WORKSHEET 4.11

# An Injury While the Certificate Is Valid

*Subchapter 4.11 · case in the book: Honolulu*

**GUIDING QUESTION**

Find your certification agreement (it will take longer than you expect) and locate the clause setting out what you are required to report to your certification body, and within what period. Give yourself ten minutes. If you cannot find it in ten, or if the duty manager who would need it at two in the morning has never seen it, you have learned the most useful thing in this subchapter without reading any further.

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 |
|---|---|---|
| Read your certification agreement and extract what must be reported and within what period. | | |
| Put the notification on the duty manager's escalation list, with a name, a number and one line. | | |
| Name the role that notifies, and its deputy, and keep it separate from managing the event. | | |
| Ask counsel the notification question in advance, in the abstract, before you ever need it. | | |
| Keep risk assessments dated so that their pre-event state can be shown. | | |
| Rehearse the six questions once a year against a hypothetical event. | | |
| Decide now what you will say to a corporate client that telephones. | | |
| Report facts promptly; publish conclusions only when the investigation has reached them. | | |

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 is commonly believed | What actually holds | Our position |
|---|---|---|
| «An injury means the certificate is in jeopardy.» | An injury is not in itself a nonconformity. What endangers the certificate is a failure the event exposes, or a failure to report it. | |
| «The body will investigate what happened to the worker.» | It will not. It asks about hazard identification, controls, the investigation process and the actions taken. | |
| «Our lawyers told us to say nothing, so we said nothing.» | That advice concerns characterisation and admission. A contractual notification to a body bound by confidentiality is a separate question that has to be asked. | |

| What is commonly believed | What actually holds | Our position |
|---|---|---|
| «We will tell the body at the next surveillance visit.» | The duty is to inform without delay. The distance between week one and week six is the distance between an email and a major finding. | |
| «A certificate shows our workplace is safe.» | It shows that a conforming system was assessed at a point in time. Nothing in it promises an outcome. | |
| «A special audit is something we can decline.» | You agreed to short-notice audits when you signed. Declining is itself a matter for the certificate. | |

## Common mistakes: a self-check

| Mistake (from the book) | Present here? | Action / owner |
|---|---|---|
| Assuming the certification body already knows because everybody locally knows. | | |
| Extending legal caution about admission into a contractual notification duty. | | |
| Leaving the agreement where only the system manager can find it. | | |
| Waiting for a meeting, or for the investigation, before notifying. | | |
| Taking a visible disciplinary action in the first days and closing the investigation with it. | | |
| Sending a preliminary theory of cause that the completed investigation will contradict. | | |

## Operative synthesis

- A certificate is a statement about a system, not a promise about outcomes, and an injury does not by itself contradict it. What contradicts it is a hazard that was never identified, a control that was not in place, an investigation that did not follow the process the auditors examined, or a property that held a certificate under an agreement requiring notification and did not notify.
- **The practical work is small and has to be done in advance, because none of it can be done on the day.** Read the clause. Put it on the list the night manager actually uses. Name who calls. Ask counsel the question once, in calm conditions. Keep the assessments dated so their pre-event state can be shown. Everything else in this subchapter follows from a system that was already working.
- **There is a harder thing underneath, and it deserves to be said without decoration.** After a serious event an organisation closes, and it closes for reasons that are humane and prudent. The discipline asked for here is to keep one narrow channel open while that happens: to a party bound by confidentiality, whose only question is whether the system did what it was certified to do. That decision cannot be made in the first week. It has to be a standing arrangement, made by people who will not be in the room.
- **In Honolulu the system had worked.** The hazard was in the assessment, the controls were in place, the investigation followed the property's own process and had already produced a change. Nineteen months of certification, a clean surveillance, a competent manager and a signed agreement in a shared folder read once at signature, and the body learned of the matter in the sixth week, from a corporate client asking the question the certificate exists to answer. The certificate was kept. The four months spent keeping it were spent on the silence.

› **Silence is not the only way a certificate is lost, and it is not the fastest.** A property can also lose one without any event at all: by failing to resolve what was found, or by using the certificate in ways the agreement does not permit. What suspension and withdrawal actually are, and how a property loses a document it has done the work to earn, is the subject of the next subchapter.

## Action plan for our property

| Action | Owner | Due | How we will know it worked |
|---|---|---|---|
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Source: Francesco Dore, The Helm and the Lens, Volume 3b «The Lens», subchapter 4.11. 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.