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2024

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1.- OBJECTIVE

Define and establish the necessary procedure to grant, maintain, extend, suspend and withdraw the Halal certification from the client.

2.- SCOPE

This procedure applies to companies certified by AHF in conformance to ISO / IEC 17065 & GSO 2055-2.

3.- DEFINITIONS

Certification: certification regarding products, processes, systems or people.

Certification documents: Documents issued according to the procedures of a certification system to attest that a product has been demonstrated to meet the established requirements.

Standard: Document established by consensus and approved by a recognized body, which provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, to achieve an optimal degree of order in a given context.

Certificate of Inspection: This is the document by which we certify that the merchandise inspected complies with the parameters indicated in the Standard.

Discrepancies: These are the differences or observations found at the time of inspection.

4. GRANT OF CERTIFICATION

a. Certification may only be granted when all corrective actions agreed for identified nonconformities have been properly closed.

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- b. There should be no open nonconformities (they must be fully clarified with objective evidence of implementation)
- c. The results of the inspections must comply with the standard, technical regulation or document.
- d. Once all NCs are closed, the QA team will prepare an evaluation review and send it to the certification department for arranging the certification decision committee meeting.
- e. Upon receiving an evaluation review, the certification department will arrange the certification decision committee meeting. Certification department shall make sure that members of the certification decision committee are different from the audit team.
- f. In the meeting, all the evaluation records are verified and upon successful verification the certification committee decides for granting the certificate for the identified product.
- g. Once the Halal certification is granted by the certification decision committee, the certification department will prepare Halal certificate with all the relevant information related to the product.
- h. Upon completion of the certificate the same is given to the President for the approval.
- i. Upon completion of the above, AHF will issue a Certificate with a validity period of 03 years, starting as of the date on which certification is granted. Halal certificate is issued to the client after approval of the President. The time to issue a Certificate is a maximum of 30 working days.
- j. The Certificate specifies the name and address of AHF, the date of granting certification, the name and address of the client, the scope of certification, the expiry date of certification, the signature or other defined authorization of the person(s) of the AHF assigned such responsibility.

5. MAINTENANCE OF CERTIFICATION

The Certification is maintained when the customer retains the product according to the certified standard and within the scope established in the certificate of conformity issued. For maintaining the certification, periodic surveillance audit is

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conducted as per the management system certification procedure. Based on the successful periodic evaluation, the product certification is maintained till the next periodic evaluation.

AHF requires the Organization to report as soon as possible on any change which may affect the validity of its certification, according to the clauses of the commercial offer signed.

6. EXTENSION OR REDUCTION OF SCOPE OF CERTIFICATION

When a customer certified by AHF needs to modify its Scope of Certification, it must request the extension or reduction of that scope through an office or letter sent to AHF, detailing the modification required. To meet Reach Extension Requests AHF may require an evaluation, like an extraordinary evaluation. However, the deadline for the closure of nonconformities, if they relate exclusively to the scope extension requested, will be 15 calendar days from the delivery of the corresponding.

6.1 Extending certificate for the products

The certificate may be extended in the following circumstances

- Evaluation is already done in time, but due to heavy workload, it is not possible to review evaluation documents by certification committee
- President may not be available for approval of the certificate
- Due to some other unavoidable circumstances like lockdowns / entry restrictions imposed by the government due to any pandemic or some other unavoidable scenarios.

Based on any of the above situations, the decision for the extending the certificate is taken by Certification Manager and extension letter is prepared and is issued to the customer with the reference to the certificate number. All such extension is given for the period of three months from the expiry date of the certificate.

6.2 Reducing the scope of certification

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Reduction in the scope of certification is possible in the below circumstances

- Any of the products from the present certification may fails to comply with the relevant requirements.
- Clients may require voluntary withdrawal of the product from the present certification certificate.
- Due to some other unavoidable circumstances.

Based on the above, a decision for the reduction is taken and scope of certification is reduced by removal of the product (as identified) by the decision committee. After that the revised certificate is sent for the approval of the President with the reason for the reduction in the scope of accreditation. Certificate is then issued to the client after approval of the President with the date of issue.

7. SUSPENSION OF THE CERTIFICATE

The suspension of all or part of the scope of certification implies a temporary prohibition to issue, in the field subject to suspension, documents that refer to the certification granted by AHF, the certification symbol and any reference by the customer of their status as certified by AHF as certification body, as well as to suspend any publicity that refers to this condition.

At any time, within the period of validity of the Certificate, AHF reserves the right to Suspend or Withdraw the Certificate.

The following are some reasons for the Suspension:

- Serious or repeated breach of obligations as a certified entity.
- When the technical competence of the client is affected.
- Non-resolution within the granted timeframes of non-conformities detected in the evaluation processes.
- The non-resolution within the terms granted of the causes that motivated a previous warning
- Investigation of a complaint that impairs the image of the certification,

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- compliance with the certification requirements or lack of technical expertise necessary to maintain and has not been satisfactorily managed by the customer.
- Unauthorized or improper use of the certification symbol.
- The reiteration of the warning, even if motivated by different causes.
- The non-payment of the costs of evaluation and administration of the certification process in its different phases.
- When you make a total transfer or a substantial part of your assets, shares, merges, delays or experiences in any way a change of stock control or managerial leadership that affects the independence necessary to carry out with objectivity and transparency services committed to the certification granted.
- Proven actions of the client that have attempted or led to a discredit the
 actions of AHF or its staff, including evaluators, without evidence or
 rationale or with clear intentions to prejudice AHF or any of its members.
- Other situations of customer responsibility that prevent AHF from verifying compliance with certification requirements.
- When the client is in AHFs past due portfolio, with more than 30 days delay without any valid justification
- Voluntary request of the Client.

The following are actions to take when a Suspension situation occurs:

- AHF, based on the analysis of the information that demonstrates the breaches mentioned above by the customer, will take the decision to suspend the certification.
- The client can appeal to that decision, observing the conditions established in the Appeals procedure, published on the AHF website. If, within the time limit set by AHF, the interested party does not show their disagreement with the decision, no appeals will be accepted.



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- The suspension will be made public, immediately after AHF notifies the resolution corresponding.
- The suspension of a certification cannot be extended for more than 3 months, except that AHF decides to carry out an extraordinary evaluation and it has been carried out within this period.
- If, at the end of the suspension or extension period, compliance with the certification requirements is not evidenced, AHF will withdraw certification to the customer.
- If the maximum period for the renewal of the certification (1 year) is fulfilled while the client is suspended, the certification will be concluded and will be withdrawn.
- The suspension could be preceded by a warning, in which the client will be indicated the deadlines you must solve the problems detected.
- The customer must communicate to his clients, & suppliers about his suspended status and the possible consequences.
- In extreme circumstances AHF may invoke the cancellation of certification with immediate effect without recourse to initial certification suspension.
- Cancellation of certification Will require the certified client to assume the status of non–approval and return all certification documentation to AHF.
- Use of certification documents, symbols, or logos by the certified client following certification cancellation may result in legal action being taken against the certified client.



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- Re–approval after certification cancellation will be on the same basis, and follow the same process, as that of initial application for a new certified client. This will require a full assessment, with optional document review at the discretion of AHF.
- The de-certification will be published as a separate list and will be available at the AHF office and made available upon request.
- The certified client has the right to appeal any decisions of AHF and a copy
 of the appeals procedures will be made available upon request.
- Certification Manager shall remove the companies where the certificate has been canceled. During suspension, suspension remarks shall be placed in the register of certified clients.
- The certified client files for all canceled cases shall be archived for a period of 3 months and then destroyed.
- When corrective action to resolve the problem(s) taken by the certified client has been verified, certification will be resumed. The period of certification will not be revised to cover the period of suspension.

SUSPENSION BY CUSTOMER'S REQUEST

Certified customers may at any time request a voluntary suspension of all or part of the scope of certification. The voluntary suspension implies the prohibition, during the duration of the suspension, of making use of the certification symbol or reference to the condition of certificate and all advertising that refers to the status of certificate in the field subject to the suspension.

 Applications for voluntary suspension will be accepted by AHF and published on its website, expressly mentioning its voluntary nature.

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- The voluntary suspension of a certification cannot be extended for more than 3 months.
- AHF may extend the term by a maximum of 1 month at the reasoned request of the client. If, at the end of the suspension or extension period, if there is no compliance with the certification requirements, AHF will withdraw the certification to the client.

SUSPENSION/TERMINATION AFTER MONITORING AUDITS

If Customer does not send evidence for the review and approval of its corrections and / or corrective actions within 60 calendar days after the end of the follow-up audit and has not notified in writing an extension with its respective supports, AHF will request the Customer to send the evidence immediately within the next 30 days.

For all cases, the Suspension/Termination period should not exceed 3 months, after this time, AHF must organize another Inspection to review the situation.

If it has been proven that the Client is taking action to close the Non-Conformities, but the actual implementation has not been completed, the AHF quality manager may recommend a 3-month extension to the initial Suspension period.

If the Client is not willing or unable to close the non-Conformities, he / she shall recommend the Withdrawal of the Certificate to the quality manager (see Item 8). The quality manager (or the person designated) will review the inspection reports and evaluation reports to verify the decision.

The requirements described in this Procedure must be communicated in writing or sent via email to the Client, requesting the corresponding acknowledgment of receipt.

The customer will also be required to inform their customers about the suspension and not conduct business based on the Certificate of Conformity.

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8. REFUSING CERTIFICATION

- Refusal of the certification is done in the following circumstances.
 - Client fails to submit the corrective actions within 60 days time frame from the date of evaluation,
 - Corrective actions submitted by the client are not satisfactory considering the non-conformities / observations,
 - Client fails to pay the required fees in the given time frame,
 - Client does not want to have certificate after completion of the assessment,
 - Objective evidence submitted during the evaluation found fake.
- All the above reasons will lead to refusal of product certification even after completion of the evaluation. Certification Manager will take decision on the refusal of certificate based on the above circumstances.
- Details of refusal of the certificate are given to the client in the writing and a show cause notice is submitted to the client for such an incident.
- Client is requested to reply in writing against the show cause notice.
- The details of refusal of certificate are maintained in the client file and then the file is closed.
- Certification Manager maintains the list of refusal of the certificates.

9. WITHDRAWAL.

The total or partial withdrawal (a part of the scope) of a certification will be imposed as a consequence of the very serious or repeated serious breach of the obligations of the certificate and for the non-rectification of the causes that caused a suspension. Serious non-compliance shall be understood to be that which results in the direct effect of the guarantee of technical competence and quality of the results of the conformity assessment activity, and in affecting the prestige

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of accreditation. In the case of a serious breach of any Halal Certification requirements the issued Halal Certificate is immediately withdrawn by the formal decision of the Halal Certification Committee (after the review of all the relevant information provided by the Halal Certification Unit).

When any of the following conditions exist, the client's certification must be withdrawn and said action must be published.

The client requests withdrawal of the Certificate of conformity.

Procedures of withdrawal are as follows:

- Deliberate violation of the client's obligations as a certificate.
- When the integrity of any AHF person has been assaulted or who has participated in the client's evaluation processes.
- When the client intends to transfer or assign all or part of his rights and obligations acquired by the certification, without a timely notification to AHF.
- When the client is given a notice of suspension and is required to take action to resolve the suspension within the specified time limit and is not met, without explanation from the client.
- For misuse and / or misleading use repeatedly of product certification or seal of conformity.
- The withdrawal shall be made public, immediately after AHF notifies the resolution.
- The withdrawal of the certification will imply the obligation for the customer to return Certificates
- The client is obligated to immediately remove the information on Halal certification from any sources, immediately remove the halal mark from its

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all products and documents and return the originally issued Halal certificate together with its Annex to AHF by post within 10 working days after receiving the notice from AHF.

- The Client is immediately forbidden to sell any products as halal, to use any promotional materials stating the Client has a valid Halal Certificate and use the copies of Halal Certificate or AHF Halal Mark in any ways.
 Failure to comply with these requirements may and will result in the court appeal by AHF.
- AHF will proceed to the elimination of the list of Customers certificates, in relation to the certification or certifications withdrawn, and the publication of their condition of retirement.
- The partial withdrawal of a certification will entail the prohibition of issuing documents reference to the certification of the client by the CB, in the part in which it has been withdrawn.
- The Certification manager / representative must review the history of the last Certification Cycle of the Client.
- Upon request by any party, AHF shall correctly state the status of certification of a Client's product certification as being suspended, withdrawn or reduced.

(when applicable) to take one of the following options:

- Recommend the withdrawal of the certificate and make a notification, through an Official Notice,
- addressed to the Client's Senior Management on the reasons for this decision. Request acknowledgment of receipt.
- The Certification manager must notify the Customer's Senior Management in writing or via email electronically, with acknowledgment of receipt. You

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must request the return of all Certificates issued and the Trademarks provided as a result of the Certification.

- The Certification manager / representative must notify the client about the Appeals, Complaints and report that an appeal can be made after said notification. Records of this activity should be kept
- The client should be advised not to take requisitions based on a certificate of that you should inform your customers about the cancellation of the Certificate of conformity.

Customer bankruptcy

The customer with certificate of conformity ceases to exist as a legal entity or when the product ceases to exist.

Notice and time frame

Certification agreement stipulates that three-month written notice is served to either party to execute termination. Where the cause of termination is justifiable as such, Halal Consulting reserves the right to revoke the agreement and withdraw halal certificate without prior notice accepting no liability, financially or otherwise on its part.

Bankruptcy of AHF

If the performance of AHF puts at risk the credibility or prestige of AHF certification to its clients.

10. RE-ISSUANCE OF CERTIFICATE:

When corrective action to resolve the problem(s) taken by the certified client has been verified, certification will be resumed. The period of certification will not be revised to cover the period of suspension.

11. RE-EVALUATION IN CASE OF CHANGES.

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The client must notify AHF in writing of changes that significantly affect the design or specification of products, or changes in ownership, structure or administration of the customer, if necessary, in case of any other information indicating that the product can no longer meet the requirements of the certification system.

Some of these changes may be:

- 1. Interruption of the activity related to the scope of certification.
- 2. Their legal, commercial, property or organizational status.
- 3. Renunciation, withdrawal or change of the technical manager or his substitute.
- 4. Waiver, withdrawal or change of the person in charge of the quality management system.
- 5. The organization, critical locations, structure, main policies, or procedures, and others that affect the normal performance of the activities for which it is certified.
- 6. Its resources and facilities.
- 7. The scope of your certification.
- 8. Transfer or appearance of locations.
- 9. other problems that may affect the customer's ability to meet certification requirements.

The Operations Coordinator receives the letter and will deliver it to the Certification Director / representative for analysis and decide if the changes merit a reevaluation or will simply be requested to the client.

It is considered of vital importance to make the re-evaluation if the changes directly affect the process, if the changes were made to the infrastructure, such as change of address, expansion of the plant, process automation, product specifications, etc. The re-evaluation will be considered as an extraordinary evaluation.

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In case the changes are in a documentary form, all the necessary supports and evidence will be requested to justify the changes and the verification will proceed in the next planned evaluation.

If changes are due to changes in the standards with which the product is certified, AHF will notify the certificate of the novelties and will determine a period (2 months) for the customer to make the changes required by the modified regulations. The re-evaluation will be considered as an extraordinary evaluation.

12. POLICIES.

The Head of Certification Committee / representative must notify the Senior Management of the Client in writing or via email, with acknowledgment of receipt.

You must request the return of all Certificates issued and the Marks provided as a result of the Certification.

The Head of Certification Committee / representative must notify the client of Complaints and Appeals Procedure and advise that an appeal can be made after such notice. Records of this activity should be kept.