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Coronavirus (COVID-19) – Business Continuity Update

18-Mar-20

IWCF continues to closely monitor the developing COVID-19 situation. Our priority is to ensure the health, safety and wellbeing of our employees, members and visitors whilst continuing to deliver our services.

We are working hard to ensure that we take all necessary steps to mitigate any possible impact to our customer operations while maintaining the welfare of our employees, customers, contractors and other stakeholders.

We wanted to share some information and new measures we have introduced to ensure we operate “business as usual” over the coming weeks.

Our Employees

We have adopted a home working policy. We are confident our approach to working remotely means the measures we have in place can ensure business continuity.

We are encouraging staff to limit face-to-face contact unless absolutely necessary to help reduce the risk of infection. Our employees are available to discuss any issues by phone, or have virtual meetings using Microsoft Teams.

All employees are available as usual on their mobile numbers and email addresses.

Travel

Travel is restricted in line with official advice. Business travel is restricted to ‘essential’ travel only.

Official guidelines on isolation are being followed for employees returning from any affected areas.

We have temporarily suspended onsite scheduled visits for audits, Train the Trainer and Assessor Courses until further notice.

Candidate Certificate Extensions

Since announcing the certificate extension procedure on Friday 13th March 2020, we have received a high volume of requests which we are currently processing as quickly as possible.

Candidates will only receive a response from IWCF regarding the extension in the following circumstances:

- After completing the online form, the candidate emails certification@iwcf.org to request a confirmation letter;



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- The extension request requires further investigation.

Otherwise please trust that a 90-day extension has been automatically applied to the candidate's certification.

Future Updates

After introducing the above measures and in line with official guidance, we would like to assure you that it is business as usual within our organisation. As this is a fluid and rapidly changing situation, we will continue to closely monitor developments and will provide you with updates as required.

To ensure our information is accessible to all, we have introduced a dedicated COVID-19 page to the homepage of our website. We will continue to populate this page (<https://www.iwcf.org/covid-19-updates/>) with all our updates, alongside our social media channels.

Please continue to share our updates with your customers and candidates.

We'd like to thank our members, stakeholders and colleagues for their patience and support during this time.