



May 13, 2020

Dear Valued Customer,

As much of the US and Canada begins to reopen, we wanted to give an update on our continued operations and availability to conduct certification services. While the DQS offices in Schaumburg, IL and Islandia, NY remain closed, all staff are working from home and ready to assist you.

In order to continue to protect the health and safety of your staff and our auditors, our preference is to conduct remote audits to the maximum extent possible throughout the rest of 2020. Many of you will have visitor restriction policies that may affect our ability to get on-site during the reopening phases we are moving through. Based on our customer feedback and auditor experience, remote auditing has proven to be effective for most operations. We thank our many customers who have embraced this alternative approach.

For those that are hesitant still about accepting remote auditing, DQS has provided support resources including videos showing the use of ICT in some mock audit scenarios:

<https://dqsus.com/remote-auditing/>

For those customers that have delayed audits in 1Q and 2Q in hopes of having an onsite audit as well as those scheduled for on-site audits later in the year, we urge you to consider accepting a full or partial remote audit. We will determine the extent possible based on the information you provide about your operation and access to technology. DQS Inc. can also establish GoToMeeting sessions where desired.

Where we cannot conduct audits remotely due to program rule restrictions or the nature or status of the operation, DQS has developed precautionary plans for conducting onsite audits under the following conditions:

1. Government shelter at home restrictions and travel restrictions are lifted in both the client location and the auditor location. This includes any health testing restrictions if imposed by our Governors.
2. The client does not have an active visitor policy that would restrict our access.
3. Both the client and the auditor are comfortable with doing the audit onsite. We developed a form to help the auditor coordinate with the client in understanding the client facility precautionary practices and conditions related to COVID-19.
4. Where an auditor is not available within driving distance of the facility, both the client and auditor must be comfortable with the auditor travelling by air to conduct the audit. Client consideration should be given to the increased cost of airfares at this time.
5. During the onsite audit, the auditor agrees to:
  - a. Wear a facemask during the audit if required by client, auditor or local requirements. Wear gloves or wash and/or sanitize hands frequently while on the audit.
  - b. Auditor practices safe distancing during the audit. This may require some alteration to the production audit conduct, particularly in a noisy environment.
  - c. No handshakes or forms of physical contact with client personnel



d. The auditor will practice all above guidelines while off site, but still on the audit trip.

Given these conditions, the need for remote auditing in the near term is even more pressing. While accreditation guidelines allow for extending audit due dates, capacity limits the ability to accommodate all delayed audits into the second half of the year. For those clients that accepted partial remote audits, we will give preference to completing the audit either remotely or onsite depending on the reason it was partial initially. We will do everything we can to audit all customers within the year as we would be required to temporarily suspend certificates for audits not initiated by the extended due dates.

If you are ready to confirm a remote audit, please complete the below questionnaire if you have not already and submit to your assigned Customer Service Professional at DQS Inc.

We wish you all a successful and healthy return or ramp up of your operations as our countries reopen. Our entire organization is here to assist you if have any questions on the above.

Kind Regards,  
Brad McGuire  
President and CEO  
DQS Inc.