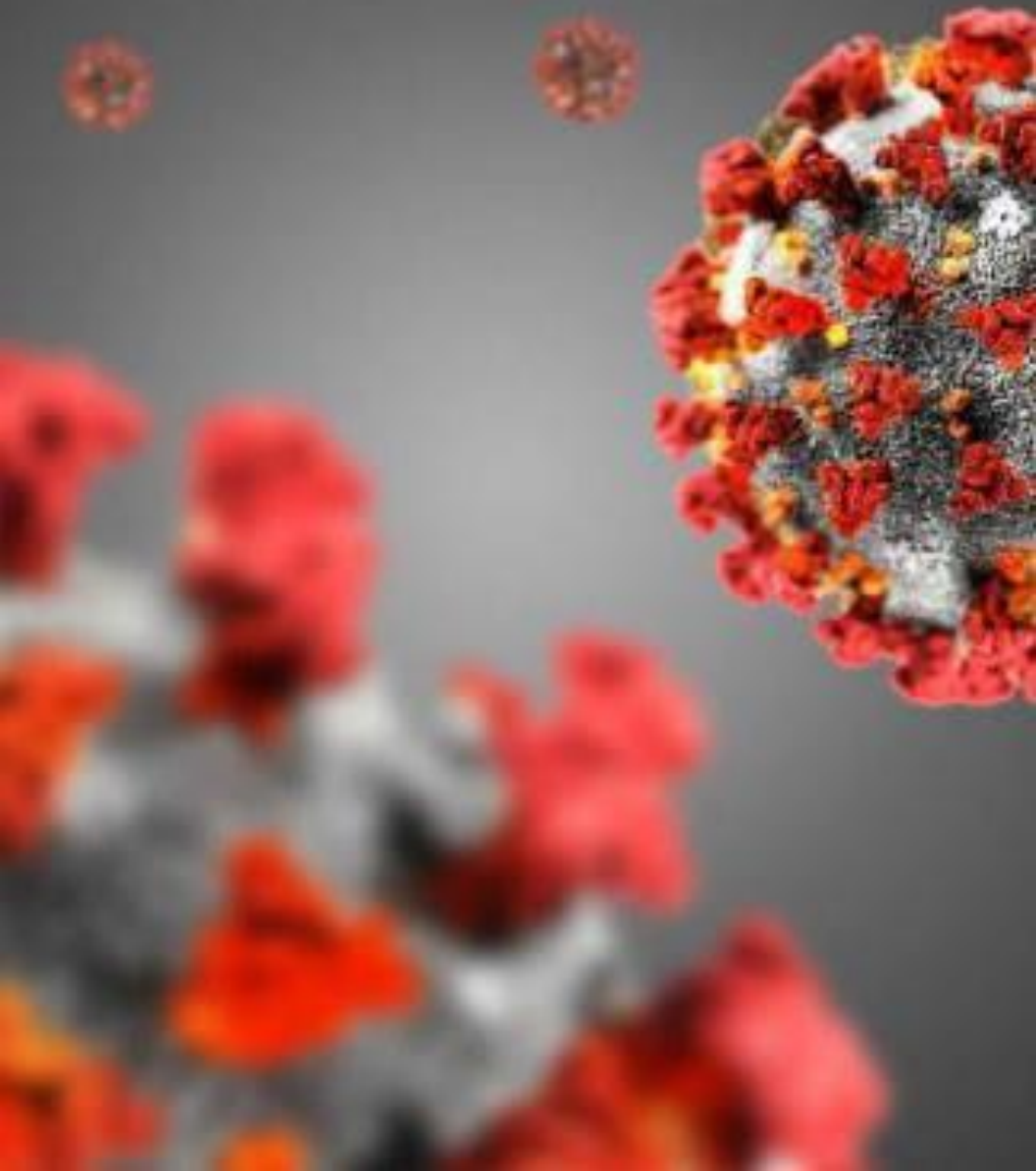


COVID-19

KBS RESPONSE PLAN



The World Health Organization (WHO) on 11 March 2020 declared COVID-19 a pandemic, pointing to the sustained risk of further global spread. "This is not just a public health crisis, it is a crisis that will touch every sector," said Dr. Tedros Adhanom Ghebreyesus, WHO director-general.

KBS has developed this COVID-19 Response Policy to support and provide information to its certified organisations for maintaining and renewing their certifications during the time until the pandemic is over and restrictions are eased for the travel and social distancing.

- Application for certification and re-certification received will be attended and accepted as earlier.
- Wherever possible and depending upon the technology available, KBS will be undertaking surveillance audits through remote auditing using audio, video and data sharing platforms (e.g Zoom, Skype, Google Hangout, CISCO, WebEx, Go-to-Meeting, Teams etc.) Audit/assessment of documents and records will include remote access, screen sharing or receiving documents through emails.

- The due dates for First and subsequent surveillance will be extended for six months. All clients to ensure that the surveillance audit is completed within the extended period of time.
- Initial and recertification audits will be undertaken remotely on selective basis.
- Certificates expired or expiring before July 2020 will remain valid until Dec 2020 for renewal. However the validity of the certificates issued will be same as per earlier cycle.
- Any open non-conformity pending for closure will be allowed to close until June 30, 2020
- Certificates and reports will be issued only in soft forms.
- Internal audits and management review not conducted as per periodicity after COVID pandemic will be considered as observations and will be verified during subsequent audits.
- Fee as agreed in the contract will be payable at the due dates irrespective of audit is held is time or postponed.

PROCESS OF ASSESSMENT

For remote assessment, the normal process of on- site assessment will apply as per KBS Procedures. The additional time required for remote assessment for use of ICT will be determined after review and will be informed to client on a case to case basis.

The specific dates & time period to perform a remote assessment will be decided in consultation and agreement with client. The duration of a remote assessment may differ from that of onsite assessment, depending on what aspects are planned to be covered. In addition, it is also likely that the assessment may be fragmented with individual activities happening over the course of a longer period.

The mode of communication and the IT platform between the KBS and client for conducting remote assessment shall be pre-defined and communicated.

The client will provide the names of the designated individual(s) that will facilitate, manage and coordinate arrangements for the remote assessment.

The key personnel of client shall be available during remote assessment. Personnel with specific technical or administrative responsibilities will need to be available for their relevant parts of the assessment. Top management and other members of the leadership team will need to be available for relevant parts of the assessment as well as in the opening and closing meetings.

The KBS and the assessment team shall take appropriate measures to safeguard confidentiality of data in any form and impartiality during the remote assessment.

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