



Policy for the management of extraordinary event

1 Purpose

Provide guidelines for an appropriate course of action when dealing with extraordinary events that can halt or negatively impact the certification activities of FRC, affects the certification status of its certified clients as well as new clients, and activities of the certified clients.

2 Scope

This procedure can be applied in situation of unforeseen extraordinary events such as pandemic spreads, geographical destabilization, political unrests, wars, liquidation or bankruptcy, disasters such as floods, earthquakes, fires, further refer to 3.1 below. Application of this procedure helps FRC & its client for effective maintenance of accreditation.

3 Definition

Extraordinary Event (EE):

An occurrence beyond the control of the organization, commonly referred to as an "Act of God" or "Force Majeure". Examples are earthquakes, tsunami, hurricane, flooding, volcanic eruption, war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, malicious computer hacking, other natural or man-made disasters.

4 Procedures

4.1 Extraordinary events are beyond the control of FRC and its clients; however, it is important for FRC as well as for its client(s) to determine the appropriate course of action when responding to the extraordinary event. Note the decision and instruction of the scheme owner shall always be followed, if any.

4.2 An extraordinary event can affect FRC in ways such as:

- Inability to properly communicate with its client, auditors, or any other parties.
- Inability to operate from the offices.
- Inability to arrange for audit(s) in timely manner for certified clients as well as those new clients.

4.3 Given the nature of the event and taking risk into account, FRC can prepare an action plan in relation to the activities affected (Type 3 and Type 5 scheme), the action plan could be developed depending case by case at the time of the event to be managed, such as an event of pandemic that could prevent FRC from conducting the planned and due audits for which course of action would depend case by case for each client situation where certain possibilities in the action plan can be considered to ensure certification status of the clients i.e. remote audit, postponement of audit to lateral dates (Note: the decision and instruction of the scheme owner shall be always followed, if any). Where needed a policy statement or notification or advisory as appropriate to the situation at that time can be developed and communicated to the affected clients.

4.4 In case of system down, internet failures, IT issues or the likes, FRC can opt alternate measure to manage the process as adequate, these measures could include offline or manual proceedings or soft/hard applications to ensure managing all the below given situations.



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4.5 FRC operations and staff

While it is important for FRC to continue its operations during there is an extraordinary event which halts its operation FRC will review the event and its expected length, develop an action plan accordingly after considering the risk and consequences. FRC staff are vital asset, and their wellbeing is always at utmost priority of FRC, to ensure continuation of operations FRC may allow its staff to work remotely from their homes for which an adequate setup and facilitation is arranged, other possibilities could include setting up of temporary office in country.

4.6 FRC's certified clients

4.6.1 FRC notifies its affected clients in relation to the extraordinary event similarly the clients facing any such event are also required to inform FRC on how they plan to carry out its activities that fall under the scope of certification with FRC so appropriate course of action can be determined mutually to ensure integrity of accreditation is maintained.

4.6.2 FRC always, ensures safety and wellbeing of its clients, staff, and auditors, the situation of each certified client will be decided case by case considering the nature of EE and its impact (nationally, regionally or globally). In all the cases FRC will follow the travel advisories, local government policies, regional and global measures and those set restriction.

4.6.3 FRC may decide however case by case, the conduct of audit by following means:

- Option A
To conduct the audit: If certified client ensures that the audit team faces no travel or health related restrictions, and that a safe travel route was arranged.
- Option B
To conduct the audits remotely: If the certified client can accommodate to have a remote audit however a remote witness may not be practicable the witness activity may be postponed to later date, or next audits as decided by FRC. (For further information please refer to the policy of ICT, POL-02).
- Option C
Postpone the audit: If it is not possible or technically practicable to have a remote audit (e.g. for IT issues or if the employees cannot access their offices), the audit will be postponed for period determined by FRC and the situation revisited before the end of the decided period.

4.7 New applications

FRC can continue to accept new application(s) considering the risk and sighting the expected situation in future thereafter, the steps like application review, appointment audit team, conductance of document review could take reasonable time by which EE might have been resolved to conduct the audit, for those new applications for which the planned audit is affected then the options given under 4.6.3 can be followed case by case. FRC in situation of EE will notify the affected client the possible delays and request him to determine the course of action, if needed.




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4.8 FRC's auditors

Our auditors are most valuable resource for FRC, we will make sure that their health and wellbeing are preserved for the audit they would conduct for FRC, as mentioned in 4.6 above, we will try to cover affected audit remotely, and the FRC conformity engineer will take necessary measures to facilitate your tasks by providing the online meeting platform(s), the coordination with the client to facilitate access to documents and information, the necessary audit time to conduct your audit in the best condition and any other guidance you may need for your mission. Also, auditors are encouraged to inform FRC about any help that FRC can provide them.

CEO


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12/01/2025

