



March 18, 2020: Cancellation Policy for COVID-19

In light of the COVID-19 pandemic, we expect to receive audit cancellation requests from clients and auditors at short notice. Under normal conditions, this would trigger our standard contractual terms, which include financial penalties for clients and payments to auditors. However, conditions today are not normal.

The safety and well-being of all our stakeholders is our highest priority, so we are introducing a COVID-19 cancellation policy. The purpose of this communication is to clarify our position during the pandemic. Our goal is to fairly administer a policy that is sensitive and fair to all involved while maintaining our good business relationships. Prior to canceling an audit, please consider having a remote audit which has been temporarily approved for those who meet the requirements. Details are being sent separately.

Scenarios:

Below are several audit cancellation scenarios and our modification related to our cancellation policy to the benefit of all parties.

COVID-19 Cancellation Policy: Client cancels the audit

- The client cancels an audit less than 30 days prior to the scheduled start date due to being in a travel-restricted area per CDC guidance (i.e. Seattle). PRI Registrar will invoice half of the normal cancellation fees to the client. PRI pays the auditor the contracted cancellation fee and any non-recoverable travel expenses.
- The client cancels audit less than 30 days prior to the scheduled audit start date due to their internal policy (i.e. no visitor allowed on site). PRI Registrar will invoice half of the normal cancellation fee and any incurred expenses. PRI pays the auditor the contracted cancellation fee.
- The client cancels audit less than 30 days prior to the scheduled audit start date due to closed facility or reduced employee numbers. PRI Registrar will invoice the client half of the normal cancellation fee and any incurred expenses. PRI pays auditor contracted cancellation fee.
- The client wishes to cancel their audit less than 30 days prior to the scheduled start date and wishes to keep the same auditor and the auditor does not charge a cancellation fee to PRI to remain with the client. There will be no cancellation fee charged to client and no cancellation payment made to the auditor.

COVID-19 Cancellation Policy: Auditor cancels the audit

- The auditor cancels audit less than 30 days prior to the scheduled audit start date due to risk. PRI Registrar does not pay the auditor. PRI will reschedule the audit ASAP with another available auditor or the original auditor if client and auditor agree to dates.

COVID-19 Cancellation Policy: Auditor and/or Client cancels audit

- The auditor and/or client cancels audit during the on-site portion of the audit due to risk (e.g. CDC high risk area, sick employees). PRI pays the auditor for work completed and expenses. The client will be invoiced for work completed and expenses. The remaining time of the audit will be rescheduled.

Please help us to assure your certification:

If you have an audit scheduled in the next 31 – 45 days, please consider the relevant industry requirements and your current situation regarding COVID-19 and let us know as soon as possible if you intend to postpone your audit to prevent cancellation fees and costs. Please consider the remote audit options that will be sent to you separately.

Industry requirements:

PRI continues to monitor our obligations regarding certification requirements for all of our accredited standards. ANAB has provided guidance for ISO related standards (ISO 9001, ISO 14001, ISO 45001) [at this link](#), allowing extension under certain circumstances.

IAQG (AS100, AS9110, AS9120) has just released an update (March 17, 2020) [at this link](#), which states remote auditing is possible and extensions are possible under specified conditions at this time. We will send separate information regarding this change and options available.

We will continue to monitor and adapt to this fluid situation with our primary focus being to maintain our client's certification and auditor capacity and relationships. We all have some risk in this situation. Our goal is to minimize risk for all parties as fairly as possible while we work through it together.

We value our relationship with you and thank you for your support during this challenging time.

Sincerely,
PRI Registrar
priregistrar@p-r-i.org