



Dear Client,

In light of the COVID-19 pandemic, business and the conduct of audits has changed dramatically. We are doing all we can to maintain certificates, in accordance with the requirements of our accreditation bodies, while keeping the health and safety of our auditors, our clients and their families a priority.

What does this look like for you, our valued clients? We have good news! We can conduct entire audits – or at least parts of audits – remotely, using virtual audit techniques. Note: There are some sectors mandating a delay in audits, as opposed to conducting audits virtually.

Your Scheduler will send you forms and request specific documentation to help us understand what is happening at your organization and to perform the required risk assessment. The risk assessment will take into consideration:

- Are you still operational?
- Are you allowing visitors?
- Are there procedures in place so that safe products can still be produced?
- Past audit history
- Product types
- Recent recalls

#### Virtual Audits

- If your system is compatible with a virtual audit, we will schedule the virtual audit event using secure software. If you have a web conferencing software program that you prefer using, we will, of course, consider it. You will receive a link to join the virtual audit.
- Once you receive your audit plan, you will need to plan resources for the processes that are going to be audited.
- Site and facility tours can be conducted virtually by using the web conferencing software through an app on a smart phone, tablet or ipad.
- As more people are working remotely, it is entirely possible that the PJRFSA auditor may be auditing people who are working from their home offices. As long as relevant documents are accessible in your systems, then we can still conduct the audit.
- Opening and closing meetings will also be held virtually, so be sure to forward the log-in information to anyone in your organization who should be participating.

We have a team dedicated to providing support, but we still ask for your patience during this time. It may take some time for everyone to become comfortable with the software.

Again, we want nothing more than to maintain your certificate during this difficult time. These are uncharted waters. Deep breaths, we will get through this together.

Respectfully,

Lauren Maloney  
Food Safety Program Accreditations Manager