



Memo

To: All Employees and Subcontract Assessment Teams

From: Stephen Carter (Scheme Manager)

cc: Directors

Date: 18/03/2020

Re: COVID-19 Update and Guidance

Dear Colleagues,

Considering the developing situation regarding the global Pandemic (Coronavirus) that can lead to the disease COVID-19, I believe it is important to share some guidance on how QAICL plan to deal with these exceptional circumstances.

It is important that we should provide this guidance at the correct time, and now that the situation, which developed originally in China and Asia, then moved to mainland Europe and is now affecting UK and Ireland operations I feel it is important for me to tailor the guidance we issued to our mainland Europe and Asia offices for those affected in the UK and Ireland.

The first and main guidance to give is to remain calm. There is a lot of unnecessary escalation resulting in panic through the media, including panic buying in supermarkets etc., however if we follow the guidance issued by the government, at the time in which it is delivered then we can get through this pandemic together.

There is likely to be disruption in the way in which we deliver our services, and some services may need to be delayed until any restrictions or special circumstances are relaxed. We envisage these to be short-term measures and now that we have some robust guidance issued by Accreditation partners, scheme holders and trade bodies, QAICL are in a position to react to special customer services to guide clients on how best to maintain their certification during this

period. This may involve delaying audits or more likely, until we receive more stringent restrictions on working, conducting remote audits with clients which will then be followed up with a site visit once the situation subsides.

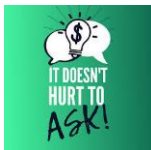
During this period, we ask that assessment teams and employees remain flexible in their approach to ensure the long-term impact on both clients, employees and our business is kept to a minimum. This may involve short-term cancellation policy relaxation for deferment of audits, for those with special circumstances and this may both have a short-term impact on revenues and therefore audit fees. We value each and every one of our colleagues and this will be kept to the very minimum possible over the short time that we envisage any issues.

Any deviations from planned audits should be agreed upfront with a team member at head office so that the situation and justification can be assessed, to ensure all implications are communicated to clients and to assess the risks involved of maintaining certification.

We advise all employees and assessment teams to follow the guidance issued by the government including that if anyone is showing symptoms of corona virus (Persistent cough / Fever / Difficulty breathing) that they self-isolate for a period of up to 14 days, depending on circumstances. We advise all employees to keep up to date with government guidance, which is changing on a daily and finally, should anybody have any doubt whatsoever about what to do, they should follow the stop, check, act guidance below: -



STOP: What you are doing



CHECK: With a team member or Manager



ACT: Follow the guidance given

Yours Sincerely,

Stephen Carter

(Scheme Manager)