WORKSHEET 4.3

Accreditation: The Chain Behind the Signature

Subchapter 4.3 · case in the book: Accra

GUIDING QUESTION

Look at the accreditation mark on your certificate, then find the entry for your certification body on the accreditation body's public register. Does the scope of its accreditation include the standard your certificate is issued against?

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
Find your body on the accreditation register and confirm the scheme is within its accreditation scope. Two minutes.		
Ask the question before appointment: is your accreditation scope for this standard, and under which accreditation body.		
Ask the client what it requires, and put both the requirement and the accreditation in the obligations register.		
Say yes to a witnessed audit. The observer is watching the auditor, and you will learn more than they do.		
Brief marketing before the certificate arrives. The system is certified; the property, the service and the experience are not.		
When a letter announces a change to your certification body, go back to the register. It is the only thing that can change your position without you doing anything.		
If you are inside a group certificate, remember that in the years nobody visits, your internal audit is the only examination the building gets.		
Re-establish the client's acceptance criteria each cycle. Requirements broaden and nobody tells you.		

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
«The body is accredited, so our certificate is accredited.»	Accreditation is granted for stated schemes. A body accredited for one standard is not thereby accredited for another.	
«We are an accredited hotel.»	Accreditation assesses certification bodies. It never reaches the organisations they certify, and the phrase means nothing.	
«The accreditation body checked our property.»	It assessed the certification body. The only time it enters your building is a witnessed audit, and many properties decline those.	

What is commonly believed	What actually holds	Our position
«A witnessed audit means we are being investigated.»	It means the auditor is being observed. The observer's subject is the certification body, not the property.	
«We can put the mark on our marketing.»	The certification agreement sets rules, and implying that a product, a service or a place is certified is prohibited. Misuse can cost the certificate.	
«An unaccredited certificate is a fake.»	It is a statement by a company about a client, with nothing behind it. Legitimate, and worth what a buyer decides it is worth.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Reading an accreditation mark as a general endorsement. It is scheme-specific and it concerns the body.		
Believing accreditation reaches the property. It assesses certification bodies and never inspects hotels.		
Declining a witnessed audit. The observer's subject is the auditor, and hosting one costs nothing.		
Putting the mark on menus, key cards and vehicles. It implies certification of a thing that was never assessed.		
Relying on remembered vocabulary. The machinery is reorganised from time to time and public registers are current.		
Treating a client's named body as permanent. Acceptance criteria broaden and nobody writes to tell you.		

Operative synthesis

- **Behind a certificate there is a chain of four links and each does a different job.** The organisation builds the system. The certification body assesses it and issues the document. The accreditation body assesses the certification body, for stated schemes, and periodically watches it work. An international arrangement provides mutual recognition so that a certificate obtained in one country is usable in a tender in another.
- **Two properties of that chain cause most of the trouble.** Accreditation is granted for particular schemes, so a body accredited for one standard is not thereby accredited for another, and the mark on a certificate does not say which. And accreditation never reaches the certified organisation: it assesses bodies, it does not inspect hotels, and an accredited hotel is a phrase with no referent.
- **The property's obligations in all of this are small and entirely front-loaded.** Check the register before appointing. Ask the client what it requires and record it as the other requirement it is. Host the witnessed audit, because the observer is watching the auditor. And keep the mark attached to the management system, which is what was assessed, rather than to a menu, a vehicle or a place, which were not; that being one of the few ways a property can lose a certificate without anything having gone wrong with its safety at all.
- **Two structural features deserve a line each because they change a property's position without any action on its part.** Bodies merge, transfer portfolios and occasionally surrender a scheme, and the letter announcing it reads as administrative. And in a group certificate whose sites are

sampled, a hotel may be certified for years without being visited, which makes its own internal audit, in those years, the only examination it gets.

› A genuine certificate, a real accreditation mark, a body that had never claimed otherwise, a line in a proposal that nobody read as a limitation, and a tender returned by the client that had prompted the whole exercise. Two minutes on a public register, fourteen months earlier.

› With the body appointed and the chain understood, the assessment itself begins, and it begins away from the building, with somebody reading what the property has written about itself.

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 3b «The Lens», subchapter 4.3. 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.