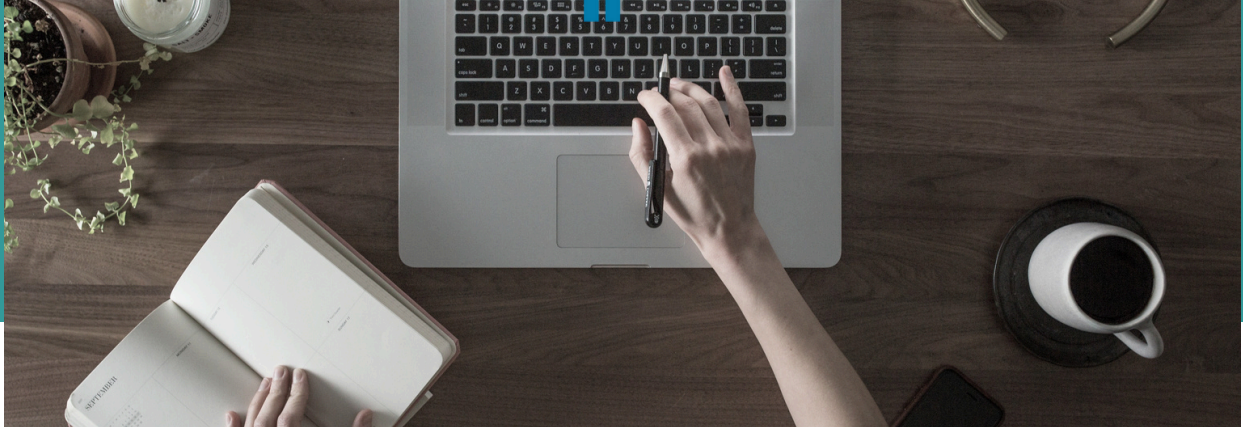


REMOTE ASSESSMENT GUIDELINES FOR LATAK CUSTOMERS



WHAT IS REMOTE ASSESSMENT?

Remote assessment is an accreditation procedure carried out with the aid of technology when an on-site assessment is not possible. For security reasons, LATAK conducts remote assessments via Microsoft Teams, inviting the conformity assessment body in advance by email and providing the meeting details—date, time, invited participants—as well as a link to join the remote assessment.

The remote assessment process is conducted in the same way as an on-site assessment. The duration of the procedure is agreed in advance with the lead assessor, and the stages of the procedure are defined by mutual agreement. If any stage cannot be performed remotely, the parties will agree in advance how the required activity will be carried out—either by scheduling an on-site session or by arranging an alternative remote solution.

If an online remote assessment is interrupted or cannot take place due to unforeseen circumstances, the assessment team will make every effort to switch promptly to the most suitable method for conducting the assessment, for example by using teleconferencing or another appropriate means.

* WHEN ORGANIZING AND CONDUCTING REMOTE ASSESSMENT, THE REQUIREMENTS SPECIFIED IN IAF MD 4, MUST BE FOLLOWED.

WHAT CAN AN INSTITUTION EXPECT FROM THE REMOTE ASSESSMENT PROCESS?

The assessment process may already be familiar to you. The opening and closing of the assessment will be led by LATAK representatives. The LATAK lead assessor and expert will also oversee the review of all information, the closing stage, and the handling of clarifications and the progress of proceedings. Information required for the remote assessment—including documents, reports, and other materials—must be submitted in advance; the lead assessor will inform you about this and explain the process. LATAK processes data in full compliance with confidentiality and data protection requirements.

*The duration of the remote assessment may differ from the on-site visit time you are accustomed to; you will be informed accordingly. It may also be necessary to split the process into parts so that the experts and the lead assessor can review the required information, discuss all necessary matters with the institution's staff, and adjust the course of the assessment as needed. **During the assessment, it is important that you have a video camera, microphone, and a computer (or a tablet or phone if that is more convenient).** Being able to see and communicate with you is an effective way to maximise the quality of the process, reduce the time needed to obtain information, and avoid unnecessary data transfers and data-flow arrangements.*

WHAT DOES THE INSTITUTION NEED TO BE SURE THAT YOU ARE READY FOR REMOTE ASSESSMENT?

Remote assessment is, by definition, closely linked to modern technologies, so we recommend the following to ensure you are ready for the process:

- Make sure all IT systems are functioning so you can connect to the selected online solution, Microsoft Teams.
- **Use a computer or other smart device equipped with a camera and microphone.** If that is not available, provide a separate camera and microphone and ensure they can be connected to your device to enable high-quality communication with LATAK. In Microsoft Teams you can turn the microphone and video on or off by clicking the on-screen icons. If the icons are shown with a strikethrough, the microphone is muted and the video is not visible to the other party. The lead assessor will provide guidance if needed.
- If you do not wish to use Microsoft Teams, please contact LATAK about using your preferred solution (provided you are confident the platform is secure). We will check whether it is possible and safe on our side to use your preferred connection method.
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* WHEN PLANNING AND CONDUCTING REMOTE ASSESSMENTS, THE REQUIREMENTS SET OUT IN IAF MD 4 MUST BE OBSERVED.

WHAT DOES THE AUTHORITY NEED TO CARRY OUT A QUALITY REMOTE SENSING?

PERSONNEL

On the institution's side, LATAK expects the attendance of those staff members whose presence is essential. In advance, you will agree which employees will participate during the assessment. Most often, these are the same employees who have taken part in previous on-site assessments. Staff must remain available throughout the assessment whenever communication with LATAK representatives is required.

Technical personnel and the institution's management are involved at defined stages of the assessment and will be notified in advance—for example, for the opening meeting and the closing discussion.

DOCUMENTATION

All documents that can be reviewed prior to the assessment must be submitted to the lead assessor; you will be notified in advance and agreement will be reached on which documents to provide and by what deadline. LATAK will seek to review as much information as possible beforehand to ensure an efficient assessment process. However, during the online assessment you may be asked to present additional documents that are typically examined during on-site assessments, such as the internal audit programme, management review records, proficiency testing data, and similar materials.

Remote assessment of practical activities

This can indeed be a demanding process—yet no less engaging. In such cases, the institution and LATAK's lead assessor will use the most convenient, effective, and high-quality methods to ensure that the outcome does not differ from an on-site assessment. For example, the lead assessor may ask you to film a process, join a live session to demonstrate certain activities in real time, conduct interviews with the relevant staff, or present a post-audit report live. These arrangements will be agreed jointly with LATAK representatives. Before the assessment, you should:

- Ensure that real-time **internet connectivity** is available (most commonly a Wi-Fi connection).
- Ensure that your **device supports two-way live communication** so that LATAK experts can easily communicate with you and see and hear the necessary processes and activities.
- If records, data, or information will be submitted as a recording, **make sure the video and audio quality are sufficient** for LATAK staff to accurately interpret the information provided. If questions arise, LATAK will contact you; therefore, it is important to agree in advance on the time and means of communication so that the institution's responsible staff are available.

IF YOU HAVE ANY QUESTIONS OR UNCERTAINTIES, PLEASE CONTACT LATAK REPRESENTATIVES. WORKING TOGETHER, WE WILL CERTAINLY RESOLVE EVERYTHING, AND THE REMOTE ASSESSMENT PROCESS WILL BE JUST AS ENGAGING FOR YOU AS AN ON-SITE ASSESSMENT.

GOOD LUCK!

*WHEN PLANNING AND CONDUCTING REMOTE ASSESSMENTS, THE REQUIREMENTS SET OUT IN IAF MD 4 MUST BE OBSERVED.