

Question: What is your back up plan in case of unforeseeable circumstances?

Answer: In case of unforeseeable circumstances, for example a power outage or IT failure which hinders employees or Observers to carry out their normal work, the measurements from that part of the day or the whole day are conducted on a later day in the week. This is done to insure reliable data.

Question: What is your back up plan in case an Observer is sick?

Answer: In case an Observer gets sick on the day or during the day of the measurement, a replacement is arranged as soon as possible. If a replacement is not possible, the measurement for the part of day or the whole day is conducted on a later day in the week. This is done to insure reliable data.