KENAS
Delivering Trust

KENYA
ACCREDITATION
SERVICE

PL-28-02

Corporate Social Responsibility Policy

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1 Background Information

1.1 Purpose

The purpose of this policy is to provide a framework for CSR programs that are sustainable, and which KENAS may engage in to maximise KENAS' positive social and environmental impact while contributing to Kenya's economic growth and aligning with global sustainability goals.

1.2 Scope

This CSR policy applies to all levels of KENAS operations and functions. It guides the management, staff, and stakeholders on how CSR initiatives align with KENAS's vision, mission, and core activities.

1.3 Legal Basis

The policy covers all areas of KENAS's operations and has been developed with reference to the relevant codes of corporate governance and best practice, including reference to the ISO 26000 CSR Standard and the UN Sustainable Development Goals (SDGs).

2 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 26000 CSR Standard and the KENAS Act 2019 and the following apply.

2.1 Acronyms and Abbreviations

CEO	Chief Executive Officer
CSR	Corporate Social Responsibility
KENAS	Kenya Accreditation Service

2.2 Definition of Terms

2.2.1 Social Responsibility

It is the responsibility of an organization to the impacts of its decisions and activities on the society and the environment, through transparent and ethical behaviour which: -

a) contributes to sustainable development, including health and the welfare of society;
b) takes into account the expectations of stakeholders;
c) is in compliance with applicable law and consistent with international norms of behaviour; and

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d) Is integrated throughout the organization and practised in its relationships.

2.2.2 Stakeholder

Any individual or group with an interest in KENAS's activities, including employees, customers, suppliers, and communities.

2.2.3 CSR reporting

This is a formal requirement of communication to stakeholders about KENAS's sustainable development initiatives through official communication channels which KENAS recognises.

2.2.4 Sustainable development

Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

2.2.5 Ethical behaviour

Ethical behaviour is that which is in accordance within accepted principles of right or good conduct in context of a particular situation and is consistent within internal norms of behaviour.

3 Policy Statement

3.1 Vision and Mission Alignment

KENAS is committed to aligning its CSR activities with its vision of enhancing Kenya's economy by promoting international standards in accreditation, quality, and competency.

3.2 Objectives

3.2.1 To improve community well-being through education, health, and social care initiatives.

3.2.2 Marketplace social responsibility e.g. to create a code of business conduct applicable to KENAS suppliers and customers that enhances ethical behaviour.

3.2.3 To promote environmental sustainability by reducing KENAS's ecological footprint.

3.2.4 To enhance ethical business practices within the marketplace.

3.2.5 To build partnerships with stakeholders to amplify CSR impact.

3.3 Policy Principles

This policy is anchored in the following principles:

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3.3.1 Accountability: KENAS will be accountable for its social and environmental impacts.

3.3.2 Transparency: KENAS will maintain openness in decisions and activities impacting society.

3.3.3 Ethical behaviour: KENAS will uphold high ethical standards in all CSR activities.

3.3.4 Respect for stakeholder interests: KENAS will value the interests and input of its stakeholders.

3.3.5 Respect for the rule of law: KENAS will comply with all relevant laws and regulations.

3.3.6 Respect for human rights: KENAS will uphold and promote universal human rights.

3.4 Focus Areas

KENAS will prioritize the following CSR focus areas:

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3.4.1 Education and Capacity Building:

3.4.1.1 Support curriculum development for tertiary education and universities to promote quality management and conformity assessment systems.

3.4.1.2 Offer mentorship and training programs targeting underserved communities.

3.4.2 Environmental Sustainability:

3.4.2.1 Reducing our environmental impact in our day-to-day office activities like recycling energy conservation, waste management, etc.

3.4.2.2 Support tree planting and clean-up initiatives in partnership with local communities.

3.4.3 Health and Social Care Outreach:

3.4.3.1 Facilitate health and social care outreach programs promoting access to quality health systems, products and services.

3.4.4 Marketplace Social Responsibility:

3.4.4.1 Create and implement a code of business conduct applicable to KENAS suppliers and customers to promote ethical behavior.

3.4.5 Employee Welfare:

3.4.5.1 Encourage diversity, equity, and inclusion within the organization.

3.5 Governance and Accountability

3.5.1 CSR Committee

3.5.1.1 KENAS will establish a CSR Committee chaired by the Head of Communication Function and comprised of representatives from KENAS Functional Unit Heads.

3.5.1.2 The CSR Committee will meet regularly and report to the Management Committee.

3.5.1.3 The CSR Committee will be responsible for:

a) Identifying and vetting potential CSR initiatives.
b) Overseeing the implementation of CSR activities.
c) Ensuring alignment with KENAS's mission and values.

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3.5.2 Roles and Responsibilities

3.5.2.1 The KENAS Board of Directors supports our CSR commitment and activities and will approve and ratify major CSR programs and budgets.

3.5.2.2 Top Management will provide strategic direction for CSR programs.

3.5.2.3 Employees will actively participate in CSR initiatives through volunteering and idea generation.

3.6 Resource Allocation

3.6.1 KENAS will allocate 5% of its annual revenue (from the prior year) to CSR programs. Resources may include financial contributions, employee time, and other in-kind support to ensure the sustainability of initiatives

3.6.2 The social responsibility programs shall be developed and reviewed every three years.

3.6.3 The social responsibility programs shall be aligned to KENAS core activities for sustainability.

3.6.4 A calendar for these events will need to be drawn for a 3 to 5 year projection but reviewed annually for appropriateness.

3.6.5 The events shall be initiated by all KENAS employees. This should be a lateral decision that shall involve all staff and Board in every stage of implementation.

3.6.6 The initiatives shall be vetted by Management Committee; approved by Chief Executive Officer and ratified by the Board. These initiatives should not include personal interests but should be targeting KENAS core activities.

3.7 Employee Involvement

KENAS encourages its employees to actively participate in CSR initiatives through volunteer opportunities, brainstorming sessions, and project implementation.

3.8 Stakeholder Engagement

KENAS will engage stakeholders, including employees, customers, local communities, and professional bodies, to collaboratively implement CSR programs. Feedback from stakeholders will be integrated into program planning and execution.

3.9 Communication and Reporting

KENAS will ensure transparency by:

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3.9.1 Publishing an annual CSR report highlighting key initiatives, successes, and challenges.

3.9.2 Using official communication channels, including newsletters, social media, and websites, to update stakeholders on CSR progress.

3.10 Monitoring and Evaluation

3.10.1 KENAS will regularly evaluate the impact of CSR programs through data collection, stakeholder feedback, and reporting.

3.10.2 Key Performance Indicators (KPIs) will include:

a) Number of CSR initiatives completed annually.
b) Number of beneficiaries reached through CSR initiatives.
c) Stakeholder satisfaction levels based on feedback surveys.
d) Percentage of staff participation in CSR activities.

3.10.3 CSR programs will be reviewed every three (3) years for relevance and effectiveness.

4 Associated Documents

Ref	Document Identifier	Document Title
1.	ISO 26000:2010	Guidance on Social Responsibility

5 Revision/Amendment Records

Date	Ver	Revised By	Reason for Revision
30/04/2022	01	RSQ	Newly developed/formatted document
06/08/2025	02	MCA	Revision of the purpose and scope. Inclusion of the UN SDGs in the Legal Basis Inclusion CSR in the Acronyms and Abbreviations Revisions of the definitions on Stakeholder and CSR Reporting Inclusion of the following in the Policy Statement: • Vision and Mission Alignment • Objectives

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			• Focus Areas • Governance and Accountability • Resource Allocation • Employee Involvement • Stakeholder Engagement • Communication and Reporting • Monitoring and Evaluation Revision of the Policy Principles

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