

Live webinar: The Virtues of Remote Audits

Food Industries Association Queensland Inc.

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26 May 2020

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Our speakers today



Today's Speaker
Todd Redwood

Global Food and Retail Supply Chain Operations
and Compliance Director, BSI Group

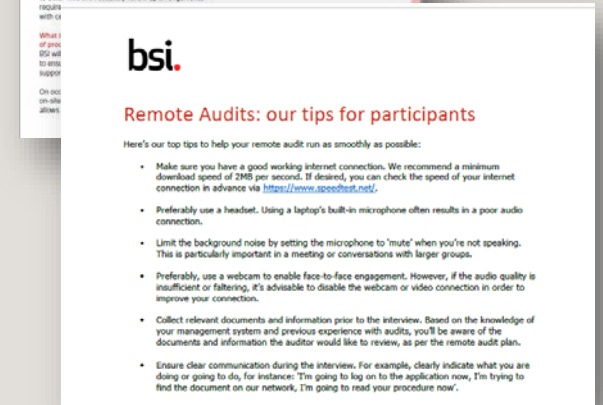


Today's Host
Jana Cameron

President
FIAQ

Webinar logistics

- Please remain muted for the entire presentation
- 25 minute presentation
- 25 minutes Q & A session
 - Please use the Chat box to submit questions during the webinar
 - We'll respond to as many questions as we can during the Q&A session
- All people registered for today's webinar will receive a link to the recorded webinar, along with:
 - Remote Audit guide
 - Remote Audit FAQ
 - Remote Audit tips



What we will cover in today's webinar

- Food sector position on remote auditing
- Benefits and challenges of remote auditing
- What a remote audit comprises
- Technology used for remote audits
- Planning and delivering a remote audit
- Support
- Questions

Food sector position

- A mixed response from the industry
- GFSI position – no remote audits, instead extension of certificates
- Retailers and brands following GFSI position
- Some regulators accepting remote audits
- GFSI public stakeholder consultation adding ICT to the GFSI Benchmark



Benefits

- Maintain audit cycles and manage risk
- Encourages Food Safety Culture
- Access to a greater network of global expert auditors
- Decrease carbon footprint and expenses through reduced travel
- More flexibility
- Engage people in the company regardless of where they are based

Challenges

- Less personal interaction
- Time management can be challenging
- Paper based documentation not efficient to share
- Technology failures
- Access to areas can be compromised
- Reading body language



Remote audit approaches

- The auditor is off site, auditing from an office or from home
- The auditor is at one certified location, remotely auditing other sites in a group



Remote audit Activities

- Performing interviews
- Reviewing documentation and records
- Observing processes and activities

Immersive Technology Solutions

Enabling remote audit delivery



Technologies

1. Level 1: live web streaming technology
2. Level 2: live streaming paired with mobile technology
3. Level 3: Live streaming paired with smart wearables
4. Level 4: Drone and satellite aerial imaging and analytics

Level 1 - Live web streaming

Live streaming technology such as MS Teams, Webex, Zoom and Adobe Connect to support:

- Document, record and procedure review
- Live interviews with your teams

Secure sharing platforms may also be used to transfer documentation

Level 2 - Live streaming paired with mobile technology

- Video applications on smart devices (smart phones and tablets) to immerse audit teams
- The technology enables virtual site tours
- It allows auditors to observe the implementation of processes and activities in real time

Level 3 - Live streaming paired with smart wearables

- Fully immersed in the audit by using hands-free technology such as smart glasses and video headsets
- Providing immersive technology equipment in advance of your audit for your teams to use in action
- Live feeds communicating data to an augmented reality platform for verification by the auditor

Level 4 - Drone and satellite aerial imaging and analytics

- Using drones, unmanned aerial vehicles (UAVs) or satellite imagery to deliver a safe, effective and efficient experience
- Superior level analytics, planning, and lifetime digital remediation of corrective issues

<https://www.youtube.com/watch?v=EW1Ggx9aq0U>



A man with a beard and dark hair, wearing a light blue button-down shirt, is looking down at a document in his hands. He is in a meeting with a woman whose back is to the camera. The background is a blurred office setting. A large red semi-circle is overlaid on the right side of the image, containing white text.

What to expect from a remote audit

The Remote Audit will normally follow three simple steps:

- Planning
- Conducting the audit
- Audit reporting



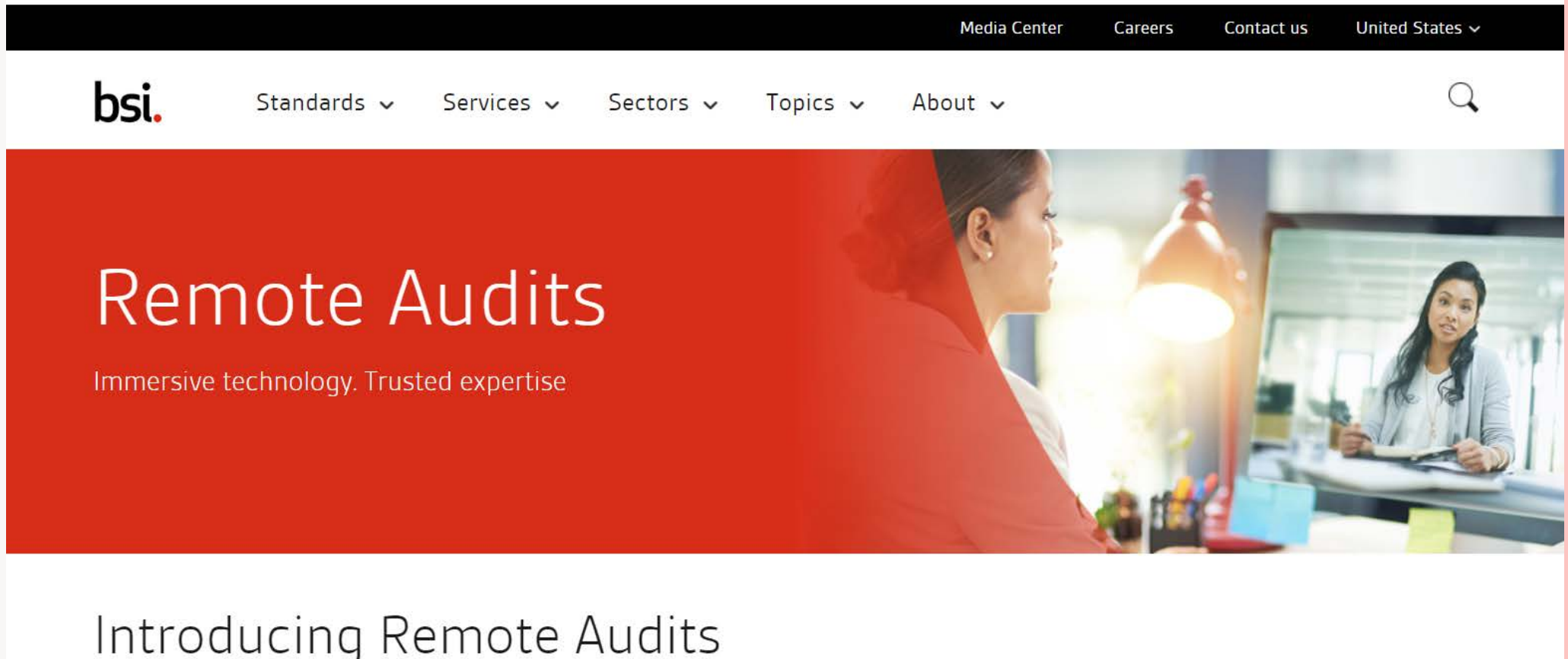
Planning for a remote audit

- More planning time required
- Consider technology to be used
- Consider access for multiple parties in multiple locations
- Test technology prior to the audit
- List of documents/records required up front
- Ensure access to records
- Consider Wi-Fi signal strength in production areas (video)
- Authority to take mobile technology into production areas (glass and electronics)

Conducting the Remote Audit

- In some applications information can be provided to the auditor in advance
- Follow the audit plan!
- Maintain the usual audit protocols
- Have the requested information ready so as not to create significant delays
- The audit report will include a description of the remote activity and tools used

Support

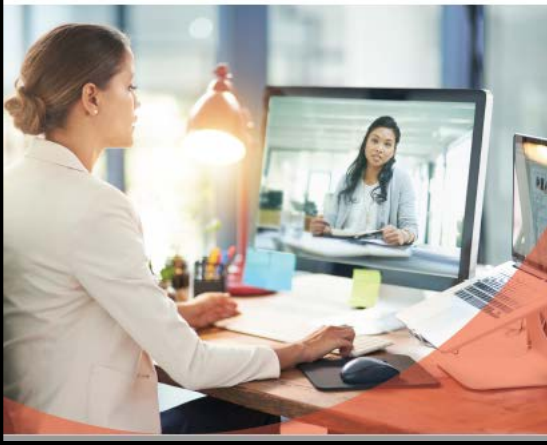


The image shows a screenshot of the BSI website. At the top, there is a black navigation bar with links for "Media Center", "Careers", "Contact us", and "United States" with a dropdown arrow. Below this is a white navigation bar with the "bsi." logo on the left and links for "Standards", "Services", "Sectors", "Topics", and "About", each with a dropdown arrow. A search icon is on the right. The main content area features a large red banner with the text "Remote Audits" in white, followed by the tagline "Immersive technology. Trusted expertise" in a smaller white font. The background of the banner is a photograph of two women in an office setting, one looking at a computer screen. Below the banner, the text "Introducing Remote Audits" is displayed in a large, dark font.

Support Materials

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Remote Audits
Immersive technology.
Trusted expertise.



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Remote Audit FAQs

We're committed to ensuring your remote audit is delivered seamlessly. Here are answers to some frequently asked questions to help you.

Will the audit duration be any different for a remote audit?

No. Your audit duration is designed to meet certification scheme requirements so the duration required will remain the same. However, delivery approach may need to vary depending on specific scheme requirements. Most schemes enable audits to be conducted either partially or fully remotely. The specific audit criteria will be taken into consideration when developing your audit plan and agreed with you in advance.

What happens if there are connectivity issues during a remote audit?

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Remote Audits: our tips for participants

Here's our top tips to help your remote audit run as smoothly as possible:

connection. We recommend a minimum
, you can check the speed of your internet
[est.net/](https://www.bsi.com/est.net/).

t-in microphone often results in a poor audio

ophone to 'mute' when you're not speaking.
onversations with larger groups.

ce engagement. However, if the audio quality is
e the webcam or video connection in order to

rior to the interview. Based on the knowledge of
ence with audits, you'll be aware of the
like to review, as per the remote audit plan.

ew. For example, clearly indicate what you are
o log on to the application now, I'm trying to
to read your procedure now'.



Questions?

BSI Training Academy

Food Safety Popular Courses

Course	Duration	Delivery Method
HACCP Requirements and GMP	2 days	Live Virtual Session
HACCP Refresher	4 hours	Live Virtual Session
Food Fraud VACCP	4 hours	Live Virtual Session
Food Defence TACCP	4 hours	Live Virtual Session
Food Safety Internal Auditor	2 days	Live Virtual Session

Call

1300 730 134

Email

training.aus@bsigroup.com

Website

bsigroup.com/en-au/training

Promo code

Code: **FIAQmember10%**
Provides 10% discount



Thank you!

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