



AZIENDA PER IL DIRITTO
ALLO STUDIO UNIVERSITARIO
DELLA
REGIONE CAMPANIA

UNIVERSITY CATERING REGULATIONS

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SECTION I – GENERAL PROVISIONS

ARTICLE 1 - SCOPE

1. University catering is provided to the student body using production and distribution locations that are directly managed by the institutions or are entrusted to contractors or concessionaires on sites where teaching takes place in universities/AFAM institutions in the Region of Campania.
2. The Regional Agency for the Right to University Education of the Region of Campania (hereafter the Agency) informs students about active locations on the institutional website and other helpful channels.
3. The Agency strictly monitors the quality, hygiene and environmental sustainability of the food products and the suppliers. It uses organic, integrated farming, and short supply chain products. Users are provided with information on the ingredients used in every dish. Dairy, egg and vegetarian dishes are available every day. Gluten-free options are available on request. On-tap beverages are available. Refuse management promotes waste reduction and pre-sorting for recycling.

ARTICLE 2 – PRINCIPLES

1. University catering services promote study, culture, sociability, and the student community through food production, eating meals, and amicable relations.
2. University catering promotes learning about the local area, local agricultural products, and the characteristics of the foods of the different communities that attend the Campania Region university institutions.
3. The Agency promotes the use of university canteens as places where students can, outside of meal times, study alone or in groups while consuming drinks, snacks, and eating meals.

ARTICLE 3 - RECIPIENTS

1. Catering services are intended for students enrolled in courses of study or training at the following institutions:
 - a) University of Naples Federico II;
 - b) University of Naples "L'Orientale";
 - c) University of Naples Parthenope;
 - d) The University of Salerno;
 - e) The Suor Orsola Benincasa University of Naples;
 - f) University of Campania Luigi Vanvitelli;
 - g) University of Sannio in Benevento;
 - h) San Pietro a Majella Conservatory of Naples;
 - i) N. Sala Conservatory of Benevento;
 - j) G. Martucci Conservatory of Salerno;
 - k) D. Cimarosa Conservatory of Avellino;
 - l) Academy of Fashion;
 - m) The Academy of Fine Arts of Naples;
 - n) IUM Academy School;
 - o) IPSEF International in Benevento.

2. Any other institutions are identified annually in the regional act concerning access to benefits and services of the right to university study.
3. Catering is available to students enrolled in courses at university institutions, as well as teaching staff, researchers and employees of the institutions.
4. The recipients of the service are:
 - a) students enrolled in Degree, Master's degree, and specialisation courses, and also PhD Programmes;
 - b) those enrolled and attending curricular and extracurricular internships;
 - c) students from international universities attending institutions located in the Region as part of mobility, exchange and research programmes;
 - d) students enrolled in courses of study offered by universities in other Regions, temporarily present at university institutions for study or research purposes;
 - e) graduates enrolled in first and second level Master's degrees, advanced courses, training courses and advanced training;
 - f) holders of scholarships, research grants, collaborators in research projects;
 - g) recipients of training and orientation internships offered by universities in the Region;
 - h) students enrolled in individual courses at universities in the Region;
 - i) scholarship holders from universities in the Region and public research bodies;
 - j) employees of the Agency and of universities in the Region;
 - k) other authorised parties.

SECTION II – OPERATIONS

ARTICLE 4 - ACCESS

1. Each student has the right to one meal a day at noon; students with visitor status may also take the evening meal.
2. Students may access catering services after being authorised to do so on the Agency's website, where they will receive an individual QR Code (hereinafter ID) that can be used at all catering facilities, including affiliated ones, active in the Region at the educational, scientific and service facilities of the university institutions.
3. The meal times and quantities of food produced by directly managed and contracted facilities are based on the teaching calendar, university residences, active training programmes, scientific and service initiatives, as well as events being promoted by the university institutions.
4. Access to the service by employees of the Agency and of the university institutions is regulated by the individual's employment contract.

ARTICLE 5 – PROCEDURES

1. Access to catering services is subject to the presentation of a digital ID (QR code), generated by registration on the Agency's institutional website.
2. The ID is person-specific and non-transferable and is used to:
 - a) recognise the eligibility of the person for the service;
 - b) verify the eligibility of a person for the service at a specific time;
 - c) apply the fee applicable to the associated user.

3. The digital ID is valid only where conditions for eligibility for the service are met.
4. Catering services for university students are normally available for the duration of the academic
5. year.
6. Scholarship holders are automatically placed by the Agency in the relevant pricing tiers that are updated based on final and provisional rankings.
7. If the scholarship is forfeited or revoked for reasons indicated in the call for applications for scholarships and accommodation places, students are required to reimburse the cost of meals consumed according to the ISEE tier to which they belong, without prejudice to the application of any sanctions provided for by the call for applications.
8. Fee categories for non-scholarship students are allocated using interoperability of university data or by personal sworn declaration, subject to verification.

ARTICLE 6 - CHARACTERISTICS

1. A list of active, directly managed, contracted or concessionaire facilities is accessible on the Agency's institutional website.
2. The list specifies location, size, seating, hours, and food options.

ARTICLE 7 – TRADITIONAL MEALS

1. The types of meals are as follows:
 - a) full meal: one first course, one main course, one side dish, one fruit (or one yoghurt or one dessert), bread, and beverage;
 - b) lighter meal A: one first course, one side dish, one fruit (or one yoghurt or one dessert), bread, and beverage;
 - c) lighter meal B: one main course, one side dish, one fruit (or one yoghurt or one dessert), bread, and beverage;
2. In addition to full or lighter meals, alternative meal types can be requested, also for takeaway, in any case, equivalent to the standard options in terms of cost and nutritional content.

ARTICLE 8 – EXTRAS

1. Alongside the traditional food options, certain sites may offer coffee and pastry services in the morning, afternoon or evening to promote the use of spaces as study rooms and meeting places.
2. Organising extras is the responsibility of the manager who sets the times and conditions for the safe use of spaces, for network connectivity, for the consumption of meals or snacks, and for the purchase of takeaway meals.
3. The hours, conditions of access and costs are published by the production and distribution locations as well as on the institutional website of the Agency.

SECTION III – FINANCIAL FRAMEWORK ARTICLE

9 – FEE STRUCTURE

1. The pricing of the service is determined by the Board of Directors based on production costs, applicable legislation, regional planning, and user type. It is as follows:

	Traditional meal	Alternative meal
EXEMPTION	€ 0.00	€ 0.00
CATEGORY 1	€ 2.00	€ 1.50

CATEGORY 2	€ 3.00	€ 2.50
OPTION 3		

ARTICLE 10 – PRICING TIERS

1. The service is free of charge:

- a) to students who have been awarded a scholarship in the final ranking, first year or subsequent years, if they are "resident" students, except for those to whom one or more suspensions have been applied (Article 9, paragraph 1, letter c) of the Prime Ministerial Decree of 9 April 2013);
- b) to second year and above students eligible for scholarships and honour loans on account of their economic situation and merit, but to whom the award could not be allocated on account of the exhaustion of funds (Article 11, paragraph 4, of the Prime Ministerial Decree of 9 April 2013).

2. The service is available at the cost of 2.00 (two/00) euros per traditional meal and 1.50 (one/50) euros per alternative meal (fast-food, basket or similar) to those who fall into the first category.

3. The first category includes:

- a) students who have been awarded a scholarship in the first year or subsequent years' final ranking provided they are "*commuting*" or "*non-resident*" students, except those to whom one or more suspensions have been applied (Article 9, paragraph 1, letter c of the Prime Ministerial Decree of 9 April 2013);
- b) to second year and above students eligible for scholarships and honour loans on account of their economic situation and merit but to whom the award could not be allocated on account of the exhaustion of funds (Article 11, paragraph 4, of the Prime Ministerial Decree of 9 April 2013);
- c) stateless persons, political refugees from developing countries, countries in a state of war, and international students from impoverished nations with low Human Development Indicators recognised as such by competent Italian state authorities enrolled in one of the universities/AFAM institutions referred to in Art. 3, provided they meet the merit requirements for applications for scholarships, accommodation places, and contributions for international mobility;
- d) students who are eligible to apply for scholarships in terms of merit and economic status, even if they have not applied.

4. The service is available at the cost of 3.00 (three/00) euros per traditional meal and 2.50 (two/50) euros per alternative meal (fast-food, basket or similar) to those who fall into the second category.

5. The second category includes all students who are not in the exemption category and in the first category:

- a) students who are suspended in the ranking of the scholarship application process;
- b) students excluded from the ranking of scholarships;
- c) stateless persons, political refugees from developing countries, countries in a state of war, and international students from impoverished nations with low Human Development Indicators recognised as such by the competent Italian state authorities, NOT in possession of the merit requirements for applications for scholarships, accommodation places, and contributions for international mobility;
- d) those enrolled in other universities, Italian or foreign, present for study purposes at one of the universities/AFAM institutions referred to in Art. 3 (e.g. Erasmus, Socrates);
- e) Italian and foreign graduates enrolled in PhD or specialisation courses offered by one of the

universities/AFAM institutions referred to in Art. 3, holders of scholarships or research grants at the same or scholarship holders from public research bodies;

- f) the employees of the Agency and of the universities/AFAM institutions that are located in the Region, including teaching staff and researchers;
- g) any other applicants authorised by the Agency.

6. During the year the catering service is used, fee changes are applicable to students subject to changes in status in scholarship rankings (e.g. removal of suspension, forfeiture, and revocation of eligibility for the scholarship). In these cases, students will become liable for a reimbursement or shall be requested to pay for the difference between what has been paid and what is due.

7. In the case of the introduction of a further third financial category by the Board of Directors, this shall relate exclusively to students who do not present any certification of their income status and for those whose Equivalent Financial Situation Indicator is greater than 27,000.00 euros and/or with a Financial Situation Indicator greater than 40,000.00 euros. In any case, the maximum cost for the catering service used by students in this category may not exceed 6.00 euros for a traditional meal and 5.00 euros for an alternative meal (fast-food, basket or similar). Excluded from this category are international students who, for various reasons, (Erasmus – Socrates, etc.), are attending courses at universities in Campania.

8. The maximum cost for the catering service used by students of all categories may not exceed the rates referred to in the previous paragraph.

ARTICLE 11 – PAYMENT METHODS

1. Payment for the use of the catering service by students who do not fall under the exemption category can be made via:

- a) electronic payment systems associated with the personal ID;
- b) cash top-ups using terminals provided for this purpose at production and distribution sites;
- c) other payment systems which may be provided for or activated by means of special agreements.

ARTICLE 12 - PARTICULAR ACCESS CONDITIONS

1. In specific cases, access may be granted free of charge or at a reduced rate, in relation to agreements of a cooperative nature and institutional collaboration agreements.

2. Students with a recognised disability equal to or greater than 66%, who need a helper to use catering services, can request the activation of the reserved rate for the helper, regardless of whether or not they are a registered student.

3. The helper may take the meal with the disabled student at the same rate applied to the latter, or free of charge (one or two meals) if the student is awarded a scholarship.

4. Where a revocation of the benefits enjoyed by the disabled student results in the application of a reimbursement of the monetary value for the meals taken by the student, the difference between the fee originally applied and the revised fee shall also apply to the meals taken by the helper.

SECTION IV – INDIVIDUAL AND GROUP BEHAVIOUR

ARTICLE 13 - HEALTH AND SAFETY MEASURES

1. Users of catering services are required to follow specific risk-reduction measures provided for by the Emergency Plan, by orders of the Health Authorities, and by regulatory standards.
2. The measures are posted at the facilities' entrances and brought to users' attention by employing additional information channels.

ARTICLE 14 - CONDUCT CONTRARY TO THE SERVICE

1. Users of catering services are required to make use of the services in a proper and polite fashion with mutual respect towards fellow users of the service, be they students, employees, researchers or professors.
2. Any user who fails to comply with this regulation or disrupts or hinders the regular operation of the production and distribution locations shall be subject to the following disciplinary measures:
 - a) reprimand;
 - b) suspension of the benefit;
 - c) forfeiture of the benefit.
3. A reprimand refers to a formal disciplinary complaint lodged against the user by the service manager in which the charge is laid out in a detailed manner, and the user is cautioned against engaging in further behaviour running counter to the provisions of Paragraph 1 or contrary to the provisions of these Regulations.
4. Suspension is a temporary ban of access to the catering service locations for a maximum period of 60 (sixty) days. It is ordered by a letter from the manager, following a disciplinary hearing attended by the offending party and the manager, in the following cases:
 - a) improper use of and damage to equipment;
 - b) injury to persons;
 - c) disruption of the service;
 - d) discriminatory acts based on religious beliefs, political opinions, sexual orientation, gender, ethnic, or linguistic affiliations;
 - e) repeated behaviour contrary to the provisions of these Regulations, where a warning has already been issued.
5. Under circumstances where it is required for precautionary reasons, the student can be suspended with immediate effect, pending investigations.
6. Forfeiture refers to an indefinite ban of access to catering locations and is imposed by order of the director, following a disciplinary hearing with the offender and the manager, in cases of:
 - a) false declaration for access to or pricing of the service;
 - b) use of the ID of another user to access the service;
 - c) delinquency in relation to Agency services, also as a result of non-adherence or non-compliance with the fee plan;
 - d) compliance with the fee plan;
 - e) violation of the code of conduct that has caused severe damage to the Agency or third parties, in the case of more than one suspension.

7. The application of disciplinary procedures does not rule out recourse to civil cases for possible compensation for damages or criminal cases for acts constituting an offence.

ARTICLE 15 – FALSE DECLARATIONS

1. Users who are ineligible in terms of the regulations in force and benefit from the above-mentioned service based on untruthful statements lose the right to access and benefit from services provided by the Agency, for the duration of their course of study, without prejudice to the right of the Agency to level a complaint with the legal authorities in the case of a crime being committed.

2. The establishment of false declarations, after a disciplinary hearing with the offending party and the manager, results in:

- a) an order to pay the sum corresponding to the meals taken;
- b) an administrative sanction pursuant to Art. 10, Paragraph 3, of Legislative Decree 68/2012, consisting in the payment of a sum of three times the amount due;
- c) forfeiture as stipulated in Art. 14;
- d) reporting the violation to the judicial authorities.

3. Where the party guilty of a false declaration has the financial and capital requirements, a further administrative sanction pursuant to Art. 38, Paragraph 3 of Legislative Decree 78/2010, equal to an amount between 500 and 5000 euros shall apply.

SECTION V – TRANSITIONAL AND FINAL PROVISIONS

ARTICLE 16 - INFORMATION

1. So that these regulations are more readily accessible, various forms of information and communication, including electronic, shall be utilised in addition to signage and placards within the production and distribution locations.

2. The updating of the list of production and distribution locations, variations to the hours, and modifications of the food available shall be provided to the universities to facilitate the dissemination of the information.

ARTICLE 17 - USER PARTICIPATION

1. The manager shall invite the participation of representatives of students and users employing periodic surveys, assessment of complaints, and review of suggestions.

2. The initiatives undertaken and the results achieved in this regard are described in the Agency performance report.

ARTICLE 18 - PROCESSING OF PERSONAL DATA

1. Data is processed for the institutional purposes of the Agency to allow access to the catering service.

2. The data provided - directly by the interested party or through data flows with the University and the Institutions - may also be used for statistical purposes.

3. Duly authorised employees and delegated external data processing suppliers may access the data. The data provided may be disclosed to other subjects for verification and control purposes.
4. Processing may be carried out manually or by automated processes, with methods and tools that ensure maximum security. The data is stored for the time necessary to achieve the purposes for which it is collected and processed. It shall be held legally and for as short a time as possible, up to a maximum of 10 years.
5. Data is not transferred outside the European Union.
6. The provision of personal data is mandatory; failure, partial or incorrect provision of such data precludes users from accessing catering services at reduced rates.

ARTICLE 19 - CHANGES TO THE IDENTIFICATION SYSTEM

1. Experimental trials are conducted at some production and distribution locations before replacing the magnetic card for access to the service and payment by electronic means, through the adoption of a digital ID for user recognition, the attribution of fees and the payment for meals.
2. The results of the trials are evaluated for the purposes of the technological solution to be adopted and also communicated to the student representatives for approval.

ARTICLE 20 - EFFECTIVENESS

1. These Regulations shall enter into force 15 (fifteen) days after the publication of the approval resolution by the Board of Directors.