

MD/KL/NSI 011 20 (Rev 5)

20 January 2021

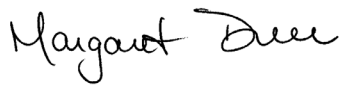
To: All NSI approved companies and applicants

Dear Colleague,

NSI POLICY COVID-19

Further to our previous correspondence, please find below NSI's revised COVID-19 policy, dated 19th January 2021, amended in line with current government guidance regarding on site activities.

Yours sincerely,



Margaret Durr
Approval Schemes Manager (Services)

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Appendix A

NSI COVID-19 Policy (Revision 5)

Issue date: 19th January 2021

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 re. NSI operations, including audit and assessment programmes

Current government guidance in England (5th January 2021) indicates "where people cannot work from home they should continue to travel to their workplace".

It allows employers to continue activity in the workplace and on sites where appropriate. This includes professional services which cannot be delivered remotely, such as NSI on-site audits.

Note: Where devolved government regulations or guidelines dictate otherwise, NSI is tailoring its approach accordingly.

NSI will continue to utilise remote audit capability and on-site audits within its audit programmes to ensure meaningful certification is maintained by our approved companies.

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

See also our Circular Letters:

- **NSI 002 21** 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

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

Additional information

- 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.
- Evidence of non-compliances that are COVID-19 related will be reported in “Auditor Notes” without recourse to raising Improvement Needs and Observations.
- 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.
- The NSI cancellation policy is unchanged.
- NSI training (classroom-based) remains suspended until further notice. NSI's e-Learning courses remain available.

Future updates and contact information

NSI's staff continue to work in line with government guidance and are contactable as usual by email and on direct dial phone lines.

This policy may be revised as events unfold.