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CONVERGENCE**

**Social and Labor Convergence Program (SLCP)  
Facility Guide to Virtual + Onsite Verification for CAF v1.4  
Version 1.4-1.1**

**2 June 2021**

Specific excerpts taken from the Verification Protocol v1.4-1.1 to  
explain the virtual + onsite verification procedures to facilities

**Change Log**

This document will be updated on an as-needed basis. Whenever there is an update, facilities are informed through technical bulletins and webinars.

Date	Section	Change Summary
2021/06/02	Versioning	Version 1.1 of the Facility Guide to Virtual + Onsite Verification for CAF v1.4, hence Version 1.4-1.1
2021/06/02	4. Virtual verification activities 4.1.1. Verification Protocol Onsite Activities that can be Replaced by Virtual Activity	Included under Wages and Hours Records Review Requirements: 4.1.1.8. The sample of total number of workers to interview and records to review is still as per Table 1 and all worker interviews must occur onsite, but worker records review can occur beforehand and virtually 4.1.1.9. The full 3 pay periods of wage and hours records for any selected worker must be reviewed 4.1.1.10. Verifier must include a “real time” review of working hours/ wage/ personnel records 4.1.1.11. Verifier always selects half of the workers included in the virtual record review for onsite interviews 4.1.1.12. When reviewing units for rate of pay, verifier must include a breakdown of number of workers receiving each type of unit for rate of pay if the facility has more than one type of unit for rate of pay.

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## 1. Introduction

### *1.1. Welcome to virtual + onsite verification!*

SLCP has permitted only offsite documentation review, thus far. However, with improvements in web connectivity at facility sites and requests to reduce travel and onsite verification time and costs, SLCP now permits reduction in onsite verification time with execution of virtual verification activity. **It is always the facility's decision to permit the Verifier to engage in any virtual/ offsite verification activity.**

Onsite verification is still required, but due to inclusion of virtual verification aspects, the onsite time can be reduced. A reduced onsite verification still reflects a robust social and labor assessment because it continues to include the following onsite verification activity:

- Observations of conditions in the facility, which include the work area and facility surroundings,
- Review of working hours, wage and personnel records,
- Review of presence of policies and procedures onsite,
- Management interviews,
- Worker interviews, and
- Triangulation of all information.

For most facilities, full onsite verification will still be the best choice, as virtual activities may come with challenges such as technology failures and delay in transmission of data during virtual meetings. VBs who have executed virtual audits for certification schemes or brands have noted that virtual activities take on average 20% more time than the equivalent onsite activities.

**Virtual verification activities should be limited to circumstances that restrict onsite verification, such as COVID-19.** SLCP recommends that only facilities who cannot hire local Verifiers, are exceptionally large sites, have a large workforce or have extensive management systems (numerous policies and procedures) should consider virtual verification activity.

Virtual Verification Activity Time is context specific. Full onsite verification activity time can be 15-20% less than onsite + virtual combination. The increase in time for onsite + virtual combination is based on a number of factors such as:

- Scheduling virtual meetings
- Technology/ WIFI/ internet issues,
- Following Verifier instructions
- New experience, etc.

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Therefore, the exact time required to conduct any or all permitted virtual verification activities is up to professional judgment of VB/Verifier. The scope of selected activities and scope of work within each type of virtual verification activity depends on facility circumstances and their self/joint-assessment data.

SLCP Verification onsite activities that can also be done via virtual activity are:

- Opening meeting
- Documentation review as long as documentation is appropriate, sufficient and in compliance with applicable data privacy regulations
- Virtual walkthrough is permitted to reduce onsite walkthrough activity; onsite walkthrough is still required on a sampling basis
- Partial wages and Hours Records review; majority still to be done onsite
  - Facility must have electronic system that maintains electronic copies of wages and working hours records)
- Management interviews (not worker interviews)

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## 2. Initiating the SLCP verification process

### 2.1. Who initiates the verification process?

The facility initiates the verification process.

After the facility finalizes the self/joint-assessment on the Accredited Host (AH) platform, it can request verification on the same AH platform by selecting a Verifier Body (VB)

- The facility selects the Verifier Body. A list of eligible Verifiers becomes visible on the Accredited Host platform based on eligibility for each specific facility (e.g. country of operation / appropriate language skills).
  - An offline preliminary discussion should have already taken place between the Verifier Body and facility regarding costs and services. This discussion should ideally take place prior to finalization of the self/joint-assessment as **verification must happen within two months of completing the self/joint-assessment**
  - The Verifier does not have access to the facility's self/joint-assessment data until they are selected for the verification.
  - The verification duration can only be confirmed once the Verifier Body has gained access to the self/joint-assessment data and has reviewed its details

### 2.2. Is there a deadline for the verification to take place after self/joint-assessment is finalized?

The virtual/ onsite verification must occur **within 2 months after the date noted in the Facility Profile for self-assessment completion date**. The facility and VB must work together to ensure the onsite verification happens in this 2-month window.

### 2.3. Who chooses the Verifier?

The VB chooses the Verifier. To ensure data integrity and prevent bias, the facility cannot choose the SLCP Verifier. The Verifier Body assigns an SLCP approved Verifier to conduct the verification. The selected Verifier must not have verified the facility's last self/joint-assessment or must not have had any involvement with current self/joint-assessment.

### 2.4. How much does verification cost?

SLCP does not regulate verification costs, rather the cost of verification to the facility depends on the Verifier Body chosen.

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### *2.5. What is the facility's role in verification?*

The facility is expected to ensure a successful verification by:

- Completing the self/joint-assessment and attaching (if desired) documentation through the Accredited Host platform
- Providing necessary information for cost estimation to the Verifier Body
- Working with the Verifier Body/ Verifier to schedule the verification over consecutive days
- Supporting the Verifier with the appropriate personnel needed for interviews
- Providing access to the Verifier(s) and providing support during onsite verification
- Clarifying concerns and answering all questions as early as possible, ideally when the Verifier is onsite or latest 48 hours after onsite verification ends

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### 3. Pre-onsite virtual + onsite verification

#### 3.1. What makes a facility eligible for virtual verification?

The Facility decides whether to include virtual verification activity and must request virtual verification activity before the VB determines general feasibility and also which specific virtual verification activity is feasible.

Below are the factors necessary for a facility to be eligible for virtual verification

3.1.1. Facility eligibility for virtual verification		
Requirement	Guidance	Recommendations
3.1.1.1. Facilities choosing Step 1 with 100 or less workers are <b>not permitted to engage in virtual verification activity</b>	<ul style="list-style-type: none"> <li>As onsite verification is still required, <b>virtual verification activity is only permitted for facilities requiring more than 1 person-day for verification.</b></li> </ul>	
3.1.1.2. Facility must have the IT systems and other requirements needed to support the virtual verification activity	<ul style="list-style-type: none"> <li>The Verifier must confirm that the facility has a stable Internet connection with sufficient speed and bandwidth. This can be checked using free software (<a href="https://www.speedtest.net/">https://www.speedtest.net/</a>). Testing should occur with actual systems in use. Stability is considered OK if (the below are general guidelines):               <ul style="list-style-type: none"> <li>Ping&lt;100 ms</li> <li>Jitter&lt;30 ms</li> <li>Speed should be at least 10Mbps</li> </ul> </li> </ul>	
3.1.1.3. Virtual verification for documentation review must use one of the approved remote sharing mechanisms	<ul style="list-style-type: none"> <li>The facility must be able to share documents remotely to permit virtual/ remote documentation review. This includes:               <ul style="list-style-type: none"> <li>Sharing screens during the virtual verification activity so Verifiers can review documents</li> <li>Emailing documents to a Verifier so they can be reviewed</li> <li>Sharing documents through a file sharing platform (e.g. Dropbox, Baidu, etc.)</li> <li>Uploading all documents to the Accredited Host platform with the self/joint-assessment</li> </ul> </li> </ul>	SLCP recommends that larger documents (e.g. workplace policies and procedures) are shared as softcopies via email or a secure website like the Accredited Host platform.

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	<ul style="list-style-type: none"> <li>– Using a video camera to display documents.</li> <li>• The facility decides what format to use for remote/ virtual document sharing and the VB decides if they can accommodate the facility’s choice.</li> <li>• File formats accepted: PDF, JPG, Word, Excel</li> </ul>	
3.1.1.4 Virtual verification activity for document review, walkthrough or interviews must be conducted using videoconference software	<ul style="list-style-type: none"> <li>• The videoconference software used must support: <ul style="list-style-type: none"> <li>– Screensharing (for documentation review)</li> <li>– 2 way live video (for interviews, walkthrough and documentation review)</li> <li>– Screenshot capability (to replace photos)</li> <li>– Ability to take photographs with a cell phone/camera</li> </ul> </li> <li>• Recommended videoconference software feature <ul style="list-style-type: none"> <li>– Chat (so users can type questions; especially useful in loud areas for virtual walkthrough or when there are connectivity issues)</li> </ul> </li> <li>• The type of videoconferencing software to be used must be agreed upon by the VB and the facility</li> </ul>	SLCP recommends that the VB use videoconferencing software they are familiar with and have used. If the VB is using a software of the facility’s choice, it is the VBs responsibility to ensure Verifiers understand how to use the software PRIOR to the virtual verification activity.
3.1.1.5. Facility must have the relevant facility staff to be able to share screens if record review should take place via screen sharing	<ul style="list-style-type: none"> <li>• The facility staff chosen for virtual verification activity need to have the ability to share their screens for the record review</li> <li>• This must be determined before the virtual verification activity begins</li> </ul>	
3.1.1.6. For virtual walkthrough activity, the Verifier and facility must discuss areas of the facility where noise levels may disrupt communication. Where complex communication cannot be facilitated through	<ul style="list-style-type: none"> <li>• Since noise on the production floor may make it difficult for the Verifier and the facility to communicate, the chat feature on the videoconference software may be used to communicate and/or the designated cameraman should use headphones with an integrated microphone.</li> <li>• In areas where hearing protection is required, all communication should be done through the chat feature, or the walkthrough of this area should be postponed to the onsite verification.</li> </ul>	

<p>technology, an onsite walkthrough is required.</p>	<ul style="list-style-type: none"> <li>• Where complex communication is not possible or feasible using the chat feature of the video conferencing software, these facility areas must be visited during the onsite verification.</li> </ul>	
<p>3.1.1.7. Facility must provide the Verifier with a map of the facility to enable any virtual walkthrough activity and ensure all applicable facility areas are visited virtually or with onsite walkthrough</p>	<ul style="list-style-type: none"> <li>• As with an onsite walkthrough, all relevant parts of the facility must be included in the virtual walkthrough. It is therefore essential that the Verifier is provided a map of the facility and its premises to study in order to ensure that the entire facility (including areas such as dormitories and childcare facilities) is covered during the virtual walkthrough.</li> </ul>	

***3.3. What is included in the person-day activities?***

**Person days are only related to verification** (either onsite or virtual). **Person days do not include** scheduling, research, report writing, edits during the 14 day review period, or any other activities required of the Verifier.

***3.4. Determining person-days, # of interviews and documents for onsite verification***

Onsite verification activities must not exceed 4-calendar days; if more person days are required, more Verifiers must be added. For the inclusion of virtual verification activity, person-days must be reduced in 0.5 person-day increments.

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Table 1 below provides calculations for the Verifier to sample wage and hours records permitted for virtual verification. Table 1 is to be applied along with calculations in Table 2 (below) when conducting virtual + onsite verification

Table 1: Calculating minimum person-days, number of interviews and sample of document review

Number of Workers	Individual Interviews	Number of Group Interviews	Personnel Files	Wage & Hours Records	Minimum requirement	Any Step in addition to Step 1 requires a minimum 0.5 person-day more time than the "Minimum requirement". Below are suggested total person days.	
						Person-Days (Step 1)	Person-Days (Step 2)
1 - 100	8	1	12-14 <sup>^</sup>	10 x set of 3 = 30	1	1.5	2
101-200	12	2	20-24 <sup>^</sup>	20 x set of 3 = 60	1.5	2	2.5
201 - 500	15	3	27-33 <sup>^</sup>	27 x set of 3 = 81	2	2.5	3
501 - 1000	20	4	36-44 <sup>^</sup>	40 x set of 3 = 120	3	3.5	4
1001+	28	6	52-64 <sup>^</sup>	55 x set of 3 = 165	4	4.5 <sup>**</sup>	5 <sup>**</sup>

<sup>^</sup> Range applicable, as group interviews are one group of 4-6 workers.

<sup>\*\*</sup> VBs must send at least two Verifiers onsite to limit the calendar days onsite (unless facility provides express permission to exceed the 4 calendar day requirement and the Verifier receives approval from the VOO via the [Exception Request Form](#)).

**Important:** If going above Step 1, the minimum for Step 2 AND 3 is 0.5 day more. That means Step 2 suggested person-days are the minimum for both Step 2 and 3.

**3.6. Determining samples of records to review for virtual verification**

Table 2 below provides calculations for the Verifier to sample the wage and hours records permitted for virtual verification. The Verifier applies the calculations in both Table 1 (above) and Table 2 when conducting virtual + onsite verification

Table 2: Sample of wage and hours records permitted for virtual verification

Number of Workers	Wage & Hours Records Total (virtual and onsite)	Maximum Number of Wage & Hours Records permitted for virtual review	Consequences for onsite verification activity if maximum number for wage & hours records review is applied
1 - 100	10 x set of 3 = 30	0 – no virtual verification activity permitted.	12-14 onsite # workers interview 12-14 onsite # personnel records review 10 x 3 (30) onsite wage & hours records
101-200	20 x set of 3 = 60	6 x set of 3 = 18	20-24 onsite # workers interview 20-24 onsite # personnel records review 14 x 3 (42) onsite wage & hours records
201 - 500	27 x set of 3 = 81	8 x set of 3 = 24	27-33 onsite # workers interview 27-33 onsite # personnel records review 19 x 3 (57) onsite wage & hours records
501 - 1000	40 x set of 3 = 120	12 x set of 3 = 36	36-44 onsite # workers interview 36-44 onsite # personnel records review 28 x 3 (84) onsite wage & hours records
1001+	55 x set of 3 = 165	17 x set of 3 = 51	52-64 onsite # workers interview 52-64 onsite # personnel records review 38 x 3 (114) onsite wage & hours records

**3.7. What is involved in planning for virtual + onsite verification?**

The VB/ Verifier has a set of mandatory requirements that must be met in planning for virtual verification. These are explicitly laid out in the Verification Protocol. Below lists a few elements of which the facility should be aware with respect to scheduling and timing.

3.7.1. Factors in planning virtual verification activity time		
General	Guidance	Recommendations
3.7.1.1. Virtual and onsite verification activity must take place within an 8 calendar day period. If the combined virtual and onsite verification activity cannot take place within an 8 calendar day period, the VB must file an <a href="#">Exception Request</a> .	<ul style="list-style-type: none"> <li>Virtual verification activity <b>should aim to be consecutive</b>, but there can be some flexibility in planning. If not consecutive, the virtual verification activity and onsite verification activity combined must take place within an 8 calendar day period.</li> <li>Depending on the scope of verification, virtual and onsite verification should ideally be consecutive and occur within the same working week to make sure data are consistent.</li> <li>For onsite activities after virtual activity, the same requirement applies as for verification using no virtual activities: Person days should not exceed 4-calendar days; onsite activities that require more than 4 calendar days must involve 2 Verifiers.</li> </ul>	
3.7.1.2. All virtual verification activity must be completed before the onsite verification activity	<ul style="list-style-type: none"> <li>Full onsite verification activity time can be 15-20% less than when verification is conducted in an onsite + virtual combination. This is due to scheduling virtual meetings, possible technology/ WIFI/ internet issues, relying on a facility member to execute the activities virtually with Verifier instructions, facility staff being new to virtual meetings, etc.</li> <li>The exact time required to conduct any or all permitted virtual verification activities will be up to the professional judgment of the VB/Verifier. This is because the scope of selected activities and the scope of work within each type of virtual verification activity will depend on facility circumstances and their self/joint-assessment data.</li> <li>The completion of combined virtual and onsite verification activity must take place within an 8 calendar day period.</li> <li>The Verifier(s) conducting the virtual activity must also be involved in the onsite activity, although additional Verifiers are permitted for onsite verification</li> </ul>	
3.7.1.3. VB and facility must maintain flexibility in the verification plan to allow	<ul style="list-style-type: none"> <li>Although every effort should be made in the planning stage to avoid any unexpected issues, virtual verification activities may not go as planned and cannot be completed. In this case, the Verifier must still meet the verification requirements and fulfill all required verification activities through onsite verification. This likely means the onsite verification time will</li> </ul>	

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for a possible extension of onsite verification time if virtual verification activity fails due to unexpected circumstances	increase due to inability to complete planned virtual verification activities. If the onsite verification timeframe has to be increased and the combined virtual and onsite verification time exceeds 8 calendar days, the VB must complete an <a href="#">Exception Request</a> .
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**4. Virtual verification activities**

**4.1. What onsite activities can be replaced by virtual activities?**

Any one of the virtual activities detailed in this table can be selected by the facility and confirmed by the VB/Verifier. Inclusion of activities will depend on Step selection, technology requirements, document sharing permissions, etc.

4.1.1. Verification Protocol Onsite Activities that can be Replaced by Virtual Activity	
General	Guidance
4.1.1.1. Should <b>all</b> permitted virtual verification activities take place, the Verifier follows the required sequence of virtual verification activities prior to going onsite (see guidance for specifics)	<ul style="list-style-type: none"> <li>The Verifier follows this sequence of virtual verification activities prior to going onsite if <b>all</b> permitted virtual verification activities are to take place:               <ol style="list-style-type: none"> <li>Pre-verification meeting</li> <li>Opening meeting (which can fully replace the onsite opening meeting if all required attendees are present)</li> <li>Documentation review of soft copies of all policies and procedures (taken from SLCP document list and documents listed in self/joint-assessment)</li> <li>Management interviews to further understand policies and procedures and review further documents that could not be shared as soft copies</li> <li>Second round of documentation review, as applicable, to ensure data from interviews match documentation provided</li> <li>Virtual walkthrough/onsite observation</li> <li>Wage and hours records review</li> <li>Scheduling of further virtual verification activity as per 2.-5. if Verifier has follow-up questions or open items</li> </ol> </li> </ul>
Opening Meeting	Guidance
4.1.1.2. Verifiers can conduct the full opening meeting virtually in	<ul style="list-style-type: none"> <li>As the virtual and onsite activity must be scheduled consecutively and within an 8 calendar day maximum timeframe, the opening meeting can function as the kick-off to the virtual + onsite verification process</li> <li>Once onsite, the Verifier can then immediately commence with walkthrough, interviews and/or documentation</li> </ul>

place of the onsite opening meeting	<p>review</p> <ul style="list-style-type: none"> <li>The requirement for video conferencing applies, see Requirement 3.1.1.4.</li> </ul>
<b>Document Review</b>	<b>Guidance</b>
4.1.1.3. Verifiers can review documentation virtually or remotely as long as it is appropriate, sufficient and in compliance with applicable data privacy regulations	<ul style="list-style-type: none"> <li>All types of documentation review can be conducted virtually or remotely if the facility permits and applicable privacy regulations are followed.</li> <li>There will still be additional required onsite documentation review for wages and hours records that are associated with workers interviewed onsite. <ul style="list-style-type: none"> <li>This specific portion of documentation review cannot be replaced virtually, i.e. only some wage/ hours records review can be conducted virtually. See 4.1.1.8. below.</li> </ul> </li> <li>Apart from the wage/ hours/ personnel records that must be reviewed onsite, if the facility is able to share most but not all of the required documents remotely, virtual verification activity may still take place. The remaining documents can be checked during onsite verification. The Verifier will also verify that documents shared virtually are available onsite during onsite verification.</li> </ul>
4.1.1.4. Verifier is not permitted to record virtual document review and must ask for permission to take screenshots during opening meeting or pre-verification meeting	<ul style="list-style-type: none"> <li>For protection of privacy, information security and confidentiality, virtual documentation review cannot be recorded.</li> <li>If the document does not breach privacy and confidentiality (or private or confidential information is blacked out), the Verifier may ask the facility if the Verifier can take a screenshot for attachment purposes (attachment to the verified assessment report).</li> <li>Similar to onsite verifications, the Verifier must ask the facility for permission to take pictures during the opening meeting/ pre-verification meeting prior to starting the virtual activity.</li> </ul>
<b>Virtual Walkthrough with Onsite Observation</b>	<b>Guidance</b>
4.1.1.5. Virtual walkthrough is permitted to reduce onsite walkthrough activity.	<ul style="list-style-type: none"> <li><b>Onsite walkthrough is still required on a sampling basis</b></li> <li>During the virtual walkthrough the Verifier uses video conferencing to visually verify the implementation of policies and procedures and observe workplace health and safety practices</li> </ul>

<p>4.1.1.6. During the virtual walkthrough, the Verifier uses the facility map to identify the parts of the facility that must be observed, and the Verifier is the one who directs the walkthrough</p>	<ul style="list-style-type: none"> <li>• The facility cameraperson must use the camera feature on the videoconference software (computer, tablet, phone or other device the facility is comfortable with and can support videoconferencing capabilities) to allow the Verifier to view all parts of the facility. The Verifier directs the facility cameraperson throughout this process</li> <li>• If displaying using a mobile phone, the facility cameraperson should use horizontal format to display the environment.</li> <li>• SLCP encourages the Verifier to take pictures/ screenshots during the virtual walkthrough.</li> </ul>
<p><b>Wages and Hours Records Review Requirements</b></p>	<p><b>Guidance</b></p>
<p>4.1.1.7. The facility must have an electronic system that maintains electronic copies of wages and working hours records in order to conduct wage and hours review virtually</p>	<ul style="list-style-type: none"> <li>• If the facility has an electronic system that maintains electronic copies of wages and working hours records, they are eligible to conduct this verification activity virtually, but the review must happen using screensharing on the device that houses/has access to the electronic data (likely a computer or tablet).</li> <li>• The facility is not permitted to email copies of these records, take pictures of these records or share through other means.</li> </ul>
<p>4.1.1.8. The sample of total number of workers to interview and records to review is still as per Table 1 and all worker interviews must occur onsite, but worker records review can occur beforehand and virtually</p>	<ul style="list-style-type: none"> <li>• The data collected during interviews must be checked against documentation to ensure that all information matches. The individuals interviewed will form part, but not necessarily all, of the sample of persons whose personnel files and payroll are verified. The Verifier may decide to concentrate a review of personnel files or payroll on a set of specific workers or on those persons with the highest/ lowest hours or wages per pay period. That decision is at the discretion of the Verifier.</li> <li>• The virtual review need not be correlated with the worker interviews onsite apart from what is stipulated in 4.1.1.11 below. It is recommended to conduct interviews first and then match the remaining record review with those interviewed; therefore, interviewees are not known beforehand and there can be no influencing or coercion of interviewees.</li> <li>• This allows the Verifier to review <i>some</i> wage/ hours records without the corresponding interview of the worker. See Table 2.</li> <li>• Triangulation of information is still key, and thus the majority of wage/ hours records review should be of those workers who were interviewed onsite. SLCP recommends that if virtual wage/ hours records review took place, the subsequent onsite wage/ hours records review corresponds 100% to workers interviewed onsite.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Verifier is still permitted to interview workers onsite whose records were reviewed virtually. But to ensure the integrity of the verification process, the identity of the majority of the interviewees will still be unknown until the Verifier selects the workers onsite.</li> <li>• Should the Verifier need to re-review the records from the virtual record review due to new information discovered (e.g., worker interviews or onsite walkthrough), the Verifier shall proceed with the repeated review, but still has to complete the minimum onsite record review scope as per Table 1.</li> </ul>
<p>4.1.1.9. The full 3 pay periods of wage and hours records for any selected worker must be reviewed</p>	<ul style="list-style-type: none"> <li>• The Verifier cannot only review some pay periods. The entire 3 pay period set for any specific worker must be reviewed (recent, high, low production period) from the 12-month assessment period)</li> <li>• If closure of production happened, the pay period during/ after closure must also be included.</li> </ul>
<p>4.1.1.10. Verifier must include a “real time” review of working hours/ wage/ personnel records</p>	<ul style="list-style-type: none"> <li>• A “real time” review of working hours/ wage/ personnel records is done by obtaining a list of workers present at the facility at the time of virtual verification and checking these records.</li> </ul>
<p>4.1.1.11. Verifier always selects half of the workers included in the virtual record review for onsite interviews</p>	<ul style="list-style-type: none"> <li>• The workers will be selected at random, and the facility will not be notified about workers selected for interview until the Verifier is onsite.</li> <li>• This approach will facilitate triangulation of information and permit the onsite reduction in records review.</li> </ul>
<p>4.1.1.12. When reviewing units for rate of pay, verifier must include a breakdown of number of workers receiving each type of unit for rate of pay if the facility has more than one type of unit for rate of pay.</p>	<ul style="list-style-type: none"> <li>• This enables the user of the verified report to better understand the most common type of wage payment in the facility.</li> </ul>

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**5. Quality of virtual verification activities**

**5.1. Is there a quality assurance process for virtual verification?**

**Quality control is very important** when conducting the procedures for verification. As with regular verification, virtual verification requires the Verifier to ensure all records of virtual activities are maintained and recorded accurately. The Verification plan is updated accordingly to account for all virtual activities. The table below illustrates what is expected of the VB/ Verifier in recording and maintaining records of virtual verification activities.

5.1.1. Records of virtual activities	
General	Guidance
5.1.1.1. The Verifier Body maintains all records of virtual verification activity review and an accurate account of the verification plan	<ul style="list-style-type: none"> <li>• To ensure proper quality assurance activities, which also include review of required person days/ time spent on verification, the VB is required to maintain all records such as:               <ul style="list-style-type: none"> <li>– All Verifier notes</li> <li>– Electronic session logs, if applicable.</li> </ul> </li> <li>• Accurate account of the verification plan means the plan shared with the facility must be updated to show the real dates and start and end times of virtual sessions.</li> </ul>
5.1.1.2. The Verifier includes all information on virtual verification activity in the “Verification Details” section of the verified assessment report and attaches the verification plan with details of the activity and the extent of the activity that was conducted virtually	<ul style="list-style-type: none"> <li>• Verification plan must not only have accurate account of dates and times of virtual verification activity but also include, at minimum:               <ul style="list-style-type: none"> <li>– Activities that took place (pre-verification meeting, opening meeting, management interviews, etc.)</li> <li>– The amount of time spent on desktop/ remote review of documents (documents not shared via virtual conference but attached via AH platform to the self/joint-assessment or sent to/shared with Verifier electronically)</li> <li>– Documents reviewed (Name, version/ date of document)</li> <li>– Persons interviewed (Name, title, responsibility)</li> <li>– Records reviewed (which months that correspond to requirement of recent, high/low/closure season, number of records reviewed)</li> <li>– Facility plan attached at end of verification plan</li> <li>– Areas of facility visited</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- If not all of facility visited, then list of areas visited corresponding to the facility plan or areas visually marked directly on the facility plan, as applicable</li> </ul>
<p>5.1.1.3. The facility reviews the report in detail prior to finalizing the verified assessment report</p>	<ul style="list-style-type: none"> <li>• Facility reviews the verified assessment online or offline in Excel by downloading from AH.</li> <li>• The facility has 14 calendar days to review and request edits from the Verifier before facility manually finalizes the report by changing status to VRF (Verification Finalized) or the AH automatically finalizes the report on calendar day 15.</li> <li>• The facility reaches out to VB/Verifier directly (offline/email) with any concerns/questions about the verification data. Once edits are agreed between VB/Verifier and facility, facility changes its status from VRC (Verification Completed) to VRE (Verification being Edited) to allow Verifier access to the assessment for edits.</li> <li>• As the facility owns the final verified assessment report, the facility also owns the quality of that report, so it is important that the facility takes the necessary time to review the final verified assessment in detail before changing the status to VRF.</li> </ul>

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