

ML/LW/NSI 011 20 (Rev 4)

27 May 2020

To: All NSI approved companies and applicants

Dear Colleague,

NSI POLICY COVID-19 (DURING GOVERNMENT 'STAY ALERT PHASE')

Further to our previous correspondence, please find below NSI's revised COVID-19 policy dated 26th May 2020.

NSI will resume all audit and assessment activity on 1st June 2020.

In line with government advice to "*go to work if you are not able to work from home*" NSI will deliver on-site audits and remote audits where appropriate.

See also our circulars:

- **NSI 020 20** regarding 'COVID-secure' sites (all approved companies and applicants).
- **NSI 021 20 – NSI 023 20** with remote audit guidelines (scheme specific and relevant to Gold companies only).

Your NSI Auditor will be in touch with you in June to schedule all due/overdue audits, which will be completed to ensure your approval is maintained in line with your audit programme.

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

Appendix A

NSI COVID-19 Policy (During government 'Stay Alert' Phase)

Issue date: 27th May 2020

Principles

UKAS Accredited Security and Fire audits help ensure the ongoing protection and safety of the public and property.

Certification is a risk based, sampling activity, providing the Certification Body with suitable and sufficient evidence to award and maintain approval including both on-site and remote audits.

NSI will respect all government guidance regarding social distancing and health and safety during the pandemic, whilst delivering meaningful certification and approval, putting people first - including its staff, customers, and the public.

Guidance to approved companies

NSI resumes all operations including audit and assessment programmes on 1st June 2020.

Current government guidance (11th May 2020) indicates "*you should go to work if you are unable to work from home*".

This allows all employers to resume activity in the workplace where appropriate, including professional services that cannot be delivered remotely, such as NSI on-site audits, where we deem appropriate.

NSI will utilise remote audit capability and on-site audits where they are appropriate within its audit programmes.

Note: Management system audits may be done remotely. On-site audits are necessary to gather evidence of compliance to technical product standards.

See also our circulars:

- **NSI 020 20** regarding COVID secure sites (all approved companies and applicants).
- **NSI 021 20 – NSI 023 20** regarding remote audit guidelines (scheme specific and relevant to Gold companies only).

Management of audit programmes

Any NSI approval that expired between 1st March and 31st May 2020 has been automatically extended for a limited period unless evidence dictated otherwise.

NSI is making adjustments to audit programmes on a case by case basis and will work proactively with approved companies to ensure audit programmes are fulfilled in a timely fashion.

Additional Information

1. It is clear approved companies are genuinely striving to minimise deviations from standards during the pandemic, which NSI will formally be recognising when audits are delivered.
2. Evidence of non-compliances that are COVID-19 related will be reported in "Auditor Notes" without recourse to raising Improvement Needs and Observations.
3. 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.
4. NSI chargeable cancellation policy will be reinstated as of 1st June.
5. NSI training (classroom) remains suspended until further notice. NSI's e-Learning courses remain available.

Future updates and contact information

As a matter of course, NSI's staff are working remotely in line with government guidance and are contactable by email and direct dial as normal. (NSI's Head Office Sentinel House remains closed until further notice).

This policy may be revised as events unfold.