

## TEMPORARY POLICY FOR CARRYING OUT CERTIFICATION ACTIVITIES IN CONDITIONS OF EPIDEMIC

This policy is developed in connection with COVID-19 and it is valid for Bulgaria, Italy, and other countries. References: <https://iaffaq.com/>



**The MSCB at Alpha Quality Certification Ltd.** strives to conduct the maximum number of on-site audits, trying to reduce the risk to the health of customers and staff, as well as to comply with those clients who work 100% remotely.

**1. Conduction of remote audits, when client organizations are functioning normally.** This also includes organizations with a temporarily reduced volume of business, remote work of employees, reduced working hours or staff, without ceasing operations.

1.1 Conducting audits for initial certification, extension of scope, surveillance audits, extraordinary audits and recertification audits shall be performed with a fully planned remote audit, including all elements of a normal audit, incl. in terms of time and scope, as monitoring activities are carried out with appropriate technical means, agreed in advance with the client. Where possible, audits may be carried out in whole or in part on-site in strict compliance with anti-epidemic measures and in consultation with the client.

A decision on initial certification, change of scope, confirmation and renewal of certification shall be taken on the basis of the evidence provided by the complete audit and confirmation of the effectiveness of the remote monitoring methods.

When conducting a remote audit, according to the audit program, the next audit must include an examination and assessment of all elements of the reference standards.

1.2 Specifics of carrying out remote audits:

- Where possible, the principles of IAF ID 12:2015 are applicable, with mandatory identification of the method of communication in individual sessions.
- The audit plan should record the reasons for conducting a remote audit.
- Auditors are required to collect scanned (or photographed) electronic copies of records, signed by the client, for the opening and closing of the audit. On a sample basis, screenshots (taken by phone or using PrnScrn) are to be kept, proving that interactive sessions have been held.
- A significant part of the audit will focus on how the client organization copes with the situation, what measures are taken to ensure that the business achieves the expected results.

**2. When client organizations temporarily do not function** and/or are not reachable, or there is no physical option (the client does not possess the necessary IT infrastructure), the standard 6-month period of "freezing" (suspension) of the certificate before its cancellation will be applied, while such freezing could be delayed for 1 up to 3 months, depending on how justifiable the reasons are. Each case will be handled individually and responsively, seeking a solution within the instructions and regulations of EA BAS, EA IAF.

This policy is subject to revision when conditions change.