



DQS CERTIFICATION (M) SDN. BHD. (DQS MYS)

COVID-19 HYGIENE CONTROL STANDARD OPERATION PROCEDURE FOR ON-SITE AUDITS

Version : 7 (28th of July 2022)


A : Introduction

As part of DQS MYS commitment on promoting a safer management system certification audit interaction for our auditors, their family / household members and our customers in the current Covid-19 pandemic situation, this procedure is established to outline DQS MYS Covid-19 Hygiene Control Standard Operation Procedure For On-Site Audits by DQS MYS auditors.


All related DQS MYS auditors and personnel (including resources supporting from other DQS offices) are to comply to this procedure strictly.

The validity of this procedure is until the next revision is published or when this procedure is withdrawn.

Legend :

Specific highlight related to DQS MYS Auditor (including resources supporting from other DQS offices) 

Specific highlight related to DQS MYS Customer Service Personnel 

Specific highlight related to DQS MYS Customer 

B : General Policy on Travelling and Accommodation for On-Site Audit

B.1 : Travel by auditor's personal car :

Car-pooling is not recommended if travel is by auditor's personal car.

In the event that there is mutual agreement between the auditors to car-pool, only a maximum of 2 auditors are allowed in the car for the journey. No other passenger(s) shall be included in the journey. Cross sitting arrangements with the passenger sitting at the back seat shall be adhered.

It is recommended in a car-pooling arrangement, both the auditors wear face mask and use hand sanitisers with a minimum alcohol content of 65% as necessary and to practise good general hygiene control throughout the journey.

B.2 : Travel by car share rides :

Only 1 auditor is allowed to be in a car share ride per car. No other passenger(s) shall be included in the journey.


Cross sitting arrangements with the auditor sitting at the back seat shall be adhered.


It is recommended to wear face mask and use hand sanitiser with a minimum alcohol content of 65% as necessary and to practise good general hygiene control throughout the journey.

B.3 : Travel by plane / train / any other form of public transportation :

It is recommended to wear face mask and use hand sanitisers with a minimum alcohol content of 65% as necessary and to practise good general hygiene control throughout the journey. Follow the Covid-19 control guidelines or equivalent of the respective local government, federal government, airports, airlines, train operators, public transport operators etc.

B.4 : Hotel / Accommodation

(i) DQS MYS Customer Service team sends out surveys to hotels on their Covid-19 Hygiene Control Standard Operation Procedure or equivalent e.g. MALAYSIAN ASSOCIATION OF HOTELS - RESEARCH & DEVELOPMENT: BASE GUIDELINES FOR HOTELS (The New Norm with Covid-19) before shortlisting the suitable ones for our auditors to stay. Auditors will be consulted before the hotel room is booked. 

(ii) The auditor is required to report to the responsible Customer Service personnel on the hotel booked if they have concerns on the establishment's Covid-19 Hygiene Controls Standard Operation Procedure or equivalent implementations during their stay. 

This procedure was established on the 8th of May 2020 with the support and contribution from the following individuals :

Ms. Armporn I Weng (DQS MYS Senior Lead Auditor), Mr. C.P. Tan (DQS MYS Senior Lead Auditor), Mr. Jonathan Chung (DQS MYS Senior Lead Auditor), Mr. K.K Koo (DQS MYS Auditor), Dr. Ooi Boon Phoe (KPJ Penang), Ms. Liz Teh (DQS MYS Customer Service Manager), Ms. Chrissy Teh (DQS Malaysia Finance and Administration Manager) and Mr. E.S. Lau (DQS MYS Senior General Manager).

Reference on Covid-19 known symptoms : World Health Organization (<https://www.who.int/>)

C : Pre-Audit Stage ●●●**C.1 : Criteria for On-Site Audit Planning and On-Site Audits :**

C.1 (a) The following criteria shall be ensured before any on-site audit planning and on-site audits can be carried out. This shall be managed by the respective Customer Service personnel for the customer. ●

- (i) DQS MYS Customer Service team sends out the DQS MYS COVID-19 Control Survey Form to Customer and is approved by DQS MYS to conduct on-site audits. ●
- (ii) DQS MYS COVID-19 Control Survey Form shall be updated by the Customer immediately to respective DQS Customer Service personnel whenever there is a change in status. Any previous approval by DQS MYS to conduct on-site audits will be void and a new approval is required. ●
- (iii) There shall be no case(s) of Casual Contact, Close Contact, Person Under Surveillance (PUS), Suspected Case, Confirmed Case(s) or Home Surveillance Order (HSO) status for Covid-19 detected at the customer's location / detected on the customer's personnel that were on-site in the past 07 days from the DQS MYS Covid-19 Control Survey date. ●
- (iv) The customer must have a Covid-19 Hygiene Control Standard Operation Procedure or equivalent. This shall be communicated to the auditor together with the Purchase Order and the auditor shall understand, agree and comply according to the scope of the procedure. ●●
- (v) Customer must understand, agree and comply to this Covid-19 Hygiene Control Standard Operation Procedure according to the scope of this procedure. This shall be communicated to the customer together with the Confirmation Order. ●
- (vi) The auditor is only allowed to conduct the on-site audit if his/her self-test result (Saliva) shows a Covid-19 negative result.
The auditor or the members of the same household of the auditor must not be classified as a Casual Contact, Close Contact, Person Under Surveillance (PUS), Suspected Case, Confirmed Case(s) or Home Surveillance Order (HSO) status for Covid-19 or recovered from Covid-19 for the past 07 days before the on-site audit start date. ●●
- (vii) The auditor has completed the DQS MYS COVID-19 Control Survey Form, signs off the agreement to conduct on-site audits and is approved by DQS MYS to conduct on-site audits on behalf of DQS MYS. ●

C.1 (b) The following criteria shall be ensured before the auditor conducts any on-site audits on behalf of DQS MYS. ●

- (i) The auditor has completed the DQS MYS COVID-19 Control Survey Form and is approved by DQS MYS to conduct on-site audits on behalf of DQS MYS.
- (ii) DQS MYS COVID-19 Control Survey Form shall be updated by the auditor immediately whenever there is a change in status. The approval by DQS MYS to conduct on-site audits on behalf of DQS MYS based on the previous DQS MYS COVID-19 Control Survey Form for Covid-19 will be void and a new approval is required.

- (iii) The auditor shall understand, agree and comply to this Covid-19 Hygiene Control Standard Operation Procedure of DQS MYS.
- (iv) The auditor shall understand, agree and comply the Covid-19 Hygiene Control Standard Operation Procedure or equivalent of the customer.

C.2 : The auditor assigned for the on-site audit shall :

- (a) The auditor shall submit their self-test result (Saliva) and body temperature before going to the on-site audit location with an accurate thermometer (at least 1 decimal point temperature reading accuracy) and shall ensure that the reading is taken in an environment that can accurately measure the actual body temperature. The auditor's body temperature shall not be above 37.0°C

Note 1 : For battery operated thermometer, ensure the battery and device is in good condition for an accurate measurement and follow the instructions manual accordingly.

Note 2 : The above 37.0°C trigger point is intentionally set as a pre-control however the environment / condition of measurement may have some impact to the measured value e.g. if measurement is done after a workout or exposed to the sun, the reading may be higher than the actual body temperature.

Note 3 : Reading of 37.0°C is acceptable. Reading of 37.1°C and above is not acceptable.

- (b) 2 temperature readings of the auditor are to be taken (preferably at least 2 minutes apart) and irrespective of the temperature readings, the auditor shall send the results of the 2 temperature readings and their declaration of any known Covid-19 symptoms to the responsible Customer Service personnel for that customer.
- (c) If any of the 2 body temperature readings of the auditor is above 37.0°C and/or if the auditor have any other known symptoms related to Covid-19, i.e. fever, dry cough, tiredness, aches and pains, headache, sore throat, diarrhoea, red or irritated eyes, loss of taste or smell, and a rash on skin or discolouration of fingers or toes, shortness of breath or difficulty breathing, chest pain or pressure, and loss of speech or movement, the auditor is not allowed to travel to the on-site audit location and shall seek immediate medical attention.
The auditor shall contact and inform / get assistance to contact and inform the responsible Customer Service personnel on the situation.

Note 1 : Temperature reading accuracy must be at least 1 decimal point.

Note 2 : WhatsApp is the preferred platform to communicate Point C.2(c) however if this is not possible, other form of communication where DQS MYS team can retain objective evidence such as Short Messaging Services (SMS) and e-mails are also acceptable. Verbal inputs via phone call is not acceptable.

Note 3 : Information in the message shall contain a minimum of date and time, company planned to be audited, Business Relation No. (BR. No.), temperature reading 1 & 2 and declaration on known Covid-19 Symptoms (if any).


Samples are as follows :

- i) Sample statement for temperature reading 37.0°C and below and no known Covid-19 symptoms.
Temperature Reading 1 and Temperature Reading 2 taken on (date – dd/MM/YYYY and time – HH:mm am/pm) before travelling to the audit of (Company Name + BR No.) of DQS MYS are XX.X°C and XX.X°C respectively and I declare that I have no known Covid-19 symptoms.
I will proceed to conduct the planned on-site audit.
- ii) Sample statement for temperature reading 37.0°C and below and shows known Covid-19 symptoms.
Temperature Reading 1 and Temperature Reading 2 taken on (date – dd/MM/YYYY and time – HH:mm am/pm) before travelling to the audit of (Company Name + BR No.) of DQS MYS are XX.X°C and XX.X°C respectively but I have known Covid-19 symptoms of (state symptoms).
I will not proceed to conduct the planned on-site audit.
- iii) Sample statement for temperature reading above 37.0°C and no known Covid-19 symptoms.
Temperature Reading 1 and Temperature Reading 2 taken on (date – dd/MM/YYYY and time – HH:mm am/pm) before travelling to the audit of (Company Name + BR No.) of DQS MYS are XX.X°C and XX.X°C respectively and is above 37.0°C but I have no known Covid-19 symptoms.
I will not proceed to conduct the planned on-site audit.

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- iv) Sample statement for temperature reading above 37°C and shows known Covid-19 symptoms.
 Temperature Reading 1 and Temperature Reading 2 taken on (date – dd/MM/YYYY and time – HH:mm am/pm) before travelling to the audit of (Company Name + BR No.) of DQS MYS are XX.X°C and XX.X°C respectively and is above 37.0°C and I have known Covid-19 symptoms (state symptoms).
 I will not proceed to conduct the planned on-site audit.

Note 4 : "before travelling to the audit" shall mean within a maximum of 1 hour before the auditor starts his travel from his/her residence or hotel to the on-site audit location.

- (d) The temperature readings and symptoms review declaration shall be recorded and maintained by the respective Customer Service personnel as an evidence of compliance to this control. 




Sample Format Template :

Name of DQS MYS Auditor : (Auditor Full Name)

DQS Self Declaration Form For Covid-19 Submission Date to DQS MYS : (dd-MM-YYYY)

DQS Self Declaration Form For Covid-19 Approval Status and Date by DQS MYS : (Approved / No Approval)+(dd-MM-YYYY)

Date and Time	Company To Be Audited	Temperature Reading 1	Temperature Reading 2	Covid-19 Symptoms [as per D.2(c)]
dd-MM-YYYY and HH:mm	Company Name & BR. No.	Temperature in Celsius (recorded at least 1 decimal point)	Temperature in Celsius (recorded at least 1 decimal point)	Yes (state the symptom(s)) or No

- (e) The audit planning shall be managed on a case by case basis by the responsible Customer Service personnel in the event that the assigned auditor(s) cannot proceed with the planned on-site audit (see details at Clause C.2(c)) 
- (f) The auditor shall ensure the availability of face masks and hand sanitisers with a minimum alcohol content of 65% ready to be used during the on-site audit and in order to ensure compliance to this procedure. 
- (g) Sets of additional clothing can also be considered to be prepared by the auditor in case the auditor would like to have a change of clothes during and/or after the on-site audit is completed. 

D : On-Site Audit Stage

D.1 : Customer's Covid-19 Hygiene Control Standard Operation Procedure or Equivalent :

- (a) The auditor shall request for the latest version of the customer's Covid-19 Hygiene Control Standard Operation Procedure or equivalent.
 Compare with the version that was provided earlier during the Purchase Order phase and note any differences and strictly adhere to it.
- (b) Apart from the customer's Covid-19 Hygiene Control Standard Operation Procedure or equivalent, follow the basic hygiene controls defined in this procedure. If there are any contradiction(s) between customer's Covid-19 Hygiene Control Standard Operation Procedure or equivalent and this procedure, the one with the stricter level of controls for each respective point(s) is/are to be complied.

Note 1 : The body temperature limit of the customer's procedure may be different from the limit that is set by DQS MYS at a maximum of 37.0°C. This is acceptable provided the body temperature limit of the customer's procedure is up to a maximum of 37.5°C only.

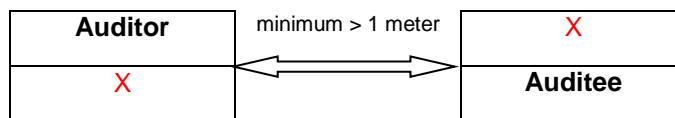
(a) Face Mask : The auditor shall sanitise his/her hands and put on the face mask at the earliest opportunity to do so including during travel to the on-site audit location.

- i) Face mask is to be worn and ensured fits snugly on the face, to prevent airborne particles from leak-in through the sides of the mask. Wearing KN94, N95 or double face masks, and a face-shield is encouraged.
- ii) Replace the face mask(s) with a new unused mask when it is damp or as necessary based on the auditor's personal judgement. Do not reuse disposable mask.
- iii) Discard the face mask(s) properly in a customer designated bin (if any).

(b) Greetings with handshake is discouraged. Other forms of formal greeting with no physical contact is to be considered and observed.

(c) Social Distancing :

- i) Maintain a minimum distance of more than 1 meter apart with the nearest person, throughout the course of the on-site audit.
- ii) Sitting arrangement with the sample configuration shown below is to be adhered throughout the audit.



- iii) Avoid interaction at crowded areas as much as possible.
- iv) Request customer to limit the number of auditees for each session to the most minimum required for an effective audit to be carried out.

(d) Meals are recommended to be consumed on-site however travelling outside the on-site audit location for meals can be decided and agreed between auditor(s) and the customer. Social distancing controls and general hygiene controls shall practise at all times.

(e) General Hygiene Controls :

- i) Practise high level of hygiene control – The auditor shall wash their hands with water and soap (recommended for at least 20 seconds), else use hand sanitisers with a minimum alcohol content of 65% and above as appropriate.

If using an alcohol-based sanitiser is not practical for whatever personal reasons, then the auditor shall wash his/her hands frequently with water and soap (recommended for at least 20 seconds) as appropriate.

Note 1 : Minimum alcohol content of 60% is required for effective hand sanitisation however it is intentionally set at a minimum alcohol content of 65% as a tighten pre-control.

Note 2 : "as appropriate" means whenever the need arises including before donning or removing the face mask, after the face mask is removed, before a meal, after the removal of disposable gloves etc.

- ii) The auditor shall not touch the eyes, nose and mouth with unwashed /unsanitised hands.



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- iii) If there is a need to cough or sneeze, the auditor shall ensure droplet transmission is controlled by coughing or sneezing into the sleeve or tissue. The auditor shall discard the tissue properly at designated bins and wash their hands with water and soap (recommended for at least 20 seconds), else use hand sanitisers with a minimum alcohol content of 65% and above.
 - iv) In the event that it is extremely necessary for the auditor to touch a particular surface / product / equipment during the audit process for audit verification purpose, the auditor shall request for a pair of disposable gloves from the customer before touching any surfaces / products / equipment else use alternative method of audit verification.
 - v) Passenger lifts are closed environment and may pose risks of transmission. Use the staircase as much as possible.
 - vi) It is advisable to close the toilet seat cover (if any) after using and before flushing to reduce waste aerosol transmission. General hygiene control on handwashing is to be practised at every toilet visit.
- (f) Audit Interruption :
- i) During the course of the on-site audit, the auditor / customer can terminate the on-site audit if the auditor / customer assesses that the other party (customer / auditor) had failed to comply to this / customer COVID-19 Hygiene Control Standard Operation Procedure or equivalent. This shall be mutually discussed between the auditor and the customer and the responsible Customer Service personnel shall be informed.
 - ii) If during the course of audit (including when arriving at the on-site audit location), the auditor feels unwell and shows known symptoms of Covid-19, the audit shall be terminated immediately and the auditor shall seek immediate medical attention.

The auditor shall contact and inform / get assistance to contact and inform the responsible Customer Service personnel.

Note 1 : Handling of cost incurred due to the termination of the on-site audit will be based on the result of the official investigation of DQS MYS considering the compliance to this procedure, customer Confirmation Order, auditor Purchase Order, related contractual agreement etc.

- (g) Leaving the audit site :
- i) The auditor shall sanitize their hands prior to removing their facemask as per the discretion of the auditor when it is safe to do so.
 - ii) Removed facemask shall be discarded properly.

E : Post Audit Stage

E.1 Minimising Potential Covid-19 Transmission To The Family / Member In The Same Household

(a) When the auditor is back home after the on-site audit, before any human interaction is made, it is recommended that the auditor soak their clothes worn to the audit and have their bath / shower immediately to reduce the risk to their family / household members.

(b) The auditor shall monitor for any other symptoms related to Covid-19, i.e. fever, dry cough, tiredness, aches and pains, headache, sore throat, diarrhoea, red or irritated eyes, loss of taste or smell, and a rash on skin or discolouration of fingers or toes, shortness of breath or difficulty breathing, chest pain or pressure, and loss of speech or movement within 07 calendar days of completing the on-site audit. The auditor shall contact and inform / get assistance to contact and inform the responsible Customer Service personnel on the situation if there are any occurrences and seek medical attention immediately.

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Reference on Covid-19 known symptoms : World Health Organization (<https://www.who.int/>)



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F : Emergency Respond Reporting

Customer Service personnel shall report all Covid-19 related incident that occurred during the implementation of this procedure to the Emergency Response Officer (ERO) of DQS in Malaysia (if any) upon receiving the related input.

Note : The current ERO for DQS MYS is Ms. Chrissy Teh (account@dqs.com.my). Her contact number is 010-2216723.

G : Reporting

DQS MYS COVID-19 Control Survey Form For Covid-19 focuses on official classification of Casual Contact, Close Contact, Person Under Surveillance (PUS), Suspected Case, Confirmed Case(s) or Home Surveillance Order (HSO) from the authorities.

There may be situations where the auditor has no official classification from the authorities / awaiting official classification from the authorities but may have known to be exposed to potential Covid-19 infection from their own contact tracing information e.g. close contact with a person that positive for Covid-19 (not classified by the authorities yet) and/or Person Under Surveillance (PUS), Suspected Case, Confirmed Case(s) or Home Surveillance Order (HSO) classified by the authorities.

All voluntary and compulsory reporting by the auditor will be communicated to the Emergency Respond Officer (ERO) of DQS in Malaysia to assess any risk from the situation affecting any on-site and/or remote audits that may have been planned / assigned / confirmed to the auditor consistent with the intent of Section A : Introduction and Section I : Conclusion of this procedure.

Proactiveness in reporting provides a platform for all stakeholders to contribute positively to prevent the risk of Covid-19 infection.

G.1 Voluntary Reporting

If there are no confirmed Purchased Order issued to the auditor for remote and/or on-site audits and there are no changes of status for the questionnaire in the DQS MYS COVID-19 Control Survey Form pending official classification from the authorities, the auditor is encouraged to voluntarily report the incident to the Customer Service personnel.

G.2 Compulsory Reporting

If there are confirmed Purchased Order issued to the auditor for remote and/or on-site audits within the next 07 days and there are no changes of status for the questionnaire in the DQS MYS COVID-19 Control Survey Form pending official classification from the authorities, the auditor is required to report the incident to the Customer Service personnel.

H : Confidentiality

All information provided by the auditor as required in this procedure are confidential and privy to DQS in Malaysia and the related auditor only.

Note 1 : Customer representative will be informed by the respective Customer Service personnel in the event that the audit cannot proceed as planned, without giving unnecessary details

I : Conclusion

The Covid-19 pandemic affects everyone globally including all of us in DQS MYS.

Not only do we need take care of our own safety and health at all times, together as a team, we also can assist and support to take care for our family / household members, colleagues, customers and related stakeholders in the course our management system certification and audit activities. It is our joint social responsibility to take all necessary initiatives and steps within our control to keep everyone we interact with safe and healthy.

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This Covid-19 Hygiene Control Standard Operation Procedure is not written to be the solution to the Covid-19 pandemic but serves as a guide for each and everyone of us to proactively contribute to the global battle against the Covid-19 pandemic.

This Covid-19 Hygiene Control Standard Operation Procedure will be continuously updated, fine-tuned and communicated as we know more about the Covid-19 coronavirus, from any latest guidelines from authorities and also from related feedback from DQS MYS staff, auditors, customers and related stakeholders.

Note that legal and regulatory requirements from the government will precede this procedure however the one with the stricter level of controls for each respective point(s) is/are to be complied.

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Procedure Change Log

Date	Version	Section	Remark
8 th of May 2020	1	-	Initial Release.
13 th of May 2020	2	D.1 (a) (i)	Clarify Zone. Clarify link to DQS MYS Covid-19 Control Survey date. Add Note 1.
		D.1 (a) (iv)	Clarify Zone. Note 1 included.
		D.1 (a) (v)	Clarify format title.
		D.1 (b) (ii)	Clarify format title.
		E.1	Add Note 1.
		H	Add Note 1.
27 th of May 2020	3	D.1 (a) (i)	Removal of customer location zone requirement and clarify 21 days is for case(s) of Close Contact, Patient Under Investigation (PUI) or Confirmed Case(s) status for Covid-19 detected at the customer's location / detected on the customer's personnel that were on-site from the DQS MYS Covid-19 Control Survey date.
		D.1 (a) (iv)	Removal of auditor residence zone requirement. Include Covid-19 recovery window. Clarify medical report submission for Close Contact and Patient Under Investigation (PUI) status.
24 th of June 2020	4	E.2 (d)	Update on meal arrangement controls.
19 th of October 2020	5	D.1 (a) (i) and (ii)	Update on the requirement and status change control of the DQS MYS Customer COVID-19 Control Survey form.
21 st of January 2021	6	G G.1 G.2	Additional requirement on Reporting, Voluntary Reporting and Compulsory Reporting
			Removal of General Policy on Thermometer, Face Masks and Hand Sanitisers Subsidy for Auditors to consolidate Auditor and Customer Version. (Issued as a separate document).
28 th of July 2022	7	A	Clarification of statement. Add in "including resources supporting from other DQS offices".
		B.4 ii)	Clarification of statement. Add in "personnel on the hotel booked".
		C.1 (a) (i) and (ii)	Clarification for "on-site audits". DQS MYS Customer Covid-19 Control Survey form replaced by DQS MYS COVID-19 Control Survey Form.
		C.1 (a) (iii)	Update on the type of status according to the current terminologies from the government.

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		C.1 (a) (vi)	Clarification on auditors allowed to conduct on-site audits, update on the type of status according to the current terminologies from the government.
		C.1 (a) (vii)	DQS Self Declaration Form For Covid-19 (Auditor) replaced by DQS MYS COVID-19 Control Survey Form. Clarification of statement. Add in "signs off the agreement to conduct on-site audits".
		C.1 (b) (i), (ii)	DQS Self Declaration Form For Covid-19 (Auditor) replaced by DQS MYS COVID-19 Control Survey Form.
		C.2 (a)	Update on self-test result.
		D.2 (a) (i), (ii) and (iii)	Clarification of statement. Update to encourage wearing KN94, N95 or double face masks, and a face-shield.
		D.2 (g)	Clarification of statement on leaving the audit site.
		E.1 (b)	Changes from 21 days to 07 days for monitor for any other symptoms related to Covid-19.
		F	Identification of DQS MYS ERO, email contact and mobile number.
		G	Update on the type of status according to the current terminologies from the government.
		G.1	DQS Self Declaration Form For Covid-19 (Auditor) replaced by DQS MYS COVID-19 Control Survey Form.
		G.2	DQS Self Declaration Form For Covid-19 (Auditor) replaced by DQS MYS COVID-19 Control Survey Form. Clarification of statement. Changes from 21 days to 07 days.

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