

ML/LW/NSI 011 20 (Rev 3)

14 April 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 14<sup>th</sup> April 2020.

NSI has suspended all audits and assessments (including remote) for April and May.

NSI Operations Teams have been furloughed for April and May, so your regular contact may not be available.

Please see Appendices A and B for full details.

NSI has published FAQ documents relating to Security & Fire Systems / ARCs and Guarding Services. Please find these on the '[NSI updates on COVID-19](#)' page on the NSI website and also on the Gold and Silver landing pages of the Company Login Area of the website - these are being updated periodically.

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

Yours sincerely,



Max Linnemann  
Head of Certification Services

## Appendix A

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

Issue date: 14<sup>th</sup> April 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.

#### Guidance to approved companies

##### *Suspension of audit and assessment activity*

During the course of the crisis thus far and in line with government advice, NSI has taken steps to avoid the spread of the COVID-19 whilst continuing to deliver audits and assessments, most recently remotely.

However, it has become clear for approved companies and businesses under stress - some in extreme distress - continuation of anything like normal NSI audit and assessment activity as the pandemic unfolds is untenable.

**In order to best support industry and the approved company community, NSI has suspended all audit and assessment activity from 6th April 2020 until further notice.**

This is done with the support of our stakeholders and UKAS who understand that pursuing a 'business as usual' stance serves little purpose and may have adverse consequences in the current extreme circumstances.

##### *Key information*

1. Any NSI approval that is due to expire before 31st May 2020 will be automatically extended for a limited period unless evidence dictates otherwise. (Should individual companies seek audit / assessments in this period, they should contact us).
2. It is clear to us approved companies are genuinely striving to minimise deviations from standards and deliver the best service possible, which NSI will formally be recognising as and when audits are delivered.
3. Evidence of non-compliances that are COVID-19 related will be reported in "Auditor Notes" without recourse to raising Improvement Needs and Observations.

4. NSI has published FAQ documents relating to Security & Fire Systems / ARCs and Guarding Services. Please find these on the '[NSI updates on COVID-19](#)' page on the NSI website and also on the Gold and Silver landing pages of the Company Login Area of the website - these are being updated periodically.
5. NSI operations teams have been furloughed for the period 6th April – 31st May and your normal NSI contact will not be available. We trust you understand this approach as the most appropriate action to ensure NSI is well placed to resume normal audit and assessments when possible.
6. NSI is operating with a Skeleton Staff until further notice. Should you need to contact us, please select the most appropriate contact on the list attached (Appendix B), and we will respond accordingly.
7. NSI has suspended its chargeable cancellation policy, until further notice.
8. NSI has suspended all classroom training until further notice. NSI's e-Learning courses remain available.
9. NSI's Head Office Sentinel House remains closed until further notice.

## Guidance to NSI Staff

The safety and wellbeing of all staff at NSI is of primary importance. For your information, NSI Staff have been advised to:

- limit their risk of exposure and risk of spreading COVID-19 to others by:
  - complying with all government requirements, namely "staying at home" and only leaving for legitimate reasons
  - effectively managing their personal health and wellbeing and being considerate of others in this regard
- inform NSI line management of any COVID-19 symptoms and report self-isolation;
- if required, request:
  - flexible working arrangements
  - compassionate absence from work as a result of COVID-19
- keep in contact and up to date with NSI and NSI staff communications via the appropriate channels.

## Future updates and contact information

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

Should you need to contact us, please select the most appropriate contact on the list attached (Appendix B), and we will respond accordingly.

## Appendix B - NSI Contact List

Please direct your enquiry to the appropriate person in the list below.

Name	Position	Contact for:	Email address	Telephone
Paul Condliffe	Operations Manager (Systems)	Security and Fire Systems approvals	<a href="mailto:Paul.condliffe@nsi.org.uk">Paul.condliffe@nsi.org.uk</a>	07771956062
John Davidson	Head of Field Operations (Systems)	Security and Fire Systems approvals	<a href="mailto:John.davidson@nsi.org.uk">John.davidson@nsi.org.uk</a>	01628 764864
Margaret Durr	Head of Field Operations (Services)	Guarding Services and ACS approvals	<a href="mailto:Margaret.durr@nsi.org.uk">Margaret.durr@nsi.org.uk</a>	01628 764860
Max Linnemann	Head of Certification Services	Certification Services – general certification support	<a href="mailto:Max.linnemann@nsi.org.uk">Max.linnemann@nsi.org.uk</a>	01628 764863
Angie Gibson	Business Improvement Manager	Certification Services – general certification support	<a href="mailto:Angela.gibson@nsi.org.uk">Angela.gibson@nsi.org.uk</a>	01628 764874
Matthew Holliday	Technical Manager	Technical support	<a href="mailto:Matthew.holliday@nsi.org.uk">Matthew.holliday@nsi.org.uk</a>	01628 764862
Kevin McEvoy	Management Accountant	Accounts, Certificates of Compliance	<a href="mailto:Accounts@nsi.org.uk">Accounts@nsi.org.uk</a>	01628 764839
Moirá Page	Head of Information Systems	IT, Website access	<a href="mailto:Moirá.page@nsi.org.uk">Moirá.page@nsi.org.uk</a>	01628 764835
Dianne Gettinby	Head of Marketing Communications	Marketing and Media Communications	<a href="mailto:Dianne.gettinby@nsi.org.uk">Dianne.gettinby@nsi.org.uk</a>	01628 764869
Gayle Bennett	Marketing Manager	Marketing and Media Communications	<a href="mailto:Gayle.bennett@nsi.org.uk">Gayle.bennett@nsi.org.uk</a>	01628 764870
Laura Welford	Quality Manager	Data Protection, eLearning, Human Resources	<a href="mailto:Laura.welford@nsi.org.uk">Laura.welford@nsi.org.uk</a>	01628 764865
Richard Jenkins	CEO		<a href="mailto:Richard.jenkins@nsi.org.uk">Richard.jenkins@nsi.org.uk</a>	01628 764850