SICHMA

HALAL CERTIFICATION SCHEME K

PRODUCTION OF(BIO)CHEMICALS

Examples of included activities: microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products

Contents

1. Introduction

The Holy Book of Islam, the Quran, decrees that Muslims may only eat meat from permitted animals and only if those animals have been slaughtered in accordance with a detailed ritual procedure as prescribed by the Shariah. It also requires that meat must be handled with care to protect its integrity thus this Scheme was design to meet this need.

Established in 1992, SICHMA is the premier Halal certification body in Australia, with acceptance by all of Australia's Muslim trading nations including Indonesia, Malaysia, Singapore, Saudi Arabia, United Arab Emirates, and other Middle East countries. Empowered by the privilege of this authority, SICHMA has become one of the principal providers of Halal Certification to Australia companies, in particular those processing and exporting meat to all Muslim countries.

The Scheme Owner, Supreme Islamic Council of Halal Meat in Australia Inc (SICHMA) has established this SICHMA Halal Certification Scheme for Perishable Animal Products document to provide applicants with an understanding of its Certification Requirements and to allow for transparency of its expectations and the process that it follows.

This document contains the rules for the establishment and operation of SICHMA Halal certification scheme K, Production of (Bio) Chemicals that need to be fulfilled and the processes to be followed to obtain certification. Examples of included activities are: microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products.

This Scheme should be read in conjunction with the associated SICHMA Certification Agreement. Applicant/s accept that SICHMA provides certification services to them only under the terms and conditions of this Scheme and the Certification Agreement Contract.

The Scheme covers Halal certification for microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products.

The Scheme is designed to be implemented in accordance with the recognised international standards and includes the requirements for impartiality, competence, management, and an effective Halal process. SICHMA may also add overarching rules above these standards as part of its scheme/s.

The Scheme is based on contemporary international guidance for such schemes as elaborated in the following standards:

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- ISO/IEC 17065, conformity assessment-guidance on third party certification systems for products
- MUI Indonesia HAS 23000:1 and HAS 23103/2012
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Protocol 2011 for the Halal Meat and Poultry Production.
- Malaysian Standards- MS 1500-2019 (Third Revision)
- Majlis Ugama Islam Singapura (MUIS)
- Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)
- GSO 1694: General principles of food hygiene
- GSO 9: Labelling of pre-packaged food stuffs
- OIC/SMIIC 2:2019: – Requirements for Bodies Providing Halal Certification - The Standards and Metrology Institute for Islamic Countries (SMIIC)
- MS 1514:2009 Good Manufacturing Practices (GMP) for Food (First and Second Revision)
- MS 1480:2007 Food Safety According to Hazard Analysis Critical Control Point
- Codex Alimentarius

After an assessment and audit by an impartial Audit Team, the applicant who has demonstrated and fulfilled the Certification Requirements will be issued a Certificate of Conformity and within this period, periodic surveillance of ongoing fulfilment of Certification Requirements will be undertaken.

2. Definitions

Appeal	The process whereby an applicant can apply to SICHMA to reconsider or review a certification decision.
Applicant	The business or organisation that has applied for certification under the Scheme.
Application Form	The request form submitted by an applicant to SICHMA for assessment for the purpose of Certification.
Audit Report	Information compiled by the Audit Team Leader following an assessment of the Applicant's fulfilment of the Certification Requirements.
Audit Team	A team of two or more Auditors that are appointed to carry out the Audit.
Certificate of Conformity	Halal certificate issued by SICHMA demonstrating compliance with the Scheme.
Certification Decision	A decision made by SICHMA regarding the grant of a Certificate of Conformity.
Halal Certification Bodies (HCBs)	Halal Certification Bodies that are recognised and accredited by foreign accreditation authorities.
The Accreditation Authorities of Halal Certification Bodies	The official foreign agencies which are authorized to accredit Halal Certification bodies within their nation.
Certification Expiry Date	The date being 12 months from the initial grant of Certification, unless revoked earlier.
Certification Requirements	Compliance with the Scheme Standards, this Scheme document and all other SICHMA requirements.
Certification	Certification under the Scheme in accordance with the Certification Requirements and SICHMA requirements.
Conflict of Interest	Where a person or organisation has one or more interests that may prevent that person or organisation acting in an impartial manner.
Lapse of Certification	Certified Businesses or Organisation's Certificate status will be considered to have lapsed if the application for renewal of Certification is not received prior to the Certification Expiry Date.
Scheme	SICHMA Halal Certification Scheme for Perishable Animal Products.
Scheme Owner	Supreme Islamic Council of Halal Meat in Australia Inc. ABN 46 493 434 287

SICHMA	Supreme Islamic Council of Halal Meat in Australia Inc. ABN 46 493 434 287
Non-Conformance/ Critical to Halal integrity and food safety	A failure of a production facility to comply with one or more of the Halal and/or food safety standard or a failure of a production facility to implement an approved Halal Programme or a re-occurrence of Non-Conformance. Critical to Halal are things such as Invoking of Tasmiyah, single cut, single stun, stunning parameters, bleeding time etc. This will be determined by SICHMA.
Non-Conformance/ Area of Concern AOC	A failure of a production facility to implement or utilize processes or systems effectively to ensure on-going compliance with the Halal and food safety standards or a failure of a production facility to implement an approved Halal Programme but such failure(s) do not account for non-conformances critical to Halal integrity with the Halal and food safety standards.
Observation	A statement of fact discovered during an audit which is substantiated by an objective evidence. Auditor identifies a concern or weakness about the practices.
Approved Outcome	Following an Audit, SICHMA concludes that a production facility has no areas of non-compliance with the Halal and food safety standards or that the only Non-Conformance is an Area of Concern.
Unapproved Outcome	Following an Audit, SICHMA concludes that a production facility has a Non-Conformance/Critical to Halal integrity or the food safety aspect in respect of the Halal and food safety standards.
Islamic Shariah	The revelation on Prophet Muhammad (PBUH) in relation to the beliefs, sentiments and acts of the ordered, whether conclusive or presumptive. The interpretation of SICHMA of any religious rulings is final.
Halal Food	Food and drink that are allowed to be consumed in accordance with Islamic laws and rulings. The interpretation of SICHMA of any religious rulings is final.
Food Additives	Any substance not normally consumed as food directly and not commonly used as a component of food, whether or not it has nutritional value. If added to food for technological reasons (including organic purposes) during manufacturing, processing, preparation, packaging, transportation or maintaining this food (in a direct or indirect way) or in its sub-product element of the properties of these foods or influential in these properties.
Genetically Modified Foods (GMF)	Food and drink containing products or by-products of Genetically Modified Organisms (GMO). The transfer of the genes of other living species from a plant, animal and microorganisms by genetic modification technologies and the modifications to the DNA of the food.

3.The Scheme

This Scheme is called the SICHMA Halal certification scheme K, Production of (Bio) Chemicals. Examples of included activities: microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products. The Scheme Owner has established the Scheme to provide applicants with an understanding of the scheme, and with transparency regarding the Certification Requirements.

SICHMA is accredited to certify applicants for the following standards and product category:

i) Certification Standard/s

- MUI Indonesia HAS 23000:1
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Protocol 2011 for the Halal Meat and Poultry Production.
- Malaysian Standards- MS 1500-2019 (Third Revision)
- Majlis Ugama Islam Singapura (MUIS)
- OIC/SMIIC 1: 2019, General Requirements for Halal Food
- Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)

ii) **Product Category:**

- *Category "K" as per Annex A Table A.1 of GSO 2055.2:2021 being for Production of (Bio) Chemicals.* The scheme includes microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products

3.1 Purpose

The purpose of the Scheme is to allow businesses or organisations to demonstrate to an independent third party that they fulfil the Halal requirements of the Scheme and are committed to maintain the high quality and safety of the product/s.

A Halal Certificate is issued upon the fulfilment of the Certification Requirements which indicates the product being certified and provides authorisation to the applicant to use the Scheme's Mark or Logo.

3.2 Objective

The objectives of the Scheme and its associated Marks or Logo are:

- to enable certified facilities and/or certified products to be clearly identified as Halal and fulfilment of the religious requirements of the Shariah.

- to allow importers, purchasers and individual consumers the level of confidence that the products or goods have been independently assessed as Halal and thereby fit for consumption by Muslims.

3.3 Scope

The Scheme is compiled using the results of audits and inspections conducted and aimed at ensuring compliance to the following standards:

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- MUI Indonesia HAS 23000:1
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Standards- MS 1500-2019 (Third Revision)
- Majlis Ugama Islam Singapura (MUIS)
- OIC/SMIIC 1: 2019, General Requirements for Halal Food
- Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)
- GSO/CAC/RCP 58: Code of hygienic practice for meat
- GSO 1694: General principles of food hygiene
- GSO 9: Labelling of pre-packaged food stuffs
- OIC/SMIIC 2:2019: – Requirements for Bodies Providing Halal Certification – The Standards and Metrology Institute for Islamic Countries (SMIIC)
- MS 1514:2009 Good Manufacturing Practices (GMP) for Food (First and Second Revision)
- MS 1480:2007 Food Safety According to Hazard Analysis Critical Control Point
- HAS-23000 MUI General Guidelines of Halal Assurance System
- Codex Alimentarius

3.4 General Principles

3.4.1 Confidentiality

All information obtained from the application will remain confidential. SICHMA has policies and procedures in place regarding management of confidential information. SICHMA ensures that its employees and contractors maintain the confidentiality of information acquired as a result of their agreement with the client.

The client shall maintain confidentiality regarding all commercial terms and conditions with SICHMA for certification services.

Information about a particular client or individual shall not be disclosed to any third party without the written consent of the client or individual concerned.

3.4.2 Non-discriminatory

The Scheme is accessible to all applicants whose activities fall within its scope of operation. All applications will be treated fairly and without prejudice or discrimination of any applicant due to its size, type of business, financial position or political background.

SICHMA can decline to accept an application or maintain a contract for certification from a client when fundamental or demonstrated reasons exist, such as the client participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar client-related issues which may affect the integrity of Halal as determined by SICHMA.

3.5 The Application

In order to obtain and retain certification, all applicants and clients must abide by the rules of the Scheme and the Certification Agreement.

The client shall ensure that the responsibility for the certification application is clearly defined by appointing an authorised representative who will be the main contact with SICHMA and ensure that the Scheme provisions are observed.

All information deemed necessary by SICHMA in order to complete the assessment should be made available by the applicant through the completion of the application form and that all annexures shall be duly completed as these documents form an important part of the certification system.

On receipt, all applications are checked for eligibility and completeness. A quotation is prepared which includes the scope verification and all of the fees for review and reporting.

SICHMA shall be responsible for all certification activities, from the initial document review, audit/evaluation of the client's Management System through periodic surveillance audits and re-assessment audits/evaluations.

3.6 Responsibilities

The responsibilities of SICHMA and the Client under this Scheme are summarised in **Attachment A**.

4.The Certification Audit

On contacting SICHMA and agreeing to the fee quotation for the required services, the Certification Agreement will be finalised, and the Client will then be advised of the proposed audit date and the requirements for the certification audit.

4.1 Audit Process

All initial certification audits are carried out in two stages. The first stage consists of a preliminary review of the client's organisation and Management System. Part of the first stage of the audit will be conducted at the client's premises to obtain the preliminary information pertaining to the structure of the management, production processes and to ascertain the nature and complexity of the operations.

During site visit, the Auditor/s will commence the visit by conducting an entry meeting, which will involve senior management and anybody else from the management whose presence is necessary at the entry meeting. The entry meeting will cover such aspects as, who attended the meeting, what the audit process involves, the areas of the operation that will be witnessed, the documents to be reviewed and the arrangement of personnel that the Auditor will need to interview during the visit.

Following the entry meeting, the Auditor will conduct a review of the Management System documentation, if not already done. SICHMA shall require each client to make available, when requested, the records of all complaints and corrective actions taken in accordance with the requirements of the system standards or other normative documents.

The objectives of stage 1 Audit are to:

- confirm that the Management System has been designed to conform with all the requirements of the Scheme and related standards, including a review of management system documentation.
- confirm that the Management System is designed to achieve the Scheme requirements.
- evaluate the capability of the Management System to identify and manage compliance with regulatory and contractual requirements.
- obtain pertinent information to plan and carry out the stage 2 of the audit. This will include an evaluation of the client's location and site-specific conditions, a collection of information related to the processes and operations within the scope of the management system, and an identification of key performance or significant aspects and objectives.
- evaluate the state of readiness of the Management System for the stage 2 audit, including an evaluation of internal audit and management review planning and performance and a determination of the overall level of implementation of the management system.
- review the audit resources planned for the stage 2 audit and agree with the client on the details of the stage 2 audit.
- provide feedback to the organisation to facilitate continual improvement.

The objectives of the stage 2 audit are to:

- confirm that the organisation's Management System and associated activities conform to the requirements of the applicable standard and other requirements to which the business subscribes.
- confirm that the organisation has effectively implemented the planned management

system, including performance monitoring and measurement against stated objectives, dentification and compliance to applicable regulatory requirements, operational controls of processes, internal audits, and management review.
- confirm that the management system can achieve the organisation's policy commitments and management responsibility for the policies.
- provide feedback to the client to facilitate continual improvement.

4.2 Audit Findings and Non-conformities

When the initial audit/evaluation has been completed, SICHMA will inform the applicant of its result. If Certification Requirements are fulfilled, the Scheme documents gathered will be handed to the SICHMA Certification Decision Committee for review and approval.

If throughout the audit the Auditor finds an error or unsatisfactory requirements exist, the client will be informed of those aspects in which the application is deemed non-compliant. The following may be raised by the auditors:

4.2.1 Critical to Halal Integrity or Food Safety Equal to Major Non-Conformity (Major)

The absence of or a complete failure to implement and maintain one or more clauses of the applicable standards or a situation based on the available evidence that:

- demonstrates significant doubts to the capability of the company's system to achieve satisfactory level of Halal integrity defined in the applicable standards
- would raise significant doubts on the quality of the products manufactured and supplied by the organisation.

As the nature of the Major Non-Conformity may affect the Halal integrity of a product, the response time to address the Major Non-Conformity is as follows:

- where the Major Non-Conformity raised affecting the Halal integrity of the product, the client will address it with immediate effect in consultation with SICHMA. SICHMA may elect to withdraw the client's Halal certificate in case of immediate non compliance to the Major Non-Conformity.
- where the Major Non-Conformity does not affect the halal integrity of the product, the client is required to address and closeout the issue raised in a period not exceeding one month and to advise SICHMA of the proposed action/s to be taken within 7 days. This time frame may be carried by SICHMA at its discretion.

Major Non-Conformities meet the definition of "nonconformity" as defined in the following standards:

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- MUI Indonesia HAS 23000:1
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Standards- MS 1500-2019 (Third Revision)

- Majlis Ugama Islam Singapura (MUIS)
- OIC/SMIIC 1: 2019, General Requirements for Halal Food
- Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)
- MS 1514:2009 Good Manufacturing Practices (GMP) for Food (First and Second Revision)
- MS 1480:2007 Food Safety According to Hazard Analysis Critical Control Point
- Codex Alimentarius

4.2.2 Area of Concern (AOC) Equal to Minor Non-Conformity (Minor)

A finding (indicative of a weakness in the system) of a process, records or in the management of a particular activity, or a situation which if left without corrective action unattended by the organisation, would raise significant doubt/s to the future capability of the Management System to achieve the policy and objectives of the organisation and the quality of what the organisation is supplying.

Note: A number of minor Non-Conformities raised against the same aspect of the assessment standard or the organisation's Management System may demonstrate a breakdown of the system and can therefore result in a major Non-Conformity.

Minor Non-Conformities do not meet the definition of "non-conformity" as defined in standards:

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- MUI Indonesia HAS 23000
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Standards- MS 1500-2019 (Third Revision)
- Majlis Ugama Islam Singapura (MUIS)
- OIC/SMIIC 1: 2019, General Requirements for Halal Food
- Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)
- MS 1514:2009 Good Manufacturing Practices (GMP) for Food (First and Second Revision)
- MS 1480:2007 Food Safety According to Hazard Analysis Critical Control Point
- Codex Alimentarius

When the client can demonstrate that effective corrective action has been taken to meet all the requirements within a specified time limit, the application and its supporting corrective documents will be compiled by the auditors and will be submitted to the SICHMA's Certification Decision Committee (CDC) for review. CDA has the authority to review the application and decide on the suitability of the client to award the Halal Certificate.

4.3 Surveillance, Short Notice and Surprise Audits

A surveillance audit is the ongoing periodic review of an organisation's Quality Management System. This audit takes place in-between certification and re-certification audit whereas the surprise audits are unannounced audits.

Surveillance and surprise audits frequency will be stipulated as either once or twice each year, but additional visits may be conducted at the discretion of SICHMA.

It may be necessary for SICHMA to conduct audits of certified clients at short notice to investigate complaints or in response to changes or as a follow-up of the suspended clients. Under such circumstances, SICHMA shall exercise additional care in the assignment of the audit team.

4.4 Evidence Collection and Laboratory Testing

A member of SICHMA's audit team may collect/request relevant samples, photographs, video or other materials for the purpose of investigation.

A Laboratory testing may also be required to identify if any cross-contamination is noted, and to confirm that any other agents/ingredients used are Halal. The client has an option to use SICHMA's preferred laboratory or alternatively select accredited laboratory of their choice approved by SICHMA in writing.

5.Certification

Once the Certification Decision Committee has reviewed the results of the audit, and confirmed that Non-Conformances, if any, have been addressed, a Certificate of Conformity will be awarded by SICHMA authorizing the client to use SICHMA Marks/ Logo. SICHMA will inform the applicant upon approval of its application.

The certificate will remain the property of SICHMA and the SICHMA reserves the rights to withdraw & return the certificate from the approved client in case of non compliance. Rules for the use of Marks and Logo are detailed as per section 8 of this document.

5.1 Statement on Conformity and Validity Period

Successful applicants who have achieved compliance with the requirements of this scheme shall be granted a certificate with the following declaration:

"The Supreme Islamic Council of Halal Meat in Australia… certify that [*Name of Client at address*] operates in compliance with the following standards for Halal Products:

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- MUI Indonesia HAS 23000
- GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
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SCHEME **K** For PRODUCTION OF (BIO) CHEMICALS

This scheme includes microbiology, production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids, pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products.

This Certificate shall be valid for 1 year from the date the certificate has been first issued and requires compliance by the client to meet continuing Certification Requirements and the outcome of surveillance audits and/or surprise visits.

5.2 Extending Certification

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

5.3 Public Documents

5.3.1 Publication by Certificate Holders

A client has the right to publish that the certified product/s are Halal Certified and apply a Halal certification mark/logo to the successfully approved Halal product/s for which the certificate is applicable. 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.

5.3.2 Publication by SICHMA

The client's non-confidential information relating to certified Halal products will be published on SICHMA's website as this is a condition under its accreditation. The information provided will include the following:

- Name of the client
- Certification scope and product category
- Validity of the certification
- Standard on which certification is based.
- Any other information when required

5.4 Suspension/ Termination of Certification

The certificate applicable to a specific business scope covering product, process, service, site or organisation may be suspended if the certified client, for a limited period (in most cases the suspension would not exceed 6 months) exhibits the following cases: -

- Improper/Misleading use of the certificate, symbol or logo not remedied to the satisfaction of SICHMA.
- Client makes a voluntary formal request to withdraw certification.
- Regular surveillance or recertification audit shows non-compliance with the requirements which is of such a nature that does not require immediate withdrawal.
- 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 SICHMA.
- Infringement by the client of any contractual conditions between the client and SICHMA.
- Client is unable or unwilling to ensure conformance to revisions of Halal certification requirements once advised by SICHMA.
- Existence of a serious complaint or a large number of second or third party complaints which could indicate that SICHMA's Halal certification requirements are not being maintained.
- Client does not allow routine surveillance to be conducted at the required frequency.
- Any other reason that SICHMA deems fit and appropriate.

During suspension, the client shall not identify its product, process or service as certified by SICHMA.

SICHMA shall make the certificate suspension public through its website.

SICHMA will confirm the official suspension of the certificate to the client. At the same time, SICHMA 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 fulfilment 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.

All costs incurred by SICHMA in the suspending and reinstating of certificates will be charged to the client.

5.5 Withdrawal/ Cancellation of Certificate

Cancellation of certification will be invoked where following suspension of certification, the client fails to respond to SICHMA 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 SICHMA.

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 by more than 15 months from last audit.
- if the client fails to settle the due payment of its financial obligation to SICHMA.
- if the client fails to take adequate measures in case of suspension.
- if any actions are taken by the client which would bring the SICHMA scheme into disrepute.

In the above cases SICHMA has the right to withdraw the certificate by informing the client. The client has the right to appeal any decisions SICHMA 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 to the scheme.
- if the product, process or service is no longer offered

5.6 Right of Appeal

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

Notification of a client's intention to appeal must be made in writing by completing Appeals Form (40) and must be received by SICHMA within fourteen days of receipt of notification of the 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 decision.

6. Use of Halal Certificates and Halal Mark/Logo

SICHMA shall take reasonable precautions to control the use of its Halal Certificates and Halal Mark/Logo by clients.

SICHMA will take action and deal with incorrect references to the certification status or misleading use of certification documents, marks or audit reports by certified clients. The action may include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and if necessary legal action.
The Rules governing use of SICHMA's Halal Certificates and Halal Mark/Logo is contained in Attachment B.

SICHMA Certification Logo

7. Other Certification Matters

7.1 Fees and Charges
SICHMA shall be entitled to charge fees at a level to be determined from time to time having regard to its operating costs relating to the services, administration and long term development of the services.

Commercial arrangements are detailed in quotation or other agreements between SICHMA and the clients.

SICHMA is also entitled to full re-imbursement of all out-of-pocket expenses and government charge incurred in the provision of certification services under this Scheme.

7.2 Alterations/ Changes Notice
It is the certified client's responsibility to inform SICHMA of any changes that may affect the capability of the management system to continue to fulfil the requirements of the standard used for certification. The client should inform SICHMA without delay of any changes relating to:

- the legal, commercial, organisational status or ownership,
- organisation and management (e.g. key managerial, decision-making or technical staff),
- modifications to the product, product ingredients or the production method,
- changes to contact address and production sites,
- major changes to the quality/halal management system.

SICHMA reserves the right to make minor changes and corrections to the Scheme rules and regulations without prior notification. Clients will be given prior notice of any changes that may affect their duties and responsibilities.

7.3 Recommendations and Suggestions
All certificated clients are entitled to provide comments and recommendation relating to the potential areas for improvement of the rules and regulations.

7.4 Complaints
Should the client have cause to complain regarding the conduct of SICHMA's staff, the complaint should be made in writing by completing a SICHMA complaints form. The Operation Manager will send an acknowledgement to the receipt of complaints and will endeavour to respond within 10 working days when possible.

Complaints received by SICHMA from any interested party regarding the activities of a certificated client shall be referred to that client at an appropriate time. The complaint shall be investigated by the client with a response provided to SICHMA regarding the validity or otherwise of the compliant, and further actions if any , to be taken by the client.

The alleged complaint is logged and evaluated to establish its validity, with any requisite corrective and preventive action instigated where necessary.

All complaints will be treated confidential. SICHMA shall determine, together with the client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made.

7.5 Competence criteria of personnel

The personnel conducting the audit will be competent and have the necessary skill as set out in :

- Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
- MUI Indonesia HAS 23000
- GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
- GSO 2276:2013, Detection of lard in food
- GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
- GSO 2652:2021, Halal Packaging-General Guideline
- Malaysian Standards- MS 1500-2019 (Third Revision)
- Majlis Ugama Islam Singapura (MUIS)
- OIC/SMIIC 2: 2019, Requirements for Bodies Providing Halal Certification - The Standards and Metrology Institute for Islamic Countries (SMIIC)

Attachment A: Client and SICHMA responsibilities

The Client requests halal product certification under this Scheme and agrees to comply with all its obligations under the Scheme.

Client Obligations

The Client shall undertake to pay all fees to Supreme Islamic Council of Halal Meat in Australia (SICHMA), the Certification Body. The amount of this fees is stated in the quotation accepted by the Client which is based on SICHMA's price list and will remain fixed for a period of thirty-six (36) months from the date of this agreement. All fees quoted are exclusive of GST, necessary travel and accommodation, and other out of pocket expenses.

1. The Client agrees to all the provisions of this Scheme, all its attachments and all the requirements relating to halal certification activities laid down by SICHMA. This includes all aspects of the Certification Agreement and all its schedules.
2. The Client shall prepare halal procedure and protocols as part of its Management System taking into consideration the requirements of the following standards

    - Malaysian Standards MS 2200: Part 1: 2008. Islamic Consumer Goods – Part 1: Cosmetic and Personal Care – Guidelines
    - MUI Indonesia HAS 23000
    - GSO- 2055.1:2016 Halal Products - Part one: General Requirements for Halal Food
    - GSO/UAE.S 2055-2:2021 Halal products – Part 2: General Requirements for Halal Certification Bodies
    - GSO 2276:2013, Detection of lard in food
    - GSO 2469:2021, Halal foods-Management system requirements for warehousing and related activities
    - GSO 2652:2021, Halal Packaging-General Guideline
    - Malaysian Standards- MS 1500-2019 (Third Revision)
    - Majlis Ugama Islam Singapura (MUIS)
    - OIC/SMIIC 1: 2019, General Requirements for Halal Food
    - Brunei Halal Guidelines GD24:2010 (First Edition, May 2010)
    - GSO 1694: General principles of food hygiene
    - GSO 9: Labelling of pre-packaged food stuffs
    - OIC/SMIIC 2:2019: – Requirements for Bodies Providing Halal Certification - The Standards and Metrology Institute for Islamic Countries (SMIIC)
    - MS 1514:2009 Good Manufacturing Practices (GMP) for Food (First and Second Revision)
    - MS 1480:2007 Food Safety According to Hazard Analysis Critical Control Point
    - Codex Alimentarius

    And it will include but not be limited to the following:

- Nomination of designated responsible company official/s responsible for the Halal aspects of its Management System. The client shall form a Halal committee team consisting of senior executive management and site Halal personnel. The team to conduct management review meeting minutes for any Halal concerning issues at least four times a year or as required.
- Identify the animal species for which Halal is sought e.g. cattle, sheep etc.
- Identify the scope of the Halal production process e.g. slaughter, boning, offal processing, further processing, storage and where applicable, transportation.

- In the case of further processing Halal meat products or any other products fail under this scheme for example, dairy and cheese products, all ingredients, and packaging materials used must comply with halal requirements and evidence of this must be documented.
- A procedure for identification and segregation of halal from non-halal. It should document the defacing of the halal mark where the integrity of halal product is lost.
- The client shall include Halal Critical Control Points (HCCP) Flow chart for each halal manufactured product/HACCP study.
- The client shall include a Halal hazard audit table, corrective action/ correction/ preventive actions to any concerned non-conformities (NCs) affecting the Halal integrity.
- The client shall conduct Mock Recall / traceability exercise backward and forward for one Halal product at least once a year.
- The client shall establish and implement a Halal training program/ Halal awareness program for all employees including new starters. The program is to include training materials and end of training session employee assessment check lists.
- The client shall include the facility Halal policy in their Halal assurance system/program.

1. The client shall supply SICHMA with all the necessary information about their facilities and relevant Management System documentation applicable policies, documented procedures, work instructions including records of external complaints and remedial actions taken, as well as internal audits' and management review records before the audit (certification, surveillance and recertification audits).
2. The client must have effectively documented and implemented the Management System supplied and ensure that it complies with the standard as specified in Certification Agreement.
3. The client shall only employ and use SICHMA accredited slaughtermen to perform the halal slaughtering activities.
4. During the audit (certification, surveillance audit, recertification) the client shall provide all required and necessary information for the conduct of the audit and allow the auditor(s) access to all applicable organisational units and areas of the business.
5. The client shall allow access to all processes and locations, records and personnel for the purposes of the certification, surveillance and recertification audits and the settlement of complaints.
6. The client shall carry out internal audits followed by management reviews of the client's Halal quality management system at least once per year and shall include Halal aspects of its business.
7. The client has the obligation to allow, if needed, the presence of observers (e.g. accreditation auditors, trainee auditors and/or management).
8. The client shall appoint a responsible company official/s to be responsible for ensuring that the Halal requirements of its Management System are observed. The client shall form a Halal committee team consisting of senior executive management and site Halal personnel. The team to conduct the management review meeting shall minute any Halal issues at least once a year or as required.
9. After the issue of the certificate, the client must inform SICHMA of any significant changes relevant to the Management System (e.g. changes in the ownership, in the facilities, in the scope of the Halal certification etc) as well as any changes in the structure of the company that affects the Management System.
10. The client must inform SICHMA of any significant non-conformances of which they are aware of whether through internal audit or other means. The client is responsible for the adoption of sound quality policies to maintain the reliability of their Management System

especially as regard to halal requirements. It should be understood that SICHMA is not in any way certifying the effectiveness of the quality of any product or service. The client cannot use the Halal certification as "proof" that it offers quality products or services.

11. The client shall adapt to the SICHMA requirements when referring to the organisation's certification in the media, like the internet, promotional brochures, advertisements on products or other documents. The client shall not make any misleading statement regarding the certification or use any certification document or any part of it in a misleading way.
12. The client is not allowed to use SICHMA's Halal Logo in a confusing way or misleading the public about the scope of the certification.
13. In case of suspension or withdrawal of the certification, the client shall stop all advertising that contain references to its certification. Similarly, clients shall also modify the advertising in case of a reduction of the scope of the certification. In the case of a final withdrawal of the certification, the client shall return all original Halal certificates to SICHMA.
14. The client shall maintain the confidentiality of all SICHMA documents that comes into their possession during the course of certification activities.
15. The client shall adhere and comply with all the general requirements for Halal Food mentioned in all major Halal standards, and it will include but is not limited to the following:
    - All foods, their derivatives, products, parts and extracts shall be subject to the provisions of Islamic laws and rules in terms of allowance or prohibition.
    - The procedures derived from Islamic laws and rules shall be adhered to in all phases of the food chain of Halal food products, including receipt, preparation, packaging, labelling, transportation, distribution, storage, display, and food service.
    - All food additives and raw materials used in the production of halal food should be free of any non-Halal components and ingredients. This should be supported by legalized official documents explaining its components including packaging materials.
    - All Halal food should not contain any toxic substances and hazardous pollutants which may considered harmful to health.
    - All halal food should be devoid from Najasah (impurity) contamination that is forbidden by Islamic laws and rules.
    - All non-Halal products should be completely separated from the halal products throughout the food chain to ensure their differentiation and non-mixing with each other or pollution with others.
    - All devices, tools, production lines and associated materials used for Halal food preparation should be clean and it should not be made or contain non-Halal material.
    - When transforming any appliances, tools or production lines that have been used or have been contaminated with non-Halal foods, they shall be cleaned according to general cleaning rules to remove traces of non-Halal products completely. Shifting from non-Halal to Halal procedure should not be repeated on an ongoing basis.
    - When cleaning or maintaining machinery or devices where Halal foods are produced, there shall be no use of any detergent liquids, greases, oils or fats that contain non-halal components or materials.
    - Packaging and wrapping materials shall be free from any non-Halal materials.
    - Packaging and wrapping materials shall not be prepared or manufactured by equipment that is contaminated with non-halal materials during preparation, storage, or transportation. It shall be physically separated from any other non-Halal materials.
    - The packaging materials shall not contain any material that is considered hazardous to the human health.
    - All Halal food stored, displayed, or transported shall be separately categorized and labelled as halal to prevent them from being mixed with non-halal products.
    - Suitable means of transportation should be used to avoid mixing with non-Halal products.

- the label must contain the following information:
  - Name and type of the product.
  - A list of ingredients, which reflects undoubtedly clearance from all prohibitions of rules. Sources of actual ingredients shall be announced clearly and explicitly.
  - Products containing fats, oils, meat derivatives or extracts such as gelatine or rennet, shall declare its sources.
  - If there is a willing to affix a 'Halal' logo on the label, the labelling requirements of all major halal standards shall be adhered to.
  - Food additives should be declared.

16. The Client agrees that they will not use any name, logo, mark, symbol, brand name, advertisement or slogan against Islamic Values and Beliefs. Any decision made by SICHMA in relation to this matter will be accepted by the client.

SICHMA's Obligation

1. SICHMA will treat any information about the organisation, made available by the client, strictly confidential. SICHMA will not disclose to any third party without prior written consent of the client, any information which comes into its possession or of its employees in the course of providing the service, unless this is prescribed by law, regulation, notice, or relevant accreditation authorities. The client may release SICHMA from these obligations in writing.
2. SICHMA shall conduct the certification, according to the certification process described in the Form F27 Certification Agreement and grant the Certificate of Conformity to clients who meets the relevant Standard. SICHMA is also obliged to conduct all the necessary audits for the maintenance of the validity of the Certificate.
3. In cases where the client does not meet the certification requirement, the client is given additional time to withdraw the non-conformities that have been found and apply relevant corrective actions. SICHMA may conduct an additional audit to verify the application of the corrective actions. The responsible auditor or a representative of SICHMA Management shall decide on the extent of the necessary corrective actions. If the client fails to use the additional time for the application of the corrective actions or if the non-conformities found are not possible to withdraw, the audit, and, consequently, the certification is considered to have an unfavourable result.
4. Once certified, SICHMA shall advise its clients of any changes to its certification requirements that may take place and verify that each certified client complies with the new requirements.
5. SICHMA shall include the client's organisation in the list of certified companies with reference to the activities for which it is certified.
6. SICHMA shall exercise control over the inappropriate or misleading use of certification documents, logo, marks, seal, or audit reports. The result of this action may lead to the need for corrective action/s by the client. It may also lead to suspension, withdrawal of the certification, or legal resourse.
7. SICHMA has an appeals process, as well as a complaints process available to clients to deal with any grievances or concerns regarding the outcome of the certification activities.

Attachment B: Rules governing use of Halal Certificate and Halal Mark/Logo (SICHMA Logo)

SICHMA issues marks corresponding to the relevant standard for which approval has been given, by way of a current Certificate of Registration. The certification trademark (SICHMA Shield) used must correspond to the SICHMA Scheme against which the company has been audited and achieved registration.

To ensure that the correct markings are used, the following rules shall be observed by all companies who receive halal certification through SICHMA:

1. The marks shall be displayed only in the appropriate form, size and colour detailed in this document.

2. The organisation's certificate number is printed under the mark.

3. When the mark is printed on an unfolded portion of A4 size stationery, it shall be displayed in a size no larger than 30 mm high. On larger portions of unfolded stationery, the size may be proportionately increased.

4. Certification marks shall normally have a minimum height (excluding the certificate number) of 20 mm. Any enlargement or reduction shall retain the same proportions as those of the masters. The certification mark and the certificate number shall be considered as a single entity for purposes of enlargement or reduction.

5. In exceptional circumstances, which are usually dictated by reason of space limitation, the marks may be reproduced at a reduced height, provided that irrespective of the height of reproduction, the mark must be legible, with no infilling.

6. Embossed, relief, or die-stamped versions may be used. The marks may be reproduced as water marks.

7. Electronic reproduction of the marks is permitted (including Internet web sites) provided that the requirements are met and.

    - the organisation's certificate number is printed under the mark
    - the mark is reproduced so that infilling does not occur
    - degradation and/or distortion of the mark graphic is avoided
    - computer files of the marks shall be prepared from mark masters. Redrawn approximations may not be used.

8. Reversed-image versions of the certification marks are available, and artwork masters are available on request. The organisations' certificate number shall be printed centrally underneath the certification mark. All other conditions for use of certification marks apply to these versions.

9. Certification marks/logo shall not be used in any way that might mislead the reader about the status of a certified organisation, activities outside the scope and imply that product, process, or service is certified. Certificate holders shall not make, use, or permit any misleading statement regarding the certification document.

10. Holders of certificates issued by SICHMA may use the appropriate mark in the manner prescribed, on stationery and publicity material or other items relevant to their certificate.

11. Holders of certificates should not use its certification in such a manner that would bring the certification body and/or system into disrepute and lose public trust.

12. Holders of certificates should not photocopy the SICHMA certificate for any other use or for any other premises.

13. The term 'publicity material' shall not include notices, labels, documents or written announcements affixed to or otherwise appearing on goods or products, unless the goods or products have been manufactured under an accredited product conformity scheme. This restriction shall also apply to primary (e.g. blister packs) packaging, promotional products, and test certificates/certificate of analysis.

14. Upon termination, suspension or withdrawal of its certification, the use of SICHMA shield or logo shall be discontinued from all advertising matter, stationery etc that contains a reference to certification. The use of logo on all stationery/advertising material shall be amended if the scope of certification is reduced.

15. Upon reduction in scope, advertising material shall be amended.

OTHER RESTRICTIONS ON THE USE OF THE MARKS

1. The certification marks shall not be displayed on vehicles, except in publicity material containing a certification mark as part of a larger advertisement, provided the mark is used in the publicity material in accordance with the conditions detailed elsewhere in this document.

2. The certification marks shall not be displayed on buildings and flags.

3. Certification marks may be displayed on internal walls and doors, and on exhibition stands.

4. Certification marks shall not be used in such a way as to suggest that SICHMA approved, any product or any service supplied by a licensee of a mark, or in any other misleading manner.

5. Certification marks shall not be used in such a way as to imply that SICHMA accepts responsibility for activities carried out under the scope of certification.

6. All quotations for work that contains a certification mark shall clearly indicate those activities that are not SICHMA certified.

7. Any use of a certification mark that might contravene the conditions laid down in this document shall be referred to SICHMA.

8. SICHMA shall ensure that they audit the use of halal certificates and halal marks/logos by their certificate holders. Conditions for the use of the marks by such certificate holders are given in these rules.

9. Reproduction of the marks shall be based on master versions supplied at the time of certification, to which certificate holders must add their certificate number.

10. Clients must not use its certification in such a manner that would bring the certification into disrepute and lose public trust.

SICHMA will take action and deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports. The action may include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and if necessary, legal action.

Attachment C: Procedure for Complaints & Appeals

1.0 Purpose

The purpose of this procedure is to describe the handling of incidents, complaints and appeals received from clients, in house and from other parties.

2.0 Scope

This procedure covers all complaints and appeals received at SICHMA by any means, including written, verbal, e–mail etc. It also includes adverse findings during audits.

3.0 Responsibility

3.1 The **Quality Manager** is responsible for receiving complaints and appeals from clients / other parties. He / She, in consultation with the office staff, certification auditors and field staff, is responsible for the handling, validation and analysis of the complaint and appeal to the satisfaction of the clients / other parties.

3.2 The overall responsibility to execute this procedure is given below.

Activity	Responsibility
Completion and submittal of incident report records for entry into the Corrective Action System	All SICHMA Inc. staff members and subcontractors
Incident investigation, analysis and submission of complaints to Complaints Committee	Quality Manager
Incident investigation, analysis and handling of Appeal and Submission to Appeals Committee	General Manager
Appeal review, analysis and decision of Complaints	Complaints Committee
Appeal review, analysis and decision of Appeals	Appeals Committee

4.0 Description of activity

4.1 Quality System Incidents

4.1.1 For the purposes of this document “Quality System Incidents” are defined as complaints, suggestions, observations and opportunities for improvement. Quality System Incident data is entered into the Corrective Action System for proper treatment (QP04). This procedure describes the methodology by which SICHMA collects and processes incident reports, complaints, appeals and communicates the impact to staff members.

4.1.2 SICHMA recognises that incidents occur in daily operation that collectively have an impact on the Quality Management System. In order to properly analyse and address system issues a consistent and thorough process for collection of information is vital.

4.2 Incidents and Complaints

4.2.1 Incidents

Incidents are grievance or dissatisfaction with SICHMA's service **internally** in nature. It is raised by SICHMA staff member and subcontractors with regard to internal service, operations or employee performance. For this occurance, Incident report (F24) is completed.

4.2.2 Complaints

Complaints are incidents of grievance or dissatisfaction with SICHMA service **externally** in nature. It is raised by SICHMA clients, suppliers, government bodies or other affiliated organisations.

Complaints may be:

- written
- verbal
- online via Sichma website
- complaints raised by client customers or stake holders

A Complaints form (F39) is completed for all occurance, unless it pertains to a certification findings and decisions, whereby Appeal form is use instead.

4.3 Terminology used in this procedure for incidents

The incidents and complaints are considered as any of the below 4 things and the procedure describes the system for handling the same.

4.3.1 **Suggestions**

4.3.2 SICHMA recognises that positive feedback is as important as negative. Suggestions are vital in identifying risk and system improvement. As with complaints, suggestions may be internal or external in nature, written or verbal.

4.3.3 **Appeals**

SICHMA recognises that the client may have some reservations or may not agree with the conduct of auditor, audit findings, certification committee decisions and / or the overall interaction with SICHMA represenatives. The Client is free to communicate the same to SICHMA's Executive Committee and this is treated as an appeal from the client.

4.3.4 **Observations**

Observations are witnessed incidents of service/operational deficiency, malfunction and or failure. Observations are often made by individuals independent of the activity witnessed and therefore objective in nature . Observations also play an important role in the identification of risk and system improvement.

4.3.5 **Opportunities for Improvement**

Opportunites for Improvement are incidents where the system has not failed, yet greater operational efficiency may be obtained in analysing the current practice. Opportunites for Improvement are often collected internally, but input from external sources is also beneficial.

4.4 Receipt of Incidents

4.4.1 The quality incident/complaint may be reported by any means–verbal or written. In case of an external source, the complaint may be received by any staff member or subcontractor. The staff member or subcontractor shall complete the complaints form recording all the information and

details of the complaint. The completed form shall be submitted to the Quality Manager for further action. In case of an internal source, the incident report shall be completed by the staff member and submit to the Quality Manager.

4.4.2 The Quality Manager shall contact (telephone, email, letter) the external source to acknowledge the receipt of information within 5 working days of receipt. He shall understand the issue in detail from the source (to avoid any error in writing the occurrence). He may decide to personally meet the initiator, depending on the gravity and seriousness of issue.

4.4.3 In case of Complaints and Observations, it may be against SICHMA (a system / procedure or a person) or a SICHMA certified companies (client). In case of suggestion / opportunity for improvement, it is for SICHMA to study the suggestion and decide.

4.4.4 All such incidents/complaints received by any means or by any one is first of all recorded in the Incident report/Complaints Form/ Appeal Form with the details of.

- Incident, Complaint or Appeal number,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of services against, which complaint and appeal is raised along with the reference, date and other details,
- Details of any applicable documents that may be relevant to the incident.

4.4.5 Client / other party' complaint and appeal incident reports are issued to the Quality Manager for analysing the root cause.

4.4.6 The Quality Manager validates the complaint after checking necessary back–up records or personal interview of auditors / staff members (who were involved into job).

4.5 Handling of Client Complaint and Observations

4.5.1 In case of a complaint / observation against SICHMA, the Quality Manager analyses the issue to determine if there is a system error or human error. He shall determine the root cause and submit all information gathered to the Complaints Committee who will determine the corrective action required. The possible complaints are –

- Administration - problems with appointments, certification files, certificates issued or issued late,
- Auditor/subcontractor problems with incomplete audit or surveillance documentation
- Agents – problems with general compliance with SICHMA administration or audit procedures

4.5.2 The correction is effected immediately to satisfy the complainant. This may include training / counseling the person involved. The CAPA is discussed by management during next Management Review. Appropriate action is taken based on discussions (change in procedure / formats, training to all personnel etc.). An email is sent out to all staff and subcontractors detailing the issue and remedial action (for information). Where applicable, a copy of the complaint and investigation details is maintained in the respective individual's personnel file for reference at the performance appraisals.

4.5.3 In case of a complaint / observation against a certified client, the Quality Manager studies the complaint and discusses it with the certification auditor (last audit). All information gathered will be submitted to the Complaints Committee, who will decide if the complaint is found genuine and valid i.e. indicates a system failure, the complaint is sent to the client for a response. No confidential reports or information will be sent to complainants without written permission from the client. Adequate time is given to the client for response. If required, the

committee may request Quality Manager to follows up with the client for the response. Depending on the response, the committee may decide to –

- Write to the complainant about the response and asks for his response.
- Seek further clarification from the client
- Depute an auditor to personally visit the client and investigate for system failure. Such visit shall be considered as a special visit and be charged to the client.
- Request a joint meeting between client, complainant and SICHMA.

4.5.4 The Complaints Committee shall communicate with the Quality manager who will then communicate with the complainant at the end of the process detailing the findings and to formally close the complaint. A copy of the correspondence is kept in the client records and the same is taken into account by the certification auditor during the next audit. The details of all complaints and action taken (Correction, CAPA) are discussed in Management Review and Impartiality Committee meetings.

4.6 Handling of Appeals

4.6.1 Any company or organisation who fails to satisfy an audit or surveillance may appeal against the decision. Where an appeal is received the following procedure will be followed.

- The General Manager will convene a meeting of the Appeals Committee to hear the appeal and determine the outcome. All appeals shall be received by the Quality Manager and details of appeals shall be recorded in the Appeals Register maintained by the Quality Manager.
- The Appeals Committee shall investigate the appeal made and inform the Quality manager who will then inform the client about its plan of action for investigation and action there upon.
- An Appeals Form (F40) for each individual appeal shall be maintained by the Quality Manager. In case, any further corrective action is required post actions identified and taken based on Appeals Form – Corrective action procedure QP04 is implemented.
- Where appropriate, copy of the investigation report shall be sent to the client.
- All appeals made are collated and analyzed on a yearly basis.
- Necessary corrective actions shall be taken based on the appeal trend.
- Appeal trends and corrective action taken shall also be reviewed as part of the Executive Committee meeting and Impartiality Committee meeting.
- The Quality Manager shall ensure that details with respect to the appellant and actions thereupon are not shared with the audit team members.
- The Quality Manager shall ensure that no discriminatory action is taken against the appellant.
- The client is made aware of the appeals process and is available to him on request.

4.6.2 In case of an appeal made by a client against a decision made by auditor or certification committee, the appeal shall be recorded by Quality Manager and forwarded to Appeals Committee. The Appeals Committee shall review the appeal, investigate (which may include discussion with concerned client, respective auditor / lead auditor and review of audit report). The Appeals Committee may also direct any other lead auditor to visit the site and determine the validity of the appeal. The decision taken by Appeals Committee shall be communicated to the client and to the Quality Manager for necessary action. The case is also discussed during the next Management Review meeting and Impartiality Committee meeting.

4.7 Handling of Suggestions /Opportunity for improvement

- In case of suggestion / opportunity for improvement, the source is predominantly internal, and the concerned staff member completes the incident report and submits to the Quality Manager.
- The Operations Manager studies the suggestion to determine any conflict with applicable certification standards and SICHMA policy and procedures. In case the suggestion is in conflict, the same is communicated to the initiator. However, the suggestion is also discussed in Management review. In case the suggestion is found not in conflict, the suggestion is studied for benefits and the impact on other processes.
- The suggestion is accepted if found beneficial and does not adversely impact any other process. The Quality Manager determines the changes in existing documentation and implements through Document Change process (QP01).
- If any certified client or interested party asks for the appeal/complaint handling process, then it is forwarded to Quality manager. He will inform a certified client /any other interested party the appeals and complaint handling process of SICHMA if any complaints / appeals are received from certified clients / interested parties.

4.8 Closing of complaint and appeal

4.8.1 Depending on the nature of the non–conformity, the appropriate committee may follow up with requests for corrective actions. When the investigation of client complaints and appeals determine that other external organisations contributed to the complaint and appeal, the appropriate committee may ask the Technical Manager or his delegate to contact these organisations and provides them with all relevant information.

4.8.2 Every client complaint and appeal are recorded. The records are maintained by the Quality Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organised into a file and are identified with the complaint and appeal number and reference details of the corresponding corrective action. The records of investigations are maintained by the Quality Manager. Based on analysis of Client / Other Parties complaints and appeals, the necessary actions are taken, and the client is advised of the results of SICHMA's review/investigation, and that the complaint and appeal has been closed. The appropriate committee identifies the need for taking corrective action to prevent the recurrence of such complaint and appeal in future and all affected staff advised accordingly.

4.8.3 All complaints and appeals received by SICHMA will be closed within 14 working days after acknowledgement letter of receipt of the complaint or appeal. The General Manager is authorised to close complaints and appeals.

4.8.4 Complaints by consumers regarding a certified Halal product shall be evaluated by SICHMA, which will be responsible for making the necessary investigations. As a result of such evaluations, the complaint is found to be justified then the certificate holder shall be required to compensate for the damage(s) caused under the relevant provisions of the contract.

Attachment D: Appeal Form

	SICHMA FORMS	Document No.	F40
		Revision No..	2
		Issue No.	3
		Date	20 APR 2021
Appeal Form			Page 1 of 2

Appellant Information	
Name:	Phone:
Address:	
Contact Name:	Contact Position:
Product Description:	Product Number

Appeal Date:	Appeal Taken By:
Appeal Details: Report or Assessment_____ Date_____ Other Information/ Attachments:	
Why do you want to review the decision or assessment?	
What outcome are you seeking?	
OFFICE USE ONLY Acknowledgement letter sent ☐ Date of Review Meeting_____ ___ Appellant notified of Decision ☐ Date of Notification	

Supreme Islamic Council of Halal Meat in Australia 13, 10 Straits Avenue, South Granville NSW 2142 Australia Tel: +61 2 8764 8833 Email: halal@sichma.com.au	Prepared by	Name	Ahmed Ibrahim
		Designation	Quality Manager
	Approved by	Name	Muhammet Eris
Copy Status **CONTROLLED**		Designation	General Manager / Chairman

Attachment E: Complaint Form

	SICHMA Forms	Document No.	F39
		Revision No.	2
		Issue No.	3
		Date	20 APR 2021
Complaint Form			Page 1 of 2

Complainant Information	
Name:	Phone:
Address:	
Contact Name:	Contact Position:
Product Description:	Product Number

Complaint Information	
Complaint Date:	Complaint Taken By:
Complaint Details:	
First Response Corrective Action:	
Suspected Cause:	
Corrective Action Person(s):	
Corrective Action Follow –up:	

Supreme Islamic Council of Halal Meat in Australia 13, 10 Straits Avenue, South Granville NSW 2142 Australia Tel: +61 2 8764 8833 Email: halal@sichma.com.au	Prepared by	Name	Ahmed Ibrahim
		Designation	Quality Manager
	Approved by	Name	Muhammet Eris
Copy Status **CONTROLLED**		Designation	General Manager / Chairman