

### ISSUE OF HALAL CERTIFICATE

Successful applicants who have achieved compliance with the HQCI requirements and Schemes, Halal Certificate will be awarded by HQCI and the authority granted to use HQCI's Halal marks on certified products. HQCI will inform the applicant upon approval of its application.

This Certificate shall be valid for the certification period as stated on the certificate, and requires compliance by the client to meet continuing Halal certification requirements as well as the outcome of surveillance audits and/or surprise visits.

The certificate will remain the property of HQCI and shall always be returned upon request.

### EXTENDING CERTIFICATION

Any client wishing to extend the scope of its certification to cover additional products, processes, services or sites shall apply to HQCI in writing by completing an application form and identifying the audit type or change required. HQCI shall review the nature of extension and decide on the necessary audits/evaluations to be performed.

### PUBLICATION BY CERTIFICATE HOLDERS

A client has the right to publish that the certified product/s are Halal Certified, and apply HQCI's Halal mark to the successfully approved halal product/s to which the certificate applies.

The client shall not make any claim that may be regarded as misleading, and care must be exercised in its publications and advertising so that no confusion arises regarding product certification, especially where certified and non-certified business scopes and product exist.

### PUBLICATION BY HQCI

Non-confidential details of a client's Halal certified products will be published in, or accessible via HQCI's website.

### SUSPENSION/ TERMINATION OF CERTIFICATION

A Halal certificate may be suspended or terminated due to the following actions by a certified client:

- Improper/Misleading use of the HQCI Halal certificate or mark.
- Client makes a voluntary formal request to withdraw certification.
- Client ceases/stop trading or if the certified product is no longer offered.
- Regular surveillance or recertification audit shows non-conformance(s) that compromises or may compromise the Halal integrity of certified products/services.
- Major non-conformance(s) or effective corrective action not implemented within a specified time period.
- Contravention of the Certification Requirements

- Client fails to meet financial obligations to HQCI.
- Infringement by the client of any contractual conditions between the client and HQCI.
- Client is unable or unwilling to ensure conformance to revisions of halal certification requirements once advised by HQCI.
- Existence of a serious complaint, or a large number of second- or third-party complaints, which indicate that HQCI's halal certification requirements are not being maintained.
- Client does not allow audit access as required by HQCI, or where the client is the cause of a delay in the audit taking place.
- During any suspension or once certification has been terminated, the client shall not identify its product, process or service as certified by HQCI.
- HQCI may make the certificate suspension or termination public through its website.
- All costs incurred by HQCI, in the suspension and reinstatement of Halal certificates will be charged to the client.

**NOTE:** HQCI's Manager shall indicate under which conditions the suspension will be removed. At the end of the suspension period, an investigation will be carried out to determine whether the indicated conditions for reinstating the certificate have been fulfilled. On fulfillment of these conditions the suspension could be lifted by notifying the client that the certification has been reinstated. If the conditions are not fulfilled, the certificate shall be withdrawn

### **WITHDRAWAL/CANCELLATION OF CERTIFICATE**

Cancellation of certification will be invoked where; following suspension of certification, the client fails to respond to HQCI communications within the 14-day grace period or fails to implement corrective action within the appointed time period. Cancellation of certification will require the client to assume the status of non-approval and return all certification documentation to HQCI.

A certificate may be withdrawn, or the scope of certification reduced in the following cases:

- If the audit shows that the non-compliance is of a serious nature.
- If the surveillance or re-audit is delayed at the request of the client.
- If the client fails to settle the due payment of its financial obligation to HQCI
- If the client fails to take adequate measures in case of suspension.
- If any actions are taken by the client which would bring the HQCI Certificate/scheme into disrepute. In the above cases HQCI has the right to withdraw the certificate by informing the client. The client has the right to appeal any decisions that HQCI has taken.



Certificates will be cancelled in the following cases: -

- If the client ceases trading for whatever reason.
- If the client does not wish to continue certification and not to follow HQCI's halal certification scheme.
- If the product, process or service is no longer offered

### **RIGHT OF APPEAL**

The client has the right to appeal against any notification given regarding the suspension, reduction in scope or termination of certification by HQCI.

Notification of a client's intention to appeal must be made in writing and must be received by HQCI within fourteen days of receipt of notification of failure to comply with the certification requirements.

The Appeal committee will convene and review the decision taken and the appellant will be informed of the outcome.