

July 13, 2020

Dear Valued Customer,

As many states move back from reopening and others implement restrictions on state to state travel from “hot spots”, we want to remind you of our remote auditing options to maintain your certifications.

With continuing “no visitor policies” and 14 day quarantines for some state to state travel, and the large volume of audits deferred from earlier in 2020, it is becoming difficult to schedule on-site audits. While we have auditors that are willing to travel, it is extremely difficult to schedule audits with certainty in the current environment where changes in State policies affect auditor mobility.

We are asking you that are certified in eligible programs (see list below) to accept remote audits on the originally scheduled dates. Remote audits are effective, protect health and safety, lower your cost and are green friendly. Technology used is proven and our auditors are experienced in conducting these audits. Our feedback from customers that have hosted remote audits is overwhelmingly positive. And for clients not bringing all employees back on site, the remote option is especially valuable as we connect with your employees in the same way that you do - remotely.

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

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

In addition, DQS Inc. held two Remote Internal Auditing webinars where we explained how DQS uses technology in auditing and how this can be adapted for your use in internal auditing if needed. The recorded presentation is available here. Please use the password: **DQS042020session**

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

None of us know how long this virus is going to impact our business operations and employees. Let’s get the audits performed using the options we have as continued delays introduce questions about active status and potential customer questions. No one wants to be in a situation where DQS has to suspend a certificate because we were not allowed to conduct an audit with the means available. We have the means to help you. We will be with you every step of the process.

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.

<https://dqsus.com/wp-content/uploads/2020/07/Client-questionnaire-for-onsite-audits-in-the-world-of-COVID-4.17.20.docx>

We are all in the same situation as we try to evaluate how COVID-19 will continue to impact our businesses, personal situations and our neighborhoods. Fortunately, we can maintain your certificate safely even during these uncertain times. Our entire organization is here to assist you if have any questions on the above. For general information, contact us at 1-800-285-4476.

Kind Regards,  
Brad McGuire  
President and CEO  
DQS Inc.

**Programs eligible for 100% remote audits**

ISO 9001  
ISO 14001  
RC 14001  
ISO 50001  
ISO 45001  
AS9100, AS9120 (dependent on audit type)  
ISO 13485 (except finished medical devices)  
TL9000  
ISO 22301  
ISO 27001  
ISO 20000-1  
EfFCI  
Gap Assessments/ Non-certification audits

**Programs eligible for partial remote audits**

ISO 13485 (finished medical devices)  
SQF  
FSSC  
BRC (allowance coming soon)  
ESD S20.20