Covid Shield Certification Scheme

In the context of
"Cover Shield Culture Certification"

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The Certification Scheme “Covid Shield”- Introduction

Reducing of the transmission and spread of a virus and/or disease during a pandemic, but also during a normal period, is probably the top priority of a public health safeguard mechanism.

Business operation and the financial implications of a pandemic crisis handling measures are perhaps the first areas that are affected. The experience of managing the Covid-19 pandemic and its implications demonstrate the key areas for defending business continuity.

The most immediate “collateral loss” of such an effort is the impact on business activities and finance losses. The experience of managing the Covid-19 pandemic and its implications demonstrate the following key areas for safeguarding business continuity:

- Applying the necessary measures to avoid the transmission and spread of the disease
- Strengthening the trust of customers and consumers to choose a product or to choose a service provider

TÜV AUSTRIA HELLAS, in the context of its role as a Certification Organization, has recognized both of these axes as a necessity of business and society as a whole, proceeded to create a basic model of control and certification interrelated to these issues. The name of this model is “Cover Shield Certification Culture”.

Its main elements concern:

- Recognition of the need and commitment of Management Responsibility to implement all necessary measures in a systematic management system model, to avoid transmission and spread of the virus to customers and employees
- The allocation of the necessary resources and means to achieve the goal and its integration into the basic business planning

The first Certification Scheme in this context developed by our Technical Team is the “Covid Shield Certification”, which concerns the measures and actions to be applied for Covid-19, and is the first Certification Scheme of the “Covershield Culture” family Certification Schemes.

1. The Certification Scheme "Covid Shield"

This Scheme sets out fundamental requirements and procedures that an Organization should implement in order to be awarded with a "Covid Shield" Certificate, which verifies an appropriate mechanism, adequate resources and suitable positioning of infrastructures are always in place and adjusted to current epidemiological data and guidance, to evidently support prevention of inflow, or spread of the coronavirus disease at each premises.

The compliance of the Organization against the Scheme requirements is evaluated by TÜV AUSTRIA as the independent Certification Body.

2. Objectives of the Certification Scheme

The Private Certification Scheme "Covid Shield", highlights the accountability, the social conscientiousness and sensitivity, as well as the business ethics that an Organization reveals by defining and proactively implementing precautionary actions related to measurable objectives, aiming at:

- Reducing the risk or minimizing the possibility of spreading due to coronavirus (Covid-19)
- Supporting high-level of prevention against potential exposure (involuntary or voluntary) to coronavirus (Covid-19)
- Managing potential incidents of coronavirus (Covid-19) in an organized, immediate and armored way, based on the recommended published procedures of the relevant national (e.g. ministry of health) and international authorities (e.g. WHO) and the co-responsible bodies

with regard to people with whom they come into direct or indirect contact, such as employees, partners - suppliers, customers, visitors and other stakeholders, in all phases of their daily transactions, during the process of providing their products and/or services.

3. Benefits of the Certification Scheme

The Certification Scheme and logo "Covid Shield", contribute to an Organization to:

- Prove, through the use of the specific logo of the certification, its commitment to operate and provide products and services shielded from their exposure to coronavirus (Covid-19) threats
- Reinforce its strategy to develop a set of actions to raise awareness to its employees, business partners, clients and visitors, about methods and resources available to safeguard a sheltered environment
- Contribute actively to raising confidence of customers, visitors and all involved and interested parties

4. Parts of the Certification Scheme

The Private Certification Scheme "Covid Shield", consists of two (2) essential Parts:

5. Definitions

The analysis and description of the definitions given below is made accepted merely for the purposes of communicating the content and the vision, as well as evaluating the requirements of this Protocol.

Term	Definition
Action Plan	An Action Plan is a plan with a root cause analysis and corrective actions (short and/or long term) on how Non-Conformities found during an internal audit or an audit could be sorted/solved.
Assessment	The process of determining whether an organisation fulfils requirements of this protocol.
Audit	Audit is the process of examining a service or its planning and the determination of its compliance with specific requirements or on the basis of professional judgment with general requirements.
Auditee	The Organization (company, foundation, store, entity, etc.) which will be audited.
Certification Body	A third-party compliance assessment from a specialized body (TÜV AUSTRIA), who operates the Scheme.
Complaint	Expression of dissatisfaction to the Certification Body related to the product (Certification Scheme) or its Service.
Compliance	Fulfilment of Certification Scheme's audit requirements.
Covid-19	The infectious disease caused by the most recently discovered coronavirus strain (SARS-CoV-2). This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. Covid-19 turned to be a pandemic affecting many countries globally (https://eody.gov.gr/neos-koronaios-covid-19/).
Correction	Action to prevent a detected Non-Compliance.
Corrective Actions	Action to eliminate the cause of a potential Non-Compliance and to prevent recurrence.
Spread of the virus	The process by which a substance (e.g. that is infected with the virus) spreads from one "area" (e.g. space, object, human, etc.) to another.
Exposure	Situation where I am vulnerable and unprotected against an enemy (e.g. disease).
Infrastructure	The basic systems and services that an Organization uses in order to work effectively (e.g. assets, system for communication, transportation etc.).
Improvement	Activity to enhance performance.
Interested party	Person or Organization, that can affect, be affected by, or perceive itself to be affected by a decision or activity.
Management	Coordinated activities to direct and control an Organization.
Mechanism	A set of processes, procedures and actions that work together based on their intended use, to achieve predefined targets and objectives.
Non-compliance	A non-compliance with a requirement of a standard, or procedure. A Non-Conformity Report is issued in a audit, when the auditee fails to meet a requirement.
Parties involved	Entities that are involved or interact with a process, project, circumstance etc. (Organization and the certification body).
Policy	Intentions and direction of an Organization as formally expressed by its top management.
Preventive action	Action to eliminate the cause of a potential Non-Compliance or other potential undesired situation.
Procedure	Specified way to carry out an activity or a process.
Resource	A source of supply, support or aid, especially one that can be readily drawn upon when needed.
Requirement	Need or expectation that is stated, generally implied or obligatory.
Scheme owner (SO)	Owner and manager of a Certification Scheme.
Vision	Aspiration of what an Organization would like to become as expressed by top management.
Organization	Legal entities e.g. companies, bodies etc. that wish to be certified according to the Certification Scheme.

Part I

The “Covid Shield” Audit Protocol

6. Audit Protocol

The Audit Protocol describes the specific requirements and conditions for the Certification Body TÜV AUSTRIA to conduct the whole process of auditing, evaluating the compliance and certifying the Organizations that implement the requirements of the Certification Scheme "Covid Shield". The purpose of the Audit Protocol is to define the principles and criteria to be followed while performing audits against the Certification Scheme's requirements.

Strict implementation of the requirements is intended to ensure that TÜV AUSTRIA operates and provides its certification activities in a competent, consistent, transparent, and impartial manner.

Certification activities are the individual activities that make up the entire certification process, from application review to termination of certification.

6.1 Scope of the Audit

The Scheme "Covid Shield" applies to every kind of Organizations, regardless their size or complexity (e.g. Single-sited or Multi-sited), that interact with many different people during their daily operation, indicatively such as legal entities of Commerce, Accommodation and Food, Transportation, Carrier, Entertainment, Leisure, Culture, Education, Facility management etc.

6.2 Audit Process

The audit process determines the stages that are followed, starting with the reception of the Organization's request to join the Certification Scheme until the award of the certificate, after the successful completion of the audit process. Main elements of the certification process are namely:

- Audit preparations, in order to examine the extent to which it is feasible to conduct a certification audit
- Audit execution
- Issue of the certificate
- Certification maintenance

6.2.1 Audit Request and Application Review

For the audit process to commence, an audit must be requested by an Organization.The Organization fills in and submits the Application Form (Annex) to TÜV AUSTRIA.

The Application Form is reviewed by a competent and authorized person in order to determine that all information provided by the Organization is sufficient and a certification audit can be carried out. Additionally, any emerging difference or conflict of interest between the Certification Body and the Organization should be assessed and resolved properly, whereas the number of sites to be audited, the required time for the completion of the audit and all other points that may influence the certification activity, must be defined and efficient handled.

TÜV AUSTRIA can reach out to the Organization if needed, to ask for submitting any further critical information for the audit planning.

6.2.2 Quote generation and audit Information

TÜV AUSTRIA supplies the requesting Organization with a quotation and audit process details, including the scope of certification, audit and certification steps, certification fees, any relevant expenses, the audit frequency, any amenities provided for certified Organizations, as well as the on-site audit's deliverables.
Before scheduling the audit, both TÜV AUSTRIA and the requesting Organization sign the contractual details to govern their cooperation.

6.2.3 Audit planning

The Lead Auditor prepares an audit plan which is communicated to the Organization before the audit. The audit plan entails all the information of the actions required of the Organization prior and during the on-site audit, included the auditing timelines.

The Lead Auditor must be aware of the prevailing conditions, challenges and issues affecting each audited site. This should ideally include contact with key personnel, any proposed actions to overcome peculiarities and limitations related to the audited site, the audited auxiliary assets, the responsible personnel, the number of shifts (if any), any foreign language speaking Organization's directly involved parties, factors that may affect the audit etc.

The Organization will be requested to assist the audit team in making appointments with the appropriate responsible persons in the Organization in order to conduct relevant interviews.

6.2.3.1 Audit duration calculation

The duration of the on-site audit is strictly related to the the complexity of the Organization.

Indicative basic parameters of the Organizations that will affect the determination of audit time are the following:
- The nature of the scope of certification
- The size of the Organization
- The number of sites of the Organization
- The complexity of the mechanism in place to support conformity against the Scheme's requirements,
- The number of personnel within the scope of the application

Detailed method of audit duration is determined in chapter 11.

6.2.3.2 Audit team responsibilities

The Lead Auditor and the co-auditors in cases where an audit team has been appointed to conduct the audit, are responsible for conducting the certification process properly in accordance with the specifications of the Certification Scheme. This includes:
- Preparation and planning of the audit
- Executing the audit
- Examination and evaluation of the applied system in practice (on-site during the audit)
- Documentation of the results of the audit

Within the audit team, the Lead Auditor has the following additional responsibilities:

- Drafting the audit plan and the report in consultation with the audit team
- Assigning audit responsibilities during the audit
- Documentation of audit findings and any Non-Conformities in consultation with the audit team
- Recommendation for issue of the certificate
- Requirement for corrective actions by the Organization in order to reach full compliance within a timeframe of maximum twenty (20) days from the initial audit
- Decision to terminate an audit
- Submission of the complete certification documents to TÜV AUSTRIA within the timeframe for release

6.2.4 Audit Conduct

The aim of the on-site audit is to assess the representativeness of the implemented mechanism (system, measures etc.) that the Organization applies to achieve commitment of its activities against the Scheme's scope and objectives. Once the Organization/site, receives the relevant information for the audit scheduling they should plan their own input to the audit.

This should include, but not be limited to:
- The correct key personnel and required documentation available on the day of the audit
- All site management should be briefed prior to the audit to guarantee they understand the scope of the audit and what is required from each department
- The personnel and the key involved parties to the Organization operating on site at the day of the audit should be informed about the audit
- Employees representatives should be briefed about the audit to ensure their availability and understanding of audit objective

6.2.4.1 The On-Site Audit Sequence

The steps which the Lead Auditor takes when conducting the on-site audit, are the following:

- Conducting the opening meeting
- Performing document and records review while conducting the audit
- Communicating during the audit
- Interviewing involved parties on the site
- Site tour at the Organization's audited sites
- Assigning roles and responsibilities of guides and observers (if applicable)
- Collecting and verifying information
- Summarizing the audit findings
- Preparing and distributing the audit report
- Preparing audit conclusions
- Conducting the closing meeting

During the on-site audit, the audit team reviews the Organization's documented information and/or data concerning the requirements of the Certification Scheme and obtains necessary information and evidences regarding the "Covid Shield" context, indicatively including:

- Vision, policy, responsibility and commitment of the senior management
- Processes and documentation established
- Applicable local statutory and regulatory requirements concerning hygiene and compliance status of the Organization
- The existing Organization's infrastructure
- The allocation of resources needed for applying requirements and principles of "Covid Shield" Scheme
- Planning of awareness and training of relevant personnel and interested parties, visitors (e.g. clients, suppliers, associates etc.) in Scheme's issues

7. Audit Types

7.1 Initial Certification Audit

The initial audit is the Organization's first audit towards its certification against the Scheme's requirements. It is performed at a time and date agreed with the Organization. During the Initial Certification Audit, all the criteria of the Scheme's second part "Audit Requirements" are under thorough assessment by the auditor.

The initial Certification Audit aims to:

- Confirm that the mechanism of the Organization is fully aligned to the Scheme and is fully operational within the Organization
- Gather evidence of the Organization's alignment to the requirements of the Scheme
- Check that the mechanism set by the Organization complies with national and international institutional requirements such as of WHO, of the National Public Health Organizations and of any authorized co-responsible body at the country where the Organization operates
- Evaluate the relevance of mechanism with the characteristics of the Organization
- Assess the monitoring, measuring, reporting, and reviewing system that the Organization implements against key performance objectives
- Evaluate the operational control of the Organization's processes
- Ensure that regular internal audits and sufficient management reviews have been undertaken
- Evaluate how the mechanism corresponds compared to the objectives set by the Organization
- Make a recommendation for certification for review by the TÜV AUSTRIA team granting the certification decision

7.2 Surveillance Audit

The Surveillance Audit is carried out with the conviction that the certified Organization still meets the requirements of the Scheme, in between the time of the initial certification audit and the re-certification Audit. It takes place on-site within the period that the certification is valid (certification cycle).

A predefined number of Surveillance Audits ensures the Organization gets the most out of its investment and continue to maintain and even further improve its business.

Each Surveillance Audit reassures that all the systems and processes defined by the Organization are doing exactly what they originally intended for. During each Surveillance Audit the following areas are assessed:

- Mechanism maintenance
- Occurrence of the regular internal audits and Action Plan
- Management reviews
- Implementation of preventive actions
- Corrective action processes
- Customer complaints
- Changes affecting the documented mechanism
- Proper use of the certification logo and any other reference to certification

Every surveillance audit assists the Organization by checking that it gets the benefits aiming from the certification process, and also maintains the Organization's preparedness for the recertification audit at the end of the certification cycle.

7.3 Follow-up Audit

A Follow-up Audit is conducted when the results of the audit (Initial Certification Audit or Re-Certification audit) have been insufficient to allow the award of the certificate. During the Follow-up Audit, the auditor focuses on the implementation of the corrective actions taken to sign off the Non-Ccompliance raised during the last Initial or renewal audit. The Follow-up Audit is conducted within maximum twenty (20) days after the Initial Certification or Re-Certification Audit.

An Follow-up Audit is also conducted in order to evaluate the implementation of the Corrective Actions for Major Non-Conformities.

7.4 Re-Certification Audit

A Re-Certification Audit is the one performed after the Initial Certification Audit at the end of the Certification Cycle, aiming to renew the issue period of an existing certificate. The Re-Certification Audit must be performed before the expiring date of the current certification cycle, at time and date agreed with the Organization.

In case that the Re-Certification Audit cannot be conducted or successfully concluded before the due date of the current certification or maximum within a time period of 20 days after this due date, then inevitably an Initial Certification Audit shall be conducted, and the Organization fails to maintain reference of the Initial Certification date at its new Certificate after successfully completing the new Initial Certification Audit.

A Re-Certification Audit however, involves a full and thorough audit of an Organization resulting in the renewal of a "Covid Shield" Certificate, making reference to the Initial Certification date of the Organization, based on the last valid certificate that the Organization held.

The Re-Certification Audit applies to Organizations of every type wishing to renew their compliance towards the requirements of the Scheme, except from those operating for less than 12 months. During the Re-Certification Audit, all the criteria of the Scheme's second part "Audit Requirements" are under thorough assessment by the auditor.

The purpose of Re-Certification, further to the scope of Initial Certification Audit, is to:

- Verify the update of the Organization's mechanism in its entirety, based on the current data of the Organization, as well as on any evolution relevant to the scope of certification data (national or international) which could potentially affect the representativeness of the mechanism
- Demonstrate the Organization's commitment to continual improvement
- Determine if the operation of the mechanism contributes to the achievement of the Organization's policies and objectives
- Develop a strategic assessment plan for the next certification cycle

7.5 Extension Audit

Extension audits are applicable in cases where a certified Organization applies for including additional activities and/or locations/sites, to an existing valid certificate. The Certification Body TÜV AUSTRIA recognizes and decides if it is not necessary to perform a complete new Initial Certification Audit for this case, but instead to organize an on-site extension audit during the validity period of the existing certificate. The certification body is further responsible for determining relevant requirements to be audited and relevant audit duration.

7.6 Exceptional Audit

An Exceptional Audit can be scheduled by the Certification Body TÜV AUSTRIA and takes place on-site for the purpose of investigating complaints, grievances and/or appeals or in case of changes.

8. Notification of Audits

Based on the notice given to Organizations by the Certification Body TÜV AUSTRIA, prior to the on-site audit, the Scheme recognizes two different audit types as follows.

8.1 Announced Audit

The audit date is agreed with, or disclosed to, the audited Organization. This type of audit, within the context of the "Covid Shield" Certification Scheme, applies only to the Initial Certification, the Re-Certification and the Extension Audits.

8.2 Unannounced Audit

The audit date falls within an agreed 'window' (period of time that in any case does not exceed 20 days). The exact range of the 'window' is strongly related to the "Covid Shield" Category of Certificate for which an Organization applies for. This type of audit, within the context of this Certification Scheme, applies only to the Surveillance Audits and the Exceptional Audits.

9. Frequency of Audits

The "Covid Shield" Certification Scheme allows for an Organization to select the frequency of the surveillance on-site audits to host between its Initial Certification and Re-Certification Audits. However, the frequency and the notification of the intermediate audits, exclusively determine the Category of the awarded "Covid Shield" Certification.

10. Awarded "Covid Shield" Certification Categories

The Scheme, regardless the complexity of an Organization (e.g. Single-Sited or Multi-Sited Organization) allows for three different level of "Covid Shield" certifications, based on the number and the frequency of the surveillance audits.

Specifically, the more the Un-Announced Surveillance Audits that take place on-site for an Organization within a 'Certification Cycle', the highest the level of the recognition for the Organization with reference to the "Covid Shield" certification.

The level of the certification that finally an Organization achieves (Principal, High or Excellent) is directly displayed at the Certification and the Logo of Certification that is awarded to the certified Organization, reflecting this way its commitment to investing in a most intensive mechanism that verifies prevention of inflow, or spread of the coronavirus disease at its premises.

Regardless the level of Certification (Principal, High or Excellent) that an Organization selects, all the "Audit Requirements" are subject for its on-site assessment. Therefore no distinction is made by the auditor during the audit, and thus no distinction should be implied by the certified Organizations, with reference to their readiness and competence to meet all the applicable Audit Requirements of all the pillars of the Scheme regardless their level of certification.

No matter if an Organization holds a single or multi-site structure that he wish to certify against the "Covid Shield" Certification Scheme's requirements, the number of the intermediate Surveillance Audits defines its Level of Certification. However, the on-site Surveillance Audits for Multi-sited Organizations, are conducted in a representative sample of them, as described in paragraph "Audit Process for a Multi-Sited Organisation" below.

10.1 Principal Level of "Covid Shield" certification

Within the context of the Principal Level of "Covid Shield" certification, beyond the Initial Certification Audit, the Organization accepts and hosts one (1) intermediate Un-Announced Surveillance Audit at its premises, prior to the Re-Certification Audit at the end of the Certification Cycle.

For this Un-Announced Surveillance Audit a 'window' of maximum 20 days is agreed between the certification body TÜV AUSTRIA and the Organization.

Principal Level "Covid Shield" certification

Number of Surveillance Audits in a Certification Cycle	Notification for Un-Announced on-site Audit
One (1)	Twenty (20) days

For the Organizations operating in an annual base (12 months), the intermediate Surveillance Audit must be completed within Six (6) months from the date of completion of the Certification Audit. For Organizations that operate in a seasonal base, the Surveillance Audit takes place respectively at the middle of the relevant certification cycle.

In total an Organization, under the Principal Level of Certification, within a period of a certification cycle, receives two (2) audits.

10.2 "High" Level of "Covid Shield" certification

Within the context of the High Level of "Covid Shield" certification, beyond the Initial Certification Audit, the Organization accepts and hosts three (3) intermediate Un-Announced Surveillance Audits at its premises prior to the Re-Certification Audit at the end of the Certification Cycle.

For these Un-Announced Surveillance Audits a 'window' of maximum ten (10) days is agreed between the certification body TÜV AUSTRIA and the Organization.

"High" Level "Covid Shield" certification

Number of Surveillance Audits in a Certification Cycle	Notification for Un-Announced on-site Audit
Three (3)	Ten (10) days

For the Organizations operating in an annual base (12 months), the conduction of each one of these intermediate Surveillance Audits in any case should not exceed the following time ranges from the date of completion of the Initial Certification Audit:

- Three (3) months, from the Certification audit
- Six (6) months, from the Certification audit
- Nine (9) months, from the Certification audit

For Organizations that operate in a seasonal base, the Surveillance Audit takes place respectively at three different time periods within the relevant certification cycle.

In total an Organization, under the "High" Level of Certification, within a period of a certification, receives four (4) audits.

10.3 "Excellent" Level of "Covid Shield" certification

Within the context of the Excellent Level of "Covid Shield" certification, beyond the Initial Certification Audit, the Organization accepts and hosts five (5) intermediate Un-Announced Surveillance Audits prior to the Re-Certification Audit at the end of the certification cycle.

For these five Un-Announced Surveillance Audit a 'window' of maximum five (5) days is agreed between the certification body TÜV AUSTRIA and the Organization.

"Excellent" Level "Covid Shield"
certification

Number of Surveillance Audits in a Certification Cycle	Notification for Un-Announced on-site Audit
Five (5)	Five (5) days

For the Organizations operating in an annual base (12 months), the conduction of each one of these intermediate Surveillance Audits takes place every forty-five days, and in any case should not exceed the following time ranges from the date of completion of the Certification Audit:

- Two (2) months, from the Initial Certification audit
- Four (4) months, from the Initial Certification audit
- Six (6) months, from the Initial Certification audit
- Eight (8) months, from the Initial Certification audit
- Ten (10) months, from the Initial Certification audit

For Organizations that operate in a seasonal base, the Surveillance Audit takes place respectively at five different time periods within the relevant certification cycle.

In total an Organization, under the Excellent Level of Certification, within a period of a certification cycle, receives six (6) audits.

11. Audit Duration

11.1 Duration of Initial Certification Audit for Single site Organization

The audit duration calculation occurs before the initiation of the audit process by the Certification Body. For determining the needed audit time, the following factors are considered:

N_a: constant factor concerning the review of the Organization's documentation with regard to the action planning and the operational procedures and practices that he applies. The time that corresponds to this factor, can be considered also, as remote audit time (at Certification Body's offices).

Numerical value for N_a:

1MD for firms and organisations

0.5MD for stores and small business

N_b: the number of employees – as full-time equivalent employees

	Number of employees	Duration (MDs)
Numerical value	1-20	0
	21-50	0.5
	51-100	0.75
	101-300	1.00
	301-	1.00+0.25/150employees

N_c: the size (covered area in m2) of the operational facility including storage and administrational operations

	Size of the facility (m^2)	Duration (MDs)
Numerical value	≤500	0.20
	501-2000	0.25
	2001-5000	0.75
	≥5001	0.75+0.20/10,000m^2

Other factors may necessitate to be considered when calculating the audit time, which could be related to the complexity of the activities, the special characteristics of a service e.g. courier services, person transportation vehicles etc. In these cases, the final calculation is realized ad hoc.

The calculation of audit time for a single site is then calculated as follows:

$$T_t = N_a + N_b + N_c$$

11.2 Duration of Initial Certification Audit for Multi-site Organization

The same factors, as in the single site Organization's calculation of the audit duration, apply for the case of a multi-site Organization. The method of calculating is as follows:

N_a	N_b	N_c
Applies to the Central Location 1 A/H	MDs/operational site 1-50 persons: 0.20 51-150 persons: 0.40 ≥151: 0.40+0.20/100 persons	MDs/operational site ≤500m²: 0.2 501-2000m²: 0.30 2001-5000m²: 0.50 ≥5000m²: 0.50+0.2/1000m²

The calculation of audit time for a multi-site is then calculated as follows:

$$T_t: N_a + s^* \times (N_b + N_c)$$

*s: number of sites under audit

11.3 Duration of Surveillance Audit

Regardless the type of an Organization (Single site or Multi-site), for each Surveillance Audit the factor N_a reduces to 50% of the relevant numerical value that corresponds to the Certification Audit. All the other factors, N_b and N_c, remain unchanged.

11.4 Duration of Re-Certification Audit

Regardless the type of an Organization (Single site or Multi-site) for each Re-Certification audit the factor N_a reduces to 30% of the relevant numerical value that corresponds to the Certification Audit. All the other factors, N_b and N_c, remain unchanged.

12. Evaluation of the Compliance Requirements

The audit team members assess the extent of understanding and management of the criteria/requirements of this Certification Scheme. Information is collected regarding applicable practices, documentation and records, and interviews with the involved parties. In order to evaluate the compliance with the requirements, the audit team has to assess every applicable requirement of the Certification Scheme. Applicability of the assessment criteria depends on the nature of the Organization and its activities.

Audit findings are graded in accordance with their degree of compliance. Compliance grading is conducted as follows:

Type of Compliance	Evaluation conclusion	Required Actions
Full Compliance	Full compliance to the criterion	Proceed to certification issue. Remarks or/ and improvement notes may be raised by the audit team in case it is considered necessary.
Partial Non Compliance Minor Non-Conformity	Partial compliance to the criterion but with no direct impact to the Scheme's characteristics and/or elements.	Proceed to certification issue and define action plan(1).
Non-Compliance Major Non-Conformity	Non-fulfilment to the criterion which has direct impact to the Scheme's objectives characteristics and/or elements.	No certificate is issued and evidence of corrective action required(2) within agreed timeframe.

(1): Detailed Action Plan is prepared and submitted to the Audit team for final evaluation. The action plan is subject to on-site assessment during the next Surveillance Audit.
(2): Detailed Corrective Action and relevant evidence have to be submitted to the audit team within 20 days from the on-site audit. The implementation of the Corrective Actions is subject to assessment during the next Audit.

12.1 Audit results (reporting)

Following each audit, a full written Audit Report shall be prepared in the TÜV AUSTRIA provided format. The elements of the Audit Report are the following:

- General information of the Organization (detailed name, full address etc.)
- Audit results
- Comments concerning effectiveness of corrective actions implemented by the previous audit
- Remarks (positive or other) and general conclusion
- List of Non-Compliances and justifications for the Non-Compliances
- Photos and records as proof of compliance during the on-site visit.

12.2 Certification Decision

Certification can be granted only when all audit criteria are graded as Full Compliance or/and as Partial Compliance providing that an action plan has been submitted in time from the Organization to the Audit team and it has been assessed as adequate from the Lead Auditor.

Certification can be granted only when all Audit requirements are satisfied and the Non-Conformities have been closed.

The Lead Auditor delivers the complete audit documentation file – Audit Report, according to the evidences collected during the audit process. The documentation file is assessed for audit process data with respect to the completeness of the submitted audit documentation files. When the documentation file is incomplete, the Lead Auditor is notified about the missing files.

Then the Technical Reviewer releases the documentation only if there are no findings. If there are findings, the Lead Auditor is notified for further actions.

TÜV AUSTRIA taking into account the Technical Reviewer's recommendation, decides whether to:

- Grant certification
- Refuse certification
- Withdraw certification

After the positive decision the Certification Department issues the Certificate which is then awarded to the Organization. For any other decision (refusal or withdrawal) the Certification Department notifies the Organization about the Certification Body's decision, defining the relevant actions which should be taken to safeguard the reliability of the Scheme and the transparency of the certification procedures.

12.3 Certification Cycle

The certification cycle starts on the date of the certification decision and it is valid for one year (12 months), regardless the type of an Organization (e.g. Single-sited or Multi-sited). It has maximum duration of one calendar year (12 months).

Before the expiry date of the certificate, the re-certification audit is carried out for the renewal of the certificate for the next year.

The new certificate will be issued in continuation to the previous one, maintaining the date of the initial certification date and the same certification registration number.

For the Organizations operating seasonally (less than 12months), the Certification Cycle is adjusted to such a specific period which is predefined and mutually agreed and signed between the Organization and the Certification Body at their Cooperation Agreement.

Regardless the predefined, limited or not, Certification Cycle, a certificate is valid only for the time when an Organization fully operates.

12.4 Certification withdrawal

Certification may be withdrawn in case at least one of the following occurs:

- Financial debts to TÜV AUSTRIA: if the agreed certification fees are not settled in the defined timeframes
- Failure to comply with the terms set out in the signed contract with TÜV AUSTRIA regarding both economic data, as well as other requirements related to certification
- The audit indicates the non-fulfilment of the criteria that do not allow the continuation of the certificate validity
- Organization's denial or unwillingness to comply with new requirements arising from the recommended published procedures of the relevant national (e.g. ministry of health) and international authorities (e.g. WHO) and the co-responsible bodies or amendments to the Certification Scheme's requirements that are decided by the certification body
- Withdrawal of certificate is imposed when the audit is not conducted in the timeframes defined per certification level

In case TÜV AUSTRIA decides that at least one of the above-mentioned reasons occurs, it notifies the Organization in writing prior to the certificate's withdrawal, explaining the reasons for which it intends to proceed to this action.

12.5 Multi-Site Certification Cycle

A multi-sited Organization is an Organization having an identified central function, hereafter referred to as a Head Office/ Central Location (not necessarily the headquarters of the Organization) at which the central mechanism and the set of the planned actions to support the "Covid Shield" audit requirements – throughout all the site of the Organization are controlled or managed, and a network of sites, which provide the same services or products of the Organization, where such activities are fully carried out.

A multi-sited Organizational structure could be addressed indicatively to:

- Organizations operating with franchises
- Organizations of every kind of domains, holding one or more operating sites or/and a network of offices, including multinational Organizations
- Organizations operating in a region, holding multiple branches

The "Covid Shield" Scheme can be certified in the context of a "multi-site certification" under one framework and set of planned actions, providing that the following fundamental conditions apply:

- All the Organization's sites are operating under one centrally controlled and administered framework as defined in the "Covid Shield" requirements and guidelines
- A schedule of internal audits has been established and at least one cycle has been completed at all the sites aiming to be certified or that are certified, (i) prior the Initial Certification Audit, and afterwards (ii) before each middle Surveillance Audit of the Certification Cycle, regardless the Level of Certification that an Organization follows (Principal, High or Excellent)
- Any audit finding assessed (Major Non-Conformity) when auditing an individual site shall be considered as indicative for the entire system of the Organization, unless this could be characterized as a systemic one and for which a corrective action should be implemented uniformly throughout the different sites of the Organization
- A "Covid Shield" Team has been stipulated, and at least one responsible person has also been appointed at each site of the Organization, with main responsibilities towards the efficient implementation of the Organization's policy and its relevant actions to support the objectives of the "Covid Shield" at each site
- The Organization's "Covid Shield" policy and its specific supportive actions and needed resources are made aware to all of its sites and adjusted to their characteristics
- Complaints, Non-Conformities and relevant corrective actions are handled in the frame of centrally management framework

12.5.1 Audit Process for a Multi-Sited Organisation

For an Organization having a multi-site structure, the general approach regarding the combination of the number of the intermediate Surveillance Audits and the sequence of their notification type applies as it is described in paragraph 10. Additionally, the same calculation method applies for a representative sample of sites to be audited on-site.

Specifically, the method of the representative sample of sites to be audited, applies both for the Initial Certification Audit and every Surveillance Audit as well, as follows:

- For Organizations with 20 sites or less, all sites shall be audited. The additional number of sites to be audited when an Organization holds more than 20 sites shall be at a ratio in relevance of the certification level (see Table 1). All sites shall be randomly selected and after the audit, no sampled sites can be Non-conforming
- At least annually, an audit of the central office for the Organization shall be performed by the certification body
- The audit findings of the sampled sites shall be considered indicative of the entire system and correction shall be implemented accordingly

Table 1: Rules and examples of the number of sites to audit when sampling is used

Total number of sites (indicative)	Additional sites & Total number of audited sites		
	Principal plus 3 sites per 10 (Minimum number 50%)	**High** plus 5 sites per 10 (Minimum number 60%)	**Excellent** plus 7 sites per 10 (Minimum number 70%)
24	23	24	24
50	29	35	41
70	35	45	55
100	50	60	76
150	75	90	111

For these calculations, the Head Office of a multi-sited Organization does not count as part of the representative sample of the sites to be audited.

When auditing a multi-sited Organization the following conditions should also be met with reference to the on-site audits:

- Incidents and/or appeals concerning a specific involved site must be communicated to the central offices and implications must be evaluated and handled as individual and/or potential for all sites
- The Head Office (HO) of the multi-sited Organization is subject to on-site assessment during both the Initial Certification Audit and an Un-Announced Surveillance Audit of the Certification Cycle, regardless the Level of Certification
- The size of the representative sample of the sites to be audited during an Initial Certification Audit and a Surveillance Audit remains the same, and relevant to the one that corresponds to the Level of Certification of the Organization, as stated above
- All the different sites of a multi-sited Organization gains the same Level of Certification as the Head Offices of the Organization
- During each Un-Announced Surveillance Audit all the different sites of the Organization are subject to on-site assessment, regardless if they had been audited during a previous audit of the current Certification Cycle
- The 'window' for every Surveillance Audit follows the general rule of the specific Level of Certification, as described in paragraph 10
- The Application Form of a multi-sited Organization includes relevant info of all the different sites of it
- Findings evaluated as Non-Compliance identified at the central system audit shall be recorded and their implications to the involved sites will be evaluated. Non-Compliances identified in an involved site will be evaluated in respect to the extent of their implication either localy or centrally
- The Certification Cycle for multi-sited Organization lasts one year maximum

12.6 Shape and Structure of the Certificate

The Certification Body issues the Certificate of Compliance with the requirements of the Certification Scheme, which contains the following elements and information:

- The Certification Scheme's name, "Covid Shield"
- The name, address, logo of the Organization
- The scope
- The issue and expiry date of the certification. In case of renewal, Initial Certification date is documented
- The registration number
- The full name, logo and address of TÜV AUSTRIA
- The logo of the "Covid Shield" Certification Scheme, with the Level of Certification
- Discreet iridescent marking baring Certification Body's logo to prevent improper reproduction of the certificate
- Ownership and reproduction restrictions of the certificate

A sample of the certificate is presented in the Annex of the Certification Scheme.

12.7 Registration of Certificates

Once the certification audit or re-certification audit are concluded positively, the certificate will be registered at the Certification Body's database and potentially at the Certification Body's App, only after the consensus of the Organization.

13. Scheme's Quality Assurance

13.1 Auditors' and Technical Reviewers' Requirements

The auditor of TÜV AUSTRIA in order to be considered capable of conducting audits under the requirements of this Certification Scheme must meet the following qualifications:

- A University degree with at least two years of experience as an auditor
- To be already recognized auditor in at least one accredited certification standard for which he has conducted at least ten (10) on-site audits within a three (3) year period, or if only trained according to ISO 19011 to have attended at least five (5) audits as trainee, on an accredited certification standard or Scheme, having additionally accomplished at least one (1) witness audit on an accredited certification standard or Scheme
- To have attended a training course on the "Covid Shield" Certification Scheme

13.2 Training of Auditors and Technical Reviewers

All auditors and technical reviewers working for the Certification Body attend an initial induction training regarding the following:

- Auditor's and technical reviewer's responsibilities
- Audit Requirements of the Certification Scheme
- After revision of this Certification Scheme
- After identifying serious deficiencies of the auditors during the audit
- From the need to upgrade the knowledge and auditing capabilities to keep pace with current technological developments

The Certification Body keeps updated training records with full training data for all its auditors.

13.3 Auditors Approval Methodology

The Certification Body collects data documenting the working experience relevant to the scope and data related to education and/or training of the auditor.

Then the Certification Body:

- Evaluates the collected data of the auditor
- Organizes the auditor's training
- Proceeds to final review and approval of the auditor, if all the necessary conditions are met

The auditor's file is evaluated annually by TÜV AUSTRIA in order to continue the cooperation.

14. Reliability

TÜV AUSTRIA undertakes obligation to provide only services within its scope of operation and ensures the necessary conditions for the proper provision of these services.

Both TÜV AUSTRIA and its representatives do not express in any way certainty of achieving results that are uncertain prior to the completion of providing the service and in particularly the completion of the audit.

15. Independence/Impartiality/Integrity

All involved in the audit process of the Certification Body must meet the following conditions:

- Not to be engaged in similar activity to that of the company and/or not to be engaged in relative activity of third party
- Do not provide any kind of service directly or indirectly to the Organization and are not related in any way to the Organization

In general, the Certification Body and its personnel must not be connected to any activities that may conflict with their independence of judgment and integrity.

All Organizations must have access to the Certification Body's services, without being subject to unjustifiable economic or other conditions. Both audit procedure and other procedures related to the general operation of Certification should be conducted in an impartial manner.

Certification Body's personnel state the preservation of independence, integrity and impartiality when performing its duties and ensure the confidentiality of information that comes to its attention in writing. The written commitment of TÜV AUSTRIA's personnel is renewed annually, while for newly recruited personnel shall be made before undertaking responsibilities.

16. Confidentiality

The use of information that comes to TÜV AUSTRIA's attention during the exercise of its activity to its own advantage or for the benefit of third parties is strictly prohibited.

When TÜV AUSTRIA considers that there are strong reasons for which the Organization's information must be used, it must obtain the Organization's written permission in advance.

The obligation of confidentiality does not apply in case of information related to current legislation as well as in cases where judicial authority calls TÜV AUSTRIA to provide its assistance.

17. Integrity

17.1 Integrity Audit

Integrity Audit is conducted to an Organization after a complaint or/and a dispute of a customer concerning the scope of the Scheme.

After the assessment of the complaint or/and the dispute, TÜV AUSTRIA assigns the audit in an assessor with the required technical competence and independence of interests from the Certification Body.

17.2 Integrity Committee

Integrity Committee is consisted of, at least, three (3) members from TÜV AUSTRIA, and two (2) members from a Scheme relevant Body.

The main objective of the Integrity Committee is to examine the compliance with the Scheme requirements. The committee convenes annually.

The duties of the Integrity Committee include:

- Development of policies related to the impartiality of certification activities
- Prevents any intention arising from commercial relations or other factors, upholding the stable and objective provision of certification activities
- Issues that affect the confidence in the certification process
- Examines and reviews audit impartiality and the process of decision making
- Preserves the integrity of the processes related to decision making for withdrawal of certification
- Validates the certificate issuing process

The decisions of the committee are objective, impartial and communicated to all involved parties.

18. Management of Complaints/Appeals/Accusations

18.1 Complaints

Complaints are an expression of dissatisfaction which relate to customer service issues and come from the audited Organization or other interested party.

Indicative Examples:
- Delays in the processing of audits
- Behavioral problems of the Certification Body personnel
- Matters relating to the Organization operation and are directly related to the scope of the Certification

18.2 Appeals

The submission of appeals is related to the dispute on issues/actions concerning the objectives and scope of the Scheme.

18.3 Handling of Complaints and Appeals

Complaints and appeals are submitted in written to TÜV AUSTRIA within three (3) days from the completion of the audit and are necessarily accompanied by relevant documentation (if not given at the outset from the interested party, TÜV AUSTRIA requests it to be submitted in the form of a supplementary item).

For the investigation and handling of the complaints and appeals, a committee with sufficient technical training (based on the object of investigation) is constituted. The committee is consisted of, at least, three members, whereas any other advisory or external party may participate.

18.4 Third Party Complaint

It refers to complaints from parties not related to the audited Organization.

The complaints management is conducted as described in the relevant paragraph.

18.5 Management Procedure of Complaint or Accusations

Complaints may occur from:
- Customers
- Authorities, Consumer Unions etc.
- Other involved parties

Complaints may pertain to services relevant to the scope of the Standard.

Complaints may be submitted to TÜV AUSTRIA only in written form using e-mail, mail, fax, etc.

Oral complaints are accepted only after documented verification with the originator party. Complaints or accusations must not be anonymous, and the contact information of the originator must be verified. Anonymous complaints or accusations are not accepted and do not constitute a subject for further investigation.

Initially, the complaint is evaluated regarding its validity and severity.

The Organization is informed of the complaint existence from the time of submission and during the investigation as a directly involved party to cooperate and contribute. Upon completion of the procedure, TÜV AUSTRIA informs the complainant for the final handling and the sanctions.

TÜV AUSTRIA examines the complaint or accusations within a period not exceeding 20 days from the submission date.

18.6 Documentation and Monitoring

All actions implemented in the context of any kind of complaint/appeal/accusation, are documented.

At a minimum the following are defined:
- The implementing rules and details
- The implementation responsible person(s)
- The implementation time
- The authorized person for the verification of the adequacy and effectiveness of the actions taken

19. Scheme Review

The review is conducted by a committee established by TÜV AUSTRIA and all involved parties must participate.

The purpose of Scheme review is to ensure the compliance of requirements with the certification scope. Objective of the Committee is to exchange experiences and opinions of stakeholders and to decide on the revision of the Scheme's requirements for achieving continuous improvement.

20. Transparency

20.1 Documentation

All Non-Conformities and evidence are recorded and classified. These are reviewed to confirm that the evidence of the audit is accurate and that the Non-Compliances are comprehensible.

In cases where an Action Plan is required, the Organization submits it to the Lead Auditor who is responsible for evaluation. The audit report shall be completed in accordance with the requirements of the Scheme.

The Lead Auditor delivers the complete audit documentation file based on the evidences collected during the audit process for the certification decision.

For each audit the following documents are required:
- Audit plan
- Audit report with action plan
- Audit team proposal
- The certification text
- Documented evidences for Non-Conformities and respectively corrective actions

20.2 Audit Results (Reporting)

After each audit, a full written report shall be prepared in the TÜV AUSTRIA provided format.

The elements of the audit report are the following:
- General information of the Organization (detailed name, full address etc.)
- Audit results
- Comments concerning effectiveness of corrective actions implemented by the previous audit (if applicable)
- Remarks (positive or other) and general conclusion
- List of Non-Compliances and justifications for the Non-Compliances

20.3 Certification Decision

The complete audit documentation is submitted to the relevant personnel of TÜV AUSTRIA for the evaluation and the certification decision.

A certificate will be issued only if all requirements of Scheme are fulfilled and Non-Conformities have been eliminated.

If the decision is positive the Certification Department issues the compliance Certificate.

20.4 Management of Sanctions

TÜV AUSTRIA may impose sanctions on the Organization in the following cases:

- When identifying major Non-Conformities according to the Scheme requirements
- Incorrect use of certification logo that violates the requirements of the right logo use or use in a way that may cause confusion and/or deception
- After a complaint or accusation

TÜV AUSTRIA is obliged to inform immediately the company about the type of sanction that will be imposed, in case one or more of the above cases are identified.

The Technical Committee, which will evaluate each case and make the final decision on sanctions, is composed of members of TÜV AUSTRIA who are not involved in any way with members of the company and no conflict of interest occurs.

In the case that the representative or member of the company which is under investigation has any relationship with a member of the Technical Committee, the latter will be excluded from the investigation and will be replaced by another member of TÜV AUSTRIA.

20.5 Database

For the Scope of the Scheme, TÜV AUSTRIA has developed an exclusive database, authorizing and granting access only to registered members.

Access will be provided only after approval of the electronic submission request form by TÜV AUSTRIA.

All companies that have been evaluated according to the Scheme requirements and granted certification are registered in the Scheme database.

Any registered member can be informed through the database regarding:

- Certified companies
- Companies whose certificate is withdrawal

Scheme database offers the possibility to register complaints and/or accusations in order to be evaluated by TÜV AUSTRIA.

Also, registered members are able to post suggestions and improvements regarding the Scheme. In the context of continuous improvement, TÜV AUSTRIA can assess these proposals whether to include them in Scheme review.

Part II

The "Covid Shield" Audit Requirements

21. Compliance Principles and Assessing Criteria

21.1 "Covid Shield" Policy – Commitment

A	The Organization shall establish, implement and maintain a "Covid Shield" policy that clearly identifies and highlights the scope of the Certification Scheme.	
	Compliance Principle	**Assessment Criteria**
A1	Top Management commitment and responsibility	The Organization shall have a documented "Covid Shield" policy, stating its commitment to the scope of the Certification Scheme.
A2	Communication and awareness of the policy	The Organization shall communicate its policy to all involved and interested parties (staff, clients, visitors, guests, subcontractors, local entities, residents and other relevant parties).
A3	Determination of measurable KPIs of the implementation	"Covid Shield" policy shall include measurable objectives (e.g awareness sessions, trainings etc.) to maintain the principles and requirements of it.
A4	Addressing auxiliary operational assets (vehicles, facilities, equipment)	"Covid Shield" policy shall address the implementation of a proper behavior at the Organization's auxiliary operational assets (e.g. company vehicles), to all its involved and interested parties.
A5	Addressing indirect Organization's activities	The Organization shall define its activities (e.g. Organization's events) for which the "Covid Shield" policy shall also apply.
A6	Setting a constant and uniform "Covid Shield" approach	"Covid Shield" policy shall be applied uninterruptedly during all the operating hours (e.g. work or activity) of the Organization (as well as overtime).
A7	Maintaining holistic policy approach in the premises	"Covid Shield" policy shall be addressed to all external Organizations using the Organization's operating premises.
A8	Maintaining an updated policy	"Covid Shield" policy shall be reviewed regularly to conform to the current evolutions and every up-to-date guidance available from the competent and responsible authorities.

21.2 "Covid Shield" Operational Considerations – Measures, Implementation

B	The Organization shall establish, maintain a documented mechanism for the "Covid Shield" policy implementation at its premises (e.g. headquarters, sites etc.).	
	Compliance Principle	**Assessment Criteria**
B1	Accurate and detailed description of facilities, structures and activities	The Organization shall document accurate and detailed description of facilities, structures and activities with clear reference to all parties involved as well as definition of possible infection/"entry" sources of Covid -19. Mapping should be undertaken to identify, (i) the areas most at risk (e.g. areas in particularly overcrowded conditions, with higher densities, with less space for expansion, more in contact with population at risk or with higher proportion of vulnerable population), (ii) the specific contributory factors for each area which could favour the proliferation.
B2	Developing a representative Action Plan	The Organization shall establish a comprehensive "Covid Shield" action plan, based on its structure and the prevailing risks, capacities and gaps present, including at least: - equipment and infrastructure - time schedule - resources (human, economic and material) - training and awareness for all involved parties - Infection/entry sources - precautionary measures for preventing and controlling the infection (e.g. hand hygiene compliance) taking into consideration, competent authorities' recommendations and practices for social distancing, crowd management and prevention of large gathering of people - measures on the early recognition of infection The action plan shall also include the provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.
B3	Maintaining an updated action plan	The Organization shall maintain an updated action plan, with milestones for recordings about the course and the completion of the scheduled actions, harmonized with legal and regulatory framework and special legal requirements depending on the Organization's activity (including travel restrictions and other transportation restrictions). The action plan shall be revised according to the outbreak evolution and guidelines of health authorities.
B4	Mobilization of resources	The Management Team shall make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively.
B5	Assigning duties	The Organization shall assign adequate resources i.e. a team or a person, with the responsibility for ensuring that the "Covid Shield" mechanism is applied effectively at all its premises/sites. A clear distribution of roles and responsibilities shall be in place, as well as lines of communication and reporting. A "Covid Shield" Crisis Team shall be appointed involving members of each relevant department that support Management in the implementation of the action plan and timely identification of required adjustments.
B6	Supporting the active participation, involvement and awareness	The Organization shall display and document a clear methodology for the continuous information and participation of all parties involved in the "Covid Shield" policy, relevant measures and actions taken for the "Covid Shield" Scheme, such as the use of information points etc.
B7	Establishment and Communication of "Covid Shield Guidance"	The Organization shall establish a "Covid Shield Guidance" for the implementation of the rules of prevention of transmission and dispersion of the virus. The Organization shall provide clear and unequivocal messages to all involved parties focusing on what people can do to reduce risk or which actions to take if they think they may have Covid-19. The Organization shall provide to all involved parties access to available resources, as per competent authorities' recommendations and updates.

B8	Handling incidents	The Organization shall develop, maintain and implement documented instructions to handle any incidents that may occur, including recommendations and actions in case of repeated misconduct of evolved parties. The Organization shall be able to identify and handle infected or possible patient.
B9	Disinfection Procedures of infrastructure	The Organization shall develop, maintain and implement documented procedures for proper cleaning and disinfection of all sites of the infrastructure. The Organsization shall use appropriate cleaning agents and follow practical procedures according to the manufacturer.
B10	Necessary equipment, hygiene & protection material and medical kit – Supply management	The Organization shall monitor all material and equipment adequacy, suitability, proper functioning and disposal. Procurement plans need to take into consideration the size of the population expected. A medical kit shall be available that includes the pandemic material as defined and required by the competent authorities (add on to legislative and regulatory requirements).
B11	Competent authorities and involved parties notification – Communication and community engagements	The Organization shall develop, maintain and implement documented procedure to ensure that all competent Authorities and involved parties can be efficiently notified in case of confirmed or suspected for coronavirus patient.
B12	Care for structure and quarantine process	The Organization shall develop, maintain and implement documented procedure to ensure the adequacy and competency of its resources to impose quarantine or isolation in case it is required by competent authorities, in alignment with competent authorities' guidance and protocols.
B13	Water disinfection (If requiered)	The Organization shall develop, maintain and implement documented procedures to monitor maintain the concentration of disinfectant in water for consumption (e.g. drinking or utilization) and other areas (e.g. in pools or spas) within the limits recommended according to international norms and standards, preferably at the upper limits of the range.
B14	Facility ventilation	The Organization shall develop, maintain and implement documented instructions to monitor and maintain the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange and dehumidification equipment should be checked.
B15	Control of external service providers	The Organization shall develop, maintain and implement documented instructions to monitor the health of all involved parties in its operation. Special care shall be taken for their possible contacts with confirmed or suspected patient out of the Organization premises.
B16	Psychological support and panic prevention	The Organization shall develop, maintain and implement documented instructions to ensure psychological support and panic prevention.
B17	Social Stigma and negative behaviors associated with Covid-19	The Organization shall develop, maintain and implement documented instructions to make clear to all involved parties that negative behaviors and social stigma associated with the outbreak, is not acceptable.
B18	Environmentally friendly procedures and materials	The Organization shall develop, maintain and implement documented instructions to properly dispose of materials, recycle packaging and use environmentally friendly cleaners (if possible, according to pandemic recommendations of competent authorities).

21.3 "Covid Shield" Monitoring – Improvement

C	The success of "Covid Shield" in an Organization depends on the effective implementation of its policy, awareness building and monitoring process.	
	Compliance Principle	**Assessment Criteria**
C1	Performance evaluation	Monitoring - Measurement: The Organization shall define the appropriate combination of procedures and methods to monitor the implementation of the "Covid Shield" Mechanism at any area and/or involved parties at its premises (staff, clients, guests, visitors, subcontractors, local entities and residents), and keep a records. Analysis and Evaluation: The Organization shall define the process to assess and evaluate the results obtained from monitoring the "Covid Shield" system. The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience. Internal Audits: shall be conducted regularly (as defined and documented in action plan). Complaints and Appeals Management: The Organization shall develop, maintain and implement documented procedure for handling complaints and appeals. Records shall be kept and reviewed.
C2	Management Review	Management shall assess all performance evaluation data and results obtained from monitoring the "Covid Shield" system and the recent audit findings of the on-site audits conducted by the certification body, for its improvement.
C3	Business Continuity	Site business continuity plans shall be developed for the event of a temporary absence of a significant number of personnel and external disruptions related to Covid-19 propagation, to ensure essential services are maintained at the best extent possible, including through strengthening of community mechanism for governance and self-management.
C4	Logbook of actions – Keeping records	The Organization shall keep a logbook of actions and measures carried out concerning the "Covid Shield" system implementation, monitoring, performance evaluation and management review.
C5	Training and awareness	The Organization shall document "Covid Shield" training, specialized to all involved parties (e.g. staff, guests, clients, visitors, subcontractors, suppliers etc.) depending on its activity. Management shall inform all staff of the measures to be adopted and the measures that could protect their health and that of others, including recommendations. Management should organize information briefings that should cover all the basic protective and updated measures against Covid-19 and the signs and symptoms of the disease.
C6	Info and Communication	Internal: Communication should be maintained between Management and staff, including the managers in charge of the different departments, in order to predefine an information policy for involved parties (guests, visitors, subcontractors etc.) as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times. Guidelines shall be provided to the staff on how they should communicate the action plan to involved parties and other stakeholders to ensure alignment consistency to the Organization's policy. The Organization shall ensure the dissemination of information concerning "Covid Shield" policy and procedures to all involved parties. Note: Short documents or informative posters shall amplify the key messages among guests and staff, including the promotion of hand-washing (at least 20 seconds, all parts of the hand), respiratory hygiene, and coughing and sneezing etiquette. Official leaflets on basic hygiene practice and Covid-19, in different languages, could be useful information tools. External: The Organization shall notify immediately all competent authorities and involved parties in case of confirmed or suspected Covid-19 patients. The Organization shall foresee the method to suitably communicate (e.g. periodically) to its involved parties, the succeeded level of compliance (e.g. periodic progress).

Annexes

22. Application for Certification

Application Form for the Covid Shield Scheme	
TÜV AUSTRIA Group	

COMPANY INFORMATION					
COMPANY NAME					
DISTINCTIVE TITLE					
ADDRESS					
ZIP - CITY		☎		@	
TELEFAX		URL		VAT Nr.	
ORGANIZATION OPERATION	☐ SEASONAL	SPECIFY SEASON			
	☐ NON-SEASONAL				
COMPANY REPRESENTATIVE:					
Covid Shield REPRESENTATIVE:		☎		@	
CONSULTANT		☎		@	
SCOPE OF ACTIVITY:					
SITE WHERE THE AUDIT WILL TAKE PLACE:					
SIZE OF FACILITY IN m^2					
OTHER FACILITIES / SUBSIDIARIES / TEMPORARY SITES:					
IF YOU WISH TO INLCUDE THESE FACILITIES WITHIN THE SCOPE SPECIFY THEIR SIZE IN m^2					
PERMANENT PERSONNEL		TEMPORARY PERSONNEL			
NUMBER OF PERSONEL ON SHIFTS		Nr. OF SHIFTS (if any)			
SPECIFY ANY AUXILIARY OPERATIONAL ASSETS (eg. vehicles)					
CERTIFICATION CATEGORY					
☐ PRINCIPAL	☐ HIGH	☐ EXCELLENT			
DO YOU WISH A PRE-ASSESMENT AUDIT TO TAKE PLACE?	☐ YES	☐ NO			
DESIRABLE AUDIT DATE (MONTH / DATE)					
OTHER INFORMATION – REMARKS:					
I hereby declare that the company has in place all the necessary legislative documentation relating to its operations					
DATE	SIGNATURE AND STAMP				
Please fill in the application form and FAX it to **+30 210 5203990** **or email it to covid-shield@tuv.at**					
Date	APPLICATION REVIEW *(to be filled in by the Certification Body)*				Signature

23. Certificate template

ZERTIFIKAT | CERTIFICATE | CERTIFICAT | CERTIFICADO | СЕРТИФИКАТ | شهادة | 证书 | 인증서

CERTIFICATE

TÜV AUSTRIA

For the requirements of the **Covid Shield Certification Scheme**

Name
Address

has been assessed and determined to comply with the requirements of:

Covid Shield Certification Scheme

This certificate is applicable for the scope of:

SCOPE

Certification Category: Principal / High / Excellent

Certificate Registration No.: **xxxxxxx**

Initial certification date:
xxxx-xx-xx
Issue date:
xxxx-xx-xx

Signature:

Valid until: xxxx-xx-xx

Validity of this certificate can be verified in the Scheme's Database

Issued by:
TÜV AUSTRIA HELLAS
429, Mesogeion Ave.
GR-153 43 Athens, Greece
www.tuvaustriahellas.gr

COVID SHIELD TÜV AUSTRIA

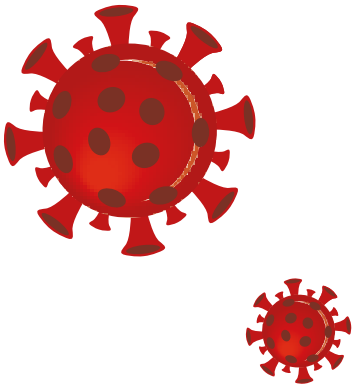
Headquarters in Athens bear the responsibility of the Certification decision

020755-18-4

24. Revision history

The following list provides a key-word-based overview of the changes made to this QM document over time.

Revision	Date	Change
00	29.04.2020	Initial Application



TÜV AUSTRIA