



REMOTE WITNESSING

AN EFFICIENCY ENABLER THAT
SAVES YOU TIME AND MONEY





Remote Witnessing from Element uses industry-standard technologies to enable real-time, virtual access, to our complete range of testing services from anywhere in the world. This enables our customers to witness live testing remotely, keep their testing programs on track, avoid unnecessary travel and hotel costs, and allows them to focus on more productive, value-creating activities for their own organizations.



OUR SERVICES AND EXPERIENCE

Element Materials Technology has been successfully delivering Remote Witnessing Services since early 2016. We have carried out a large number of highly complex Remote Witnessing programs, for several major customers within the Aerospace and Defence, Connected Technologies, Energy, Fire and Building Products and Furniture industries in the UK, Europe, USA and Asia Pacific.

By using our technology platforms, our customers can witness the testing of their materials and products remotely, under controlled conditions in real-time and in accordance with all relevant certification, and security standards. This provides an improved service experience to our customers by delivering a video-based, live stream of the testing process, allowing faster access to our world-renowned team of experts in real-time from anywhere in the world, without the need to attend our laboratories in person.

APPLICATIONS

Remote Witnessing can be performed on any test that is conducted within Element's laboratories. It can be used by customers, accreditation, or certification bodies and regulators to evaluate Element's testing processes, procedures, equipment, documents, and data. It can be used to witness:

- Testing equipment setup*
- Sample installation*
- Final pre-test sample inspection
- Witnessing of live tests
- Viewing actual test data in real-time
- Live reviews with our Engaged Experts

*Dependant upon the type of test being undertaken

OUR DIGITAL PLATFORMS

We use a blend of market leading technology to deliver Remote Witnessing. These include:

- Microsoft Windows 7 compatible PC - Minimum
- Multiple Web Browsers - Microsoft Edge, Google Chrome and Internet Explorer
- Microsoft Teams and Skype for Business
- IT Infrastructure – Secure Ethernet and/or high-speed internet connection

If multiple processes or tests need to be filmed at a location, then smart glasses, mobile/cellular phones, tablets, image-stabilized cameras, articulated camera mount or tripods together with suitable light sources, may also be used to deliver the service.

OUR STANDARD OPERATING PROCEDURES (SOPS)

We have developed a series of Standard Operating Procedures (SOPs) and Usage Guides to support the successful delivery of this service. These ensure the quality and uniformity of the overall customer service experience and enables the service to be delivered efficiently.



CONFIDENTIALITY AND SECURITY

Customer confidentiality is maintained at all times. We make certain that:

- Remote Witnessing only happens with the customer's consent and by invitation only
- Access to samples, test equipment, and data is restricted to each customer
- Only the equipment and test item of interest is in view during the assessment
- Other samples and other test equipment in the area being filmed will be screened from view at all times
- The focus of the cameras filming will be on the sample under test and the personnel and equipment involved
- No documentation or data will be shared with the customer or assessor that would not normally be made available

All recordings (both video and audio) of witnessed activities will only be made with the consent of all of the colleagues involved, and remain the property of Element. Copies of the recordings, can be shared in agreement with Element, on a case by case basis.



To make an enquiry visit www.element.com/contact-us

TRUST THE CERTAINTY OF



With almost 200 years of experience and a global network of world-class laboratories, we make certain that the materials and products we test, inspect and certify for our customers are safe, quality, compliant and fit for purpose.

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