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).

**Benefits for the holder:** Flexible audit planning thanks to adaptable ‘Live Stream’ and ‘Pre-recorded’ options

**Maintain certification** for the product/service as well as audit frequency
**Security and confidentiality are respected**
**Recognised audit quality**
**Shorter preparation time for the auditee:** Fewer email discussions and document transfers

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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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Remote audit management following the CSTB protocol

1. Before the audit
   - 20 days before the audit: CSTB arranges an audit preparation meeting, held by videoconference.
   - 2. The auditee verifies connectivity on their site and makes sure document viewing quality is acceptable (plant, stock, laboratory).
   - 3. 17-30 days 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
   - 4. 15 days 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.

2. Day of the audit
   - 5. CSTB leads the audit remotely based on the selected options
     - Day of 5.1: 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: 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.

3. 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.

4. 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.

For more information, contact the application manager.