



## SWISSCERT: COVID 19: **STRATEGIC CRISIS RESPONSE**

Clarity, control and confidence in a crisis

The COVID-19 pandemic is testing every businesses - and business leaders - across the globe like never before. Employees, investors, regulators and other stakeholders are looking to business leaders to guide their organizations confidently and effectively through these coming months.

Our first priority has been to ensure the safety, and well-being of everyone. As a reliable Certification Partner, it is our responsibility to extend our support to all our stakeholders including our certified organizations.

Considering this situation, SWISSCERT has developed policy to support and provide information to its certified organizations for maintaining and renewing their certificate during this global crisis phase.

### **Current valid certificates:**

Normally, SWISSCERT conducts first surveillance audit within 12 months from the date of certification decision. Considering the current pandemic situation, the due dates will be extended for next 6 months. In the event that surveillance audit is not possible to be conducted within the extended time frame, SWISSCERT will suspend the certification for client. After that period, the certificate will be withdrawn.

**SWISS CERT PVT. LTD.**

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**Re-certification:**

Normally, SWISSCERT conduct re-certification audit before the expiration of the organization certificate. However during COVID 19 period, certificate expiring during these period shall remain valid till 30<sup>th</sup> September, 2020. The re-certification audit needs to be carried out within the above extended period only. If client fail to complete this activity then SWISSCERT will treat this as initial certification. The expiration of the renewed certification will be based on the original expiry date.

**Initial or new organization:**

Any organization wishes to get certified during this pandemic period can submit the filled quotation request form as earlier. In such case, SWISSCERT will perform the audit remotely with online tools such as Zoom, Skype, Google Team or any other suitable methods as per convenience by the organization and SWISSCERT. In all such cases, first surveillance audit onsite needs to be planned & completed within four months from the date of issue of certificate. Any open non-conformity needs to be closed during or before the conduct of the first surveillance audit.

**General instructions:**

In case, internal audit & management review partially conducted then SWISSCERT shall raise this as observation and complete effectiveness shall be verified during the next audit at client site.

All the charges shall be paid through bank transfer mode only during this pandemic period as agreed during the initial certification time (applicable for surveillance & re-certification clients only). For new clients, full amount to be paid before the conduct of the remote audit & issue of final certificate in soft copy.

Any SWISSCERT certified organization wishes to get extension letter, then SWISSCERT will provide the same depending upon the previous history of such organization.

SWISSCERT is bound to safeguard the confidential informations of the organization obtained during remote audits and impartiality shall not be compromised in any case.

Finally, SWISSCERT wishes that this pandemic will be over soon. So, please take care of yourself, family and community.

**If you have any query, please mail us at [info@swisoindia.com](mailto:info@swisoindia.com)**

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