WORKSHEET 1.12

From Checklist to Register

Subchapter 1.12 · case in the book: Montreal

If an inspector asked tomorrow, in the middle of an event in your house, who is responsible for safety, would the answer be on a sheet that someone in the house knows? And who in your house would learn if that answer changed next year?

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
One procedure, three registers: Roy described on one page how requirements are found, translated, kept current and evaluated, and who does what. Each hotel then built its own register for its own jurisdiction and locality, with a named person: in Montreal, Chloé Bouchard with the chief engineer.		
Every requirement written as a duty: Not “venue safety rules”, but “operator or named deputy present throughout operation; name on the rota”. Each received a person and evidence.		
Named sources and emerging requirements: For each jurisdiction Roy named a local law firm and an industry association as sources, with a quarterly review. Every announced change went into a separate column with its effective date, the duty affected and the date by which the hotel must be ready. The first entry was a new supplier code from a major corporate client, effective the following year.		
Contracts read against the register: The yellow clause was rewritten: the agency takes on operator duties for the evening only if its event lead walks the building with engineering four weeks ahead and signs the record, and the hotel keeps its own representative on site throughout. The data clause was struck; exhibitors receive the contact details of participants who consented at registration, from the association, not from the hotel. A second banquet shift starting at six in the evening takes over the teardown, and a different team serves breakfast.		

These steps are the book’s method, not requirements of ISO 20121. 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 standard requires a legal register in a set format	No. A process that identifies, makes accessible and periodically reviews requirements is required (6.1.3)	
Knowing the law in force is enough	No. Emerging requirements must also be identified (6.1.3)	
Whoever obeys the law has done enough	Only partially true. Where law gives no minimum protection, international norms and good practice give direction (6.1.3); C.2.3 speaks of the spirit of the law	
Only laws belong in the register	No. Clause 6.1.3 names legal and other requirements; the house decides what the latter include	
Top management need not know the register	No. Legal developments are an input to management review (9.3.2 j)	
The policy must list every legal field	Only partially true. A.8 names the fields as guidance; the requirement is the commitment to fulfil applicable requirements (5.2 c)	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Ticking names of rules instead of writing duties with a person and evidence.		
Copying one hotel's checklist to properties in other jurisdictions.		
Transferring operator duties without checking whether the organiser knows the building.		
Recording only rules in force and missing what is coming.		
Passing guests' data on because "it is usual"; usual is not a legal basis.		
Treating the law as the ceiling where it asks little.		
Rostering the same team for a night teardown and the morning breakfast.		
Keeping legal developments away from the management review.		

Operative synthesis

› **Is there a described process that finds, translates and updates requirements?: Clause 6.1.3 requires a process, not a list**

- **Does each hotel have its own register for its own jurisdiction and locality?: The law of an event is the law of the place where it happens**
- **Does every requirement have a person and evidence?: A tick without a duty does not steer anything**
- **Are emerging requirements recorded with effective dates?: A change noticed on its effective date is noticed too late**
- **Are contract clauses on operator duties and data checked before signature?: Responsibility can rarely be signed away**
- **Has ownership decided what applies where the law asks little?: Clause 6.1.3 points to international norms where minimum protection is missing**
- **Act on immediately. Read every open event contract against known duties, strike clauses that pass on guests' data without a basis, and check rotas after night banquets.**
- **Plan for. Write one procedure for the group, build a register per hotel with named persons and evidence, and appoint sources for each jurisdiction.**
- **Monitor going forward. Review the registers quarterly, track emerging requirements with dates, and bring legal developments to every management review.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 8a «The Helm», subchapter 1.12. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 20121. It is not legal advice: the law that applies is that of the place where the property operates.