



Live Stream Remote Auditing – Frequently Asked Questions

What is a remote audit?

A remote audit is one which takes place with the auditor 'off site' at another location, connecting with the member through video conferencing software. Remote audits are used when physical audits are not required (such as a renewal audit) or not possible.

What is live streaming?

Live streaming is the use of video technology to provide a live transmission of an event or activity using the internet. Members will use an application (app) on their smartphone or other device with a video camera to provide the auditor with a real time view of the site, activity, document or people. Live streaming increases the robustness of a remote audit by enabling the auditor to see what would normally be seen if on-site.

Is it secure?

Different apps have different levels of security and the app used is agreed between the member and NSF/the auditor. Any documentation or files which are shared via email will be kept secure and remain in confidence with the certification body and not disclosed to any third party.

There are some parts of our site which have poor or no internet connection – what happens?

If the internet connection is not strong enough in some parts of your site, the auditor will explain to you what he wants to see and will ask you to video those parts offline, and share the video through the conferencing app afterwards where you do have good connection.

How long does a live stream remote audit take?

Most audits are completed in the duration of a normal working day. If, due to the size and complexity of your organisation, a longer audit is required, this will be agreed with you in advance.

What is the agenda of a live stream audit?

The agenda on the day will be similar to that of a normal on-site audit. There will be an opening meeting where introductions are made, and the scope of the audit is agreed. The auditor will then go through the requirements of the Gafta Standard, asking to see documentation and evidence of compliance. Documentation can be shared on screen via the video conferencing app or email or by sharing photographs. When the auditor requires to observe an activity or take a site tour, this will be done using the video camera on the members smartphone device. The auditor will also wish to speak with other employees which can be done through the app, even if the employee is at a different location or on another site. The audit will end with a closing meeting where any non-conformances are reviewed, and next steps/actions are agreed.



I'm not very good with technology, I don't think I can do this

We recognise that technology is not something everyone is comfortable with and we have therefore trained our auditors and team members to help Gafta members through the process. Members can be reassured that the NSF International team will help them through this new process. Further guidance will be provided when the audit date is agreed.

How much does a live stream remote audit cost?

The cost of a live stream remote audit is £900.
In comparison, the cost of an on-site audit is £1,900 which includes auditor travel expenses.

How do I apply for an audit?

Existing members can apply by emailing their details to ApprovedRegisters@gafta.com. An invoice for the audit will be sent to you and upon payment, details will be passed to NSF International for them to arrange the audit with you on a mutually convenient date.

Non-members will need to join Gafta to proceed – www.gafta.com/join-gafta. The option to apply for audit is part of the application process and the audit will be invoiced at the same time as the membership fee.

Will I still have to have an on-site audit?

To begin with we are using this technology as a robust alternative to the initial on-site audit during the coronavirus pandemic. Therefore, you may still need to have an on-site audit as part of the current 3-year cycle of 1. On-site 2. Remote 3. Remote. However, trials with other schemes indicate that this could become another approach to auditing, reducing the frequency of, or even removing the need for on-site audits.

Will the deadline for compliance with the new requirements be extended?

The deadline for compliance with the new certification requirements for the Approved Registers of Analysts and Superintendents will remain **31 May 2021**.

The changes to the Approved Registers were announced last year; more information can be found on the respective website pages.

We believe that livestream auditing will help members meet the deadline by providing more capacity and flexibility around the logistics of organising audits. We are also aware that many accreditation bodies are using similar technology to continue to carry out their audits.

We will of course keep this under review, and should anything change we will inform our members through our usual channels.