

ML/KL/NSI 011 20 (Rev 2)

24 March 2020

**To: All NSI approved companies**

Dear Colleague,

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

Further to our previous correspondence, please find below NSI's revised COVID-19 policy dated 24th March 2020.

NSI has suspended all site audits and assessments and is providing a limited service of remote audits where practicable. NSI auditors are available to discuss particular circumstances and arrangements.

Your NSI Account Manager is available by email and direct dial phone line as usual.

Please see Appendix A for full details.

If you have any questions, please do not hesitate to get in touch.

Yours sincerely,



Max Linnemann  
Head of Certification Services

Email: [max.linnemann@nsi.org.uk](mailto:max.linnemann@nsi.org.uk)

## **Appendix A**

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

Issue date: 24th March 2020

#### **Principles**

The public and industry stakeholders recognise the importance of fire and security approval schemes in ensuring our industry is seen to be reliable professional and highly regarded.

NSI seeks to support the fire and security industry in every way that it is able, within its remit as a UKAS Accredited Certification Body.

Auditing programmes provided are a proven method of oversight welcomed by professional industry and stakeholders.

#### **NSI approach**

In these exceptional circumstances maintaining approvals and audit programmes in the normal way has become impossible. NSI will be pragmatic and reasonable, to assist companies maintaining approval through this difficult time.

- 1 To help manage this, NSI's Business Continuity Committee meets at least weekly to review the situation and revise its policy where necessary.
- 2 NSI expects and respects all its staff acting responsibly in the circumstances of the declared pandemic.

#### **Guidance to Approved Companies**

There is clearly going to be major disruption to audit programmes in the coming months.

- 1 NSI's Head Office, Sentinel House, remains closed until further notice with all staff working remotely from home.

Staff remain contactable through email and direct dial as normal.

- 2 NSI has suspended its chargeable cancellation policy until the end of April at which time it will be reviewed.
- 3 NSI has suspended, until further notice, all further product/technical/site inspections.

- 4 NSI will make arrangements to conduct remote interactive quality/ACS/QUALSEC audits through, for example, 'Skype for Business' wherever practicable.
- 5 NSI knows approved companies will seek to work collaboratively with NSI wherever they are able, recognising the disruption and challenge that all businesses face currently.
- 6 NSI is working in accordance with industry standards for extraordinary events and is in dialogue with UKAS to ensure the validity of your approvals for the mid-term.
- 7 NSI has suspended all classroom training until further notice. NSI's e-learning courses remain available.

## **NSI guidance to its staff**

The safety and wellbeing of all staff is of primary importance.

Staff should:

- limit their risk of exposure and risk of spread of COVID-19 to others by:
  - complying with all government requirements, namely; "staying at home", only leaving for legitimate reasons;
  - effectively managing their personal health and wellbeing and be considerate of others in this regard.
- inform NSI line management of any COVID-19 symptoms and report self-isolation;
- if required, request:
  - (1) flexible working arrangements;
  - (2) compassionate absence from work as a result 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.