

Re-certification audit not possible due to COVID-19

Abbreviations

Certification Bodies = CBs

Non-conformance = NC

Member contacts CB and CBs requests LEAF Marque for a certification extension. LEAF Marque grants extensions up to 6 months.

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

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 Data Room. Auditor reviews.

No NC

Certification decision, certificate issued. Recertification completed.

NC resolved by evidence submission

First on-site LEAF Marque audit not possible due to COVID-19



Certification available through combination of remote audit and on-site verification. Certification Bodies (CB) assess the business' capacity and risk



High risk and/or no access to technology prevents remote audit



Wait until on-site audit possible



Business and CB schedules remote audit



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



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



Video/Phone call with auditor



No Non-Conformances (NC)



Non-Conformances (NC) resolved within 3 months by submission of evidence



Certification decision, certificate issued



As soon as is safely possible, the auditor completes an on-site verification assessment. This verifies the remote audits conclusion and assesses Control Points that require observational evidence



If compliance against relevant Control Points achieved, certificate continues (with original certification date from remote audit)



If NC identified, certificate is suspended. If NC not resolved within 28 days, certificate is withdrawn.