KENAS
Delivering Trust

KENYA
ACCREDITATION
SERVICE

PL-42-02

Travel and Accommodation Policy

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1 Background Information

1.1 Preamble

The Travel and Accommodation Policy for assessment personnel is one of the Client focused policies recommended by KENAS's Clients during the Client Dialogue Forum held on 9th June 2022. It is based on best practices drawn from various National Accreditation Bodies and aligns with the Kenya Accreditation Service Act Cap 496A (Act Cap 496A) aspirations.

The Policy's objective is to assist KENAS's clients in managing the logistical expenses associated with travel and accommodation of assessment personnel.

1.2 Purpose

This policy sets out requirements on travel and accommodation for assessment personnel.

1.3 Scope

The policy covers travel and accommodation requirements for assessment personnel while on assessment activities.

1.4 Legal Basis

The Kenya Accreditation Service is a State Corporation established under the Kenya Accreditation Service Act Cap 496A mandated to accredit and exercise oversight over conformity assessment providers and maintain an internationally recognized accreditation system.

2 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000, ISO/IEC 17011 and the Kenya Accreditation Service Act Cap 496A and the following apply.

2.1 Acronyms and Abbreviations

CEO	Chief Executive Officer
KENAS	Kenya Accreditation Service

2.2 Definition of Terms

2.2.1 International travel

Travel to countries outside Kenya

2.2.2 Domestic travel

Travel within the Kenyan Boarders

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2.2.3 Logistical expenses

These are travel-related expenses incurred by the assessment team to and from the assessment site, inclusive of accommodation, where transport is by road, the assessor shall be picked and dropped at assessment site. Where transport is by air, the assessor shall be picked and dropped to the airport, logistical expenses shall include airport transfers and transport to and from the assessment site to the assessors' place of residence, airport charges, fees for vaccination, visa charges, travel insurance and accommodation. If the assessor is travelling over eight hours, the client shall be charged for an additional assessor day

3 Policy Statement

3.1 General guidelines

3.1.1 Assessors

3.1.1.1 An assessor subject to travel shall meet the requirements as stipulated in ACC-PR-07-02.

3.1.1.2 The internal assessor shall:

a) Obtain clearance from the ministry before proceeding for any international travel;
b) Ensure their passports are valid for all international travel and KENAS shall meet the associated costs of acquiring the passport;
c) Make copies of opening and closing meetings registers for accounting purposes by the client.

3.1.2 Clients

3.1.2.1 The Client shall be responsible for all the logistical expenses relating to assessment.

3.1.2.2 The Client shall provide the provisional itinerary for travel and accommodation 7 days prior to the travel date for confirmation by KENAS.

3.1.2.3 While giving its confirmation on the itinerary KENAS shall give guidance on rest times applicable prior to the commencement of the assessment. Such guidance shall be informed by the duration of travel and time of arrival of the assessors.

3.1.2.4 In the cases where the itinerary includes airport layover of more than (4) four hours the Client shall incur the applicable assessor expenses.

3.1.2.5 Where a Client is unable to make travel and accommodation arrangements for the assessment, the arrangements shall be made through a KENAS prequalified agency at the Client's cost.

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3.1.2.6 The Client shall make appropriate arrangements for airport and hotel pick-up for the Assessors.

3.1.2.7 The client shall be responsible for the safety of assessors during the assessment period.

3.1.2.8 Assessors may use their private vehicles for transport provided that prior approval shall be sought from the Client.

3.1.3 KENAS

3.1.3.1 KENAS shall appoint the assessment team and notify the client of requirements on the facilitation of travel and accommodation for the Assessors in the planned assessments including the assessors' details.

3.1.3.2 KENAS shall review and provide consent to any deviation from this policy where appropriate. Any additional costs incurred due to the deviation will be charged upon the party originating or responsible for the change.

3.2 Approved travel agency

3.2.1 KENAS shall competitively, annually procure the services of a travel agency/agencies in line with the Public Procurement and Asset Disposal Act and enter into framework agreements with the Agencies so as to ensure competitive pricing within the contract period.

3.2.2 KENAS shall maintain a database of its prequalified travel agencies.

3.2.3 The agency procured shall possess the ability to cover the geographical scope of KENAS' operations.

3.3 Travel and Accommodation Management

3.3.1 In cases where travel and accommodation is managed by the Client, communication on bookings, notification of transfers, travel requirements, visa requirements Insurance cover etc. shall be undertaken by the Client seven (7) days prior to the travel date.

3.3.2 In cases where KENAS arranges for travel and accommodation through the approved agency, KENAS shall be responsible for communication on bookings, notification of transfers, travel requirements, visa requirements etc.

3.4 Travel options and alternatives

3.4.1 Travelling by Air

3.4.1.1.1 The undermentioned guidelines are to be followed while travelling by air for assessment: There shall not be a layover of less than one hour and such a layover must not exceed four (4) hours.

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3.4.1.1.2 Where the layover exceeds 4 hours, the Client shall ensure that assessors are booked into a lounge or an airport hotel.

3.4.1.1.3 Booking for air travel shall include the cost of luggage not exceeding thirty-two (32) kilograms

3.4.2 Road Transport

3.4.2.1 General

3.4.2.1.1 Road transport shall be used where the distance from the nearest town that has an airport is more than 140 kilometres from the assessment site.

3.4.2.1.2 The Assessors shall use KENAS vehicles and designated drivers (or the client's vehicle) for all road travel. However, the Client shall cater for the associated costs in line with government approved rates.

3.4.2.1.3 Where KENAS Vehicles are unavailable, a KENAS prequalified travel agency shall be contracted to offer the service.

3.4.2.1.4 A quote from the agency shall be sent to the client ten (10) working days prior to the planned Assessment and shall be settled three (3) days prior to the planned assessment.

3.4.2.1.5 Where the assessment site is in a hostile environment that requires accompanying assessors with security, the Client shall notify KENAS in advance and make all the required security measures before transport by road is approved.

3.4.2.1.6 Road transport shall be applicable in the locations set out in Annex 1.

3.4.2.2 Taxi

3.4.2.2.1 All airport and hotel transfers shall be via taxi.

3.4.2.2.2 The Client shall be responsible for hotel and airport, transfers.

3.4.2.2.3 The client shall at all times make the transfer arrangements via online taxi services or the KENAS prequalified travel agency to ensure the safety of assessors.

3.4.2.3 Use of personal cars

3.4.2.3.1 Where Assessors use their private cars upon approval by the Client, the Client shall reimburse the costs incurred at the approved government rates based on current AA rates.

3.5 Travel Insurance

3.5.1 While travelling and during participation in any approved Activities, Assessors/ will be covered under the business travel accident insurance through KENAS authorized travel Insurance agents.

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3.5.2 The costs related to the insurance shall be borne by the client.

3.6 Changes or cancelation of Travel

3.6.1 Travel Changes

3.6.1.1 Changes in date and/or time shall be notified to the Assessors;

a) seven (7) working days prior to the planned assessment date for international travel and;
b) five (5) working days prior to the planned assessment date for local travel.

3.6.1.2 The client shall make the necessary changes including the change in insurance, accommodation and any other necessity. The cost of changing travel and accommodation booking shall be borne by the party originating the change.

3.6.2 Cancellation of Travel

3.6.2.1 Cancellation of assessment shall be done five (5) working days prior to the start of the assessment date.

3.6.2.2 The party that requests for the cancellation shall send a notification letter to the other party giving the reason for cancellation.

3.7 Accommodation

3.7.1 The client shall bear the accommodation costs of the Assessors and where applicable, the accommodation cost for KENAS drivers.

3.7.2 The accommodation shall be in a single room in a secure hotel of reasonable standard (Minimum four-star) as defined by Tourism Regulatory Authority and where there is no Four star rated hotel within a 10km radius from the assessment site, the Client shall ensure that the Assessors are accommodated in a decent facility meeting the conditions in 3.7.3 below.

3.7.3 The hotel shall provide the following services:

a) Half-board accommodation to the assessor which includes breakfast and dinner for the assessors;
b) The hotel shall be accessible to persons living with disabilities
c) The hotel shall be ambient and free of loud music in the accommodation area and shall have Strong Wi-Fi.
d) The hotel should not be more than ten (10) kilometers away from the assessment site
e) In the case of road transportation provided by KENAS, the hotel shall have free parking for the KENAS Registered Vehicles.
f) The hotel shall be within a neighborhood with a high security rating and must not have any recent cases of theft, drugging and related incidents that will

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threaten the assessors and the assessment material's security and safety.

3.7.4 Proof of payment of the hotel shall be submitted to KENAS three (3) working days prior to the planned assessment date.

3.7.5 Where the client is unable to make accommodation arrangements, they shall inform KENAS seven (7) working days prior to the Assessment date and contact a KENAS approved travel agency to secure accommodation for the Assessment team.

3.7.6 A quotation shall be issued within forty-eight (48) hours of receipt of request and the same shall be settled within three (3) working days. Proof of payment to the travel agency must be provided to enable the assessor undertake the activity.

3.8 International Travel

3.8.1 The international trips must be authorized at least one (1) month before the expected travel date.

3.9 Domestic Travel

3.9.1 Domestic travel shall be authorized at least two (2) weeks prior to the expected travel date.

3.10 Reimbursables

3.10.1 Clients shall be billed additional disbursements and out of pocket payments at the rates that will be determined by KENAS.

3.11 Medical Emergency

3.11.1 It shall be the responsibility of the accompanying assessor to notify KENAS of any medical emergency during the assessment.

3.11.2 In the absence of an accompanying assessor, it shall be the responsibility of the CAB to notify KENAS.

3.11.3 It shall also be the CAB's responsibility to promptly present the Assessor at a medical facility.

3.11.4 KENAS shall reimburse the CAB for the costs incurred by the CAB in responding to the medical emergency.

4 Associated Documents

Ref	Document Identifier	Document Title
1.	Cap 496A	Kenya Accreditation Service Act, Cap 496A

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5 Revision/Amendment Records

Date	Version	Revised by	Reason for Revision
31/12/2022	01	RSQ	Newly developed/formatted document
30/06/2025	02	QRM	• Systematic review • If the assessors travelling over eight hours the client needs to be charged. • Assessors to be picked and dropped. • There shall be no more than one layover, if any it should not exceed four (4) hours • The client should pay for the Assessor luggage not exceeding thirty-two (32) kgs.

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Annex 1: Locations where road transport will be applicable

The following is the list of the counties that assessors may use road transportation:

- Meru
- Kitui
- Nyandarua
- Murang'a
- Trans-Nzoia
- Nandi
- Nakuru
- Kericho
- Vihiga
- Migori
- Nairobi
- Tharaka-Nithi
- Machakos
- Nyeri
- Kiambu
- Uasin Gishu
- Baringo
- Narok
- Bomet
- Bungoma
- Kisii

  Wajir
- Embu
- Makueni
- Kirinyaga
- Samburu
- Elgeyo-Marakwet
- Laikipia
- Kajiado
- Kakamega
- Busia
- Nyamira

  Kitale

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