

ML/KL/NSI 014 20

01 April 2020

To: All NSI approved companies and all ACS companies assessed by NSI and applicants

Dear Colleague,

NSI RESPONSE TO COVID-19 SUSPENSION OF NSI AUDIT AND ASSESSMENTS IN APRIL AND MAY 2020

NSI recognises that all approved companies are fighting hard to navigate the Global COVID-19 pandemic crisis by protecting the health and wellbeing of staff and taking necessary steps to support their customers and maintain business continuity. The professional industry is working in the context of social distancing regulation to support customers and end users, and maintaining standards to the best of its ability.

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 is suspending 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.

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).

Audit programmes that are impacted will be reviewed in due course. NSI will communicate with companies individually regarding specific circumstances.

As Government restrictions are relaxed, NSI will look to resume a more normal audit regime.

NSI operations teams are being 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.

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

Yours sincerely,



Max Linnemann
Head of Certification Services

Email: max.linnemann@nsi.org.uk

Appendix A - 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	Paul.condliffe@nsi.org.uk	07771956062
John Davidson	Head of Field Operations (Systems)	Security and Fire Systems approvals	John.davidson@nsi.org.uk	01628 764864
Margaret Durr	Head of Field Operations (Services)	Guarding Services and ACS approvals	Margaret.durr@nsi.org.uk	01628 764860
Max Linnemann	Head of Certification Services	Certification Services – general certification support	Max.linnemann@nsi.org.uk	01628 766863
Angie Gibson	Business Improvement Manager	Certification Services – general certification support	Angela.gibson@nsi.org.uk	01628 764874
Matthew Holliday	Technical Manager	Technical support	Matthew.holliday@nsi.org.uk	01628 764862
Kevin McEvoy	Management Accountant	Accounts, Certificates of Compliance	Accounts@nsi.org.uk	01628 764839
Moirá Page	Head of Information Systems	IT, Website access	Moirá.page@nsi.org.uk	01628 764835
Dianne Gettinby	Head of Marketing Communications	Marketing and Media Communications	Dianne.gettinby@nsi.org.uk	01628 764869
Gayle Bennett	Marketing Manager	Marketing and Media Communications	Gayle.bennett@nsi.org.uk	01628 764870
Laura Welford	Quality Manager	Data Protection, eLearning, Human Resources	Laura.welford@nsi.org.uk	01628 764865
Richard Jenkins	CEO		Richard.jenkins@nsi.org.uk	01628 764580