

SUBJECT: COVID-19 Measures: Management of TTLABS Activities

This notice is addressed to all TTLABS Accredited Organizations and Stakeholders.

Given the current global COVID-19 pandemic, TTLABS would like to communicate with our current accredited customers and other stakeholders the strategies and actions being taken at this time. Management has been monitoring the news, both locally and internationally, surrounding the COVID-19 pandemic, and putting measures in place to ensure the wellbeing of all stakeholders with the aim to minimize any negative impacts on the business.

Challenges faced at this time include social distancing with stakeholders and prohibition of non-essential activities resulting in limits to gatherings to five (5) or less persons and limited accessibility to internal resources normally provided for TTLABS to operate normally. TTLABS is implementing alternative methods to continue providing services to you, our valued stakeholders, which will satisfy your needs and our obligations as an accreditation body. To achieve this, it is necessary to:

1. ensure the safety, health and well-being of our stakeholders and their employees;
2. ensure the safety, health and well-being of our staff and assessors;
3. develop strategies to uphold our international obligations and requirements as an Accreditation Body;
4. develop strategies to ensure that that our accredited and/or suspended laboratories implement measures to demonstrate continued conformance to relevant Accreditation Criteria; and
5. determine any suitable actions as they relate to maintaining/reducing/suspending/withdrawing accreditation, where evaluation demonstrates evidence to support such decisions.

Some of the measures implemented thus far to ensure compliance with the regulations issued by the Government of the Republic of Trinidad and Tobago and to accommodate our stakeholders during this period include the:

1. development of a Business Continuity Plan to mitigate the risks and impacts associated with the COVID-19 pandemic;
2. implementation of work-from-home arrangements for all TTLABS staff, who will be accessible through the means listed in the table below;
3. cessation of all on-site activities until further notice;
4. use of Information and Communication Technologies (ICT) to facilitate trainings, meetings and other business transactions previously scheduled;
5. development of a questionnaire to determine current status of laboratory operations;
6. granting of extensions to the laboratory's accreditation cycle for **no more than six (6) months**, on a case-by-case basis through a written request by the laboratory before the accreditation expiration date; this will be dependent on the laboratory's past performance and ability to mitigate risks to accreditation;
7. granting of postponement of the laboratory's scheduled 2020 assessment activities by **no more than six (6) months**, on a case-by-case basis through a written request by

the laboratory before the accreditation expiration date; this will be dependent on the laboratory's past performance and ability to mitigate risks to accreditation;

8. use of alternative assessment techniques for 2020 assessment activities, where extensions and/or postponements are not possible; techniques will include remote assessment (assessment of a laboratory's location by ICT), off-site document/file/record review, witnessing of tests/calibrations via ICT, measurement audits, review of PTs and other ILCs and interviewing employing ICT tools.

As the situation evolves, TTLABS remains committed to providing the best service possible to our customers and stakeholders. Please do not hesitate to reach out to TTLABS staff as indicated below. We appreciate your continued support and business.

TTLABS Staff	Position	Contact
Karlene Lewis	Manager	Karlene.lewis@ttbs.org.tt
Aalia Mohammed	Standards Officer II	Aalia.mohammed@ttbs.org.tt
Asha Paryag	Standards Officer I	Asha.paryag@ttbs.org.tt
Laura Villaruel	Clerk Typist I	Laura.villaruel@ttbs.org.tt

Please note that the office can also be contacted by telephone at +1-868-787-4157.

Be safe and remember to practice good hygiene and social distancing as we work together to combat this pandemic.



Karlene C. Lewis
Manager, TTLABS

KCL/asm

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