



Procedure for Cancelling, suspending, withdrawing or reducing the scope of Halal certificate

1.Purpose

Define and establish the necessary procedure for cancelling, suspending, withdrawing or reducing the scope of Halal certification from the client.

2.Scope

This procedure applies to companies certified by IHCCL in conformance to GSO 2055-2:2021.

3.Responsibility

- Director General
- Certification Manager
- Certification unit

4.Description of Activity

4.1 Grant of Certification

- a. Certification may only be granted when all corrective actions agreed for identified nonconformities have been properly closed.
- 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, Certification unit will prepare an evaluation review and arrange the certification decision committee meeting.
- e. Certification unit shall ensure that members of certification decision committee are different from the audit team. The team taking the decision of certification shall not be less than 3 individuals, where at least 2 of which are Halal Islamic affairs experts. Decisions shall be taken unanimously, not by majority of votes.
- f. In the meeting, all the evaluation records are verified and upon successful verification the certification committee decide for granting the certificate for the identified product.
- g. Once the Halal certification is granted by the certification decision committee, certification unit 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 Director General for the approval.
- i. Upon completion of the above, the Certification Body 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 Director General. The time to issue a Certificate is maximum 30 working days.
- j. The Certificate specifies the name and address of the certification body, 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 HCB assigned such responsibility.

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

IHCCL 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 agreement / contract signed.

4.3 Extension or Reducing the Scope of Certification

When a nonconformity with certification requirements is substantiated, either as a result of surveillance or otherwise, IHCCL shall consider and decide upon the appropriate action, which may include:

- Continuation of certification under conditions specified by IHCCL (e.g. increased surveillance)
- Reduction in the scope of certification to remove nonconforming product variants
- suspension of the certification pending remedial action by the client
- withdrawal of the certification.

4.3.1 Extending the scope of certification

When a customer certified by IHCCL needs to modify its Scope of Certification, it must request the extension or reduction of that scope through an office or email sent to IHCCL, detailing the modification required. To meet reach extension requests IHCCL 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.

4.3.2 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.
- Director General may not be available for approval of the certificate.
- Due to some other unavoidable circumstances like lock downs / entry restrictions imposed by 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 extensions are given for the period of three months from the expiry date of the certificate.

4.3.3 Reducing the scope of certification

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

- Any of the product from the present certification may fails to comply with the relevant requirements or reduction in the scope of certification to remove nonconforming product variants.
- Reduce the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification.
- Client may require voluntarily withdrawal of the product from the present certification certificate.
- Due to some other unavoidable circumstances.

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

4.4 Cancelling / 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 IHCCCL, the certification symbol and any reference by the customer of their status as certified by IHCCCL 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, IHCCCL 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.
- Client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system
- Certified client does not allow surveillance or recertification audits to be conducted at the required frequencies
- The certified client has voluntarily requested a suspension.
- 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,
- compliance with the certification requirements or lack of technical expertise necessary to maintained 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 IHCCL or its staff, including evaluators, without evidence or rationale or with clear intentions to prejudice the Certification Body or any of its members.
- Other situations of customer responsibility that prevent the CB from verifying compliance with certification requirements.
- Voluntary request of the Client.

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

- The Certification Body based on the analysis of the information that demonstrates the breaches mentioned above by the customer, it will take the decision to suspend the certification.
- If certification is suspended, IHCCL shall assign one or more persons to formulate and communicate the following to the client:
 - actions needed to end suspension and restore certification for the product(s) in accordance with the certification scheme
 - any other actions required by the certification scheme.
 - These persons shall be competent in their knowledge and understanding of all aspects of the handling of suspended certifications.
- Any evaluations, reviews or decisions needed to resolve the suspension, or that are required by the certification scheme, shall be completed in accordance with the applicable parts of 7.4, 7.5, 7.6, 7.7.3, 7.9 and 7.11.3 of ISO 17065:2012.
- The client can appeal to that decision, observing the conditions established in the Appeals procedure, published on the IHCCL website. If, within the time limit set by IHCCL, the interested party does not show their disagreement with the decision, no appeals will be accepted.

- The suspension will be made public, immediately after IHCCL notifies the resolution corresponding.
- The suspension of a certification cannot be extended for more than 3 months, except that for IHCCL 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, IHCCL 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 its clients, & suppliers about its suspended status and the possible consequences.
- In extreme circumstances IHCCL 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 IHCCL.
- 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.
- 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 IHCCL.
- The de–certification will be published as a separate list and will be available at the IHCCL office and made available upon request.
- The certified client has the right to appeal any decisions of IHCCL and a copy of the appeals procedures will be made available upon request.
- Certification Manager shall remove the companies where the certificate has been cancelled. During suspension, suspension remark shall be placed in the registered of certified client.
- The certified client files for all cancelled 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.
- The certification body shall restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established by the certification body shall result in

withdrawal or reduction of the scope of certification. In most cases, the suspension would not exceed six months.

- If certification is terminated (by request of the client), suspended or withdrawn, IHCCL shall take actions specified by the certification scheme and shall make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure it provides no indication that the product continues to be certified. If a scope of certification is reduced, IHCCL shall take actions specified by the certification scheme and shall make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

4.4.1 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 IHCCL and published on its website, expressly mentioning its voluntary nature.
- The voluntary suspension of a certification cannot be extended for more than 3 months.
- IHCCL may extend the term by a maximum of 1 month 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, IHCCL will withdraw the certification to the client.

4.4.2 Suspension 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, IHCCL will request the Customer to send the evidence immediately within the next 30 days.

For all cases, the Suspension period should not exceed 3 months, after this time, IHCCL 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 IHCCL's certification 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, Audit team shall recommend the withdrawal of the Certificate to the certification manager. The certification manager (or the person designated) will review the inspection reports and evaluation reports to verify the recommendations and arrange the Certification decision committee.

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.

If certification is suspended, the certification body shall assign one or more persons to formulate and communicate the following to the client:

- actions needed to end suspension and restore certification for the product(s) in accordance with the certification scheme
- any other actions required by the certification scheme.

These persons shall be competent in their knowledge and understanding of all aspects of the handling of suspended certifications. Any evaluations, reviews or decisions needed to resolve the suspension, or that are required by the certification.

If certification is reinstated after suspension, IHCCL shall make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure all appropriate indications exist that the product continues to be certified. If a decision to reduce the scope of certification is made as a condition of reinstatement, IHCCL shall make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

4.5 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 reason 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 show cause notice is submitted to the client for such incidence.
- 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 file is closed.
- Certification Manager maintains the list of refusal of the certificates.

4.6 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 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 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 IHCCL person has been assaulted or who has participated in the client's evaluation processes.
- Client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system
- The certified client has voluntarily requested a withdrawal.
- 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 IHCCL.
- 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 the Certification Body 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 all products and documents and return the original issued Halal certificate together with its Annex to IHCCL by post within 10 working days after receiving the notice from IHCCL.

- 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 IHCCL Halal Mark in any ways. Failure to comply with these requirements may and will result in the court appeal by IHCCL.
- IHCCL 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 retired.
- 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 withdrawal.
- The Certification manager / representative must review the history of the last Certification Cycle of the Client.
- Upon request by any party, IHCCL 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 electronic, with acknowledgment of receipt. You 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.

4.8 Notice and time frame on Termination

Three months written notice is served to either party to execute termination. Where the cause of termination is justifiable as such, IHCCL reserves the right to revoke the agreement and withdraw halal certificate without prior notice accepting no liability, financially or otherwise on its part.

4.9 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.

4.10 Re-Evaluation in Case of Changes

The client must notify IHCCL 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. Change of the management including 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 certification.
8. Transfer or appearance of locations.
9. other problems that may affect the customer's ability to meet certification requirements.

The certification unit receives the letter and will deliver it to the Director General / 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.

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, IHCCL 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.

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