CERTIFIED BY CSTB

NF

Remote **audit**
management following the **CSTB** protocol

QB

QUALITY IN BUILDING

The certification mark of
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CSTB UNDERTAKES TO:

Organise a remote audit preparation meeting.

Plan the remote audit at least 15 days prior to the audit.

Provide access to the TEAMS and OneDrive communication tools.

Respect the confidentiality and security of conversations.

THE HOLDER UNDERTAKES TO:

Set up the necessary means of communication (e.g. smartphone with camera).

Test connectivity and stream the requested videos live or pre-record them.

Ensure the safety of the on-site participant.

Respect scheduled audit dates (preparatory meeting + remote audit).

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Benefits for the holder: Flexible audit planning thanks to adaptable 'Live Stream[1]' and 'Pre-recorded[2]' options

Maintain certification for the **product/service as well as audit frequency**[3]

Security and confidentiality are respected[4]

Recognised audit quality

Shorter preparation time for the **auditee: Fewer email discussions and document transfers**[5]

[1] Live stream audit = the operational component relies on a mobile videoconference using the 'Live stream camera' to oversee tests, check stock and marking, etc.

[2] Remote audit with pre-recorded video = the operational component relies on videos pre-recorded by the holder, under the full responsibility of the latter, which are viewed using screen sharing.

[3] Certificate maintenance is based on international accreditation body (IAF) rules and respects certification reference system requirements.

[4] Microsoft TEAMS and OneDrive are the IT tools approved by CSTB for ensuring confidentiality. Under certain conditions, the holder may, under their sole responsibility, choose another communication system.

[5] The auditee is no longer required to scan documents as the documents are examined live during the audit. The document component relies on a live stream videoconference during which documents are shared.

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This document was created in compliance with the Undertaking Remote Audits for 'Product', 'Service', and 'CE Marking' Certification Practical Guide, rev01. November 2020.

Remote **audit** management following the **CSTB protocol**

20 DAYS — 1 — BEFORE THE AUDIT

CSTB arranges an audit preparation meeting, held by videoconference[4]

2

The auditee verifies connectivity on their site and makes sure document viewing quality is acceptable (plant, stock, laboratory).
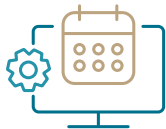
17-20 DAYS — 3 — BEFORE THE AUDIT

The auditee confirms connection quality as well as the remote audit options chosen for each part of the audit:
- Production monitoring
- Supervision of tests
- Product sampling

15 DAYS — 4 — BEFORE THE AUDIT

CSTB sends the remote audit plan indicating the options selected and specifying the document criteria audited by document sharing and the operational criteria audited by live stream video or pre-recorded video.

DAY OF — 5 — DURING THE AUDIT

CSTB leads the audit remotely based on the selected options

DAY OF — 5.1 — DURING THE AUDIT

DOCUMENT AUDIT

Desktop-to-desktop connection

On the site, the auditee shares documents at the auditor's request:

By sharing the window

By filming them

Via OneDrive

DAY OF — 5.2 — DURING THE AUDIT

OPERATIONS AUDIT

PRODUCTION MONITORING

The auditee films the aspects being audited according to the auditor's instructions (operation sheet, online check, etc.)

SUPERVISION OF LABORATORY TESTS

The auditee films the aspects being audited according to the auditor's instructions: sample preparation, start, end of test.
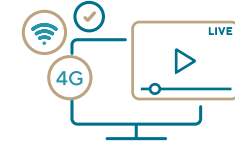
INSPECTION OF STOCK AND PRODUCT MARKING

The auditee films the aspects being audited according to the auditor's instructions (label, marking, etc.) and takes samples, if applicable.

Good wireless signal

RECOMMENDED FOR PLANTS EQUIPPED WITH SMARTPHONES AND HIGH-SPEED INTERNET.

In areas with coverage, the auditee completes these actions using live stream video on TEAMS.

No wireless signal

RECOMMENDED FOR PLANTS WITHOUT NETWORK COVERAGE OR SUBJECT TO TIME ZONE DIFFERENCES

In areas without a signal, the auditee completes these actions prior to the remote audit and shares the videos and photos the day of the remote audit using CSTB's dedicated OneDrive space.

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https://evaluation.cstb.fr/en/certifications/
For more information, contact the application manager