



ENHANCE
Interreg Europe



AENOR

1st Thematic Workshop - **ENHANCE**

Influence of COVID on audit activities: How much remote is possible?

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How EMAS actors have reacted to face the COVID impact

Influence of COVID on audit activities: How much remote is possible?

We are in
>87
countries

>83.000
certified sites all over
the world

12
offices abroad



IQNET member

AENOR is a Spanish company with a strong presence in LATAM, which offers specialized Conformity Assessment, Training and Sectorial Information services to both public and private clients.



>800
employees

>124.000
Tests in the
AENOR
Laboratory

163
accreditations
(Spanish AC ENAC
and foreign bodies:
ANAB, United Nations,
etc.)



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WHAT DO WE DO?



Systems Certification and Verification

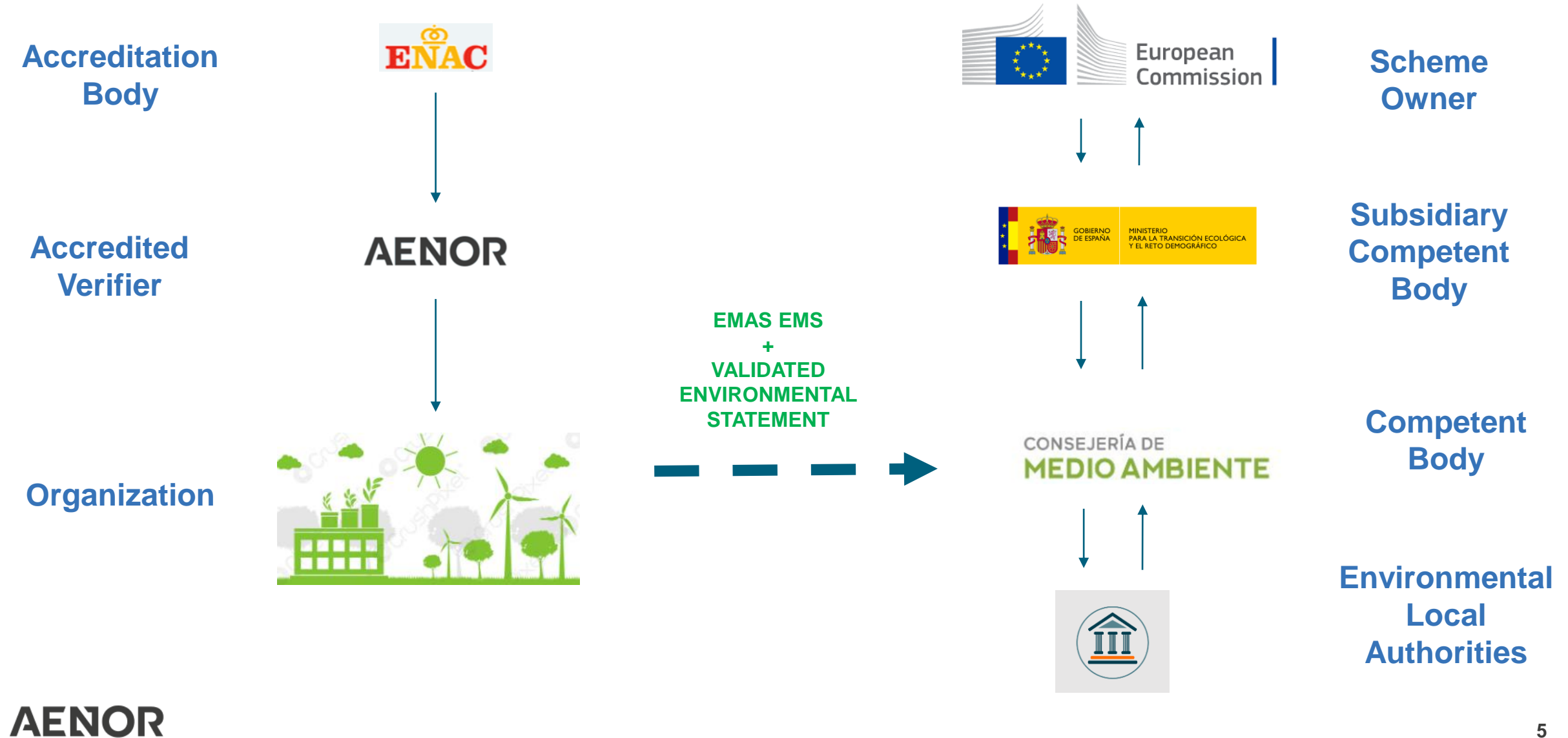
Products Certification

Certification of persons

Tests Laboratory and Inspection

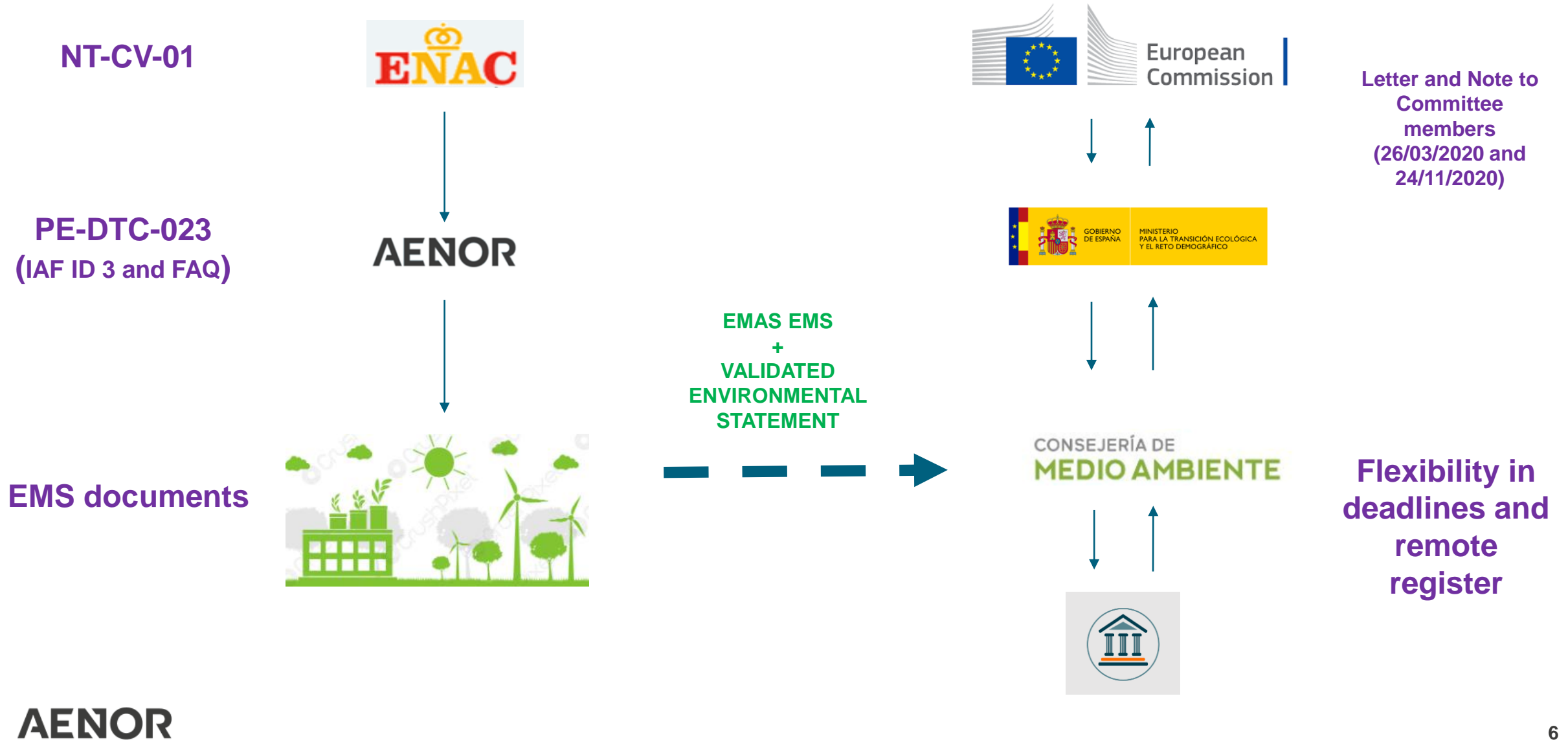
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Impacts on verification body

Adaptation to accreditation and scheme owner criteria

Acquisition of new technological equipment for remote work

Employee training on some new IT communication tools
(Microsoft Teams, Zoom, Gotomeeting, Skype, CiscoWebex)

Impacts on verification process

Conducting risk-based audits

Severe changes in planning verification activities (hybrid audits)

Procedures for dealing with internal (auditors) and external (clients, AC, CB) communications

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Impacts on verification activities

Opening meeting

Conformity assessment of EMS documentation
Employees interviewing

Visiting the facilities

Audit report writing and findings communication to client organization

Closing meeting

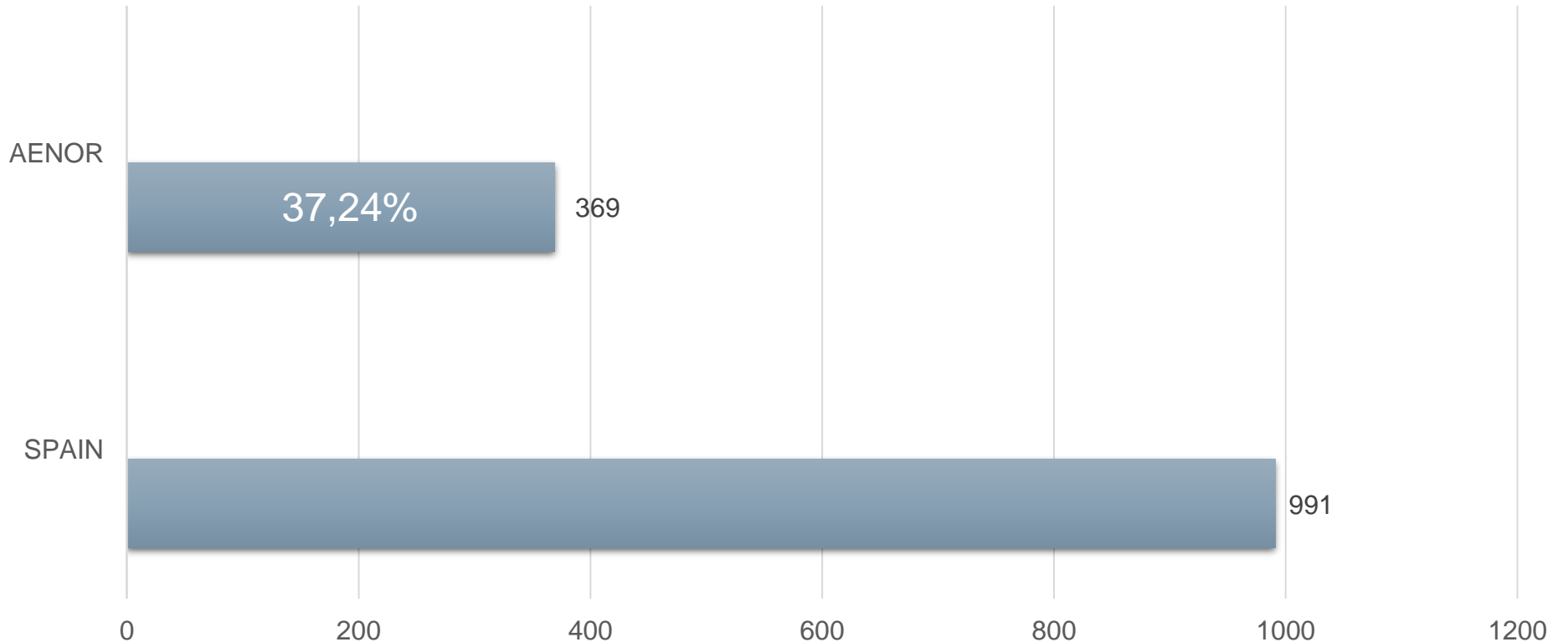


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Registered organizations

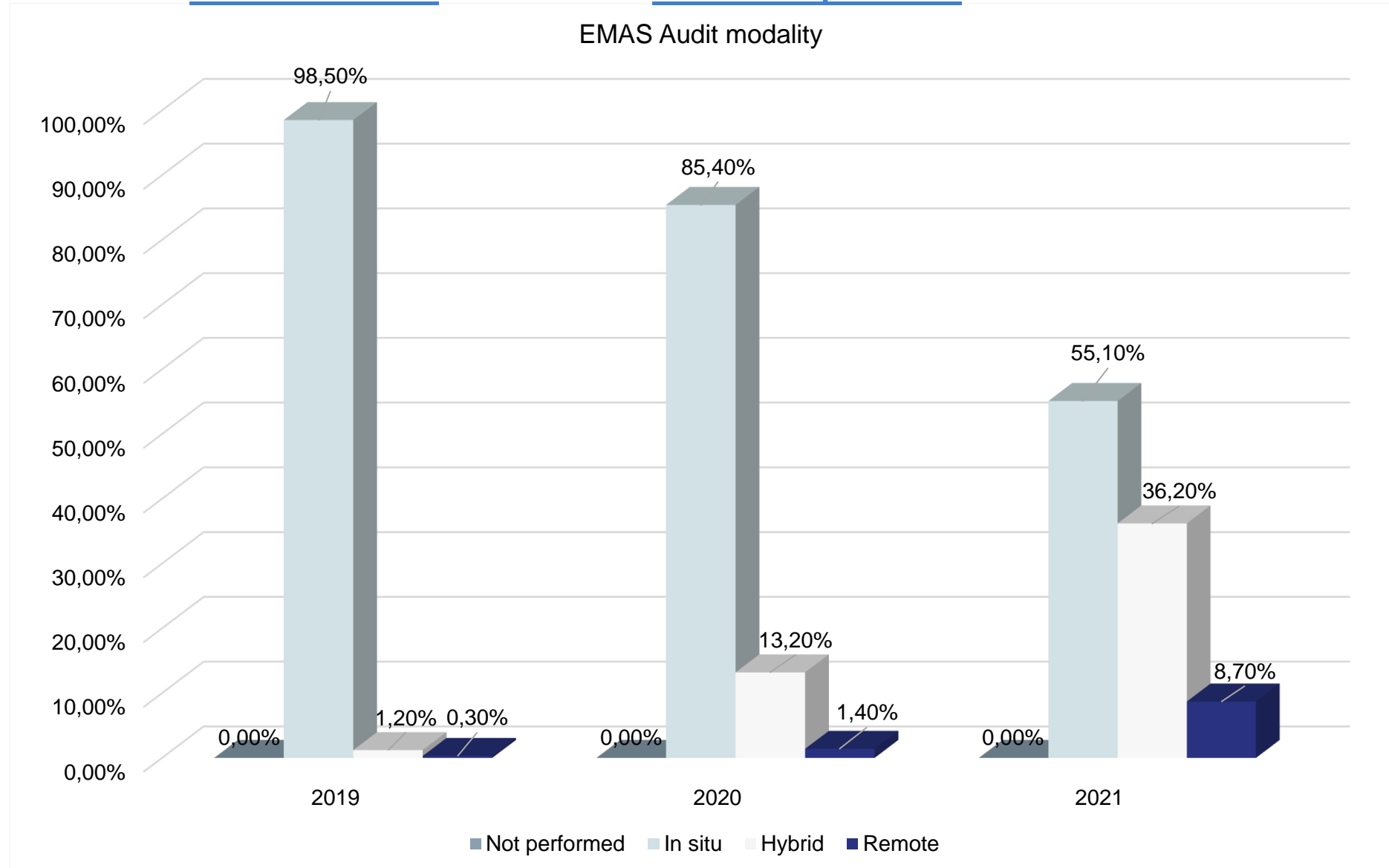


12 Accredited Verifiers in Spain

Source: EU Emas Register

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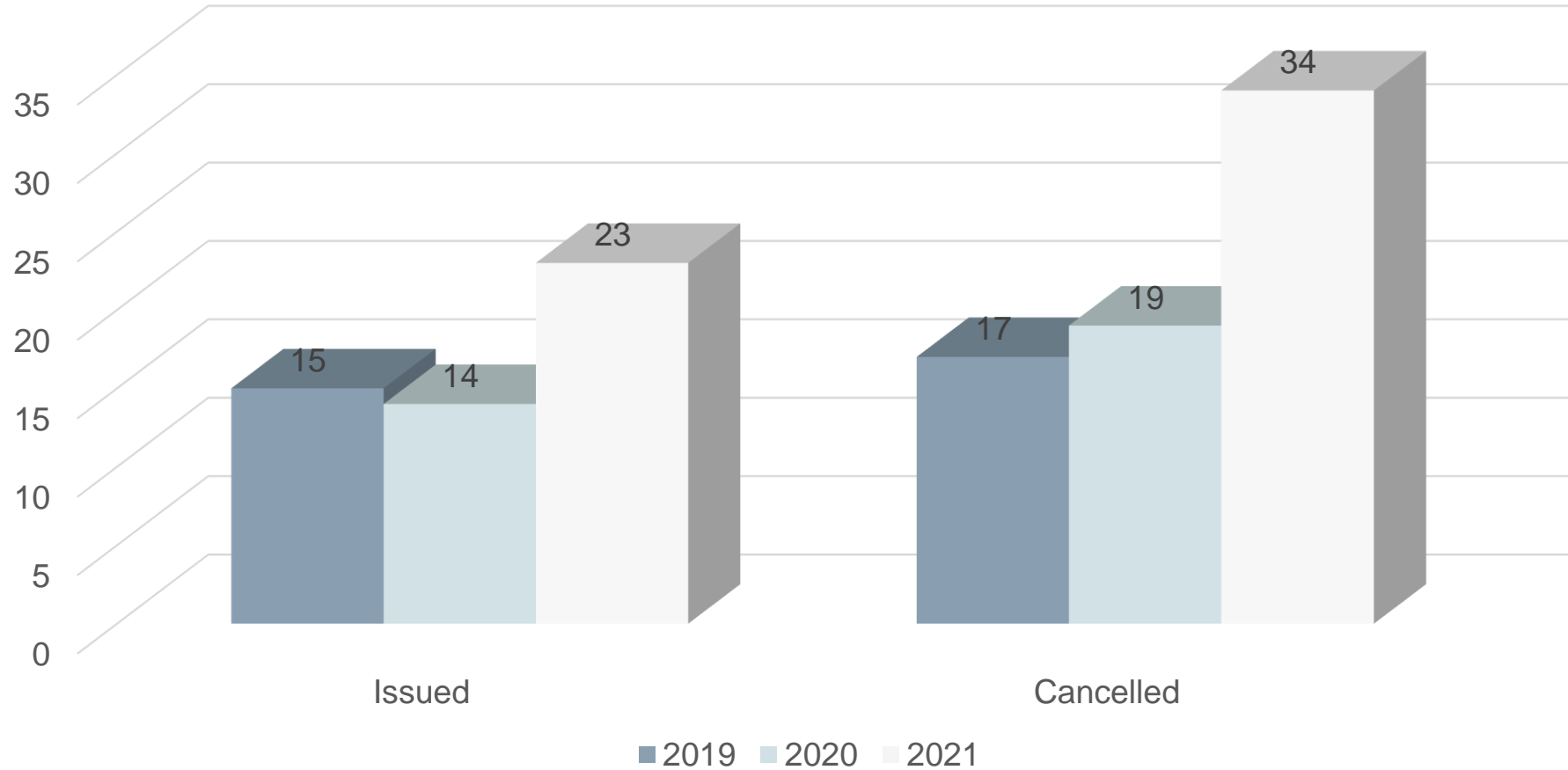


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Certificates Issued vs Cancelled



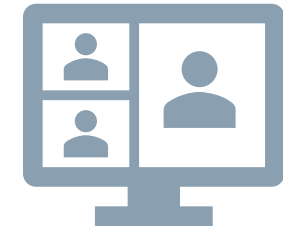
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“Real” examples



International multi site Audit – meetings in
Milano, Madrid and Funchal (Madeira)



“on site”

About 12 h just flying time,
estimated total time, 2 days.

“on line”

No travel time, all the meetings
were hold the same day.

Less CO2 emissions and cost

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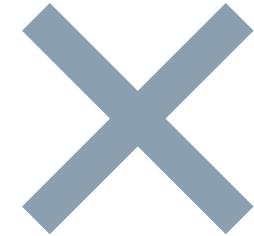
“Real” examples

Facilities visit



Helsinki, Finland

Two hours walk holding a video conference; no major communication issues



Dublin, Ireland

In some areas (basement), the connection broke. Video recordings were sent by email

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Lessons learned

Remote EMAS verifications are feasible

All actors involved in the EMAS scheme have to be aligned and coordinated.

There are some activities that allow 100% remote verification (nule or low-medium risk activities)

IT is not always available for remote visits in some sites.



Future challenges

Criteria development and unification for remote EMAS verifications (involved actors)

Risk-based audit methodologies to be developed

Cultural change (on-site vs on-line)



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