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Definitions

A halal certificate is being issued to a client after a series of reviews and physical checks had been done. Any changes in the decision after the issuance is based on the 'conditions for certification' agreement which the client had signed.

Roles and responsibilities

It is the duty of the client to follow strictly to the terms of agreement on an ongoing basis. It is the duty of the Quality Manager of a halal certification body to ensure that the client comply to this ongoing process. Checks are done either during a surveillance audit or when a special audit occurs.

Violation


In the case of any violation by either party, the case will be handled by the Quality Manager which will collate all the available evidence and data then be passed over to the decision committee of a halal certification body. The halal certification body has the right to decide on the repercussion based on the followings:

Suspension

A suspension of a halal certification by the halal certification body happens when the client fails to maintain an ongoing requirement which resulted in a major non-conformity for example (non-exhaustive list):

- a. Supplier of raw ingredient material for high risk items changes and when the supplier fails to produce a halal certificate. High risk items include items like proteins, enzymes, amino acids, essences, glycerol, industrial alcohol, etc.
- b. Major cross contamination occurs such as forages residue of haram nature (i.e. pig protein, blood) when found in chemical hazard test, or health hazard bacteria found in microbial test.
- c. Cross contamination by processing tools or aids that are made of non-halal materials such as glycerol in soap and sanitizers, excessive alcohol in contact surfaces, bristles as brushes or lubricants in contact areas that may contain lard.

A suspension is usually for a period based of 1 to 3 months after which it would automatically lead to a termination. The client will be forewarned.

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Termination

A termination occurs when a suspension exceeded the allowable period. A notice of termination will be issued out.

Reduction

Reductions are caused by changes in the current system or product arrangements for example when part of the certified products is being obsolete halfway through the certification period which will narrow the scope or when the halal certification bodies decided to cease certain scopes due to non-availability of experts in a particular field. Reduction are non-critical and can be notified through formal notes.

Withdrawal

Withdrawal happens for example when the client decided to cease business or to go non-halal. The intention to quit can be in a term of formal notes such as e-mail or letters which will be followed by the return of the halal certificate which will then be kept as a record.

On the other hand, a halal certification body also has the right to withdraw its halal certification should the client continuously fail to comply to the required halal system. A notice of withdrawal can be given.

Extension

While the client is attached to a three years cycle program, there may be instances when the client requires an additional year of service or so that may be due to contract term due with landlords. In such instances, the halal certification body may grant this kind of extension.

Extension can also happen to suspension when a client writes in to ask for an extension while they figure out the solution.

In any cases, extension cases will be handled based on case by case by the decision committee.

What about addition of products in the existing certificate?