WORKSHEET 4.12

One Audit, Separate Claims

Subchapter 4.12 · case in the book: Monte Carlo

How many times a year does your banqueting manager tell an auditor the same story under a different standard number? And if a certification body offers to audit ISO 20121 alongside your other standards, do you know what it may audit together, and what each certificate will say about your hotel afterwards?

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
Processes described once: Gastaldi would write, by the end of May, one description of the event processes (proposal, planning, delivery, breakdown, follow-up), with one column per standard. What ISO 20121 alone requires stands in its column and is hidden nowhere else.		
One policy, one scope sheet: The two old policies and the draft third gave way to a single policy referring to a statement with the four principles; Rey signed it in June. The scope sheet has three columns, and the ISO 20121 column names the two congress halls, the six salons and the services the hotel provides there as venue and supplier.		
Shared elements merged: One nonconformity register, one internal audit programme, one management review with its own part for the guiding principles. The specific content of Gastaldi's draft (the statement, the evaluation of social and economic issues, supplier criteria and the lessons note) moved into the ISO 20121 column.		
The combined audit questioned: Rey asked in writing what the body would audit jointly and separately, who was competent for events, which day would include an event, and under which accreditation each certificate would stand. The body placed stage 1 for ISO 20121 in September and stage 2 within the combined November audit, on the first day of a medical congress of 420; the second auditor was to observe the evening breakdown.		

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
Each standard needs its own manual	No. No manual is required; documentation proportionate to size and activities (introduction)	
An ISO 14001 system largely covers ISO 20121	No. Same structure, but specific requirements in 4.5, 6.1.2, 8.3, 9.1 c) and 9.3.4	
ISO 20121 must be integrated with other systems	No. The introduction calls it integrable; integration is not required	
A combined audit cuts time by a fixed share	No. IAF MD 5 applies to ISO 20121 only where a scheme adopts it; the body justifies the time	
A combined audit makes every certificate accredited	No. Accreditation is granted per scope; ask whether ISO 20121 is in it	
There is an IAF document for integrated audits	Yes. IAF MD 11:2023, reissued in 2026 as Global ACI TECH-3-008	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Writing a manual for each standard, so that one banquet is described three times.		
Keeping three corrective-action registers, so that findings land where they are convenient.		
Hanging ISO 20121 on ISO 14001 and losing inclusion, supply chain and lessons.		
Leaving the scopes unrecorded, so that what was audited for the halls is claimed for the hotel.		
Reading a combined audit as a smaller audit.		
Assuming IAF MD 5 alone sets the ISO 20121 audit time, without asking which scheme applies.		
Merging the status of several certificates into one accredited claim.		
Letting the auditor who will audit the system help integrate it.		

Operative synthesis

- **Do we describe each process once, with every standard's requirements beside it?: Three descriptions of one banquet age separately**
- **Do ISO 20121's specific requirements have a visible place?: Social issues, supply chain and lessons are not environmental aspects**
- **Is each standard's scope on one shared sheet?: 4.3 requires a scope that does not mislead**

- **Is there a single valid policy referring to the statement?: 5.2 requires reference, date and signature**
- **Do we know what the body audits jointly and what separately?: A combined audit saves time, not content**
- **Do we state each certificate's standard, scope and accreditation status?: One audit does not produce one status**
- **Act on immediately. List what runs twice today (policies, registers, audits, reviews) and ask the certification body in writing what a combined audit would examine jointly and separately, and under which accreditation each certificate would stand.**
- **Plan for. Describe the processes once with a column per standard, write one scope sheet and one policy, and merge the shared elements of the harmonised structure.**
- **Monitor going forward. Check at each review that ISO 20121's specific requirements still have their own column, and that every external claim names standard, scope and status.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 8b «The Lens», subchapter 4.12. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 20121, ISO 19011 or ISO/IEC 17021-1. It is not legal advice: the law that applies is that of the place where the property operates.