



Procedure for **extraordinary events**

An extraordinary event is a circumstance that is beyond the control of the organization and therefore cannot be influenced. Examples include war, strike, riot, political instability, geopolitical tensions, terrorism, crime, pandemic, floods, earthquakes, malicious hacking of computers, other natural or man-made disasters, and international travel warnings.

An extraordinary event affecting a certified company or DEKRA Certification GmbH (DCG) may temporarily prevent DCG from conducting scheduled on-site audits. If such a situation occurs, work will be done according to recognized standards, DCG processes or regulatory documents such as those provided by the IAF.

In consultation with the certified company, a planned course of action such as remote audits or rescheduling of the on-site audit date considering specific deadlines will be determined. The customer will be informed about the associated effects on the certificate validity and the contract billing.

Special regulations apply in the event of a pandemic. Because no buildings or machines are affected, focus lies on the health of company personnel.

The „Special case pandemic customer/DCG“ procedure may be applied only during the period in which DEKRA Certification GmbH has declared such a pandemic case. DCG identifies and evaluates the risks of continued certification and documents the resulting steps for the company affected by an extraordinary event to be certified. In doing so, the DCG gathers the necessary information as a basis for assessment while following DEKRA Group guidelines (travel warnings / travel stops), which serve as a basis for decision-making.

Details in the „Special case pandemic customer/DCG“ procedure (e.g. to comply with deadlines and other regulations) are discussed with the customer.

After collecting all relevant information and conducting a thorough evaluation, a release for the execution of the upcoming audit is granted.

Criteria for exclusion

The following general factors may preclude a remote audit and should be reviewed in advance:

- ▶ the confidentiality and security provided by remote techniques are not guaranteed,
- ▶ in the case of an audit, where the sense of sight, hearing or touch and smell are required for verification,
- ▶ the need for interviews, which requires observation and questioning of the employee at the workplace.

Note for remote audits

Remote initial certification audit and recertification audits:

These cannot be 100% remotely performed; a certification decision cannot be made until the on-site audit is complete.

Remote first audit after a certificate transfer (new customer situation):

The procedure is identical to the initial certification audit remote requirements.

DEKRA Certification GmbH

Handwerkstr. 15
70565 Stuttgart
Telefon: +49.711.7861-4110
E-Mail: certification.de@dekra.com

[dekra-certification.de](https://www.dekra-certification.de)