



17 March 2020

## FRESHCARE INDUSTRY ADVICE – CORONAVIRUS (COVID-19)

### **PURPOSE:**

The purpose of this site advice is to outline AUS-QUAL policies relating to COVID-19 following the Industry Advice from Freshcare received on 17 March 2020.

### **AUS-QUAL POSITION STATEMENT:**

At this stage AUS-QUAL is conducting business as usual. We are:

- (i) committed to protecting our employees' health and welfare and to following all Department of Health guidelines and regulations to protect employees and the communities we work in.
- (ii) vigorously enforcing our biosecurity policies and procedures. This includes the requirement for all staff and service providers to adopt good personal, vehicular and equipment biosecurity practices, and to adhere to the biosecurity policies, procedures and directions of clients and regulatory agencies.
- (iii) actively working with our clients to provide ongoing essential auditing and certification services (specifically those associated with supply chain or market access).
- (iv) keeping an active line of communication to support employees, contract auditors, clients, stakeholders and regulatory agencies to assist in ensuring business continuity whilst supporting the broader community with this public health issue.
- (v) complying with all legislation and guidelines issued by the Australian Government and any other jurisdiction it operates in.

In the recent Freshcare Industry Advice, it was indicated that *"If your audit is scheduled or due within the next 6 months and **could be** impacted by this situation, please make contact with your certification body directly."*

AUS-QUAL is currently conducting Audits as per current scheduled arrangements made directly with your Auditor.

It is requested that the AUS-QUAL office only be contacted if your business is **directly impacted** and has had to introduce quarantine measures at your site.

At this time, AUS-QUAL requests that all sites follow hygiene and biosecurity practices as recommended by the Australian Government.

### **CERTIFICATION BODY DIRECTION - MANAGEMENT OF EXTRAORDINARY CIRCUMSTANCES FROM FRESHCARE**

All Certification Bodies have been given operational directives from Freshcare to ensure that all Freshcare Certified Sites maintain business continuity. These measures will be in place until the 30 September 2020. If your audit falls within this timeframe, please refer to the process below.

If your business has been affected and you have had to implement health and safety measures in response to COVID-19 which will impact on the ability of the audit to be completed, AUS-QUAL requests that you submit a formal request in writing, including your current policy for biosecurity measures to the email [ausqual-freshcare@ausqual.com.au](mailto:ausqual-freshcare@ausqual.com.au).

This written request will be reviewed by the senior Freshcare AUS-QUAL team to assess and determine any risks identified. Once a determination has been made, AUS-QUAL will inform you of the options available.

**Note:** If this above procedure is not followed and you cancel your scheduled audit within less than 48 hours as outlined in your *Service and Licence agreement* a cancellation fee will apply.

**ACTION TO BE TAKEN:**

- 1. Assess if your business is at risk of being impacted by the COVID-19 situation.**
- 2. If at risk and your audit is scheduled or due prior to 30 September 2020, update your Biosecurity Policy and submit a formal request in writing for AUS-QUAL to review and determine certification requirements.**



Kamran Durrani  
Freshcare Technical Advisor  
**AUS-QUAL Pty Ltd**