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**To: All NSI approved companies**

Dear Colleague,

**NSI POLICY COVID-19 (DURING GOVERNMENT 'DELAY PHASE')**

As you will know, the government has moved into its 'Delay Phase' to slow down the spread of the coronavirus and mitigate the impacts.

Please see Appendix A for NSI's policy outlining NSI's approach in accordance with government policy.

If you have any questions, please direct these to your normal contact at NSI.

Yours sincerely,



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Head of Certification Services

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## Appendix A

### NSI Policy: COVID-19 (during government Delay Phase)

Issue date: 13th March 2020

#### Principles

Auditing of security and fire safety is an essential activity to ensure continued support for clients, scheme stakeholders and protection of the public.

NSI is working in accordance with government policy in its 'Delay Phase' and taking considered precautionary 'social distancing' measures.

NSI recognises the importance of minimising disruption in service delivery.

#### NSI approach

- 1 NSI's Business Continuity Committee meets at least weekly to review the situation and will revise its policy where necessary in line with government policy.
- 2 NSI expects and respects all its staff acting responsibly in the circumstances of the declared pandemic.

#### Guidance to staff

- 1 Staff should:

- effectively manage their personal health and hygiene and be considerate of others in this regard (including following government advice when unwell and/or showing symptoms associated with the coronavirus, in the use of shared staff facilities, general cleanliness, handwashing and avoidance of communal food sharing, etc.);

**Note:** This remains the principle form of defence in avoiding the coronavirus.

- limit their risk of exposure by:
  - avoiding all international travel;
  - making smart decisions regarding all travel including day-to-day and holiday travel and activities carried out during and outside of work; e.g. avoid using Tube, avoiding higher risk areas and venues, mass gathering, confined public spaces, whenever feasible.

- respect self-isolation by colleagues, friends and family who are displaying symptoms consistent with coronavirus;
- declare to NSI any and all personal international travel (both business and personal);  
**Note:** NSI may take action to mitigate perceived risks, which may extend to recommending self-isolation.
- inform NSI line management of any symptoms / guidance provided.

**Note:** Any cases will be addressed on a case-by-case basis.

- 2 NSI is avoiding face-to-face meetings of large groups of employees, including auditors, to significantly reduce the risk of virus spread.
- 3 Where possible, NSI will conduct virtual meetings to encourage social distancing between staff and external parties.
- 4 NSI has restricted access within its offices and will only permit staff access to its 1st floor facility.
- 5 NSI may refuse entry to Sentinel House any staff and visitors, including contractors, who present as unwell.
- 6 NSI requires all visitors to Sentinel House to declare, prior to or on arrival:
  - if they have or have displayed any symptoms consistent with coronavirus;
  - have travelled outside the UK since 1st February 2020.  
**Note:** NSI will handle all perceived risks on a case-by-case basis and may require individuals to leave its premises.
- 7 NSI will also request any visitors to Sentinel House that are diagnosed with COVID-19 in the coming weeks after their visit to inform NSI.
- 8 NSI has capability in place for all staff to work remotely as required.

## NSI audits

- 1 NSI will consider conducting remote 'management system' audits, where appropriate, in line with government 'social distancing' aims.
  - This may include consolidation of the management system elements apart from the product elements of an audit programme.

- NSI may look, during the 'Delay Phase' of the pandemic, to switch 'technical' product audits for QMS audits, where practicable.

**Note:** NSI expects companies to work collaboratively with NSI to facilitate audit programmes. NSI's short notice cancellations policy remains unchanged.

- 2 NSI will not deploy an auditor who it considers as high risk and will take considered appropriate action.

## NSI training courses

NSI:

- 1) recognises some training is business critical for approved companies and will continue to deliver training courses both on client site and at its facility in Maidenhead;
- 2) will postpone training courses which are undersubscribed;
- 3) write to all delegates to appraise them of NSI policy regarding:
  - a) the requirement for delegates to declare international travel and any symptoms consistent with coronavirus;
  - b) intent to refuse entry to Sentinel House any delegate presenting as unwell;
  - c) request confirmation of intentions regarding upcoming booked courses;
  - d) inform delegates that they must not attend if they have any symptoms of COVID-19.

## Future updates and contact information

The COVID-19 crisis is fast moving. This policy may be revised as events unfold.

You should deal with your regular contact at NSI in the first instance if you have any queries.