

 ESWASA ESWATINI STANDARDS AUTHORITY	Document Title	Special Audits Procedure	
	Effective date	Document No.	Revision
	01 February 2026	CER_PR_028	04

1. PURPOSE

To cater for unforeseen situations requiring a visit to the clients' premises, such as serious complaint investigation and extension of the scope of the audit.

2. SCOPE

This covers audits, which are not programmed but need to be conducted to cater for special situations at short notice.

3. DEFINITION

Special/ Short-notice audits are audits that are not planned but are necessitated by unforeseen situations.

4. RESPONSIBILITY

TM - Responsible for organizing such Special/short notice audits.

5. PROCEDURE

No.	Task	Responsibility	Related documents
5.1	9.6.4 Organize special audits under the following situations - to investigate serious complaints, - in response to changes - Follow up on suspended clients - Change in the location of activities - Application for extension of scope of certification - follow up on suspended clients	TM	
5.2	9.6.4.1 Extensions to scope The certification body shall, in response to an application for extension to the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether the extension may be granted. This may be conducted in conjunction with a surveillance audit.	TM/ED	CER_PR_012

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	9.6.4.2 Short-notice audits It may be necessary for the certification body to conduct audits of certified clients at short notice to investigate complaints (see 9.8), or in response to changes (see 8.5.3), or as follow up on suspended clients (see 9.6). In such cases a) the certification body shall describe and make known in advance to the certified clients (e.g. in documents as described in 8.5.1) the conditions under which these short notice visits are to be conducted, and b) the certification body shall exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.	TM	
5.3	Ensure that the client is compliant with the requirements of the relevant Management System before recommending continuation of certification.	TM	
5.4	Explain to audit team the purpose of special audit.	TM	
5.5	Ensure that the methodology is the same as that of initial audit, stage 2. Note: Only in situations where the Management System has not been maintained or repeated breakdown in the system are reported or there are several changes in processed or product categories, then, the audit shall be carried out in 2 stages (like Initial Audit).	Team Leader	CER_PR_001 Conducting onsite audits procedure
5.6	8.5.3 Seek confirmation from the client regarding any changes in the organization structure, nature of activities/product/processes and scope as stated in 5.1. Refer also to the previous Surveillance Audit reports.	Team Leader	CER_PR_003 Audit planning procedure
5.7	9.4.1 Conduct the audits.	Team leader	
5.7.1	Prepare audit report with contributions from team members, in accordance with format CER_FO_047.	Team Leader	

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5.7.2	Decision on special audit report:		
	Take a decision whether or not to re- certify client on the basis of information gathered during the audit, recommendation of the audit team and scrutiny by a qualified lead auditor.	CAC	
	Document the decision and inform the applicant of the outcome of the special audit process.	TM	CER_FO_047 Stage 2 audit report

5. REFERENCES

CER_PR_001 Conducting on-site Audits Procedure
CER_PR_003 Audit planning procedure
CER_PR_012 Extending Scope of Certification Procedure
CER_FO_047 Stage 2 Audit Report