Operational Control on the Uses That Matter

GUIDING QUESTION *Ask your maintenance supervisor to describe what happens in your property when the last guest of the season leaves: what gets switched off, in what order, by whom. Then ask whether any of it is written down. In most hotels the answer is a confident and detailed description of a sequence that exists only in one person's head, and the day that person leaves is the day the sequence stops.*

Property: _____ Completed by: _____ Date: _____

How to use this sheet: work through the five parts with the people who own the process. The text in the left-hand columns comes from the book; the empty columns are for what is true in your property.

1. Verification Pact: what is commonly believed, what actually holds, and your property

What is commonly believed	What actually holds	In our property
«We have operational criteria for every significant use.»	You have criteria for every machine. The test is which processes would move the number if no criterion existed, and some of those have no machine.	
«Our supervisor knows exactly what to do.»	That is competence, not control. The requirement to communicate criteria exists to prevent a control that depends on one person.	
«Maintenance is a separate subject.»	Effective maintenance is named inside the operational control requirement. The contract and the intervals are operational criteria.	
«Nothing changed this year.»	Somebody left. The standard requires the consequences of unintended changes to be reviewed: a departure is one.	
«The pool contractor handles the pool.»	Outsourced significant uses must be controlled. If the contract says nothing about winter configuration, nothing is controlled.	
«We should document everything we do.»	Documented information to the extent necessary to have confidence. In a seasonal hotel that is one signed sheet.	

2. What the standard requires, and what demonstrates it

From Table 2.1.a. The third column of the book (what is method, not requirement) is left out here: write what your property actually holds as evidence.

What is required	What demonstrates it in a hotel	In our property
Processes related to significant uses planned and controlled	A list of processes, not a list of machines	
Criteria where their absence would cause significant deviation	A criterion for the seasonal closure, because its absence costs fourteen per cent	
Significant deviation defined by the organisation	One sentence stating what counts as significant here	
Criteria communicated to relevant persons	The people who perform the closure hold the sheet	
Control implemented, including maintenance	The maintenance contract read as an operational criterion	
Documented information sufficient for confidence	One signed sheet at the end of the closure	
Planned changes controlled; unintended changes reviewed	A handover triggered by a departure, with the energy sequence in it	

What is required	What demonstrates it in a hotel	In our property
Outsourced significant uses controlled	Two lines in the pool contract about winter configuration	

3. The instrument: Table 2.1.b, Where criteria are actually needed

The instrument of this subchapter. Apply the filter in the second column, honestly, before writing anything.

Process	Would consumption deviate with no criterion	Who performs it	Written
Seasonal closure	Substantially, for months	Maintenance, housekeeping, night staff	
Seasonal opening	Substantially, and it sets the season	The same people, six months later	
Daily kitchen start-up	Yes, every day	Whoever arrives first	
Overnight shutdown of public areas	Yes, every night	Night reception	
Taking a floor out of service	Yes, for as long as it lasts	Housekeeping and maintenance	
Pool and spa winter configuration	Yes, and it is outsourced	The service contractor	
Air handling operating parameters	Yes	Maintenance	
Chiller sequencing	Yes	The control system, until somebody overrides it	
Filter and service intervals	Yes, slowly	The maintenance contract	

The rows above are the book's; the empty rows are for lines your property needs to add.

4. Common mistakes: self-check

Common mistake	Present here? (Yes / Partly / No)	Where we see it
Writing criteria for machines that have manuals and none for processes that have none.		
Allowing an experienced individual to function as the operational control.		
Leaving the maintenance contract outside the set of operational criteria.		
Failing to treat a departure as a change whose consequences need reviewing.		
Saying nothing in an outsourced contract about how equipment is left.		
Writing forty criteria for a workforce that turns over every season.		

5. Action plan

Step from the book / gap found	Action in our property	Owner	Deadline
List processes, not machines: closure, opening, start-up, shutdown, handover, floor out of service.			
Apply the filter: would consumption deviate significantly with no criterion?			
Walk the closure with the person who performs it and write down what they do.			

Step from the book / gap found	Action in our property	Owner	Deadline
Write each criterion as a sequence with names and an order, on one page.			
Read the maintenance contract as an operational criterion, intervals included.			
Treat a departure as an unintended change and review its consequences.			
Sign one sheet when the process is performed; that is proportionate documentation.			
Write the opening sequence beside the closure: one document, two columns.			
Write one sentence defining what counts as a significant deviation here.			

In brief

Operational criteria are required where their absence would cause a significant deviation from expected energy performance. That is a filter, and applied honestly it selects processes rather than machines: the seasonal closure, the morning start-up, the shift handover, the floor taken out of service. Hotels write criteria where manuals already exist, which is a different selection entirely and reliably misses the ones that matter most.

Source: The Helm and the Lens, Volume 4a: The Helm, subchapter 2.1. This sheet does not reproduce the text of the standard; work with your own copy of ISO 50001:2018 from an authorised source.