

# LATAK-D.050

## LATAK Procedure for Remote Assessment

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#### Copyright and basic principles

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The document text may be translated into other languages. The text in Latvian shall be considered the main text.

#### Additional information

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## 1. Introduction

Remote assessment is a method for assessing conformity assessment bodies (hereinafter – CABs) carried out using information and communication technologies (hereinafter – ICT) when on-site assessment is not possible or not appropriate. On-site assessment shall always be given priority. Remote assessment shall ensure security, confidentiality, data protection and shall provide results equivalent to those of an on-site assessment. The State Agency “Latvian National Accreditation Bureau” (hereinafter – LATAK) performs remote assessments using secure ICT platforms (*Microsoft Teams*).

Remote assessment shall ensure a level of performance equivalent to that of on-site assessment.

Remote assessment may involve the use of software and hardware such as smartphones, handheld devices, laptops, desktop computers, drones, video cameras, wearable technologies, artificial intelligence, and other devices. The use of ICT may be appropriate both on-site and for remote auditing/ assessment.

Examples of the use of ICT during the assessment of conformity assessment bodies may include, but are not limited to:

- meetings and interviews using teleconferencing facilities/ electronic meeting systems, including audio, video and data sharing;
- assessment of documents and records through remote access, either synchronously (in real time) or asynchronously (as applicable);
- the use of photo, video and/ or audio recordings;
- provision of visual/ audio access to remote or potentially hazardous locations.

During the use of ICT, LATAK and CABs shall ensure appropriate controls to prevent misuse that could compromise the integrity of the assessment process.

## 2. Definitions and Applicability

2.1. Remote assessment – assessment activities performed outside the physical location of the object being assessed, using ICT.

2.2. Virtual site – an online environment where processes are carried out regardless of physical location.

2.3. Remote assessment is not applicable within the framework of initial accreditation.

2.4. Remote assessment shall be conducted where it is agreed by LATAK and the CAB, and where the necessary documentation and technical means are ensured.

2.5. Remote assessment may be carried out where the CAB’s documentation is available in electronic form.

2.6. Persons participating in remote assessment shall be instructed and/or trained in performing such activities.

2.7. If the CAB does not have a licensed MS Teams application, communication may be carried out using an appropriate internet browser. Provision of a licensed application solely for these purposes is not required.

### **3. Planning of Remote Assessment**

- 3.1. Planning is carried out in cooperation between LATAK and the CAB, agreeing on the activities to be performed remotely.
- 3.2. Prior to the CAB assessment, a test meeting shall be conducted to verify the functioning of ICT, as well as audio, video and connection quality.
- 3.3. In the case of remote assessment, the CAB assessment plan shall additionally define the topics and activities to be assessed, the ICT platforms to be used, the time schedule, the persons involved in interviews and the demonstrations of practical activities.
- 3.4. Technical issues shall be resolved before the conduct of the CAB assessment.
- 3.5. Where remote assessment constitutes only part of the planned CAB assessment, all requirements of this document shall apply.
- 3.6. Time for remote assessment shall be planned taking into account that document review and interviews cannot in all cases be conducted simultaneously.

### **4. Conduct of Remote Assessment**

- 4.1. Remote assessment of a CAB is conducted in a manner similar to on-site assessment. It begins with an opening meeting and concludes with a joint closing meeting.
- 4.2. All documents required for the CAB assessment shall be submitted to LATAK electronically. The lead assessor may request additional documents beyond those specified in the list of documents to be submitted under the relevant accreditation schemes. Where documented records are demonstrated by the CAB during the assessment, the CAB shall be able to convert them into electronic form (or scan them) and submit or send them to the LATAK lead assessor during or shortly after the assessment (if necessary). If remote access to CAB documents is provided, access must be provided until the accreditation decision is made.
- 4.3. Demonstrations of the CAB's practical activities may be assessed remotely using video recordings and live online demonstrations. The suitability of such assessment methods shall be determined by LATAK, taking into account the objectives of the respective assessment.



- 4.4. If the remote assessment cannot be implemented to the planned extent, the LATAK lead assessor assesses whether additional reassessment can also be carried out remotely or should be carried out on site. The parties involved agree on the deadlines. Identified deviations from the planned activities are documented in the CAB assessment report and explained at the closing meeting.
- 4.5. During remote assessment, the CAB shall ensure two-way (bidirectional) video and audio communication, a reliable internet connection and appropriate ICT equipment.

## 5. Confidentiality and Data Protection Requirements

- 5.1. All data are processed in accordance with the Personal Data Processing Law and Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR).
- 5.2. LATAK and CABs shall not make audio and/or video recordings during remote assessment.
- 5.3. Both parties shall ensure the functionality of ICT systems, their compatibility with the ICT platform, and the availability of the necessary equipment.
- 5.4. Where an alternative ICT platform is used at the initiative of the CAB, the CAB shall be responsible for licences, data protection and confidentiality. The use of ICT platforms shall be coordinated with LATAK's capabilities and security requirements.

## 6. Constraints and Risks

- 6.1. Remote assessment may not be suitable in all situations, for example where access to documentation cannot be ensured or where internet connectivity or quality is limited.
- 6.2. LATAK evaluates risks related to the suitability of remote assessment, taking into account technical, security and competence considerations, as well as the validity and objectivity of the information obtained. When assessing risks, aspects 3.1.-3.3. of the EA 2/21 document should be applied.
- 6.3. The decision on the application of remote assessment is made by LATAK.

## 7. Reporting and Documentation

- 7.1. All remote assessment activities are documented, specifying the methods used, observations, objective evidence, nonconformities and recommendations.
- 7.2. The CAB assessment report is prepared electronically and sent to the CAB at the e-mail address indicated by it.

- 7.3. The CAB assessment report specifies which ICT methods were used, their effectiveness, limitations and other relevant information.
- 7.4. Information on remote assessment is documented in the assessment programme of the accreditation cycle and, where necessary, the programme is adjusted.
- 7.5. The requirement of LVS EN ISO/IEC 17011:2017, clause 7.9.3, regarding the maximum interval of two years between on-site assessments shall be complied with.

## 8. References

- ISO/IEC TS 17012:2024 “Conformity assessment — Guidelines for the use of remote auditing methods in auditing management systems”
- IAF MD 4:2025 “Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes”
- IAF ID 12:2023 “Principles on Remote Assessment”
- EA-2/21 “Guidance on remote assessments”
- ISO/IEC 17011:2017 “Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies”
- ISO 19011:2018 “Guidelines for auditing management systems”

## Register of changes

Version	Content of changes	Date
01	Initial approval of the document	February 2026