



COVID-19 plan for Global Certification Pty Ltd

Bruce Smith & Dave Steer

1st April 2020

What is Global Certification's current process? All clients have received the following information.

- As you are aware, the COVID-19 response has caused many businesses to reshape how they conduct their continued operations. Our organization shall take the following steps to reduce the risks to our clients, auditors and other staff during the current crisis. In particular, we are attempting to ensure our clients maintain certification over the period of the virus event, as such, please see the following in relation to options for your 2020 audit - please note points 2 and 4 specifically:

What is Global Certification's current process? All clients have received the following information.

- Travel by aircraft both nationally and internationally shall be reduced to essential travel for family reasons only. In these cases a period of 14 days self isolation shall be enacted following the travel.
- Audit cost arrangements - Audits conducted remotely during this period shall be subject to a normal risk assessment process. If the company has a good track record, a reduced cost process shall be applied to the audit fee component of your invoice. This means you will be provided a discount of 25% of the normal audit fee component of your quote, should you decide to take the remote audit option. How this is done, is outlined in point 3.

What is Global Certification's current process? All clients have received the following information.

- Implementation of IAF ID 3:2011 and our Accredited ICT methods of auditing following IAF Mandatory Document 4:2018 Document for the use of Information and Communication Technology (ICT) for Auditing/Assessment.
- Auditing shall be by remote access from the 23rd March 2020. What this means, is that should the client be able to provide records of their current Internal Audits, Management Review Meetings, Objectives and Targets, Competency / Training Updates, job file records etc. through some form of remote access, Zoom, Skype, Webex, Goto Meeting, Screen-sharing, Remote Login to Servers, Cloud Solutions, team viewer or SharePoint / Google Drive / DropBox, or emailed documents, we can conduct your audit remotely to ensure continued credibility in your certification with JAS-ANZ.

What is Global Certification's current process? All clients have received the following information.

- If this is not viable, we may extend the auditing period between audits by 6 months, including the certificate should the audit be a recertification audit. However, should you wish to take the 6 month extension, we will be invoiced the Annual Registration Fee to you from your quote, which goes to JAS-ANZ to maintain your certification on the register during this 6 month period.
- Auditing clients - The CEO will issue a directive as to when on site auditing shall recommence. When auditing on site we will require the wearing of disposable gloves when handling documents. If documents are posted to us, we need to handle these with gloves and wear a surgical mask. Particularly, if we are returning the documents to the client following an audit.

How will Global Certification continue to audit using ICT?

- The objective of a remote audit is to establish the level of confidence in the certified organisation by direct observations carried out through an electronic medium. Remote audits provide the opportunity for increased efficiency, increased safety, better timing, inclusion of certified organisation personnel that may not be easily accessible, and avoidance of travel delays and restrictions.

How will Global Certification continue to audit using ICT?

- Global Certification have documented and implemented the processes for doing remote audits of certified organisations taking into account the uniqueness of the organisation, the scheme(s) it is certified to and their ability to participate in a remote audit.

How will Global Certification continue to audit using ICT?

- When planning the remote audit consider the different time zones. It is recommended that these are included in the plan, for example 'Entry meeting 9am Aust time/11am NZ time'.

How will Global Certification continue to audit using ICT?

- Consider separating the day into three sections of no more than three hours before a break. This allows the audit team to meet and discuss the progress of the audit outside of the remote audit conference. It also gives the auditee a break. Advise the certified organisation who you wish to speak with during the audit and arrange times as per the plan. Ensure you meet those times.

How will Global Certification continue to audit using ICT?

- Undertaking a remote assessment requires the audit to be well prepared. Ensure that the documents sent by the certified organisation are reviewed prior to the audit to enable the time spent in the remote assessment discussing any findings/observations or queries.
- It is possible that the audit may have multiple auditors on different remote connections speaking to the certified organisations personnel all at the same time. This needs to be carefully managed and organised as part of the planning process.

How will Global Certification continue to audit using ICT?

- All clients will be booked based on GC's existing process of 2 months in advance. At which point they will be confirmed for their availability and applicability of falling into the ICT audit criteria based on their standards of certification and technology available to them.
- Upon confirmation of an ICT audit booking, the client must sign with the auditor the ICT confidentiality agreement to ensure the protection and validity of the data between the auditor and the auditee.

How will Global Certification continue to audit using ICT?

- Upon receiving the returned ICT confidentiality agreement, an established method of ICT auditing is to be obtained with the client (TeamViewer, Zoom, Skype, Google Drive / Google Hangout etc.).
- The technology that is agreed upon for the ICT audit, will assist in determining the risks to the validity of the ICT audit logged in the GC128 Auditor Pack on page 1. This documented information will form the basis, client by client, for the justification of the ICT choice that was made under that clients circumstances and certification history.

How will Global Certification continue to audit using ICT?

- Once the risks to the validity of the data have been established in GC128, the audit will proceed as normal with an audit plan reflecting the use of the ICT for that client. The audit plan will also be emailed to the client as per normal procedure.
- Documentation will be prepared as per normal GC procedures and emailed to the auditor, so they can effectively perform the required ICT audit.

How will Global Certification continue to audit using ICT?

- Should a client not be able to effectively perform an ICT audit, this will then fall to a risk decision discussed by the Directors as to the choice to push out the audit date by 6 months for surveillance audits. Recertification audits and the 6 month extension of certificates will also be based on an individual risk analysis by the Directors.

How will Global Certification continue operation of the test site?

- Operation of the test Site. The test site shall operate as usual but increased restrictions for visitors shall apply. Travelers from overseas or domestically by aircraft, train, bus or ship will not be permitted on site until they have complied with Australian, State and Local Government entry conditions. (Currently 14 days self isolation).
- Site visits are now restricted to one visitor to the site at a time. So if there is someone from a different Company no entry will be permitted until that person leaves the site. Hence visits on site will be by appointment ONLY. The gate will be shut and visitors must ring to gain entry. The visitors book shall be sited adjacent to the Councils visitors book for signing in and out and the site office should not be used by the visitors. They shall be required to maintain a distance and wear a surgical mask and disposable gloves when touching any surfaces while on site.
- Following the visit, any areas that they have touched or been near while on site with the exception of their STS, shall be sprayed with Glen 20 or a similar disinfectant.

How will Global Certification continue operation of the test site?

- On-site staff Members. The staff member operating on site shall use large rubber gloves that are sterilized after every use if influent is handled e.g. pump changes and basket cleaning.
- Staff shall maintain a change of clothes and shall have a hot shower if any spillage occurs on their clothing. The clothing shall be handled in a safe manner and should be washed without exposure to other clothing.



If you need further information on
COVID-19 virus, please find below.

How Does It Spread?

- The virus can spread from person to person through:
- Close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face
- COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

Who Is Most At Risk?

- In Australia, the people most at risk of getting the virus are:
- Travellers who have recently been overseas
- Those who have been in close contact with someone who has been diagnosed with COVID-19
- People in detention facilities
- People in group residential settings
- People who are more at risk of serious illness if they get the virus are:
- People with compromised immune systems (eg. cancer)
- Elderly people
- Aboriginal and Torres Strait Islander people as they have higher rates of chronic illness
- People with chronic medical conditions
- People in group residential settings
- Very young children and babies*

*At this stage the risk to children and babies, and the role children play in the transmission of COVID-19, is not clear. However, there has so far been a low rate of confirmed COVID-19 cases among children, relative to the broader population.

Protect Yourself & Others

- Everyone must do the following things to slow the spread of COVID-19 and protect those who are most at risk.
- See important advice on:
- good hygiene
- social distancing
- public gatherings
- self-isolation

How To Seek Medical Attention

- If you are sick and think you have symptoms of COVID-19, seek medical advice. If you want to talk to someone about your symptoms, call the National Coronavirus Helpline for advice.
- To seek medical help from a doctor or hospital, call ahead of time to book an appointment.
- You will be asked to take precautions when you attend for treatment. Follow the instructions you are given.
- If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover your coughs or sneezes with your elbow.
- Tell the doctor about:
 - your symptoms
 - any travel history
 - any recent contact with someone who has COVID-19

Testing

- Your doctor will tell you if you should be tested. They will arrange for the test.
- You will only be tested if your doctor decides you meet the criteria:
- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever
- You have severe community-acquired pneumonia and there is no clear cause
- You are a healthcare worker who works directly with patients and you have a respiratory illness and a fever

After Testing

- It may take a few days for the test results to come back.
- If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.
- If your doctor says you are well enough to go home while you wait for your test results, you should:
- self-isolate at home and do not attend work or school
- protect yourself and others
- For questions about testing or patient welfare, call the National Coronavirus Helpline.

Resources

- **Resources**
- See links and answers to [frequently asked questions about COVID-19](#).
- To find out more, see [English COVID-19 resources](#) and [translated COVID-19 resources](#).
- For what the government is doing to limit the spread of COVID-19, go to [Government response to the outbreak](#).

COVID-19 & Global Certification

As the COVID-19 situation continues to evolve, we are committed to supporting our people, our clients and our wider community. We are all facing these unprecedented circumstances together, but together we can rise to these new challenges and help each other.

First and foremost our focus is on the health and wellbeing of our people, our clients and our communities. We are committed to making informed, balanced and respectful decisions based on the expert medical advice of the Australian authorities and sharing our insights and information to help maintain the validity of accredited certifications during this unprecedented time.

Our response measures are aligned with the advice provided by Australian Government Department of Health, State Health Authorities and Department of Foreign Affairs and Trade (DFAT) alongside JAS-ANZ accreditation requirements. We are continually evaluating our response and our recommendations for businesses based on the reality of their effectiveness, their individual scenario and risks to certification.

Minimising disruption to our clients is a high priority, all GC staff members remain operational and are ready to help our clients with the additional challenges brought about by this crisis.

What do we need to know?

- Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases.
- COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.
- Other coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

Symptoms

- Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.
- People with coronavirus may experience:
- Fever
- Flu-like symptoms such as coughing, sore throat and fatigue
- Shortness of breath