



Dear Client,

In light of the COVID-19 pandemic, business and the conduct of audits has changed dramatically. We are doing all we can to maintain certificates, in accordance with the requirements of our accreditation bodies, while keeping the health and safety of our auditors, our clients and their families a priority.

What does this look like for you, our valued clients? We have good news! We can conduct entire audits – or at least parts of audits – remotely, using virtual audit techniques. Note: There are some sectors mandating a delay in audits, as opposed to conducting audits virtually. Here's how you can help:

- Your Scheduler will send you two forms to help us understand what is happening at your organization. These forms ask a variety of important questions including:
 - Are you still operational?
 - Are you allowing visitors?
 - Is your system compatible with a virtual audit?
- If we agree that a virtual audit is feasible, we will schedule the virtual audit event using secure software. If you have a web conferencing software program that you prefer using, we will, of course, consider it. You will receive a link to join the virtual audit.
- Once you receive your audit plan, you will need to plan resources for the processes that are going to be audited. For example, if the audit plan lists Sales, Production Planning, Purchasing, Management Review and Internal Audits, then you will need to forward the meeting link internally to all personnel that are responsible for those processes. The audit plan will tell them what time they need to log-in to join the virtual audit. If the Purchasing portion of the audit is scheduled to begin at 11:00 A.M., then relevant Purchasing personnel should log in at 10:55 A.M. Similarly, auditees can leave the virtual meeting when they are done with their portion of the audit.
- As more people are working remotely, it is entirely possible that the PJR auditor may be auditing people who are working from their home offices. As long as relevant documents are accessible in your systems, then we can still conduct the audit.
- Opening and closing meetings will also be held virtually, so be sure to forward the log-in information to anyone in your organization who should be participating.
- If a portion of your audit must be conducted on-site, then you will not receive an audit report until the conclusion of that part of the audit.

We have already done a number of virtual audits in March. We have a team dedicated to providing support, but we still ask for your patience during this time. It may take some time for everyone to become comfortable with the software.

Again, we want nothing more than to maintain your certificate during this difficult time. These are uncharted waters. Deep breaths, we will get through this together.

Respectfully,
Shannon Craddock
Programs & Accreditations Manager