

## **Alcumus ISOQAR Cancellation Policy**

Alcumus ISOQAR has approximately 4,000 clients under registration and is adding over a hundred new clients every month. We deliver over 700 audit days every month to clients using an employed auditor base of over 50 auditors and a large pool of sub-contractors.

In order to ensure that we offer our clients the flexibility, responsiveness and reliability that they rightly expect from us, it is imperative that scheduled audit visits take place on the day for which they are scheduled, and are not cancelled or rearranged at short notice.

We schedule the audit visits many months in advance, in consultation with clients, and communicate clearly at the time of arranging the next visit that cancellation at short notice will incur a cancellation fee.

It is the client's responsibility to ensure they are ready for an audit visit. 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. It also has a direct impact on ISOQAR's resource utilisation which increases the cost of our audit services for all of our clients.

Cancellation fees are currently as follows:

- Cancellation on the day = £700
- Cancellation 1 – 5 working days = £630
- Cancellation 6 – 20 working days = £350

Note fees are charged per auditor and per audit day.

Alcumus ISOQAR is committing resources in agreeing audit dates. Audit dates are normally agreed between the auditor and client during an audit and are recorded on the report; alternatively Alcumus ISOQAR and the client will agree dates for audits which will be confirmed by Alcumus ISOQAR in writing. It is not Alcumus ISOQAR's policy to issue reminders of forthcoming audit dates. It is therefore the client's responsibility to ensure that the audit can be conducted in accordance with the plan on the date(s) agreed. Consequently, a fee will be charged if a visit is postponed or cancelled within 20 working days of its planned occurrence. The fee chargeable for cancellation will be on a sliding scale, based on a percentage of Alcumus ISOQAR's current standards day rate fee per audit day. These are as follows: cancellation on the day = 100%; cancellation within 5 working days = 90%; cancellation within 6-20 days = 50%. Additional expenditure that has been incurred and is not reclaimable (such as flights or hotels) will also be levied.

In order to be fair to all of our clients we will apply these fees in all instances, allowing exceptions **only** for the following reasons:

- Our main client contact is on bereavement leave
- Our client's site is inaccessible and closed due to adverse weather or other incident/event outside of the control of the client

Our Audit Liaison Officers and ACS SIA Administrators do not have any discretion to waive cancellation fees. If you would like to discuss any aspect of our cancellation policy please e-mail our Operations Director, at [Nicole.Deasey@alcumusgroup.com](mailto:Nicole.Deasey@alcumusgroup.com). Or if you are a security client, please e-mail our ACS SIA Administration Manager, at [Jenny.Serrant@alcumusgroup.com](mailto:Jenny.Serrant@alcumusgroup.com).



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