



PRODUCT ASSESSMENT SCHEME



Covid-19 **POLICY STATEMENT – GUIDANCE STATEMENTS**



COVID-19 Policy Statement

A message from the Managing Director, Azma Khan, on CSI's response to the COVID-19 pandemic.

The COVID-19 pandemic continues to evolve into new strains of the virus rapidly and the health and wellbeing of our clients, employees and the broader community remains our top priority.

I would like to reassure you CSI remains very much 'open' for business, and we are totally committed to maintaining services to our clients through these unprecedented times.

We fully recognise the concerns and uncertainty the current pandemic is creating, and we will ensure we continue to provide our clients with regular and relevant information during this time.

Keeping our clients, employees and wider community safe

CSI's absolute focus is to ensure we are doing all we can to assist in keeping our employees, our clients and the community safe, while continuing to deliver our services to you, our company's most valuable asset.

In line with official [Australian Government COVID-19 guidelines](#), all of our employees are now working remotely to help minimise the spread of the COVID-19 virus. We are applying all aspects of the COVID-19 Guidelines throughout our company. We are in close contact with our key service providers who continue to deliver their services to CSI. We are confident we are taking the right steps to protect our employees and to continue to deliver our services to our clients. We recognise how dynamic the situation is and we are well-prepared to implement additional measures as the situation evolves.

If you need additional information, or have any questions, please do not hesitate to contact CSI at any time.

Remaining focussed on quality and value

With a focussed approach on quality and value, CSI is committed to protecting our client's compliance requirements in all market conditions. Throughout our history we have weathered many local and global storms and our experienced employees remain dedicated to looking after your individual compliance requirements at this uncertain time.

We will continue to provide you with up to-date information as we navigate the current volatility across local and global compliance markets.

Again, if you have any questions or concerns, please reach out to your CSI contact at any stage.

Please take care of yourselves and your families throughout this difficult time.

Azma Khan

Managing Director

Certification Solutions International Pty Ltd

27 March 2020



GUIDANCE STATEMENT

COVID-19 guidance for our clients, guests, suppliers and contractors

Given the spread of the novel coronavirus (COVID-19) and its declaration by the World Health Organisation (WHO) as a global health pandemic, CSI is taking considered action to ensure the safety, health and wellbeing of our employees, clients, suppliers and contractors.

CSI has implemented safeguards that meet official [Australian Government COVID-19 guidelines](#) and has taken additional steps to minimise impact:

Travel:

The Australian Federal Government has approved the opening of Australian international borders; however, individual Australian State Governments still have conditions in place which may limit service delivery by CSI.

CSI domestic travel is limited to critical travel and only with the required State Government approvals to enter the destination State.

CSI has suspended all international business travel to countries where mandatory quarantine is applied to international travel arrivals.

CSI employees are required to be fully vaccinated against COVID-19 according to the requirements set down by the Australian and or Australian State Governments and provide evidence of their vaccination status upon request.

CSI has advised all of our employees who do not feel comfortable travelling internationally or domestically at this time should not do so, and alternative arrangements will be made.

Remote Audit Activities:

While CSI continues to work to prevent the spread of COVID-19, we will look wherever possible to offer uninterrupted support to your company using remote audit methodology when all or part of an audit for product certification is conducted by CSI using information and communication technology (ICT), to make sure your product certification requirements are risk managed by all parties.

Examples of the use of ICT during remote audits may include but are not limited to:

- Meetings; by means of teleconference facilities, including audio, video and data sharing
- Audit/assessment of documents and records by means of remote access, either synchronously (in real time) or asynchronously (when applicable)
- Recording of information and evidence by means of photographs, video or audio recordings
- Providing visual/audio access to remote or potentially hazardous locations

Use of ICT tools and processes by CSI are consistent with policies established by the International Accreditation Forum (IAF) and member accreditation bodies such as the Joint Accreditation System of Australia and New Zealand (JAS-ANZ).

CSI has established processes and fulfilled the objectives off.

- IAF MD4:2022 "IAF Mandatory document for the use of information and communication technology (ICT) for auditing/assessment purposes"
- JAS-ANZ COVID-19 Policy

CSI remote audits are designed to demonstrate reasonable due diligence, mutual understanding and trust between CSI and your company with the same level of technical expertise and insight in a safe, flexible and efficient way.

To be able to offer your company a remote audit CSI are required to gather necessary information from your company and undertake a risk assessment before deciding on an appropriate course of action.

Please note: Where normative documents and conformity assessment standards impose limitations on the use of ICT for remote audit activities, CSI will discuss this with you, the client-company.



CSI's remote audit service means that our audits can easily be delivered directly to you, whatever the circumstance. We put our expertise where it's needed at the right time - wherever you are in the world.

Your company has the right to refuse a remote audit, in which case CSI and the client shall discuss other methods to fulfil audit product compliance objectives.

CSI Office Restrictions:

In line with social distancing measures by the Australian Government, from the 27 March 2020, CSI Australia's, Head Office will move to 'restricted for critical core services only' until further notice.

CSI's Head Office will only be open for critical meetings, however, requires prior approval before entering the office.

Meetings:

Face-to-face meetings should only be held if an in-person meeting is critical, masks although not mandatory will be provided in enclosed spaces.

All internal and external CSI hosted meetings, events and training sessions have been re-established from, 21 February 2022.

For internal company meetings, no hand shaking, face masks should be considered and cover the nose and mouth at all times, hand sanitizer should be used, the meeting room must be well ventilated, no food or drinks are allowed, participants must maintain a minimum social distancing of 1.5 meters at all times:

CSI shall ensure all clients and guests to the Head Office are aware of this public statement prior to meeting.

All catering for meetings is stopped. Water and bottled beverages will continue to be provided (no hot beverages).

All rooms will be cleaned and sanitised after each meeting.

CSI has in place a, COVID-19 Response Plan to reduce the potential impact of a pandemic event on the client or company operations.

CSI Safeguards:

1. Clients, guests, suppliers and contractors visiting CSI Head Office in Australia

The Australian Federal and State Government's advises that anyone who has travelled or has come into direct contact with a confirmed case of COVID-19 must isolate themselves (other than to seek medical advice) and should monitor their health for 7 days from the date of contact. We ask that our clients, guests, suppliers and contractors follow this advice to ensure their own safety as well as the safety of our other clients, guests, suppliers and contractors, our employees and the general public.

For CSI clients, guests, suppliers and contractors who have travelled from or transited through any location in the last 3 days, which has been identified as a Covid-19 hot spot, we ask that you advise your CSI contact and conduct virtual meetings if possible (rather than in person meetings). Face to face meetings should be cancelled or deferred.

CSI provides face masks, hand sanitisers and disinfectants in our office to promote a healthy workplace, and we encourage visitors (and our employees) to adhere to heightened hygiene practices. If you are feeling unwell when visiting our office, please make your CSI host aware so we can support you accordingly.

2. Working with clients to safeguard the health and safety of our employees

CSI requests our clients take their own measures to respond to COVID-19, in accordance with official [Australian Government COVID-19 guidelines](#).

If a CSI employee at a client site is concerned the site is not taking reasonably practicable steps to proactively prevent the spread of COVID-19 so far as it is able, CSI has directed our employees to speak with CSI senior management immediately.

If you are an organisation with a suspected or confirmed case of COVID-19 and CSI employees may be affected, we ask that you immediately contact CSI.



3. Clients, guests, suppliers and contractors attending external CSI hosted events

Any CSI meetings or events with clients, guests, suppliers and contractors hosted outside of our Head Office will include the following control:

- CSI will confirm with host venues, client sites, that they have taken the practicable steps, including implementing the recommended [Australian Government coronavirus guidelines](#) to protect our employees and guests.

The COVID-19 pandemic is an evolving situation. All of us at CSI are committed to supporting our clients and communities during this time, if you need additional information, or have any questions, please do not hesitate to contact CSI at any time.

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Inspired locally, desired globally.
It's all about innovation and excellence in client service delivery
EXPERIENCE THE DIFFERENCE