

ML/KL/NSI 012 20

23 March 2020

To: All NACOSS Gold, Systems Silver, Fire Gold and Fire Silver approved companies

Dear Colleague,

**CORRECTIVE MAINTENANCE RESPONSE TIMES AND PREVENTIVE MAINTENANCE
ACHIEVEMENT RATES IN LIGHT OF COVID-19 SITUATION**

In light of the COVID-19 situation, NSI recognises that it has become increasingly difficult for you to operate as normal.

We have received a number of queries from approved companies relating to corrective maintenance response times and preventive maintenance achievement rates in light of the extreme circumstances.

NSI understands your concerns and wants to assure you that we will be pragmatic in our audit approach in these extreme circumstances, while respecting the principles of standards and certification.

Corrective maintenance response times

During your audit, if you can provide evidence to the auditor that the increase in response times was genuinely impacted by COVID-19 related issues, a non-conformance report will not be raised. The auditor will raise an Audit Note to document this and this will be reviewed at the next audit. This will also be reflected in the visit report raised at the end of the audit. If, at the next audit, the situation has not improved, the auditor will review and consider whether or not a level of non-conformance should be reported.

Routine maintenance achievement performance

If your performance figures fall below the required achievement rate and, during your audit, you can provide evidence to the auditor that the decrease was genuinely COVID-19 related, the auditor will expect to see a plan for improving your routine maintenance performance.

If the plan is satisfactory, then a non-conformance will not be raised. The auditor will raise an Audit Note to document this and the situation will be reviewed at the next audit.



If you cannot provide evidence of a plan, or if the plan does not clearly demonstrate how you will improve performance, an "Improvement Need 3 Month" report will be raised and you will be required to develop a plan and submit it to us for review.

We trust this should alleviate some specific concerns in this very challenging time. We would like to take this opportunity to say that we value working with organisations like yours that seek to 'work to standards' and who value being part of an approved community.

If you have any questions or concerns, please don't hesitate to contact us.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Max Linnemann".

Max Linnemann
Head of Certification Services

Email: max.linnemann@nsi.org.uk