bsi.

Remote Consulting

Immersive technology for a safe and sustainable world

Introducing BSI Remote Consulting

BSI is uniquely positioned to utilize immersive technology for delivering remote consulting solutions. From environmental compliance support to industrial hygiene assessments, to minimizing security risks, to workplace safety observations, our Subject Matter Experts (SMEs) understand emerging technologies and how to maximize their use to deliver an immersive consulting experience. Embrace our immersive technology as part of your next consulting project to help build a more resilient business.

BSI Remote Consulting is viable for all stages of your program. We use a variety of technologies, with the same trusted experts, to engage your team members wherever they are based.

Benefits of BSI Remote Consulting

- **Reduced carbon footprint** for your teams and ours
- **Real cost savings** due to reduced travel
- **Better utilization of resources** across different sites
- **Access subject matter experts** without geographical constraints
- **Consistent communication** between your participants and the BSI experts through single live stream
- **Enables collaboration** with multiple SMEs to increase the speed and quality of your outcome

BSI Remote Consulting Services

We provide a holistic approach. Many of the same great consulting services we offer in person have options for remote delivery. BSI will work to pair the right Immersive Technology Solution to your specific consulting need.

Remote consulting services include:
- Environmental compliance support (assessments and inspections, e.g., permit support)
- Environmental, Health, Safety, Security, and Sustainability site support
- Industrial hygiene assessment
- Ergonomics
- Workplace safety observations
- Security risk assessments

Our technologies

We use augmented reality software as part of our solution to ensure you get an immersive experience that's right for you. This is across four different levels:

Level 1
Live webstreaming technology

We use live streaming technology such as MS Teams, Webex, and Zoom to support:
- Document, record and procedure review.
- Live interviews with your teams.

Secure sharing platforms may also be used to transfer documentation.

Level 2
Live streaming paired with mobile technology

We use video applications on smart devices (phones and tablets) to immerse our consultant team. This technology enables virtual site tours. It allows us to observe the implementation of processes and activities in real time.

Level 3
Live streaming paired with smartglass technology*

We get fully immersed in the consultation by using hands-free technology such as smartglasses and video headsets. We provide immersive technology equipment in advance of the assessment for your teams to use in action. Live feeds communicate data to our augmented reality platform for verification by our experts.

Level 4
New technology pilot: drone technology (UAVs)

To enable safe, effective, and cost-efficient delivery where site access might be a challenge, we are currently piloting drones or UAVs (unmanned aerial vehicles) technology.

*Limitations apply. Applicable for highly sensitive environments or ITAR security controlled where smart devices cannot be safely deployed whilst task is in operation.

What to expect from your remote consulting project

BSI has tried and tested hardware, accessories, conferencing tools, and compliance software to ensure you have a seamless experience. However, we understand your teams may be more comfortable with your existing technology platforms, so our SMEs can be flexible to work with your technology preferences.

Rest assured, our SMEs are experienced at aligning solutions that ensure the best experience for you. This involves three simple steps:

1. **Planning**
   We will work with you to discuss the proposed approach, considering any specific requirements and your technology infrastructure to ensure we can deliver an effective project. Once our approach is confirmed, we'll schedule a date and start the detailed planning process with you. We'll discuss and agree with the technology used to perform the remote project and circulate the final plan at least one week before the project commences.

2. **Conducting remote consulting**
   A successful project relies on adequate connectivity (i.e., voice and video) to ensure the communication between you and the consultant is stable. Once your connection is up and running, evidence will be collected via interview, and a review of documentation and records (via screen sharing), and observation of processes and activities (via video sharing if possible) will occur. All evidence will be reviewed and reported to support the findings and conclusions.

3. **Reporting**
   In addition to a standard onsite report, we'll also include details about the remote methods that have been used and will clarify the effectiveness of the project in achieving the stated objectives.

Your remote consulting checklist

Here's what you need to prepare before we conduct your remote consulting project:

☑ **IT Infrastructure**
Test the connectivity of the agreed technology (e.g., agreed voice and video arrangement).

☑ **Your team**
Engage the people who are involved in the project to make sure they have seen the plan and understand how the remote consulting project will be conducted.

☑ **Your product information**
Make sure the required documented information is available electronically and accessible remotely in a timely manner for our experts to view.
Please note:
- Information can be accessed via an agreed transfer mechanism (e-mail, FTP, encryption) as long as it fulfils the agreed information security arrangements and/or your access control is aligned to your information security policy.
- Access to documented information will be essential for demonstrating the effective implementation of your system or compliance related activities.
- Your information/evidence can include:
  - Management system documentation
  - Process procedures and evidence of implementation
  - Internal audit evidence
  - Management review information.

☑ **Your process and activities**
One of the key approaches to obtain information for site support projects or assessment findings is to observe the implementation of processes and activities. We can use video technology to allow us to observe the implementation in real-time. Make sure that your chosen video application works in advance of the project delivery.

BSI is with you every step of the way to make your remote consulting project as seamless as possible.

Whether it is environmental, health, safety, sustainability, or security consulting needs, our trusted experts will ensure they **add value and support your business goals.**

Contact us to explore your remote consulting options.
Call: +1 800 862 4977
Email: consulting@bsigroup.com

By Royal Charter