WORKING MATERIAL 4.12 · CHAPTER 4 — THE CERTIFIER'S LENS · SETTING: AQABA, JORDAN

Transfer, Suspension and Withdrawal

Source: Francesco Dore, The Helm and the Lens, Volume 7b — GSTC Hotel Standard v4.0, subchapter 4.12 (book page 337)

GUIDING QUESTION

A certificate can be moved from one accredited certification body to another, and it can be suspended or withdrawn. Owners tend to learn about both at the worst possible moment, with a serious finding open on the desk. What can a hotel do with its certificate when an audit goes badly, and what can it not do?

WHO THE RULES BIND

The GSTC Accreditation Manual (AM-I v4.1) cited on this sheet binds certification bodies, not hotels. Where a row refers to it, it describes what the certifier must do and what the hotel can check; it is not a requirement of the GSTC Hotel Standard.

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
A hotel can move its certificate to another body at any time	Only partially true	Transfer is possible at the client's request, but not with an open major, a suspension or a pending complaint	
A new body starts with a clean slate	No	The accepting body records the reasons, closes open minors and applies IAF MD 2	
Letting a certificate lapse and reapplying elsewhere resets the clock	No	Withdrawal within two years without remedial action makes the client ineligible	
A major nonconformity means automatic withdrawal	No	Clause 8.19.1 allows continued certification under conditions, reduced scope, or suspension before withdrawal	
Ninety days can be extended if the hotel is busy	No	The Manual sets 90 days from issue and does not provide for an extension	
A contractor's legal problems are the contractor's business	No	Clause 12.3 covers entities contracted by the applicant	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Treating a change of certification body as a way to leave a finding behind.

☐ Losing the first weeks of the ninety days in internal debate.

☐ Submitting a correction without a root-cause analysis or corrective action.

☐ Believing a withdrawn certificate can be replaced by applying elsewhere straight away.

☐ Assuming a major nonconformity always leads to withdrawal, and giving up too early.

☐ Leaving reporting duties undefined in contracts with outsourced operators.

☐ Ignoring the declarations on prosecutions that clause 12.2 requires during certification.

☐ Requesting a transfer while a complaint about the hotel is still being processed.

3 · A Checklist for the Day a Serious Finding Arrives

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
On what date was the nonconformity issued, and when does the ninety-day period end?	The period runs from issue, under clause 8.15	
What immediate correction stops the harm?	Correction is required alongside corrective action	
Why did the requirement stop being managed, not only why did the result go wrong?	Closure is accepted only with an adequate root-cause analysis	
Is anything else open: minors, a complaint, a suspension?	Clause 12.5 blocks transfers in those situations	
Have our contractors declared any prosecutions for forced labour or environmental violations?	Clauses 12.2 and 12.3 reach entities contracted by the hotel	
Who owns the closure plan, by name?	A finding without an owner tends to reach day ninety unclosed	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standard and its practical application. Indicator references point to the GSTC Hotel Standard v4.0; where the evidence lives is this book's practice, not a requirement of the standard.

Question	Where the evidence lives	Seen?
Is there documented evidence of safe discharge, compared with the limit in the legal register on receipt (D5.2, A2.1)?	Test results with date received and comparison	☐
Do contracts with service providers include sustainability requirements and reporting deadlines (A13.12)?	Amended provider contract	☐
Are corrective actions for the finding documented, with root cause, correction and corrective action (A8.3)?	Corrective-action record	☐
Are technical staff trained (D5.4)?	Training records	☐
Have contractors completed written declarations on prosecutions for forced labour or environmental violations?	Declaration file (Manual 12.2: the body requires them)	☐
Before any transfer, is there a list of every finding and its status?	Findings register	☐

> *What this sheet is not: the GSTC Hotel Standard does not prescribe this form. It is a working aid drawn from the book; the standard's criteria, indicators and guidelines govern the real case. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*