



24 March 2020

Dear Authorised Representative

COVID -19 UPDATE

As you are well aware, we are currently in a period of unprecedented uncertainty and concern for all Australians due to the increasing spread of the Coronavirus (SARS-CoV-2) within Australia and globally.

In my letter of 13 March 2020, I advised that NATA had introduced a policy of no air travel for our staff and technical assessors to reduce the potential risk of exposure to COVID-19 for our members, our staff and their families. I also advised that NATA was developing a process to conduct assessments remotely.

I can now confirm that NATA will no longer be conducting on-site assessments effective immediately. A remote assessment activity has been developed as an interim measure to replace on-site reassessments and surveillance visits for existing accredited members whose assessments are currently due or will fall due during the current pandemic.

Remote assessments will allow NATA to continue to offer its accreditation services, and maintain the necessary trust and confidence that accreditation and accredited conformity assessment bodies provide to the Australian community.

Remote assessments will be a one-off replacement activity for the scheduled reassessment or surveillance visit and will involve the review of requested documentation and records. The NATA lead assessor will specifically identify those documents and records to be submitted based on the type of conformity assessment activities performed, your assessment history and your specific scope of accreditation. A report on the findings of the review of this documentation will be prepared as per the normal assessment reporting process and any non-conformities identified will need to be addressed prior to accreditation being continued or maintained.

Every effort will be made to minimise the burden on our members. Where any member is not able to demonstrate that the accreditation criteria continue to be fulfilled, NATA will be obliged to review the accreditation status.

The conduct of remote assessments as an interim measure will commence immediately and may be in place for up to six months.

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Initial assessments for applicants, or requests for extensions to the scope of accreditation for existing members which require an on-site assessments, will not be able to be accommodated during this period. Exceptions may be considered for extensions if critical for a member's business continuity, and if NATA can adequately assess the activity remotely.

If your organisation is due for a scheduled assessment now or in the coming months, the NATA lead assessor will soon be in contact to discuss how your scheduled assessment can be conducted remotely.

I understand the current situation creates challenges, however it is important that NATA continues to offer its services to maintain the Australian community's trust and confidence in accredited conformity assessment bodies. Your understanding, support, cooperation and patience in enabling this are appreciated.

If you have any further queries please contact your NATA client coordinator, or where known, the NATA lead assessor assigned to your next scheduled assessment.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jennifer Evans', written in a cursive style.

Jennifer Evans
CHIEF EXECUTIVE OFFICER