

Rules and recommendations to carry out remote SQAS assessments. [Version 9](#)

Any assessor can request a **partial remote** SQAS assessment of a company. The requirements/recommendations are in the **left column** of the table below.

Any assessor can request a **full remote** assessment of an “office only” company. The requirements are both **in the left and right columns of the table below**. The definition of an “office only” company is on Annex I.

<u>Requirements for partial remote assessments: any company</u>	<u>Additional requirements for full remote assessment: only for “office only” companies.</u>
Assessor	
<ol style="list-style-type: none"> 1. Experience: the assessor must have experience in remote auditing technology 2. Equipment: <ol style="list-style-type: none"> 2.1. The assessor should use a videoconference web application (example TEAMS, Skype, Zoom, etc). 2.2. It is mandatory that the assessor uses two screens or two PCs: one to see the documentation shown by the company and the other to see the SQAS software application. A PC with a big screen that could be split is another option 	<ol style="list-style-type: none"> 1. Experience: <ol style="list-style-type: none"> 1.1. The assessor must have assessed the company before and 1.2. Must have experience in video calls 2. Equipment: <ol style="list-style-type: none"> 2.1. The assessor will additionally have to use a device that allows video calls (example: a mobile phone with WhatsApp).
Company to be assessed	
<ol style="list-style-type: none"> 1. Experience with SQAS: Companies that are going to be assessed for the first time (first time for the company) cannot be assessed by remote technology. 2. Equipment: PCs used by interviewed company representatives during the assessment will be equipped with microphone, speaker and camera 	Equipment: <ol style="list-style-type: none"> 1. The company representative will need to have a device as described in 2.1 before (or similar) for a video call 2. Mobile phones used for video call should be not older than 2016 to assure an acceptable camera resolution

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Before the assessment	
<ol style="list-style-type: none"> 1. Authorization to carry out the assessment: Assessments 100% carried out on site are preferred. But SQAS assessments partially carried out by remote technology are allowed. 2. Previous checks: The assessor must evaluate the degree of digitalization of the company documentation before offering the remote assessment option. The assessor will check cameras, sound and internet connexion of the company representative (s) 3. Assessment time: Remote assessment time will never be more than 50% of the planned total assessment time, except for “office only” that can be 100% remote assessed (see column on the right for additional requirements) 4. Planning of the assessment on the SQAS website: See section 15.2 of the SQAS User Guide: Pre-notifications for planned assessments. Register pre-notifications for remote assessments: https://www.sqas.org/document-download.php?lang=en&doc_id=43055272 5. Assessment plan: The assessor will send an assessment plan 	<ol style="list-style-type: none"> 1. Authorization to carry out the assessment: The assessor will have to explain how the assessment will be carried out to the SQAS Manager and get his approval, specially the section where the video call will be used 2. Previous checks: The assessor will have to check the internet connection: this is critical to assure an acceptable video quality during the video call. The internet signal can be affected by power lines, obstructions such as buildings, hills, trees, weather conditions, and high demand and usage on the bandwidth 3. Planning of the assessment on the SQAS website: See section 15.2 of the SQAS User Guide: Pre-notifications for planned assessments. Register pre-notifications for remote assessments: https://www.sqas.org/document-download.php?lang=en&doc_id=43055272 <i>Note: the label “Partial Remote Assessment” has been changed to “Partial/Full Remote Assessment”</i>

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During assessment	
<ol style="list-style-type: none"> 1. Breaks: Pauses will be included in the assessment to reduce stress on the assessor/company representatives. At least 1,5 hour per 8 hours, lunch included. 2. Screen control: The assessor will request to control the auditee’s screen to ease the navigation on the documents shown. Nevertheless, companies can reject this request for security reasons and the assessor will have to accept it. It is advised to agree on this practice before the assessment. 3. Cameras: They should always be turned on (both the assessor and company representatives) 4. Recording of the assessment: Assessments should not be recorded but if the assessor needs recording will request the written authorization of the company. Recordings will be used only to write the assessment report and then deleted 	<ol style="list-style-type: none"> 1. Use of video call: <ol style="list-style-type: none"> 1.1. The assessor will use video call to assess the parts of the SQAS questionnaire that are not documentary, e.g. security checks at entrance of the office, entrance to server, safety checks of fire extinguishers, first aid kit, office tour, etc. 1.2. The assessor will request to the company representative to show the items required in 1.1 1.3. All participants in the video call should close mobile apps that are not used. Some of them consumes bandwidth 2. On site assessment: if there is a technical failure in any part of the remote assessment that avoids finishing it, the assessor will have to complete the assessment with an onsite visit
After the assessment	
<ol style="list-style-type: none"> 1. Registering the assessment as completed on the SQAS website: See section 15.2 of the SQAS User Guide: Pre-notifications for planned assessments. Marking remote assessments as “carried out”: https://www.sqas.org/document-download.php?lang=en&doc_id=43055272 2. SQAS report: the assessor will send the assessment report in pdf of the remote part to the SQAS Manager. This is not needed for “office only” assessments 3. Changes between the remote assessment and the on-site assessment: The company should keep track of the changes in policies and procedures between the remote and the on-site assessments and update the assessor before the site assessment 	<ol style="list-style-type: none"> 1. Registering the assessment as completed on the SQAS website: See section 15.2 of the SQAS User Guide: Pre-notifications for planned assessments. Marking remote assessments as “carried out”: https://www.sqas.org/document-download.php?lang=en&doc_id=43055272 <i>Note: the label “Partial Remote Assessment” has been changed to “Partial/Full Remote Assessment”</i> 2. SQAS report: The assessor will upload the SQAS report as usual. No need to send the pdf to the SQAS Manager

Requirements for partial remote assessments: any company	Additional requirements for full remote assessment: only for “office only” companies.
Validity of the new report	
1. The validity will be counted as from one month after the remote assessment date, even if the on-site assessment is carried out later	1. The validity of the report will be counted as usual, from the assessment date

Annex I: Office only requirements:

To be considered “office only”, the company should comply with all the requirements below, as named in the PAD. **An office that has own drivers and/or own trucks is not an “office only”. This can only be assessed by partial remote assessments**

Transport Service and Distributor office only:

0.2.4 Infrastructure

- Office building: Yes
- Parking of empty vehicles/tanks/containers No
- Parking of loaded vehicles/tanks/containers No
- Temporary storage of packaged products No
- Fuel storage and refuelling No
- Waste storage/treatment No
- Railway connection No
- Waterway connection No

0.3.1 Operational activities present at the site No

0.3.3 Sub activities

- Temporary storage - transfer No
- Maintenance workshop No
- Transfer (intermodal) terminal No
- Fixed storage tanks present (also tanks for fuel station) No
- Tank container heating No
- Tank and/or trailer repair No
- Empty container handling No
- Full container handling No
- Airfreight (linked) No
- Shuttle service No

0.3.5 Categories of drivers:

- Own company drivers No
- Fully integrated subcontractors No
- Non-integrated subcontractors: Yes or No
- Spot subcontracting: Yes or No

0.3.6 - Type of equipment

- Own company trucks No
- Own company packed goods trailers No
- Own company bulk trailers No
- Own company containers No
- Own company container chassis No