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## 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.