



# Memo

**To:** All Employees and Subcontract Assessment Teams

**From:** Stephen Carter (Scheme Manager)

**cc:** Directors

**Date:** 25/06/2020

**Re:** COVID-19 Update

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Dear Colleagues,

It has been around 3 months since the last publication of an update in relation to the COVID-19 pandemic and I thought it prudent, given the significant easing of restrictions scheduled for July within the UK to share an update.

We are currently experiencing the majority of UK clients opting to have a remote audit, where the requirements allow for this, and following our emergency procedure this is sometimes followed up by a site visit within a practicable timescale (under review but ideally within 6 months for most clients).

QAICL are not setting a deadline for conducting remote assessments and are instead monitoring the situation very carefully to ensure we can both protect our teams and provide the service to our clients that they expect from us. This contrasts with UKAS, for example who have stated that they will not undertake physical audits until at least October 2020 for the UK and January 2021 for International visits. Whilst there is a slightly different approach, the result will be largely the same in that we will respond to the current conditions, restrictions, and considerations but on a case by case basis but maintain flexibility.

Given the relaxation of lockdown measures, we are experiencing early signs that some clients are beginning to opt for on-site audits. Each circumstance will be unique and therefore our team

at head office (albeit reduced) will be working closely with assessment teams to ensure we give full appreciation for the circumstances that may either permit or otherwise a physical audit to be conducted.

It is important that we continue to meet the requirements of our accreditation partners and the certification industry, and therefore, I encourage continued dialogue with our head office team should you have any queries, concerns or doubts about any assessments.

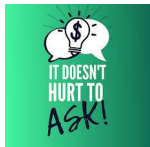
In every case, we advise that all teams involved are following the latest guidance issued by the government to mitigate the risk of spreading the virus, and isolation procedures for those who develop potential symptoms.

In every single case, we prioritise the safety of both our team and that of our clients and therefore encourage caution at every stage in the process to ensure that safety is reflected in our plans.

If you are every in any doubt in this regard, please continue to follow the guidance identified in the last memo:



**STOP:** What you are doing



**CHECK:** With a team member or Manager



**ACT:** Follow the guidance given

Finally, I would like to thank everyone for your patience and response with regard to the handling of this pandemic and I look forward to achieving some level of normalcy in the near future.

Yours Sincerely,

Stephen Carter

(Scheme Manager)