

## Remote Interview Options

### Scope

- **Remote interviews are permitted as a secondary option when in-person interviews present a risk to the worker or the auditor, present unusual and significant logistic challenges, would require visiting worker's homes, or are otherwise restricted by the community or applicable First Nations.**
- Virtual observations have been reviewed by WorkSafeBC and cannot be relied upon to confirm or deny that observed tasks meet audit criteria. This means that virtual observations will not be allowed by WorkSafeBC in lieu of onsite observations.
- Remote interviews are expected to be less cost-effective and less efficient in most cases since physical in-person observations of work are still required.
  - The maximum fraction of remote interviews in an audit is generally expected to match the fraction of office-based (including home office) workers.
- Two-way video is required for remote interviews. Audio-only is not permitted.
- Remote interviews apply to internal and external audits including student audits.

Opening and closing meetings may also be fully remote.

### NOAA (pre- and post)

- Justify why remote interviews are necessary in the Sampling Plan section after the sampling grid
  - Reference the unusual risks, specific logistical issues and/or community or First Nations restrictions, particularly compared to previous audits of the same company.
- Remote interviews need to be recorded on the NOAA as a sub-set of the 'site' the people are attached to
  - Use at least two lines per 'site' on the NOAA chart.
    - One for in-person interviews and one or more for remote.
- Specify the dates of remote interviews.
  - Range for pre-audit and exact dates for post-audit
  - Expand the NOAA grid as necessary or add additional pages to explain remote sampling
    - Use whichever method is easier for the audit
- Remote interview data collection is considered 'on-site data collection' for the purpose of determining the last day of data collection (the official 'date of audit')

### Hardware / Software

- Any available, reasonably private / secure platform acceptable to both the company and auditor.
- **Recording of any interview is strictly prohibited.**

## **Logistics**

- Interviewees are selected by the auditor.
- It is recommended for companies to have a contact schedule and manage all interview times (for the people selected by the auditor).
- It is not recommended to have the auditor contact workers independently at their homes.
- Ensure the worker is able to use the communication software selected by the company / auditor.
- Determine a process for connection failures to ensure the audit interviews are fully completed and not disrupted.

## **Process**

- During the interview introduction, the auditor should explain (in addition to normal introductions and topics from Code of Ethics)
  - The audit is not being recorded
  - Privacy protocols
  - Process for connection failure
  - Two-way video will be required for the entire interview

## **Audit report**

- Specify how many remote interviews were conducted out of the total audits conducted
  - The executive summary
  - Post-audit NOAA
  - Any questions where there were meaningful differences in remote vs. physical interview outcomes.
  - Any questions where the question sample size was different than the baseline M, S, W sample size for the entire audit.

## **Quality Assurance**

- During the development of this process, BCFSC will participate in selected video calls as an observer to capture best practices and for general quality assurance.
- BCFSC Advisors are available to auditors and companies for logistics and process support.

## **WorkSafeBC Reference**

<https://www.worksafebc.com/en/about-us/news-events/announcements/2020/July/information-update-for-cor-certified-employers>