



Red Tractor Remote Assessments Q&A

Remote Assessments:

Q. What do you mean by a remote assessment?

A. A remote assessment is where compliance with standards can be checked and verified without an assessor visiting the site. Remote assessments will use technology to conduct the assessment. It may include a combination of uploading documents, photos, live streaming and telephone interviews. Detailed guidance on the remote assessment protocol can be found on the Red Tractor Assurance website [here](#).

Q. I am due to have my routine assessment, or my assessment is already overdue, is a remote assessment now compulsory?

A. During the next few weeks, we are upscaling our roll out to ensure this new protocol is properly tested, following which we will review. It is likely remote assessments will then be compulsory with members. Until such time, members are required to engage with their certification body

Q. What happens to my certification if I don't agree to the remote assessment?

A. Your certification body will discuss this with you. The outcome for members will vary on a case by case basis, as it will depend on the timing of your scheduled assessment and how long physical assessments are suspended for.

Q. When will my remote assessment be?

A. If you are overdue or due an assessment, you will be contacted by the assigned assessor from your certification body to arrange a day to complete the assessment remotely.

Q. I am not good with technology and/or my mobile phone signal is unreliable, what do I do?

A. Discussions with the assessor will determine possible solutions and if no route can be found then a follow up call will take place with the certification body to discuss how to proceed.

Q. If I agree to remote assessment, will I then have to also have a physical inspection when they resume?

A. If you are found to be compliant, with no major non-conformances on your remote inspection, then there won't be a requirement for a physical inspection when they resume.

Q. I want to join a Red Tractor scheme, what should I do?

A. You can apply to join a scheme during the current lockdown. You should complete the application process in the normal way. Details are available on the Red Tractor Assurance website [here](#). As a new member, you will be required to have a remote assessment which your chosen certification body will try to prioritise.

The Red Tractor Online Portal:

Q. What is the Red Tractor Portal?

A. The portal is an online filing cabinet, where you can upload, and store documents required to demonstrate compliance to the Red Tractor standards. It's the easiest, most secure and confidential way for you to upload and review documents relating to your assessment and has been designed for all Red Tractor farm scheme members to use.

Q. What does the portal look like?

A.



[Login](#) [Help & Support](#) [Contact Us](#)

Welcome to the Red Tractor Portal

This is a secure member portal where you can upload the records required by Red Tractor prior to your routine Red Tractor assessment.

Your certification body can then review your documents before the assessor comes on farm.

Getting Started

Login

Q. Where do I find the Red Tractor Portal?

A. You can find the portal [here](#) at www.portal.redtractor.org.uk

Q. How do I get access to the Red Tractor Portal?

A. Log into the portal using your Red Tractor member services username and password if you have one. These would have been sent to you by Red Tractor if you have already requested access to our member services or the checker. If you haven't registered for Red Tractor checker member access you will need to register [here](#). Please request **member** access.



Q. What if I don't know my member services username and password, how do I get access to the Red Tractor Portal?

A. You can request a reminder from the checker & services page [here](#). Simply enter your email address into the box.

Forgotten your login details?

Enter your email address in the box below and we will send a new password to you.

Email Address

> Send Password

Alternatively, please contact Red Tractor directly portal@redtractor.org.uk

Q. Is there a restriction on the number of people that can be linked to my portal login, e.g. family members, herdsman, shepherd etc?

A. No. More than one person can have a portal login for each membership.

Q. Will the portal work on different types of devices, including hand-held?

A. The portal is web-based application and can be accessed from different places. It will work on a range of devices including mobile phones and tablets.

Q. Will the portal work on all internet browsers?

A. The portal is compatible with all internet browsers.

Q. Which records do I need to upload?

A. Once you are logged into the portal the homepage will include your farm site, memberships and it lists the documents to be uploaded. After selecting your scheme, you will be taken to the overview page which shows in each standard section which documents are required. In many cases, a sample of the required document

should be uploaded, e.g. not every movement ticket or medicine record is required. Your assessor will talk you through what is needed when they first contact you to arrange the remote assessment.

Q. How will my documents be used?

A. The documents you upload will be reviewed by the assessor assessing your farm ahead of the remote assessment.

Q. Who can access my documents?

A. The portal is a secure site with limited access. Documents are linked to the farm site for which they were uploaded, with access only being permitted as follows:

- You - while you are connected to the site, you will be able to upload/replace/delete/download documents
 - Other users - any other person associated with your business, such as your farm manager, who also has member login will have access to upload/amend/delete documents
 - CB assessor - In order to support the assessment process your certification body will assign access to your farm site to the assessor responsible for assessing your farm. This will grant that assessor access to download and view documents uploaded for that site. But they will not be able to upload/amend/delete any documents.
 - Red Tractor employees – in order to provide help and guidance.
- No other party can gain access

Q. Can I see who has accessed my documents?

A. We are developing an audit log in the portal which will allow you to view who has accessed your documents.

Q. How long will documents and photos be retained in the portal?

A. Until you choose to remove them. You have full control over how long documents are retained in the portal. Any documents you upload can be deleted, doing so will permanently delete them from the system. However you might choose to store them on the portal ready for your next assessment.

Q. I am concerned about uploading documents online, how secure is the portal?

A. We take our data security very seriously and understand that your personal information, along with the documents and evidence you upload to the portal are sensitive and need to be secured appropriately. We encrypt data flowing between the portal and your browser using Secure Sockets Layer (SSL)/Transport Layer Security (TLS). In addition, files held in the portal are also encrypted.

Q. Can I upload photographs and videos?

A. Photographs- Yes
Videos- No

Q. Will I be expected to upload corrective evidence to the portal?

A. No. Corrective evidence must be sent directly to your certification body, in the normal way.

Q. I manage compliance across multiple sites and some documents and SOPs are company-wide, do I have to upload the same document to each site's portal login?

A. No.

- Choose one farm to act as a central hub for company documents – farm X – and upload any company wide SOPs and documents to this farm record on the portal.
- Individual farms will still need to upload specific documents relating to their site on their own farm record on the portal.
- CBs will have to give permission to each assessor involved in assessing companywide farms access the records for farm X, so that they can each access centrally held documents.

Q. Can I get help on how to use the portal?

A. Technical support is available in a number of ways:

- On the Red Tractor Assurance website [here](#)
- Telephone support from Red Tractor - 0203 617 3670 or email: portal@redtractor.org.uk
- Telephone support from Certification Bodies: Lloyds Register 0131 335 6643
NSF 01993 885610
SAI Global 01908 249973
NIFCC 028 9263 3017
QWFC 01970 636688

Q. When physical assessments restart, will I still be able to use the portal?

A. Yes. Red Tractor has been developing the portal for some time, it was scheduled for launch later this year. The Covid-19 situation has led to an acceleration of the roll out of the portal given that it is very useful in the remote assessment scenario. Our intention is that the portal will remain available, and it will be developed further to increase functionality. When physical assessments resume, the portal can be used to minimise the time spent reviewing paperwork on the farm during an assessment.