

Remote Auditing: Frequently Asked Questions

AfriCert always delivers a fine tuned audit, and there is no difference when it comes to remote audits. We understand that change can leave you with more questions than answers, which is why we have answered some of the most frequently asked questions.

Will my company information remain secure during a remote audit?

The process in passing the data has not changed rather the communication, for example a video call, which has very minimal risk during this process. Data will only be shared via secure mail or dropbox if video vision and screen sharing was not successful.

In addition to this, we will always ask for confirmation before recording a remote session with you (Our client).

The information that is collated will be stored as per usual in the client folder we have for all our clients (along with all the other audit records)

Any recordings (video/voice) is only for the purposes of certification findings and conclusions to the audit results. These recording will only be done if required.

For more information on remote audits or certification needs please contact us at:

Client Care:

clientcare@africert.co.za

Office Line:

+2710 007 5252

Or Visit us at:

www.africert.co.za

Is the audit duration shorter?

No, your set surveillance schedule will still be audited as if it is an onsite audit. The audit program will be defined and sent to you in order to prepare for the upcoming audit.

Interruptions during a remote audit?

Connectivity issues might happen, in this case the audit will continue as per usual via phone calls and/or emails between the auditor and the client. If this is not possible or the connectivity issue cannot be resolved, AfriCert will arrange with you to conduct an extension audit to remain within certification requirements.

If our audit team can not witness the activities during a remote audit?

AfriCert will do all we can to assist and support a remote audit walk about using your laptop or cellphone in order to see these activities. If for any reason this can not be done AfriCert will schedule activities within the next surveillance audit to ensure adequate review. If activities can not be moved to the next surveillance, AfriCert will need to arrange an extension audit.