

ANNEX A TO NSI 020 24

A summary of the changed sections within ICP1 issue 10

Note: The below list is not exhaustive, with grammatical changes, updates to current standards or the removal of obsolete standards not being included.

Clause	Mod type	Details
General	Changed	The business operating manual is now referred to as a documented management system.
Clause 3	Changed	Strengthened requirements regarding Selling codes of ethics and complaint handling arising from breaches.
Clause 3	Changed	Clarified documentation requirements for quotations & contracts.
Clause 4	Changed	Screening and ID card requirements updated to align with PD6662.
Clause 7	Changed	Clarified wording related to the handling of complaints and the requirements for a process to cover them.
Clause 8	Addition	Updates and additional requirements/considerations relating to training.