



KENYA BUREAU OF STANDARDS CERTIFICATION BODY

CER/POL/05: Policy on Maintenance, suspension, reduction of scope and termination and annulment of certification

1. Introduction

This policy document describes the process of maintaining, reducing, extending, suspending, withdrawing and annulling certification.

2. Maintenance

- 2.1 KEBS CB certification is maintained through surveillance audits, recertification audits and special audits.
- 2.2 Surveillance audits are carried out at intervals specified in the certification contract – usually 6 months for the first certification contract. Frequency of subsequent contracts may be reduced depending on the status of the management system. This decision is made at recertification. In any case the frequency shall not be less than once in 12 months. The surveillance date on the certification contract shall not be extended by more than one month.
- 2.3 Recertification audits are carried out at least 2 months before the expiry of the certificate to enable renewal of certification. The audits are onsite and will not include a stage one audit unless there are significant changes to the management system or to the legislation or the management system standard. KEBS CB shall make a decision on renewal of the certification based on the results of the recertification audit
- 2.4 Special audits are carried out to respond to changes to the certified system or to investigate complaints against a certified management system. Special audits may also be undertaken in response to an application for modification of scope of a certification already granted (though these may be conducted in conjunction with a planned surveillance audit).

3. Suspension

- 3.1 KEBS CB is entitled to suspend a certificate for a specified period if the client violates their contractual or financial obligations towards the CB. Conditions that may lead to suspension of this certification include:
 - i) The Client's management system's persistent or serious failure to meet certification requirements
 - ii) Corrective actions to the management system not having been carried out or effectively implemented within the agreed upon time period
 - iii) The Client does not allow surveillance or re-certification audits to be carried out at the required frequencies.
 - iv) The client has used the certificate or the certification logo in a misleading manner
 - v) The Client requests for suspension.

- 3.2 KEBS CB shall first announce a possible suspension in writing to the client. If the reasons for suspension are not eliminated within the specified time, KEBS CB shall inform again in writing about the suspension of the certificate, indicating the reasons for the suspension
- 3.3 The suspension period shall not be more than 6 months
- 3.4 If the required measures have been implemented and demonstrated effectively by the established deadline, the CB shall lift the suspension of the certificate in writing.
- 3.5 Failure to resolve the issues that resulted in the suspension in the time determined by KEBS shall lead to notice of withdrawal of the certification or reduction in the scope of certification.

4. Reduction of scope

- 4.1 KEBS CB shall reduce the Client's scope of certification to exclude the parts not meeting the requirements of certification where the Client persistently or seriously fails to meet the certification for those parts of the scope of certification. The client may also request for reduction of scope due to changes in the organization
- 4.2 The decision to reduce the scope shall be made following a surveillance, recertification or special audit
- 4.3 The decision to reduce the scope shall be communicated in writing
- 4.4 The CB shall withdraw the certification documents for the original certification and issue new documents for the reduced scope

5. Withdrawal/Termination of Certification

- 5.1 KEBS CB is entitled to terminate or withdraw the certification after giving written notice of intent if:
 - i) The suspension period of the certificate has expired
 - ii) The continued use of the certificate for promotion following the suspension of the certificate
 - iii) The client fails to pay agreed fees
 - iv) The client uses the certification in a such a way as to undermine the reputation of KEBS
 - v) The client terminates the contractual relationship with the KEBS CB
- 5.2 If the certification period has ended and the client has not renewed the certification is automatically terminated

6. Annulment of certification

KEBS CB is entitled to annul certificates or retroactively declare them invalid, if:

- i) it subsequently turns out the preconditions required for issuance of the certificate had not in fact been fulfilled;
- ii) the Client has compromised the certification procedure so that the objectivity, impartiality or independence of the assessment results are in question