

PL-12-02

Management of Extraordinary Events Policy

Table of Contents

1 Background Information....3
1.1 Purpose....3
1.2 Scope....3
1.3 Legal Basis....3
2 Terms and Definitions....3
2.1 Acronyms and Abbreviations....3
2.2 Definitions of Terms....3
3 Policy Statement....4
3.1 Assessments Initial Actions....4
3.2 Other Events....5
3.3 Records....5
4 Associated Documents....6
5 Revision/Amendment Records....6

Approved Version

1 Background Information

1.1 Purpose

The purpose of this document is to define the KENAS policy regarding actions to be taken by Accredited Bodies in the event of any extra ordinary event that impact on assessment activities, such as surveillance or re-accreditation assessments cannot take place at the planned time. This includes events preventing access to specific CAB' e.g. general access to a geographical area (including critical locations); or directly affecting the CAB's ability to operate.

1.2 Scope

This policy is applicable to all extraordinary events impacting on KENAS activities including, but not limited to, assessments, such as surveillance or re-accreditation assessments, trainings, capacity building and advisory. This policy requires evaluation of the current and expected future situation of the CAB, and defines alternate potential short-term methods of assessment to verify continuing system effectiveness.

1.3 Legal Basis

The Policy is guided by the Kenya Accreditation Act Cap. 496A Laws of Kenya, and Laws of Contract Act Cap. 23 Laws of Kenya.

2 Terms and Definitions

2.1 Acronyms and Abbreviations

CEO	Chief Executive Officer
KENAS	Kenya Accreditation Service
CAB	Conformity Assessment Body

2.2 Definitions of Terms

2.2.1 *Extraordinary event or circumstance*

A circumstance beyond the control of the organization; commonly referred to as "Force Majeure" or "act of God" such as, but not limited to war, strike, riot, political instability geopolitical tension, terrorism, crime, pandemic, epidemics, flooding, earthquake, malicious computer hacking, other natural or man-made disasters.

Approved Version

3 Policy Statement

3.1 Assessments Initial Actions

3.1.1 KENAS shall determine whether a situation is an extraordinary event and each affected case, KENAS shall require a CAB to shall evaluate the risks presented to the organization and to the conformity assessment activity provided to its clients.

3.1.2 The CAB shall evaluate the extent of any impact of the extra ordinary event or circumstance on its ability to operate in the provision of accredited services and if it is a Certified Body also evaluate the extent of the ability of the certified organization to operate in accordance with the certification requirements. The outcome of the review shall be recorded and notified to KENAS.

3.1.3 The information provided shall include;

a) The Nature and extent of the affected conformity assessment services, business areas and sites.
b) Number of affected clients if it is a certification body.
c) The projected timescales for the event to cease and for the CAB to resume normal operations within the accredited scope.
d) Any methodologies that will be used to maintain confidence in the accredited conformity assessment activities during the period which access cannot be gained.
e) Any subcontracted engagements and the control over the same.

3.1.4 Surveillance assessment and related activities must be completed as quickly as possible once the current emergency status has been lifted; and area operational. Wherever possible the surveillance must take place within the current year to which the surveillance was to be done. Subsequent surveillance activities should continue in line with the original programme.

3.1.5 Where extended periods between surveillance assessments visits occur, there shall be additional surveillance visits for the remainder of the accreditation cycle and certification cycle for CBs. Other means of monitoring may also be considered.

3.1.6 KENAS shall allow a maximum 6 months overrun for re-accreditation assessments and shall require a certification body to come up with a policy for its recertification overlay so long as this does not exceed six months. If the recertification assessment cannot be undertaken within 6 months the certificate shall be suspended, and a new initial assessment shall then be required.

Approved Version

3.2 Other Events

3.2.1 For other events, KENAS shall perform a risk assessment to determine whether remote activities can be undertaken.

3.2.2 KENAS with justification can extend the validity of its accreditation certificates by up to a maximum of 12 months. Such an extension would still comply with the requirements on accreditation cycles laid down in ISO/IEC 17011: 2017. Where a delay in a CABs reassessment is due to circumstances outside of the CABs control then KENAS will instigate the extension of the current certificates' validity as appropriate.

3.2.3 The decision to extend certificate validity will be reviewed at regular intervals, e.g. every 3 months up to the maximum of 12 months. If a CAB holds a certificate that has been extended by 12 months and yet has still not completed its reassessment then the accreditation shall expire, and the CAB will need to reapply for accreditation.

3.3 Records

3.3.1 The CABs shall maintain full records of actions taken, together with the rationale being decisions on actions taken. These records shall be made available for KENAS which shall include the following;

a) Scope and extent of the effect on the CAB's services, business areas and locations, and the status of current activities;
b) Details of any alternative or mitigating actions in place or planned to address the impact;
c) Where relevant, the CAB's justified action plan to address any temporary deviation from accreditation requirements and/or its procedures;
d) Any request to modify the CAB's scope of accreditation to address the deviation;
e) Where necessary any request to voluntarily suspend part of/all accreditation

3.3.2 KENAS will evaluate the proposed actions and seek to review the temporary deviation(s) to confirm maintenance of accreditation at the earliest opportunity. However, considering the impact that the extraordinary situation may have on KENAS's ability to respond promptly, CABs can decide to progress with temporary deviations prior to KENAS's review where urgency is required. By doing so the CAB shall acknowledge that should a subsequent KENAS review identify deficiencies in the deviations then it may be required to implement corrective actions.

Approved Version

3.3.3 KENAS fully appreciates that CABs will have to re-evaluate priorities during this rapidly changing situation; it is important that the ongoing evaluation and decisions that are made are justified and details of deviations are recorded on an ongoing basis.

4 Associated Documents

Ref	Document Identifier	Document Title
1.	IAF ID 3:2011	IAF Information Document for Management of Extraordinary Events or Circumstances affecting ABs, CABs and Certified organizations Management of Extraordinary events

5 Revision/Amendment Records

Date	Version	Revised by	Reason for Revision
10/10/2022	01	RSQ	Newly developed/formatted document
30/06/2025	02	QRM	Systematic Review of QMS Documentation

Approved Version