WORKSHEET 2.7

Documented Information at the Point of Use

Subchapter 2.7 · case in the book: Varna

GUIDING QUESTION

Stand where the dangerous work is done, at the hour it is done, and try to reach the document that governs it. Count the steps, the doors and the passwords between you and it.

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Walk to the point of use and try to open the document. Four or five places, at the hour the work happens, with the access a seasonal worker actually has. Count what is in the way.		
Check who has a login. If access to your management system is tied to permanent employment, most of the people doing the work in your peak season cannot reach any of it, and a note in the standard names workers explicitly.		
Reduce the point-of-use document to a card. The order that matters, the number to call, the thing never to do. One side, the right languages, a version and a date.		
Put the copies under the same ownership as the file. Every laminated sheet, poster and card is a copy, and a copy nobody owns becomes a wrong instruction at the moment the equipment changes.		
Treat external documents as part of the set. Manufacturers' manuals and suppliers' data sheets are named in the clause, and they are the ones that change when somebody in purchasing accepts a substitution.		
Design accessibility and confidentiality together. The first aid record is the document most worth reading and the one carrying the most personal information, and deciding those two questions separately produces either a locked drawer or a breach.		

These steps are the book's method, not requirements of ISO 45001. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What the property took to be true	What actually holds	Our position
"All our documents are controlled, current and approved."	Control also requires that documented information be available and suitable for use where and when it is needed. Two hundred and fourteen controlled documents, none reachable from the plant room.	
"The documents are on the shared drive, which everyone can access."	Logins were held by the sixty permanent staff. At the height of the season the great majority of the people in the building were workers without access, and a note states that access includes access by workers.	

What the property took to be true	What actually holds	Our position
“The procedure exists, so the process is documented.”	Retrieval and use are named among the control activities. A document that cannot be retrieved at the moment of use has not been controlled for the thing control is for.	
“There is a laminated sheet at the point of use.”	It was in one language and described equipment replaced six years earlier. The control activities are aimed particularly at preventing the unintended use of obsolete documented information.	
“Our people are experienced; we do not need heavy documentation.”	The extent may reflect the competence of workers, which in a resort replacing four fifths of its workforce each May argues for more knowledge held in documents, not less.	
“Suitability means the document is technically correct.”	Format is defined as including language, software version and graphics. A correct document in a language or a format the reader cannot use is not suitable for use.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Answering the questions the audit asks and not the one the work asks. Existence, control, currency and approval are all satisfied by a library nobody can open.		
Tying access to the payroll. It is an IT decision taken without reference to safety, and in a seasonal hotel it excludes most of the people at risk.		
Reading suitability as technical accuracy. Format is defined to include language, and a correct document in the wrong language fails the requirement.		
Laminating everything. Distribution without version control multiplies the places where an obsolete instruction can be read under pressure.		
Assuming experience substitutes for documentation. It may, where the workforce is stable; a hotel that replaces most of its people every May cannot make that trade.		
Putting the whole procedure at the point of use. What is needed there is the part that must be got right in the next two minutes.		

Operative synthesis

- Control of documented information requires that it be available and suitable for use, where and when it is needed: four conditions, of which most hotels satisfy the first two on the office side of the building and neither of the last two anywhere. Suitability includes format, and format is defined to include language. A note states that access includes access by workers, which disposes of any system whose permissions were designed for management.
- How much documentation a property needs may reflect the competence of its workers, which in a seasonal hotel argues for holding more knowledge in documents rather than less, while the guidance simultaneously asks for the minimum complexity consistent with effectiveness. The resolution is not more documents but more reachable ones: a card at the point of use carrying the two or three things that must be right under pressure, in the right languages, versioned and

owned. And every copy belongs to whoever owns the file, because a laminated sheet nobody owns is how a property ends up with a wall full of instructions for equipment it no longer has.

- **Two hundred and fourteen controlled documents, every one identified, dated, versioned and approved.** Of the eleven that governed his work, he could reach two, and one of them described a system that had been taken out six years earlier.
- **All of this assumes there is time to read something.** What a hotel does when there is not (when the thing has already started, at night, in a building full of people who do not work there and cannot be told twice) is the subject of what follows.

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 3a «The Helm», subchapter 2.7. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 45001. It is not legal advice: health and safety law is that of the place where the property operates.