

Introduction

International Associates Limited is committed to Privacy and data protection, this policy is supported by our internal operational process and procedures. This policy will be reviewed on a regular basis for continued relevance and compliance to applicable legislation and will be included in our continual improvement process.

The situation with regards to the COVID-19 outbreak is evolving rapidly. Where necessary, International Associates will taking immediate and continuous actions to safeguard our people and processes by managing the risk of infection within our operations and wherever we work for our clients. This action is in accordance with WHO and applicable local government advise and restrictions.

IA Commitment to clients

We have initiated our business continuity and risk evaluation response plans. In high-risk areas, we will work closely with our clients, committee members, stakeholders and teams to provide an ongoing service while doing everything possible to mitigate the potential risks caused by this global health issue. Some of our contingency actions include:

- The use of online technology to conduct project work, meetings, events and training courses where appropriate.
- Remote and/or immersive (i.e. using live streaming technology) audits and where permitted, client-facing activities may be rearranged

For further information, please contact your representative or our client service centre at enquiry@ia-uk.com

IA Commitment to staff and Contractors

We have implemented several measures to protect our team members:

- In high-risk areas, our people have the option to work remotely from home
- All travel has been cancelled
- Our people have been provided with the WHO health guidance and our own company guidelines and adherence to the respective government guidelines
- Increased control, hygiene and prevention methods in all our facilities
- Prior to any site visit, IA shall ask clients about how they're managing the COVID-19 risk or if they have any known cases
- Stop work policy for any staff has been initiated.
- Regular updates and guidance shall be issued as the situation changes.

Regular information updates

As we're sure you can appreciate, the health, safety and security of our teams and clients is paramount. We will continue to monitor the situation and policy of each region and will provide timely updates to clients via our normal communications channels.

Audit schedules and visits

On site and remote audits will be carried out in accordance with the guidelines from the applicable accreditation body or scheme management authorities.

The risk associated with completing remote audits will include both safety concerns for staff and clients and the evaluation of the potential risks of audit effectiveness.

Postponement of audits will also be carried out based on any guidance from Accreditation Bodies or scheme management authorities.

The current advise shall be reviewed and actioned as it becomes available depending on the developing situation.



Martin Coles

Director of International Associates Limited

Date: 23/03/2020