

# Your update

from RSPCA Assured



## Coronavirus Update

By Clive Brazier, Chief Executive

**These are trying times for us all, but we just wanted to update you on how we are dealing with the effects of the coronavirus.**

### Assessments

On Monday 23 March, we temporarily suspended routine assessments and have moved to a support-based phase. During this phase, we will only be conducting visits in the following circumstances:

- to certify new applicants
- to investigate complaints
- to check members in special measures

### Audits

With the increase in meat production, we are accepting new applicants and doing desktop audits.

### Maintained biosecurity

Ensuring the safety of our members and assessors has always been important for us.

So naturally, biosecurity and social distancing guidelines, as well as any local measures, will be adhered to during these visits.

### Continued certification

Over the course of this interim phase, we will be continuing certification for members and supply chains and ensuring that the integrity and image of RSPCA Assured are maintained. Together with our certification body, we will be reviewing certificates in this interim period and will communicate directly with the members whose certificates are due to expire.

Since the outbreak of the virus in the UK we have been working closely with our certifying body, NSF, and have been operating based on the latest Government and PHE (Public Health England) advice - reviewing this advice on a daily basis.

### Future planning

We are currently working with our certifying body on a temporary desktop solution for all

species and livestock production stages. We will keep all members updated on this as information becomes available.

Likewise, the RSPCA FAD (Farm Animals Department) is working on a solution for the farm livestock monitoring visits which will also be communicated in due course.

### **Head Office Processes**

Our offices have temporarily closed, with all staff now working remotely. We are fully equipped to continue as normal, but please note that there may be slight delays in communication.

Please use the following contact details to get in touch with the teams:

**General Enquiries** 01403 821766 (please note this is different to our usual mainline)

**Membership Service Team** [help@rspcaassured.org.uk](mailto:help@rspcaassured.org.uk)

**Marketing Team** [hello@rspcaassured.org.uk](mailto:hello@rspcaassured.org.uk)

**Commercial / Supply Chain** [commercial-team@rspcaassured.org.uk](mailto:commercial-team@rspcaassured.org.uk)

**Accounts Team** [accounts@rspcaassured.org.uk](mailto:accounts@rspcaassured.org.uk)

**Farming Team** (Agriculture/Aquaculture welfare, and wellbeing matters)

[farming@rspcaassured.org.uk](mailto:farming@rspcaassured.org.uk)

### **Support**

Our assessor team will call every member over the next 2 weeks to offer support and guidance, and check on the wellbeing of them, their staff and their livestock. We are also supporting our members through email updates, and there is a [page on our website offering advice](#) and this page is regularly being updated.

Thank you for your patience and support.

Best wishes,

**RSPCA Assured**

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Registered Office: Freedom Food Limited, Wilberforce Way, Southwater, Horsham, West Sussex, RH13 9RS

[www.berspcaassured.org.uk](http://www.berspcaassured.org.uk) t. 0300 123 0014 e. [help@rspcaassured.org.uk](mailto:help@rspcaassured.org.uk)

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