

Dear Customer,

We all live in different reality today. You as a customer are important to us.

We will carefully follow how COVID-19 outbreak is developing and what kind of impact this is having to us and our processes. Our main target is to safeguard you and our employee's life, health and safety. We will do this e.g. by following instructions and orders given by authorities. Regarding daily operations and continuity, we are living in challenging times and do our best to keep business going on. We in DNV GL, as a global corporation, utilize our experience from our local units. Especially from those where is more experience of Corona outbreak. This exceptional situation causes several changes in operations e.g. remote audits (based on accreditation rules and scheme owner decisions) and adding / serving on-line [trainings](#) and eLearnings.

We focus to implementation of the audits that needs to be completed before summer and during beginning of summer. At the same time, we need to evaluate capacity for Autumn, which will be busy time for all of us including our peer organizations. We will take all needed actions to secure continuity of audits. To make this happen the co-operation between you and us is crucial. Optimal solution is complete audits as planned with agreed timing and schedule. This will in many cases mean remote auditing or a combination of remote and on-site auditing.

We have also created a [web page](#), that will be updated when there are relevant changes from authorities and/or accreditation authorities or new instructions from scheme owners, standards or accreditation shall to be applied.

If you have any questions, please contact your DNV GL contact person or suitable email listed below:

- Audit or verification related questions: [planning.finland@dnvgl.com](mailto:planning.finland@dnvgl.com)
- Training questions: [training.finland@dnvgl.com](mailto:training.finland@dnvgl.com)
- Sales or other matters related questions: [certification.finland@dnvgl.com](mailto:certification.finland@dnvgl.com) or [osmo.flink@dnvgl.com](mailto:osmo.flink@dnvgl.com).

Thank you for your understanding and patience.

We do our best to find best possible solutions in these challenging times.

We Care!

DNV GL Business Assurance Finland Oy Ab