WORKSHEET 4.2

Choosing a Certification Body That Has Seen a Hotel

Subchapter 4.2 · case in the book: Milan

Before the next visit, ask your certification body one question in writing: how many of your auditors have audited an energy management system in accommodation, and will one of them be on my team. The question is proper, the answer is not confidential, and a body operating under accreditation is obliged to be able to give it. What comes back (including how long it takes to come back) will tell you more about the next three years than any part of the quotation.

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
Put four questions in the tender, in writing, and require written answers.		
Ask how many of the body's auditors have audited accommodation, and whether one will be on the team.		
Ask how the duration was calculated and on what personnel figure.		
Supply the figures the method asks for: the people who affect the energy system in a realistic peak season, seasonal and contracted ones included where they do, and the consumption, energy types and significant uses.		
Ask that part of the visit fall outside your quietest period, and expect to negotiate.		
Describe the property properly in the application, including what sits outside the boundary.		
Read the agreement's notification, suspension, appeal and transfer clauses before signing.		
Keep the whole tender file, including the offers you rejected and their covering letters.		
State competence requirements; do not attempt to choose the individual.		

These steps are the book’s method, not requirements of ISO 50001. 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 three offers were for the same thing.»	They were for different numbers of auditor days, and days are the product. Price was the only visible difference and the least informative.	

What is commonly believed	What actually holds	Our position
«The auditor knew the standard extremely well.»	That is one half of the competence. The other is the kind of building it is being applied to.	
«We gave him kilowatt hours per guest night and he was satisfied.»	In a fair week a guest night is a full house with two banquets. In August it is a third of the rooms. The figure is an average of two different properties.	
«He audited the plant thoroughly.»	And not the schedule, which is where a hotel's consumption is decided.	
«January suited everybody's diary.»	It is the fortnight in which nothing this property does can be observed.	
«We cannot ask about the audit team.»	You can. A body under accreditation must already have determined the competence needed and assigned a team accordingly.	
«The expensive offer was overpriced.»	Or it had counted your July staffing and proposed to visit during a fair week, and had explained why in a letter nobody read.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Comparing certification offers on price without knowing that the price is days.		
Assuming the audit team is not a legitimate subject for the client.		
Supplying the payroll figure from the quietest month.		
Accepting a per-guest-night indicator without asking what a guest night is in this property.		
Allowing the whole visit to fall in the least characteristic fortnight of the year.		
Describing the property without mentioning what sits outside the boundary.		
Signing an agreement without reading the notification and suspension clauses.		
Rejecting the expensive offer without reading why it was expensive.		
Overcorrecting into sector familiarity with no technical depth behind it.		

Operative synthesis

› **A certification quotation is a price for auditor days, and the days are set by a calculation about people that a hotel is uniquely placed to get wrong. A property that compares three offers on**

price alone has decided the one thing that carries no information, and has usually bought the shortest audit available.

- **What a hotel needs from a body is competence in two halves: the standard, which most accredited bodies have, and the kind of building it is being applied to, which is scarcer. The sector does not make the work harder; it changes its shape. There is no line, no unit of output that means the same thing in February and in August, and no week in which a property's whole character is visible. An auditor who has not seen that will audit a factory, competently, and will reach conclusions about an organisation that does not exist.**
- **Four questions at tender are the property's defence, and all four are proper. Who on your staff has audited accommodation, and will they be here. How was the duration calculated, and on what figure. What part of the visit falls outside our quietest weeks. And have you, or anybody connected with you, advised us. The property may state competence requirements; it may not choose the individual, and should not try.**
- **In Milan the expensive offer had counted the July staffing, had proposed part of the visit inside a fair week, and had written down why. It was rejected for being expensive by people who had never been told what they were comparing, and fourteen months later a client's auditor asked three questions in half a day that the certification audit had not reached in three.**
- **The next subchapter follows what happens when the right body arrives at the right moment and asks the first question of the cycle, which in this standard is unlike the first question in any other: not whether the system is ready to be audited, but whether there is enough measured history for anything at all to be demonstrated.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 4b «The Lens», subchapter 4.2. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 50001, ISO 50003 or ISO/IEC 17021-1. It is not legal advice: energy law is that of the place where the property operates.