



## **WCS UK CANCELLATION POLICY**

World Certification Services Ltd (WCS) has hundreds of clients throughout the UK and undertakes dozens of audits every month using full time auditors and sub contract associate auditors.

In order to ensure that WCS offers its clients the flexibility, responsiveness and reliability that they require, it is imperative that scheduled audits take place on the day for which they have been planned, and that they are not cancelled or rearranged at short notice.

WCS schedules audits approx. **three months** in advance of the required date and makes every effort to meet its client's required-by dates. It is the WCS Lead Auditor's responsibility to liaise with the client and other audit team members in order to schedule the date of the audit. Once the audit date has been established/agreed the lead auditor communicates the date to WCS HQ and begins to plan the audit.

It is the client's responsibility to ensure they are ready for an audit. Cancellation due to lack of readiness for the audit is not acceptable as it deprives other clients of a resource that would otherwise be available to them. Cancellation increases administration costs, has a direct impact on WCS's auditor resource, and can affect WCS's ability to meet new and existing client's expectations with regard to audit dates.

Therefore, it is the policy of WCS that cancellation of an audit will incur a cancellation charge:

Cancellation charges will be:

### **AS 9100**

- Cancellation charges are:
  - o £700 per auditor day if cancelled within 30 days of the audit date
  - o £500 per auditor day if cancelled within 30 to 60 days of the audit date

### **ISO 9001 / ISO 14001 / ISO 45001**

- Cancellation charges are:
  - o £500 per auditor day if cancelled within 5 working days
    - Example: Two auditors for one day = £1000
    - Example: One auditor for three days = £1500
  - o £350 per auditor day if cancelled with 6 to 21 working days
    - Example: Two auditors for one day = £700
    - Example: One auditor for three days = £1050
  - o £150 per auditor day if cancelled 22 to 30 working day
    - Example: Two auditors for one day = £300



## **ISO 27001**

- Cancellation charges are:
  - o £600 per auditor day if cancelled within 5 working days
    - Example: Two auditors for one day = £1200
    - Example: One auditor for three days = £1800
  - o £400 per auditor day if cancelled with 6 to 21 working days
    - Example: Two auditors for one day = £800
    - Example: One auditor for three days = £1200
  - o £300 per auditor day if cancelled 22 to 30 working day
    - Example: Two auditors for one day = £600

## **UKAS AND ANAB WITNESSED ASSESSMENT**

It is a contractual requirement that certified clients allow relevant accreditation bodies (UKAS / ANAB) to attend certification audits (if requested). Your certificate will show the relevant accreditation body in the form of an accreditation logo on your certificate. If an accreditation body requests to attend the audit and the dates have been booked, then the client will be invoiced for any associated accreditation body costs if the audit is cancelled / postponed by the client. When an accreditation body attends an audit, this is usually referred to as a witnessed assessment.

## **CIRCUMSTANCES**

In order to be fair, WCS will apply these cancellation charges in all circumstances unless the following occur:

- Bereavement leave (immediate family or co-worker) so that a key process cannot be audited
- Adverse weather conditions
- Emergency situations (company related)

If you would like to discuss any part of the above cancellation policy, please contact World Certification Services Ltd.