

TEMPLATE · SUBCHAPTER 4.11 · SUSPENSION AND WITHDRAWAL

The Claim Inventory

Source: Francesco Dore, *The Helm and the Lens*, Volume 1b — ISO 14001:2026, subchapter 4.11

WHAT IT LISTS

Every place the property states or implies that it is certified, who can change each one, and how long that change takes — the one document that is useless if it is first assembled under pressure.

When a certificate is suspended nothing about the hotel changes, but a sentence it has published in many places stops being true, and the property is judged on how quickly it stops saying it. In the book’s case a hotel counted eighty-one live instances: some could be changed in an afternoon, channel content took eleven days, and a rate sheet already in a client’s hands could not be recalled at all. The book recommends making the list calmly, in one afternoon, and keeping it with distribution rather than with the environmental file, because distribution is where the claim actually lives.

ISO 14001 contains no certificate: suspension, withdrawal and the use of marks are governed by the certification framework and the property’s contract with its certification body. The standard does require external communication relevant to the system to be consistent with information generated within it and reliable. The pre-filled rows are the places the book names; add every other place where the claim appears.

No.	Where the claim appears	States or implies?	Wording as published	Who can change it	How long the change takes	Last checked
1	Website footer					
2	Website sustainability page					
3	Booking channel 1 — property description					
4	Booking channel 2 — property description					
5	Booking channel 3 — property description					
6	Global distribution system descriptor					
7	Corporate profile in the group request-for-proposal library					
8	Rate sheets currently in circulation (including those already sent)					

No.	Where the claim appears	States or implies?	Wording as published	Who can change it	How long the change takes	Last checked
9	Tender library and tender responses on file					
10	Framed certificate in the lobby					
11	Managers' email signatures					
12	Printed collateral (brochures, menus, in-room material)					
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What this template is not: ISO 14001 does not prescribe this form. It is a working aid drawn from the book; the standard and, where certification is involved, the certification body's own rules and contract govern the real case.