

Dear customer,

We hope this letter finds you well and that you are healthy and safe!

This is an update on the communication sent on March 12, 2020 regarding the management of audits during the COVID-19, corona virus outbreak.

TUV USA is tracking closely the updates related to the COVID-19 outbreak and taking appropriate actions, prioritizing the safety of our office personnel, audit team, personnel working for organizations certified by TUV USA and the members of society in general. The actions also aim to minimize the impact on our activities and ensure that the required audits are performed so the certifications of our customers are maintained.

We have been discussing with the accreditation bodies and regulatory authorities in the past days and we are happy to communicate that the remote assessments have been accepted for most of the certification schemes under the condition that a Risk Analysis is performed addressing the requirements of the *IAF document ID 3:2011 Informative Document for Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organizations* and other standard's specific requirements.

1 - Standards for which a Remote Assessments are allowed:

These are the standards, for which the accreditation bodies or related authorities accept the performance of remote assessment. However, the remote assessment is allowed only after the performance of a risk assessment by TUV USA of the certification of each organization, and the conclusion that the risk level of the certification is considered not HIGH:

- **ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 27001, and ISO 13485:** Audits can be conducted 100% remotely.
- **MDD (European Medical Device Directive):** Remote assessment may be allowed. The requests will be analyzed case by case by the Specialist Managers upon request from the client.
- **AQMS (AS 9100, AS 9110, AS 9120):** Surveillances and recertification activities in the year of 2020 may be up to 100% remote.
- **MDSAP:** The MDSAP Consortium submitted a notice where they suggest the Certification Bodies to consider the applicability of the Remote Auditing Pilot Program for the Device Marketing Authorization and Facility Registration process. Other than this, they allow the audits to be postponed by 6 months. The MDSAP Consortium has been inquired by a group of Certification Bodies to allow remote assessments.
- **BRC:** Remote Assessments are allowed when travel restrictions are identified in the area where the certified organization is located. An on-site assessment will be required 6 month later.

2 - Standards for which a remote assessment is currently not allowed in any case:

Based on the information we have at this moment, audits according to the standards listed below shall be performed on-site:

- **IATF 16949:** The audits cannot be conducted remotely. Audits can be postponed based on a risk analysis.
- **SQF:** The audits cannot be conducted remotely. Audits can be postponed based on a risk analysis.

TUV USA strongly recommends that if an on-site audit presents a risk, a remote assessment be performed instead, considering the conditions described above.

3 - Risk Analysis

You will be required to complete a questionnaire and provide some records, so TUV USA can perform a Risk Analysis and decide on the performance of Remote Assessments or to postpone the audit.

You can contact TUV USA Project Manager to obtain the questionnaire.

After the result of the Risk Analysis, you will be required to sign an agreement for the performance of remote audits.

4 – Expenses

The on-site audits may not take place in order to ensure the safety of all people involved in the process; however, since this is a last minute change, TUV USA assessors may already have booked their flights and therefore, incurred in expenses. TUV USA is asking the auditors to submit the expenses they had with the cancellation of flights and will Invoice the customers accordingly.

5 – Additional Audit Time for Remote Assessments

When performing remote audits, TUV USA is required to consider that the use of ICT tools may affect the audit time, therefore, more time (e.g. 0.25 ~ 0.50 MD) will be added to the time calculated for the on-site audit.

6 – Updates

TUV USA will continue keeping all personnel involved in the certification process up to date with the actions related to the COVID-19. The notices will continue being sent via bulletins in Workflow, e-mails and will remain available at TUV USA website <https://www.tuv-nord.com/us/en/home/>