

**PROCEDURE FOR CERTIFICATE  
ISSUANCE, SUSPENSION &  
WITHDRAWAL**

IHC-SOP-11

Rev. 05

Revision date: 01-03-2023

**AMENDMENT RECORD**

DCRF	PAGE NO.	REVISION NO.	DATE REVISED	CHANGES
33	All pages	00	26/9/2019	Change in IHC logo
46	04	01	1/5/2020	Addition of certification extension clause
80	03	02	01/11/2022	Change from GSO 2055-2/2016 to GSO 2055-2/2021
81	06	03	16/11/2022	Addition of criteria for decision making in case of suspension and withdrawal.
	05	04	01/03/2022	Addition of requirements regarding audit pack to be sent to the DMC.



Prepared By  
**Ms. Injela Akhtar**  
Manager Operations /MR  
Review Date: 29/09/2023



Approved By  
**Mufti Zeeshan Abdul Aziz**  
CEO  
Review Date: 29/09/2023

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## 1. Introduction

This procedure describes the methods for the issuance, suspension and withdrawal of the certification according to the requirements of the following standards:

- ISO/IEC 17065:2012, Conformity assessment- Requirements for bodies certifying products, processes and services
- ISO/IEC 17021:2015, Conformity assessment — Requirements for bodies providing audit and certification of management systems
- GAC FAD-12- Supplementary accreditation requirements for Halal certification Bodies
- UAE.S 2055-2:2016- General Requirements for Halal Certification Bodies
- GSO 2055-2:2021- General Requirements for Halal Certification Bodies
- PS 4992:2016- Pakistan Standard for Conformity Assessment -Requirements for Bodies Providing Halal Certification
- EGAC Guidelines for Accreditation of Halal Certification Bodies PB 12-H
- MUIS-HC-001 Singapore MUIS Halal Standard
- OIC/SMIIC 2: 2019, Conformity Assessment – Requirements for Bodies Providing Halal Certification
- JAKIM Procedure for Recognition of Foreign Halal Certification Bodies (FHCB)
- SFDA guidelines
- BPJPH Halal Indonesian guidelines.

## 2. Applicability

This procedure is applicable to the activities related to certification in International Halal Certification.

## 3. Procedure

### 3.1 General

- 3.1.1 The certification body shall maintain and make publicly accessible, or provide upon request, information describing its audit processes and certification processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and about the certification activities, types of management systems and geographical areas in which it operates.
- 3.1.2 Information provided by the certification body to any client or to the marketplace, including advertising, shall be accurate and not misleading.
- 3.1.3 The certification body shall make publicly accessible information about certifications granted, suspended or withdrawn.

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- 3.1.4 On request from any party, the certification body shall provide the means to confirm the validity of a given certification.
- 3.1.5 If the total information is split between several sources (e.g. in printed or electronic form or a combination of both), a system ensuring traceability and absence of ambiguity between the sources can be implemented (e.g. unique numbering system, or hyperlinks on Internet).
- 3.1.6 In exceptional cases, access to certain information can be limited on the request of the client (e.g. for security reasons).

### 3.2 Issuance of Certificate

- 3.2.1 International Halal Certification must formally appoint an audit team, consisting of Auditors (s) and technical expert(s) & Shariah expert. When selecting the audit team, International Halal Certification must ensure that the expertise brought to each assignment is appropriate & relevant. International Halal Certification must ensure that team members act in an impartial and non-discriminatory manner.
- 3.2.2 International Halal Certification must inform the client of the names of the members of the audit team and the organization they belong to, sufficiently in advance to allow the client to object to the appointment of any auditor or expert.
- 3.2.3 The audit team must conduct the audit of the services of the client at its premises from which one or more key activities are performed. To obtain objective evidence of client's applicable scope to conform the Halal standard(s) and other requirements for certification, the audit team must perform witnessing at other locations where the client operates.
- 3.2.4 The audit team must analyze all relevant information and evidence gathered during the document and record review and the on-site audit. This analysis must be sufficient to allow the team to determine the extent of competence and conformity of the client with the requirements for certification. The team's observations on areas for possible improvement may also be presented to the client. However, consultancy must not be provided by any member of the audit team.
- 3.2.5 International Halal Certification must ensure that in decision making process at least two Islamic Affairs Expert / Sharia Expert and a technical expert shall be part of the Decision-Making Committee. International Halal Certification 's Decision-Making Committee must, without delay, make the decision on whether to grant, extend, maintain certification on the basis of an evaluation of the information received. The group or individual that takes the decision on granting, maintaining, renewing, extending, reducing, suspending or withdrawing certification understands the applicable standard and Halal certification requirements, and demonstrated competence to evaluate the audit processes and related recommendations of the audit team. The decision committee members are different from the personnel of the audit team who conducted the audit.
- 3.2.6 Manager Operations/ MR is responsible for selection of the Decision Committee. Certification Manager will be responsible for selecting the Decision Committee members, in case if the

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Operations Manager is the part of the audit team. In case if both are the part of the audit team then CEO will select the members of the Decision Committee team.

- 3.2.7 International Halal Certification must normally undertake the audit itself, on which Halal certification is based. International Halal Certification must not subcontract the decision-making. If International Halal Certification subcontracts audits, it must have a policy describing the conditions under which subcontracting may take place.
- 3.2.8 Where the International Halal Certification uses the results of an audit already performed by another HCB, it must have assurance that the other HCB was operating in accordance with the requirements of the applicable Halal Standard.
- 3.2.9 It is mandatory that complete audit pack containing the data of current year certification cycle as well as previous years' data will be shared with the Decision-Making Committee for review.
- 3.2.10 International Halal Certification must provide following documents to its Halal certified clients:
- Display Halal Certificate (Printed)
  - Recommendation/Confirmation Letter in PDF form via email. (optional)
  - Registered IHC Logo in EPS and JPG form via email or CD.
- 3.2.11 International Halal Certification must provide a certificate to the certified client. This certificate must identify (on the front page, if possible) the following:
- The identity and logo of the International Halal Certification;
  - The unique identity of the certified client;
  - All premises from which one or more key activities are performed, and which are covered by the certification;
  - The unique number of the certified client;
  - The effective date of granting of certification and, as applicable, the expiry date;
  - A brief indication of, or reference to, the scope of certification;
  - A statement of conformity and reference to the UAE/GSO, Pakistan or Malaysian Halal standards or other
  - Normative document(s), including issue/revision used for assessment of the client.
- 3.2.10 Extension of certification could be granted to clients, up-to maximum three months due to unforeseen situations like outbreak of COVID 19 in the organization, etc. where the conduction of audit is not possible by IHC. In such circumstances, an Extension Letter will be issued by IHC to the client. The status of client certification extension will also be updated on IHC website accordingly.

### 3.3 Extensions to scope

International Halal Certification. must, 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 or not the extension is granted. This is conducted in conjunction with a surveillance audit.

It is necessary for the International Halal Certification to conduct audits of certified clients at short notice to investigate complaints, or in response to changes, or as follow up on suspended clients. In such cases the International Halal Certification must describe and make known in advance to the

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certified clients the conditions under which these short notice visits are to be conducted, and the International Halal Certification must 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.

### 3.3.1 Suspending, Withdrawing Or Reducing The Scope Of Certification

3.3.3.1 IHC has a policy and documented procedure(s) for suspension, withdrawal or reduction of the scope of certification, and specifies the subsequent actions by the IHC.

3.3.3.2 The IHC suspends certification in cases when, for example,

- the client's certified system has persistently or seriously failed to meet the Halal certification requirements, including requirements for the effectiveness of the system,
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or
- the certified client has voluntarily requested a suspension.

3.3.3.3 Under suspension, the client's Halal certification is temporarily invalid. IHC has enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its Halal certification. IHC makes the suspended status of the certification publicly accessible and takes any other measures it deems appropriate.

3.3.3.4 Failure to resolve the issues that have resulted in the suspension in a time established by the IHC results in withdrawal or reduction of the scope of certification.

NOTE In most cases the suspension may not exceed 6 months.

3.3.3.5 IHC reduces the client's scope of certification to exclude the parts not meeting the requirements when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction may in line with the requirements of the standard used for certification.

3.3.3.6 International Halal Certification has enforceable arrangements with the certified client concerning conditions of withdrawal ensuring upon notice of withdrawal of certification that the client discontinues its use of all advertising matter that contains any reference to a certified status.

3.3.3.7 If IHC/client decides to get Halal certification suspended or withdrawn, voluntarily or involuntarily, IHC sends the case to Decision Making Committee which grants the final decision regarding suspension and withdrawal. The Decision Making Committee Members may vary on a case of case basis.

3.3.3.8 Upon request by any party, IHC correctly states the status of certification of a client as being suspended, withdrawn or reduced.

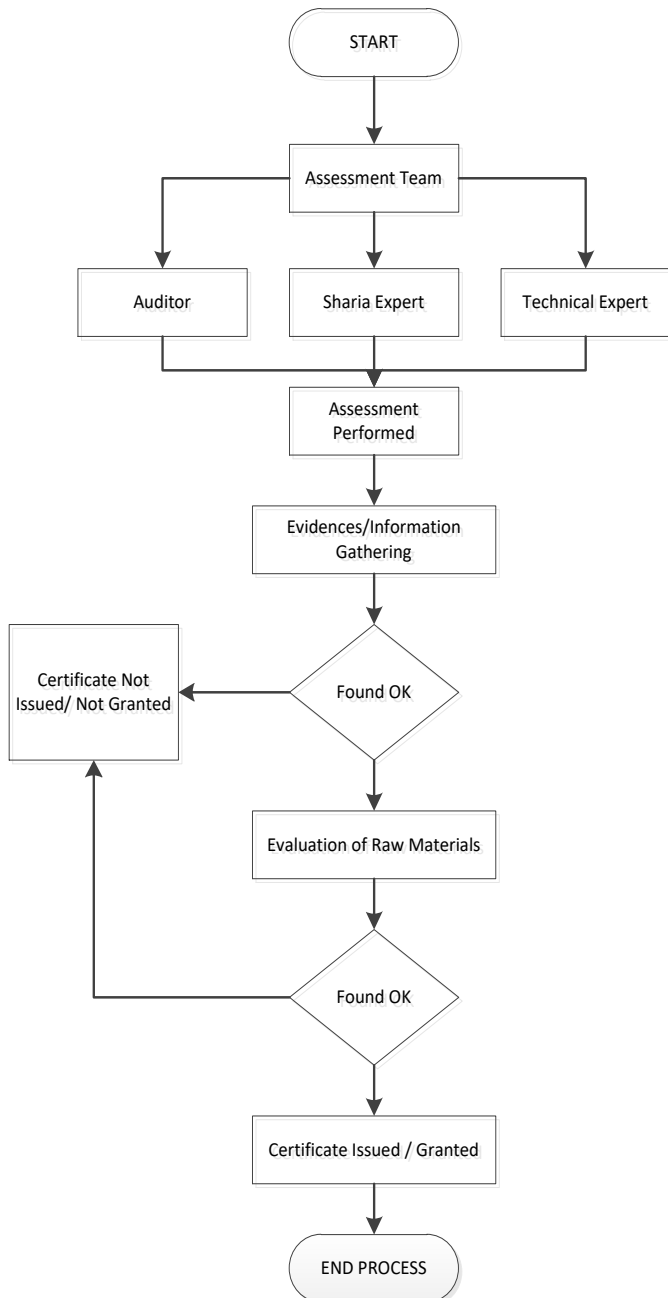
## 4. Related Documents

- Recommendation Letter (RL)
- Decision Making Committee
- Policy for Suspension, Withdrawing
- Policy for Outsourcing

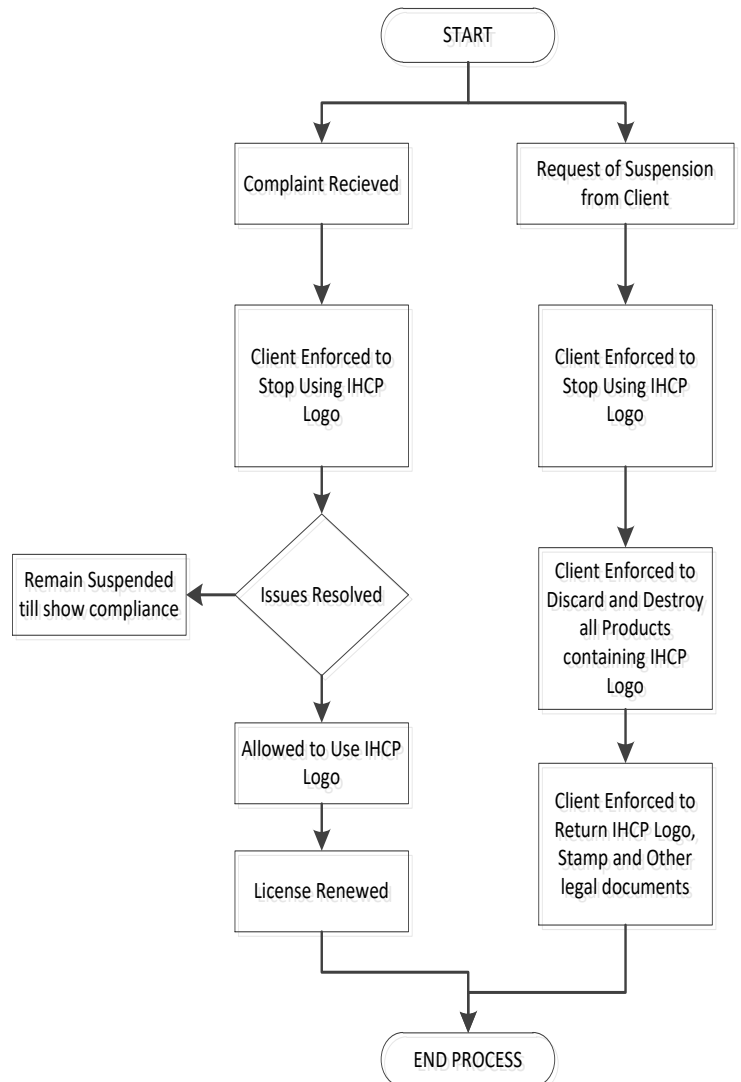
- Suspension Communication
- Withdraw or Confirmation of Suspension
- Terms of Reference for Decision committee

## 5. Process Flow

### A- Issuance of Certificate



### B- Suspension & Withdrawal



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