

Due to the Coronavirus Pandemic WCS has now activated its management of extraordinary events procedure.

WCS is committed to ensuring the health and safety of customers, employees, and interested parties throughout this pandemic and has now made the decision to implement remote auditing for all UK audits for the next two months from the 23<sup>rd</sup> March 2020. An extension to this may be required.

WCS understands that's its clients need business continuity within their operation, and this includes maintaining their applicable certification.

WCS is in the process of communicating this decision to clients, full time auditors and contract auditors.

WCS has prepared the following guidance for clients who are undergoing a remote audit.

### **Remote Auditing Techniques and Systems**

WCS auditors will work with each client to best determine the method of remote audit. Typical systems can be.

- Telephone
- Email
- OneDrive
- MS Teams
- Skype
- Team Viewer
- AnyDesk
- Etc

### **Information Required**

WCS auditors will review as much system documentation as possible remotely. This can include:

- Quality Manual
- Procedures
- Work Instructions
- Management Review Agenda
- Management Review Minutes
- Internal Audit Schedule
- Internal Audit Reports
- Complaints Log and Reports
- Corrective Action Forms
- Risk Registers

WCS Auditors will review the infrastructure and work environment using:

- Photos (Taken on the Day)
- Video Streams
- Equipment Maintenance Records
- Calibration Records

## **Operational Processes**

WCS auditors will review operational processes via:

- Video Streams
- Photos
- Phone Interviews
- Web based Interviews
- Project Files
- Production Records

## **Technical Difficulties**

It is likely that technical difficulties will occur throughout the Remote Audit. These will be managed accordingly and the WCS auditor will attempt to continue if possible.

The most basic form type of remote audit can be completed. For example, phone call and email.

## **Communication**

All WCS Auditors have been requested to contact clients in advance to establish the best methods for remote auditing. The WCS auditor will prepare and revise the audit plan and programme accordingly.

## **Availability and Preparation**

WCS will be required to interview key personnel depending on the area / process or activity. Clients should:

- Ensure appropriate management are available for the opening and closing meeting
- Ensure personnel are available as per the audit plan
- Ensure documentation is available
- If key personnel are at different locations or perhaps a work at home policy has been introduced then contact details should be made available.

## **Confidentiality and Security**

WCS understands that with remote auditing comes new risks with regard to confidentiality and security of information. WCS have confidentiality agreements in place and retained at WCS.

WCS auditors have been instructed to delete all client documentation following the close of the remote audit.

WCS auditors have been requested to ensure anti virus and malware software is up to date and scheduled scans are completed prior to undertaking any remote audit.

# CLIENT UPDATE

## REMOTE AUDITING

### **Programme and Partial Audits**

WCS maintains a three-year audit programme for all certified clients and is committed to maintaining client's certification. This programme is a dynamic document and can be revised to take account of the current situation.

If during a remote audit a process or activity cannot be reviewed, then it may be possible for this to be moved to a future audit in the three-year programme.

High Risk Certificates are those expiring in the next 3 months and full recertification audits are expected to be completed. If the full recertification audit cannot be completed, then WCS will extend your certificate for a maximum of 6 months subject to a partial remote recertification.

Surveillance audits may also be partial audits if a process or activity cannot be reviewed remotely. If a partial remote surveillance audit is completed, then WCS will be expected to revise the programme and complete the audit on site at a later date.

### **Further Information**

If you have any questions, please contact WCS or speak with your WCS Assessor.

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