory) and the other matrices, which are to be supplied voluntarily. All data to be supplied voluntarily are indicated in italic typeface.

The codes relate to the variable number described in the Annex to the Directive.

Numbers A.1.1 and A.1.2: number of establishments, bedrooms, bed places

Numbers A.1.1 and A.1.2: number of establishments, bedrooms, bed places

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2. OCCUPANCY IN COLLECTIVE ACCOMMODATION ESTABLISHMENTS: domestic and inbound tourism

Numbers B.1.1 and B.1.2: arrivals and nights spent by residents and non-residents

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Number B.1.3: arrivals and nights spent by non-residents: by country of residence

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>TABLE POSITION>

Number B.2: Monthly arrivals and nights by residents and non-residents

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3. TOURISM DEMAND: DOMESTIC AND OUTBOUND TOURISM (excluding day trips)

Number C.1.1.1: Number of tourists (linked to C.1.3.1 and C.1.3.2)

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Number C.1.1.2: Number of tourist trips

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Number C.1.1.4: Number of overnight stays

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Numbers C.1.1.3 and C.1.1.4: Number of outbound trips and overnight stays by geographic breakdown

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Derived data - number C.1.1.2: Number of outbound trips and overnight stays by geographical destination broken down by other characteristics

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>TABLE POSITION>

Number C.1.4.1: Expenditure on tourist trips

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Derogations granted to Member States

The derogations granted to Member States as shown below concern reference periods, transmission of data, or partial derogations, e.g. breakdown of variables.

The codes indicated refer to the variable number as described in the Annex to the Directive.

Belgium

- C.1.1, C.1.2, C.1.3, C.1.4: delay on data transmission of provisional quarterly data for 1997.

Germany

- C.1.1, C.1.2, C.1.3, C.1.4: reference period 1996 concerning annual data.

Spain

- A.1.2, B.1.2, B.2.1, B.1.3: incomplete data collection on 'Other collective accommodation establishments' during 1996 and 1997 for annual data and during 1997 for monthly data.

France

- A.1.1: number of bed places in 'Other collective accommodation establishments' for 1996 to 1997 for annual data.
- B.1.1, B.1.2, B.1.3, B.2.1: reference periods 1996 to 1997 for annual data and 1997 for monthly data on 'Holiday dwellings' and 'Other collective accommodation'.

Ireland

- A.1.1, B.1.1, B.1.3, B.2.1, B.2.2: data on unregistered 'Bed and Breakfast' establishments for 1996 to 1998 for annual data and 1997 to 1998 for monthly data.
- A.1.2, B.1.2, B.1.3, B.2.1: reference period 1997 for monthly data and 1996 to 1997 for annual data. Incomplete data collection on 'Other collective accommodation establishments' during 1996 to 1998 for annual data and 1997 to 1998 for monthly data.
- B.1.3: breakdown by country of residence during 1996 to 1998.
- B.2.1, B.2.2: reference period 1997 for monthly data.
- C.1.1, C.1.2, C.1.3, C.1.4: reference period 1997 for quarterly data and 1996 to 1997 for annual data.

Italy

- B.1.1, B.1.2, B.1.3: delay of six months on data transmission of annual data for 1996 to 1997.
- B.2.1, B.2.2: delay of six months on data transmission of monthly data for 1997.
- C.1.1, C.1.2, C.1.3, C.1.4: delay of 12 months on data transmission of annual data for 1996 and quarterly data for 1997.

Luxembourg

- A.1.2: number of bed places in 'Other collective accommodation establishments' for 1996.
- C.1.1, C.1.2, C.1.3, C.1.4: reference periods 1996 to 1997 for annual data.

Austria

- A.1.1, A.1.2: including 'Holiday dwellings' under 'Hotels and similar establishments' during 1996 to 1997 for annual data.
- B.1, B.2: including 'Holiday dwellings' under 'Hotels and similar establishments' until October 1997 for monthly data and during 1996 to 1997 for annual data.
- B.1.3: breakdown by country of residence during 1996 to 1997.
- C.1.1, C.1.2, C.1.3, C.1.4: reference periods 1996 to 1997 for annual data and 1997 to 1999 for quarterly data.

Portugal

- A.1.2, B.1.2, B.2.1, B.1.3: reference period 1997 for monthly data and 1996 to 1997 for annual data concerning 'Holiday dwellings'.

Sweden

- B.1.3: reference period 1996 to 1997 for annual data.
- B.2.1: reference period 1997 for monthly data.
- C.1.1.1: reference period 1997 for quarterly data and 1996 for annual data.
- C.1.3: reference period 1997 for quarterly data and 1996 for annual data.



ANNEX II

REGULATION 1980/2000

Official Journal L237
21/09/2000

REGULATION (EC) No 1980/2000 of European Parliament and of the Council of 17/7/2000 on a revised Community Eco-label award scheme)

I

(Acts whose publication is obligatory)

**REGULATION (EC) No 1980/2000 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
of 17 July 2000
on a revised Community eco-label award scheme**

THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,

Having regard to the Treaty establishing the European Community and in particular Article 175(1) thereof,

Having regard to the proposal from the Commission ⁽¹⁾,

Having regard to the opinion of the Economic and Social Committee ⁽²⁾,

After consulting the Committee of the Regions,

Acting in accordance with the procedure laid down in Article 251 of the Treaty ⁽³⁾,

Whereas:

- (1) The aims of Council Regulation (EEC) No 880/92 of 23 March 1992 on a Community eco-label award scheme ⁽⁴⁾ were to establish a voluntary Community eco-label scheme intended to promote products with a reduced environmental impact during their entire life cycle and to provide consumers with accurate, non-deceptive and scientifically based information on the environmental impact of products.
- (2) Article 18 of Regulation (EEC) No 880/92 provides that within five years from its entry into force the Commission should review the scheme in the light of the experience gained during its operation and should propose any appropriate amendments to the Regulation.
- (3) The experience gained during the implementation of the Regulation has shown the need to amend the scheme in order to increase its effectiveness, improve its planning and streamline its operation.
- (4) The basic aims for a voluntary and selective Community eco-label award scheme are still valid; in particular such an award scheme should provide guidance to consumers

on products with a potential for reducing environmental impact when viewed through its entire life-cycle, and should provide information on the environmental characteristics of labelled products.

- (5) For the acceptance by the general public of the Community eco-label award system it is essential that environmental NGOs and consumer organisations play an important role and are actively involved in the development and setting of criteria for Community eco-labels.
- (6) It is necessary to explain to consumers that the eco-label represents those products which have the potential to reduce certain negative environmental impacts, as compared with other products in the same product group, without prejudice to regulatory requirements applicable to products at a Community or a national level.
- (7) The scope of the Scheme should include products and environmental factors which are of interest from the point of view both of the internal market and of the environment; for the purpose of this Regulation, products should also include services.
- (8) The procedural and methodological approach for setting eco-label criteria should be updated in the light of scientific and technical progress and of the experience gained in this area, to ensure consistency with relevant internationally recognised standards which are evolving in this area.
- (9) The principles for establishing the selectivity level of the eco-label should be clarified, in order to facilitate consistent and effective implementation of the Scheme.
- (10) The eco-label should include simple, accurate, non-deceptive and scientifically based information on the key environmental aspects which are considered in the award of the label, in order to enable consumers to make informed choices.

⁽¹⁾ OJ C 114, 12.4.1997, p. 9 and

OJ C 64, 6.3.1999, p. 14.

⁽²⁾ OJ C 296, 29.9.1997, p. 77.

⁽³⁾ Opinion of the European Parliament of 13 May 1998 (OJ C 167, 1.6.1998, p. 118), confirmed on 6 May 1999, Council Common Position of 11 November 1999 (OJ C 25, 28.1.2000, p. 1) and Decision of the European Parliament of 15 March 2000 (not yet published in the Official Journal). Council Decision of 29 June 2000.

⁽⁴⁾ OJ L 99, 11.4.1992, p. 1.

- (11) In the various stages of the award of an eco-label, efforts must be made to ensure the efficient use of resources and a high level of environmental protection.
- (12) It is necessary to provide more information on the label about the reasons for the award in order to assist consumers in understanding the significance of the award.
- (13) The eco-label scheme should in the long term be mainly self-financing. Financial contributions from the Member States should not increase.
- (14) It is necessary to assign the task of contributing to setting and reviewing eco-label criteria as well as assessment and verification requirements to an appropriate body, the European Union Eco-Labeling Board (EUEB), in order to achieve an efficient and neutral implementation of the scheme; the EUEB should be composed of the competent bodies already designated by the Member States under Article 9 of Regulation (EEC) No 880/92, and of a consultation forum which should provide for a balanced participation of all relevant interested parties.
- (15) It is necessary to ensure that the Community eco-label award scheme is consistent and coordinated with the priorities of the Community environmental policy and with other Community labelling or quality-certification schemes such as those established by Council Directive 92/75/EEC of 22 September 1992 on the indication by labelling and standard product information of the consumption of energy and other resources by household appliances ⁽¹⁾ and by Council Regulation (EEC) No 2092/91 of 24 June 1991 on organic production of agricultural products and indications referring thereto on agricultural products and foodstuffs ⁽²⁾.
- (16) While existing as well as new eco-label schemes in the Member States may continue to exist, provision should be made to ensure coordination between the Community eco-label and other eco-label schemes in the Community, in order to promote the common objectives of sustainable consumption.
- (17) It is necessary to guarantee transparency in the implementation of the scheme and to ensure consistency with relevant international standards in order to facilitate access to, and participation in, the Scheme by manufacturers and exporters of countries outside the Community.
- (18) The measures necessary for the implementation of this Regulation should be adopted in accordance with Council Decision 1999/468/EC of 28 June 1999 laying

down the procedures for the exercise of implementing powers conferred to the Commission ⁽³⁾.

- (19) Regulation (EEC) No 880/92 should be replaced by this Regulation in order to introduce in the most effective way the necessary revised provisions for the reasons mentioned above, while appropriate transitional provisions ensure continuity and smooth transition between the two Regulations,

HAVE ADOPTED THIS REGULATION:

Article 1

Objectives and principles

1. The objective of the Community eco-label award scheme (hereafter referred to as the Scheme) is to promote products which have the potential to reduce negative environmental impacts, as compared with the other products in the same product group, thus contributing to the efficient use of resources and a high level of environmental protection. This objective shall be pursued through the provision of guidance and accurate, non-deceptive and scientifically based information to consumers on such products.

For the purpose of this Regulation:

- the term 'product' is taken to include any goods or services,
- the term 'consumer' is taken to include professional purchasers.

2. The environmental impacts shall be identified on the basis of examination of the interactions of products with the environment, including the use of energy and natural resources, during the life cycle of the product.

3. Participation in the Scheme shall be without prejudice to environmental or other regulatory requirements of Community or national law applicable to the various life stages of goods, and where appropriate to a service.

4. The implementation of the Scheme shall comply with the provisions of the Treaties, including the precautionary principle, with the instruments adopted pursuant thereto and the Community environmental policy, as specified in the Community Programme of Policy and Action in relation to the Environment and Sustainable Development Fifth Action Programme established by the Resolution of 1 February 1993 ⁽⁴⁾, and shall be coordinated with other labelling or quality certification arrangements as well as schemes such as, in particular, the Community Energy Labelling Scheme established by Directive 92/75/EEC and the Organic Agriculture Scheme established by Regulation (EEC) No 2092/91.

⁽¹⁾ OJ L 297, 13.10.1992, p. 16.

⁽²⁾ OJ L 198, 22.7.1991, p. 1. Regulation as last amended by Regulation (EC) No 1804/1999 (OJ L 222, 24.8.1999, p. 1).

⁽³⁾ OJ L 184, 17.7.1999, p. 23.

⁽⁴⁾ OJ C 138, 17.5.1993, p. 1.

Article 2

Scope

1. The Community eco-label may be awarded to products available in the Community which comply with the essential environmental requirements referred to in Article 3 and the eco-label criteria referred to in Article 4. The eco-label criteria shall be set out by product group.

Product group means any goods or services which serve similar purposes and are equivalent in terms of use and consumer perception.

2. In order to be included in this Scheme, a product group must fulfil the following conditions:

- (a) it shall represent a significant volume of sales and trade in the internal market;
- (b) it shall involve, at one or more stages of the product's life, a significant environmental impact on a global or regional scale and/or of a general nature;
- (c) it shall present a significant potential for effecting environmental improvements through consumer choice as well as an incentive to manufacturers or service providers to seek a competitive advantage by offering products which qualify for the eco-label; and
- (d) a significant part of its sales volume shall be sold for final consumption or use.

3. A product group may be subdivided into sub-groups, with a corresponding adaptation of eco-label criteria, when this is required by the characteristics of the products and with a view to ensuring the optimal potential of the eco-label for effecting environmental improvements.

The eco-label criteria related to the various sub-groups of a single product group, covered by the same criteria document, published in accordance with Article 6(5), shall become applicable at the same time.

4. The eco-label may not be awarded to substances or preparations classified as very toxic, toxic, dangerous to the environment, carcinogenic, toxic for reproduction, or mutagenic in accordance with Council Directive 67/548/EEC ⁽¹⁾ or Directive 1999/45/EC of the European Parliament and of the Council ⁽²⁾ nor to goods manufactured by processes which are likely to significantly harm man and/or the environment, or in their normal application could be harmful to the consumer.

5. This Regulation shall not apply to food, drink, pharmaceuticals nor to medical devices as defined by Council Directive 93/42/EEC ⁽³⁾, which devices are intended only for professional use or to be prescribed or supervised by medical professionals.

⁽¹⁾ OJ 196, 16.8.1967, p. 1. Directive as last amended by Directive 1999/33/EC of the European Parliament and of the Council (OJ L 199, 30.7.1999, p. 57).

⁽²⁾ OJ L 200, 30.7.1999, p. 1.

⁽³⁾ OJ L 169, 12.7.1993, p. 1. Directive as amended by Directive 98/79/EC of the European Parliament and of the Council (OJ L 331, 7.12.1998, p. 1).

Article 3

Environmental requirements

1. The eco-label may be awarded to a product possessing characteristics which enable it to contribute significantly to improvements in relation to key environmental aspects, which are linked to the objectives and principles set out in Article 1. These environmental aspects shall be identified in the light of the indicative assessment matrix in Annex I and shall meet the methodological requirements set out in Annex II.

2. The following provisions shall apply:

- (a) in evaluating the comparative improvements, consideration shall be given to the net environmental balance between the environmental benefits and burdens, including health and safety aspects, associated with the adaptations throughout the various life stages of the products being considered. The evaluation shall also take into account the possible environmental benefits related to the utilisation of the products considered;
- (b) the key environmental aspects shall be determined by identifying the categories of environmental impact where the product under examination provides the most significant contribution from a life cycle perspective, and among such aspects the ones for which a significant potential for improvement exists;
- (c) the pre-production stage of the life-cycle of goods includes extraction or the production and processing of raw materials and energy production. Those aspects shall be taken into account, as far as is technically feasible.

Article 4

Eco-label criteria and assessment and verification requirements

1. Specific eco-label criteria shall be established according to product groups. These criteria will set out the requirements for each of the key environmental aspects mentioned in Article 3, which a product must fulfil in order to be considered for the award of an eco-label, including requirements relating to the product's fitness in meeting the needs of the consumers.

2. The criteria shall seek to ensure a selectivity basis on the following principles:

- (a) the product's prospects of market penetration in the Community shall, during the period of validity of the criteria, be sufficient to effect environmental improvements through consumer choice;
- (b) the selectivity of the criteria shall take into account the technical and economic feasibility of adaptations needed to comply with them within a reasonable period of time;

(c) the selectivity of the criteria shall be determined with a view to achieving the maximum potential for environmental improvement.

3. Requirements for assessing the compliance of specific products with the eco-label criteria and for verifying the conditions for the use of the eco-label referred to in Article 9(1), shall be established for each product group together with the eco-label criteria.

4. The period of validity of the criteria, and the assessment and verification requirements, shall be specified within each set of eco-label criteria for each product group.

The review of the eco-label criteria as well as of the assessment and verification requirements related to the criteria shall take place in due time before the end of the period of validity of the criteria specified for each product group and shall result in a proposal for prolongation, withdrawal or revision.

Article 5

Working plan

In accordance with the objectives and principles set out in Article 1, a Community eco-label working plan shall be established by the Commission within one year from the entry into force of this Regulation, following prior consultation of the European Union Eco-Labeling Board (hereinafter referred to as the EUEB) provided for in Article 13, in accordance with the procedure laid down in Article 17. The working plan shall include a strategy for the development of the Scheme, which should set out for the subsequent three years:

- objectives for the environmental improvement and the market penetration which the scheme will seek to achieve,
- a non-exhaustive list of product groups which will be considered as priorities for Community action,
- plans for coordination and cooperation between the Scheme and other eco-label award schemes in Member States.

The working plan shall take particular account of the development of joint actions to promote products awarded the eco-label and the creation of a mechanism for the exchange of information on existing and future product groups at national and at European Union level.

The working plan shall also provide measures for the implementation of the strategy and shall include the planned financing of the Scheme.

It shall also outline the services to which the Scheme is not applicable, taking into account the Regulation of the European Parliament and of the Council allowing voluntary participation by organisations in a Community eco-management and audit system (EMAS).

The working plan shall be reviewed periodically. The first review of the working plan shall include a report on how the plans for coordination and cooperation between the Community system and the national environmental labelling systems have been implemented.

Article 6

Procedures for the setting of eco-label criteria

1. The conditions for awarding the eco-label shall be defined according to product group.

The specific ecological criteria for each product group and their respective periods of validity shall be established in accordance with the procedure laid down in Article 17 following consultation of the EUEB.

2. The Commission shall begin the procedure on its own initiative or at the request of the EUEB. It shall give mandates to the EUEB to develop and periodically review the eco-label criteria as well as the assessment and verification requirements related to those criteria, applying to the product groups coming within the scope of this Regulation. A deadline for completion of work shall be provided in the mandate.

The Commission shall, when drafting the mandate, take due account of

- the working plan laid down in Article 5,
- the methodological requirements referred to in Annex II.

3. On the basis of the mandate the EUEB shall draft the eco-label criteria in respect of the product group and the assessment and verification requirements related to those criteria, as outlined in Article 4 and Annex IV, by taking into account the results of feasibility and market studies, life cycle considerations and the improvement analysis referred to in Annex II.

4. The Commission shall be informed of the draft criteria referred to in paragraph 3 and shall decide whether the mandate:

- has been fulfilled and the draft criteria can be submitted to the regulatory Committee in accordance with Article 17, or
- has not been fulfilled and in that event the EUEB shall continue its work on the draft criteria.

5. The Commission shall publish the eco-label criteria, and updates thereof, in the *Official Journal of the European Communities* (L series).

Article 7

Awarding the eco-label

1. Applications for the eco-label may be submitted by manufacturers, importers, service providers, traders and retailers. The two last-named may submit applications only in respect of products placed on the market under their own brand names.

2. The application may refer to a product placed on the market under one or more brand names. No new application will be required for modifications in the characteristics of products which do not affect compliance with the criteria. The competent bodies shall however be informed about significant modifications.

3. The application shall be presented to a competent body in accordance with the following:

- (a) where a product originates in a single Member State, the application shall be presented to the competent body of that Member State;
- (b) where a product originates in the same form in several Member States, the application may be presented to a competent body in one of those Member States. In such cases the competent body concerned, in assessing the application, shall consult the competent bodies in those other Member States;
- (c) where a product originates outside the Community, the application may be presented to a competent body in any one of the Member States in which the product is to be or has been placed on the market.

4. The decision to award the label shall be taken by the competent body receiving the application, after:

- (a) verifying that the product complies with the criteria published under Article 6(5);
- (b) verifying that the application conforms with the assessment and verification requirements; and
- (c) consulting competent bodies where necessary under paragraph 3.

5. Where eco-label criteria require production facilities to meet certain requirements they shall be met in all facilities where the product is manufactured.

6. Competent bodies shall recognise tests and verifications performed by bodies which are accredited under the standards of EN 45000 series or equivalent international standards. Competent bodies shall collaborate in order to ensure the effective and consistent implementation of the assessment and verification procedures.

Article 8

The eco-label

The form of the eco-label shall be in accordance with Annex III. Specifications for the environmental information relevant to each product group and for the presentation of that information on the eco-label shall be included in the criteria set under Article 6. In each case the information shall be clear and comprehensible.

The Commission shall consult national consumer associations represented in the Consumer Committee established by Commission Decision 95/260/EC⁽¹⁾, before 24 September 2005, in order to assess how effectively the eco-label and the additional information meets the information needs of consumers. On the basis of this assessment, the Commission shall introduce any appropriate modifications as regards the

information to be included in the eco-label, in accordance with the procedure set out in Article 17.

Article 9

Terms of use

1. The competent body shall conclude a contract with the applicant for an eco-label, covering the terms of use of the label. These shall include provisions for withdrawing the authorisation to use the label. The authorisation shall be reconsidered and the contract revised or terminated, as appropriate, following any revision of the eco-label criteria applicable to a given product. This contract shall state that participation in the Scheme shall be without prejudice to environmental or other regulatory requirements of Community or national law applicable to the various life stages of goods, and where appropriate to a service.

To facilitate this a standard contract shall be adopted in accordance with the procedure laid down in Article 17.

2. The eco-label may not be used, and references to the eco-label in advertising may not be made, until a label has been awarded and then only in relation to the specific product for which it has been awarded.

Any false or misleading advertising or the use of any label or logo which may lead to confusion with the Community eco-label as introduced by this Regulation is prohibited.

Article 10

Promotion of the eco-label

Member States and the Commission shall, in cooperation with the members of the EUEB, promote the use of the Community eco-label by awareness-raising actions and information campaigns for consumers, producers, traders, retailers and the general public, thus supporting the development of the Scheme.

In order to encourage the use of eco-labelled products the Commission and other institutions of the Community, as well as other public authorities at national level should, without prejudice to Community law, set an example when specifying their requirements for products.

Article 11

Other eco-label schemes in the Member States

The Commission and the Member States shall act in order to ensure the necessary coordination between this Community Scheme and national schemes in the Member States, in particular, in the selection of product groups as well as in the development and revision of criteria at Community and national level. For this purpose cooperation and coordination measures shall be established according to the procedure laid down in Article 17, including, *inter alia*, those envisaged in the working plan produced in accordance with Article 5.

⁽¹⁾ OJ L 162, 13.7.1995, p. 37.

Where a product carries both the Community eco-label and the national label the two logos shall be displayed side by side on the product.

In this respect, existing as well as new eco-label schemes in the Member States may continue to co-exist with the Scheme.

Article 12

Costs and fees

Every application for the award of an eco-label shall be subject to payment of a fee relating to the costs of processing the application.

The use of the eco-label shall entail payment of an annual fee by the applicant.

The level of application and annual fees shall be established in accordance with Annex V and under the procedure laid down in Article 17.

Article 13

European Union Eco-Labeling Board

The Commission shall establish a European Union Eco-Labeling Board (EUEB) consisting of the competent bodies mentioned in Article 14 and of the Consultation Forum referred to in Article 15. The EUEB shall in particular contribute to the setting and review of eco-label criteria as well as the assessment and verification requirements in accordance with Article 6.

The rules of procedure of the EUEB shall be established by the Commission in accordance with the procedure laid down in Article 17 and taking into account the procedural principles set out in Annex IV.

Article 14

Competent bodies

1. Each Member State shall ensure that the body or bodies (hereinafter referred to as the competent body or competent bodies), responsible for carrying out the tasks provided for in this Regulation, is/are designated and operational. Where more than one competent body is designated, the Member State shall determine those bodies' respective powers and the coordination requirements applicable to them.

2. Member States shall ensure that:

- (a) the composition of the competent bodies is such as to guarantee their independence and neutrality;
- (b) the rules of procedure of the competent bodies ensure, at national level, the active involvement of all interested parties and an appropriate level of transparency;
- (c) the competent bodies shall apply correctly the provisions of this Regulation.

Article 15

Consultation forum

The Commission shall ensure that in the conduct of its activities the EUEB observes, in respect of each product group, a balanced participation of all relevant interested parties concerned with that product group such as industry and service providers, including SMEs, crafts and their business organisations, trade unions, traders, retailers, importers, environmental protection groups and consumer organisations. These parties shall meet in a consultation forum. The rules of procedure of the forum shall be established by the Commission in accordance with the procedure laid down under Article 17.

Article 16

Adaptation to technical progress

The Annexes to this Regulation may be adapted to technical progress including progress in the relevant international standardisation activities, in accordance with the procedure laid down in Article 17.

Article 17

Committee procedure

1. The Commission shall be assisted by a committee.
2. Where reference is made to this Article, Articles 5 and 7 of Decision 1999/468/EC shall apply, having regard to the provisions of Article 8 thereof.

The period laid down in Article 5(6) of Decision 1999/468/EC shall be set at three months.

3. The Committee shall adopt its rules of procedure.

Article 18

Infringements

Member States shall take appropriate legal or administrative measures in case of non-compliance with the provisions of this Regulation and communicate these measures to the Commission.

Article 19

Transitional provisions

Regulation (EEC) No 880/92 is hereby repealed. However, it shall continue to apply to contracts concluded under Article 12(1) thereof. The decisions based upon Regulation (EEC) No 880/92 remain in force until they are revised or have expired.

Article 20

Revision

Before 24 September 2005, the Commission shall review the Scheme in the light of the experience gained during its operation.

The Commission shall propose any appropriate amendments to this Regulation.

*Article 21***Final provisions**

This Regulation shall enter into force on the third day following the date of its publication in the *Official Journal of the European Communities*.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels, 17 July 2000.

For the European Parliament

The President

N. FONTAINE

For the Council

The President

J. GLAVANY

ANNEX II

METHODOLOGICAL REQUIREMENTS FOR SETTING ECO-LABEL CRITERIA**Introduction**

The process of identifying and selecting the key environmental aspects as well as setting the eco-label criteria will include the following steps:

- feasibility and market study,
- life cycle considerations,
- improvement analysis,
- proposal of the criteria.

Feasibility and market study

The feasibility and market study will consider the various types of product groups in question on the Community market, the quantities produced or provided, imported and sold, and the structure of the market in the Member States. Internal and external trade will also be considered.

Consumer perception, functional differences between types of products and the need for identifying subgroups will be assessed.

Life cycle considerations (LCC)

Key environmental aspects for which criteria will need to be developed will be defined through the use of life cycle considerations, and will be performed in accordance with internationally recognised methods and standards. The principles laid down in EN ISO 14040 and ISO 14024 will be duly taken into account, where appropriate.

Improvement analysis

The improvement considerations will take into account in particular the following aspects:

- the theoretical potential for environmental improvement in conjunction with possible changes induced in the market structures. This will be based on the improvement assessment from life cycle considerations,
- the technical, industrial and economic feasibility and market modifications,
- consumer attitudes, perceptions and preferences, which may influence the effectiveness of the eco-label.

Proposal of the criteria

The final ecological criteria proposal will take into account the relevant environmental aspects related to the product group.


ANNEX III

DESCRIPTION OF THE ECO-LABEL

Shape of the eco-label

The eco-label will be awarded to products which comply with the criteria, for all the selected key environmental aspects. It will include information for consumers in accordance with Article 8 and to the following scheme.

The label consists of two parts: box 1 and box 2, as follows:

<p style="text-align: center;">EUROPEAN UNION ECO-LABEL</p>  <p style="text-align: center;">Awarded to goods or services which meet the environmental requirements of the EU-eco-labelling scheme</p> <p style="text-align: center;"><i>Licence registration number:</i></p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
Box 1	Box 2

Box 2 contains information about the reasons for the award of the eco-label. This information must relate to at least one and not more than three environmental impacts. The information will be in the form of a brief description in words.

This is an example:

*	low air pollution
*	energy efficient
*	reduced toxicity

Box 1 and box 2 will be used together where this is practical but, where consideration of space is an important factor with regard to small goods, box 2 may be omitted on some applications, provided that the full label is used in other applications relating to the same good. For example, box 1 may be used on its own on the product itself if the full label appears elsewhere on the packaging, information leaflets or other point-of-sale material.

ANNEX IV

PROCEDURAL PRINCIPLES FOR ESTABLISHING ECO-LABEL CRITERIA

For the development of eco-label criteria as well as the assessment and verification requirements related to those criteria, the following principles will apply:

1. Interested parties involvement

- (a) A specific ad hoc working group involving the interested parties referred to in Article 15 and the competent bodies referred to in Article 14 will be established within the EUEB for the development of eco-label criteria for each product group.
- (b) Interested parties will be involved in the process of identifying and selecting key environmental aspects, and especially in the following phases:
 - (i) feasibility and market study;
 - (ii) life cycle considerations;
 - (iii) improvement analysis;
 - (iv) proposal of the criteria.

All reasonable efforts will be made to achieve a consensus throughout the process, while aiming at high levels of environmental protection.

A working paper summarising the main findings of each phase will be issued and distributed in good time to the participants before the meeting of the ad hoc working group.

2. Open consultation and transparency

- (a) A final report containing the main results will be issued and published. Interim documents reflecting the results of the different stages of work will be made available to those interested and comments on them will be considered.
- (b) An open consultation on the content of the report will be carried out. A period of at least 60 days for the submission of comments on the draft criteria will be allowed before submission of the criteria to the committee, according to the procedure established by Article 17. Any observations received will be taken into consideration. On request, information on the follow-up to the comments will be provided.
- (c) The report will include an executive summary and Annexes with detailed inventory computations.

3. Confidentiality

The protection of confidential information provided by individuals, public organisations, private companies, interest groups, interested parties or other sources will be ensured.

ANNEX V

FEES

1. Application fees

An application for the award of an eco-label will be subject to payment of a fee relating to the costs of processing the application. A minimum and a maximum fee will be fixed.

In the case of SMEs ⁽¹⁾ and also product manufacturers as well as service providers of developing countries the application fee will be reduced by at least 25 %.

2. Annual fees

Each applicant who has been awarded an eco-label will pay an annual fee for the use of the label to the competent body which has awarded the label.

The period covered by the fee will begin with the date of the award of the eco-label to the applicant.

The annual fee will be calculated in relation to the annual volume of sales within the Community of the product awarded the eco-label. A minimum and a maximum fee will be fixed.

In the case of SMEs ⁽¹⁾ and also product manufacturers as well as service providers of developing countries, the annual fees will be reduced by at least 25 %.

Applicants who have already received certification under EMAS or ISO 14001 may be granted additional reductions in the annual fee.

Further fee reductions may, where appropriate, be granted pursuant to the provisions of Article 17.

3. Costs for testing and verification

Neither the application fee nor the annual fee will include any cost towards testing and verification which may be necessary for products which are the subject of applications. Applicants will meet the cost of such testing and verification themselves.

In drawing up the assessment and verification requirements the objective of keeping costs to a strict minimum must be observed. This is particularly important in order to facilitate participation by SMEs in the Community eco-label system and thus to contribute to the wider dissemination of the system.

⁽¹⁾ SMEs as defined in Commission Recommendation 96/280/EC (OJ L 107, 30.4.1996, p. 4).