



## KENYA ACCREDITATION SERVICE

Document Title: **PROCEDURE FOR MANAGEMENT OF CONFIDENTIALITY, IMPARTIALITY AND OBJECTIVITY.**

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### Approval and Authorization

Completion of the following signature blocks signifies the review and approval of this Document.

Name	Job Title / Role	Signature	Date
Authored by	A.D INSPECTION & VERIFICATION	<i>Approved</i>	27/02/2015
Checked by	A.D CERTIFICATION	<i>Approved</i>	27/02/2015
Approved by	D.D TECHNICAL SERVICES	<i>Approved</i>	27/02/2015

### Periodic Review Approval and Authorization

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## 1 OVERVIEW CONTENT

### 1.1 Process Overview

The procedure details how KENAS manages confidentiality, impartiality and objectivity of through its staff, contractors, sub-contractors assessors, experts and committee members.

### 1.2 Purpose

This procedure defines how confidentiality, impartiality and objectivity of KENAS staff, assessors, experts and committee members shall be managed.

### 1.3 Scope

This procedure applies to all KENAS staff, assessors, contractors, sub-contractors experts and committee members.

### 1.4 Role(s) and Responsibility

Role	Responsibility
MR	Ensures that this procedure remains adequate for its intended use. Review of the signed confidentiality forms
AD HR	Ensure that all staff and contracted persons sign the
ADs	Ensure all assessors/Experts and technical committee members sign the confidentiality, objectivity and impartiality declaration form.
CEO / DDTS	Ensure the Accreditation Committee signs the confidentiality form. Approval of the confidentiality, Ethics objectivity and impartiality declaration form.

## 2 DEFINITIONS/ABBREVIATIONS

The table below defines new or changed terms that are included in or associated with this process.



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Term	Definition
Related body	A separate legal entity that is linked by common ownership or contractual arrangements to KENAS.
Impartiality	Actual and perceived presence of objectivity.
Objectivity	Lack of conflict of interest
Confidentiality	security of information,
TC	Technical committee
CAB	Conformity assessment body
AC	Accreditation Committee

## 3.0 PROCESS INSTRUCTIONS

This procedure defines how to minimize the potential risks to confidentiality, impartiality and objectivity of KENAS that are associated with the activities of KENAS staff, assessors, contractors, sub-contractors experts and committee members. This will assure confidence, trust and reliability of its accreditation activities to the general public.

### 3.1 Confidentiality

3.2 Personnel including any committee members, contractors, sub-contractors, personnel of external bodies, or individuals acting on behalf of KENAS, shall keep confidential all information obtained or created during the performance of KENAS activities, except as required by law.

3.3 KENAS personnel directly involved in assessment activities e.g. assessors, experts observers, evaluators shall sign the confidentiality declaration form – KENAS-TS-F-004 while the KENAS staff and other contracted parties not directly involved in the assessment activities shall sign the staff/Committee Confidentiality form: KENAS—FA-F-023.

3.3 KENAS shall use facilities that will ensure safe and secure handling of e.g. postage, e-mails, records and destruction of confidential information (e.g. records) including objects of conformity assessment.

### 3.4 Impartiality

3.5 KENAS conformity assessment activities shall be structured, managed and undertaken so as to safeguard impartiality.

3.6 KENAS shall be responsible for the impartiality of its conformity assessment activities and shall not allow commercial, financial or other pressures to compromise impartiality by appropriate resources.



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- 3.7** Review and decision on accreditation shall be made by personnel different from those who carried out the selection and assessment functions.
- 3.8** KENAS shall involve TC members in the development of its documentation and advice on matters affecting impartiality of its accreditation activities.
- 3.9** A former employee of a conformity assessment body who is subsequently employed by KENAS or other CABs shall not be used by KENAS to undertake an assessment, nor review any decision-making activities, resulting in the accreditation of his/her previous organization, unless at least two (2) years have elapsed.
- 3.10** KENAS top management commitment to impartiality is demonstrated through the Quality policy that is signed by the CEO. The Quality Policy is available on our website and is displayed at the KENAS premises.
- 4.0 Objectivity**
- 4.1** KENAS and its personnel or contacted assessors or experts shall undertake accreditation activities fairly and without bias and or discrimination.
- 4.2** KENAS shall identify existing and potential conflicts of interests and their active management so as to ensure objectivity.
- 4.3** KENAS shall rotate assessment personnel amongst assignments with different customers to avoid any risks related to objectivity. The Assessment team will be shuffled or changed where feasible after undertaking three consecutive assessments for a particular client.
- 5.0 Risk Analysis**
- 5.1** KENAS shall identify risks to its confidentiality, impartiality and objectivity on a continual basis.
- 5.2** The risk analysis shall include those risks that arise from KENAS activities or from its relationships or from the relationship of its personnel.
- 5.3** KENAS relationship with other related bodies shall be reviewed in terms of ownership, governance, management, personnel, over-familiarity, shared resources, contracts, marketing (including branding) and payment received from customers.
- 5.4** KENAS shall demonstrate how it eliminates or minimizes risk on its activities and related bodies on a continual basis.
- 5.5** Records of risk analysis shall be filed and maintained in **KENAS-TS-F-018 – Risk register.**



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## 6.0 PROCEDURE TRAINING

All KENAS staff assessors and committee members shall be made aware of this procedure.

## 7.0 REFERENCE AND RELATED DOCUMENTS

Ref	Document Identifier	Document Title
1.	KENAS-TS-F-018	Risk register
2.	KENAS-TS-F-004	Confidentiality declaration Assessor/Experts/Committee members form
3.	KENAS-FA-F-023	Confidentiality Declaration-Staff
4.	KENAS-QM-001	KENAS Quality Manual
5.	ISO/IEC 17011	Conformity assessment — General requirements for accreditation bodies accrediting conformity assessment bodies
6.	KENAS-POL-001	KENAS Quality Policy

## 8.0 REVISION HISTORY

Date	Ver	Revised By	Reason For Revision
03/02/2012	01	ADIV	<ul style="list-style-type: none"><li>• Change of format from KENAS-OP-13</li></ul>
27/02/2015	02	ADIV	<ul style="list-style-type: none"><li>• Removed irrelevant references</li><li>• Amendment of 3.10 to Quality Policy as tool for impartiality declaration</li><li>• Addition of Quality Policy to the reference documents.</li><li>• Inclusion of shuffling / Changing of assessment teams in 4.3</li></ul>