

Audit not possible due to COVID-19

Abbreviations

Certification Bodies = CBs

Non-conformance = NC

First time audit?

No. Member contacts CB and CBs requests LEAF Marque for a certification extension. LEAF Marque grants extensions up to 6 months.

Yes. Wait until on-site audit possible.

On-site audit can be completed safely in certificate extension period.

On-site audit cannot be scheduled during certificate extension period.

High risk (e.g. NC history) and/or no access to technology prevents remote audit.

Audit completed, certificate cycle continues.

Capacity and risk of remote audit assessed by CB.

Business and CB schedules remote audit in certificate extension period, at a mutually suitable time

Audit format chosen. Preferably, a video call supplemented by documentary evidence. Alternatively, a phone call supplemented by documentary and photo/video evidence.

Video/Phone call with auditor.

Business uploads evidence onto the LEAF Marque Remote Audit Data Room. Auditor reviews.

Certification Decision

No NC

NC resolved by evidence submission

Recertification completed.