



FORS Bronze on-site audits were suspended on 23 March 2020 due to the coronavirus pandemic (COVID-19). This document sets out the requirements for conducting Bronze on-site audits following the easing of government restrictions on travel and work. It also provides the means by which audits can be carried out in accordance with the current government guidance. The main government guidance documents are:

- [Working safely during COVID-19 in offices and contact centres - Guidance for employers, employees and the self-employed](#)
- [Coronavirus \(COVID-19\): safer transport guidance for operators](#)
- [Working safely during COVID-19 in other people's homes](#)

**This guidance is based on the information issued by the UK government. However, it is applicable to England only.**

**Local, regional, national and international restrictions apply which may continue to prevent FORS audits being undertaken. A list of areas with additional local restrictions can be found here:**

- [Local restrictions: areas with an outbreak of COVID-19](#)

**In the event that localised restrictions are declared, audits will be conducted in accordance with the rules issued for the declared area. Operators may however nominate an alternative site that is outside of the declared lock-down area in question providing all necessary evidencing can be provided and the following obligations are met.**

It is recognised that some FORS members' business are home based. In addition to the rules set out in this document, further requirements for carrying out FORS audits at residential locations are set out in the following document:

- [FORS Home Auditing Rules and Requirements](#)

In order to minimise the risks of transmittal of COVID-19 and until further notice FORS is placing obligations on auditors, audit providers and the organisation receiving the audit.

## 1. Auditor requirements

1.1. Auditors shall not conduct an audit:

- If they have had any of the COVID-19 symptoms listed on the [NHS website](#) in the 10 days prior to a FORS on-site audit
- If anyone in their household has had any of the COVID-19 symptoms listed on the [NHS website](#) in the 14 days prior to a FORS on-site audit
- If anyone at the auditee's location has had any of the COVID-19 symptoms listed on the [NHS website](#) in the 14 days prior to a FORS on-site audit

The COVID-19 symptoms are currently all or any one of the following:

- High temperature
- New, continuous cough
- Loss or change to your sense of smell or taste



- 1.2. Auditors shall have a COVID-19 test if they develop symptoms.
  - If the COVID-19 test is positive, the auditor shall not conduct a FORS on-site audit and shall share details with the [NHS test and trace service](#) of people with whom they have had close, recent contact and places they have visited. The auditor shall self-isolate for at least seven days from experiencing first symptoms
  - If the COVID-19 test is negative, the auditor shall be able to proceed with a FORS on-site audit
- 1.3. Audit providers shall report immediately to AECOM and the auditee if an auditor develops COVID-19 symptoms within 48 hours of carrying out an audit.
- 1.4. Audit providers shall advise AECOM and the auditee of the COVID-19 test result as soon as available.
- 1.5. Auditors shall be registered with and use the [NHS COVID-19 contact tracing and testing app](#) when it is available.
- 1.6. Auditors shall use any PPE required and provided by the organisation being audited.
- 1.7. Auditors may wear face coverings at their own discretion or at the request of the auditee.
- 1.8. Auditors shall use hand sanitiser on entering the audit site and on leaving the audit site.
- 1.9. Auditors shall follow the auditee organisation's site guidance on the most recent COVID-19 guidance and restrictions.
- 1.10. Auditors shall adhere, as far as reasonably practicable, with the following measures:
  - Only the FORS auditor and one representative from the auditee's organisation shall attend the meeting, unless agreed otherwise in advance of the audit
  - Where possible, a distance should be maintained of two metres, or one metre with risk mitigation (where two metres is not viable)
  - Adhere to the guidance on the social distancing and hygiene measures that are in place at the auditee's site
  - Avoid transmission during meetings, for example avoiding sharing pens, food, drinks, mugs, cups and other objects
  - Wear clothing that fully covers arms and legs
  - Clean hands before and after every audit using soap and water, for 20 seconds, and whenever:
    - Nose-blowing
    - Sneezing
    - Eating or handling food



- As a minimum wear nitrile gloves for the duration of the session and dispose of the gloves after each audit
- Avoid touching eyes, nose and mouth
- Wash clothes immediately after each audit. Especially hard surfaces within clothes - studs on jeans or leather belts etc
- When coughing or sneezing, cover mouth and nose with bent elbow or use tissue. Dispose of the used tissue immediately afterwards

## 2. Auditee requirements

- 2.1 The organisation shall have carried out a COVID-19 risk assessment including the risks associated with site visitors such as FORS auditors and implemented the guidance set out in [Working safely during COVID-19 in offices and contact centres](#) - [Guidance for employers, employees and the self-employed](#).
- 2.2 The organisation shall have cleaning, handwashing and hygiene procedures in line with government guidance.
- 2.3 The organisation shall have taken all reasonable steps to help people work from home.
- 2.4 The organisation shall have taken all reasonable steps to maintain a two-metre distance in the workplace (or one metre with risk mitigation is acceptable where two metres is not viable). Where people cannot be two metres apart, the organisation shall do everything practicable to manage transmission risk and should set out the mitigations in its risk assessment.
- 2.5 The organisation shall advise the audit provider of any special requirements and procedures that are applicable to the site visit.
- 2.6 For the purposes of the FORS audit the organisation shall:
  - a. Provide clear guidance on the social distancing and hygiene measures that are in place at the audit site
  - b. Provide the auditor(s) with any PPE identified in the risk assessment
  - c. Hold the audit meeting in a well-ventilated room, where the required social distancing measures are maintained
  - d. Arrange for all evidence to be provided in the room where the audit is taking place
  - e. Provide hand sanitiser in the meeting room
  - f. Establish host responsibilities relating to COVID-19 and provide any necessary training for the person who acts as host for the audit visit
  - g. Review entry and exit routes for visitors and contractors to minimise contact with other people
- 2.7 The auditee shall declare at the time of audit request that the organisation meets all requirements listed at 2.6 (a-g).



- 2.8 The auditee shall declare at the time of audit request that the organisation has carried out a COVID-19 risk assessment that includes the risks associated with site visitors such as FORS auditors.
- 2.9 The auditee may nominate a location for the audit other than the normal operating centre if it is not currently accessible. All supporting documents and evidence for the audit must be made available at the alternative location.
- 2.10 The auditee must contact the audit provider if there is a confirmed or suspected COVID-19 case within 14 calendar days of the booked FORS audit at the workplace.

### 3. Pre-audit checks

- 3.1 In addition to the usual checks carried out by the auditor two days before the audit, the auditor will confirm with the auditee the arrival process and any special requirements and PPE.
- 3.2 The auditor will make it clear:
  - Whether the auditor will be alone or accompanied by a second auditor (for the purpose of training or quality assurance), and where there is more than one auditor, check if it is acceptable to the auditee
  - That all evidence is to be provided in the room where the audit is to take place
- 3.3 The auditor may request to view the organisation's COVID -19 risk assessment, either in advance of the audit or on the day of the audit.
- 3.4 The auditor will ascertain who will be involved with the audit from the auditee's side and whether an alternative location for the audit has been nominated.
- 3.5 The auditor has the right to cancel the audit if there is a confirmed or suspected COVID-19 case at the workplace at the time of the pre-audit check.

### 4. Conducting the audit

- 4.1 On arrival at the site, the auditor will complete a dynamic risk assessment to ensure their own and the auditee's safety meet the government's current social distancing and health and safety guidance. If the auditor deems that one or all of the requirements (2.6 a-g) declared at the time of requesting the audit have not been met or adhered to, they reserve the right to cancel the audit (in which case the full audit fee will still apply).
- 4.2 The auditor will reiterate that:
  - All evidence is to be provided in the room where the audit is to take place
  - He/she may wish to view the organisation's COVID-19 risk assessment



- 4.3 Vehicle records to be checked will be randomly selected from the fleet list provided to FORS on the company page and made available in the audit room to minimise movement during the audit process.
- 4.4 Drivers' hours records must be made available in the audit room.
- 4.5 On completion of the audit, the auditee has the responsibility to safely and correctly dispose of any PPE that may have been used during the audit process.