

# Remote Audit FAQs

## What is the difference between remote auditing and face-to-face auditing?

A remote audit is conducted 'virtually' which means you are able to easily share copies of your documents online. We will then go through these together on the day of the audit. The audit process is exactly the same, except the auditor will not be there in person, allowing more time for you to prepare. Feedback from our clients is that it is a much easier and relaxed process.

## What technology will we need to be able to do our audit remotely?

We feel that the best method to conduct your remote audit is Microsoft Teams. It's really easy to use and you don't even have to have this programme installed on your computer; you simply click on the link we send you and it will open up in your internet browser. You will need internet access in order to share your documents and join your audit online. You will also need a microphone and speakers if they are not built into your computer.

## What if we don't want to use Microsoft Teams for our remote audit?

No worries! There are alternative platforms which can be used such as Zoom, Skype or similar. You can discuss these options with your auditor prior to your audit commencing.

## Don't you need to be onsite to witness our operations and interview employees?

We will work with you to obtain the documentation required to enable us to have confidence that your processes are controlled effectively. Video interviews and site walks can be scheduled to fit into your time-scales and we will inform you in advance which key staff members we would like to interview.

## What if our staff are all working from home?

That's not a problem at all. If you have an accredited ISO certificate, remote audits have been agreed as they are within recognised guidelines. All our auditors are equipped to discuss each stage with you.

## Are there any circumstances in which you can't conduct our audit remotely?

Your forthcoming audit has already been checked to ensure it meets the recognised guidelines, so there is no reason why it cannot be conducted remotely. You should prepare in the same way, by making all relevant staff available and making sure you have all your documentation available prior to the start of your audit via Microsoft Teams. We have already carried out numerous remote audits and have received great client feedback on how straightforward and efficiently they have gone.

## We don't have electronic copies of all our documents. A lot of our records are hard copies, how will you be able to review them?

You can either scan or take photographs of your documents and upload them to Microsoft Teams. Your auditor will work with you to find the easiest and best solution for you.

## Will the audit take the same amount of time?

It will take the same number of days as it would if the audit was conducted onsite and so the fees will remain the same.

## What will happen to all my files I have uploaded to Microsoft Teams after the audit has finished?

We can assure you in line with our policy which states that we will ensure all client data has been deleted from Microsoft Teams after the audit has finished.



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