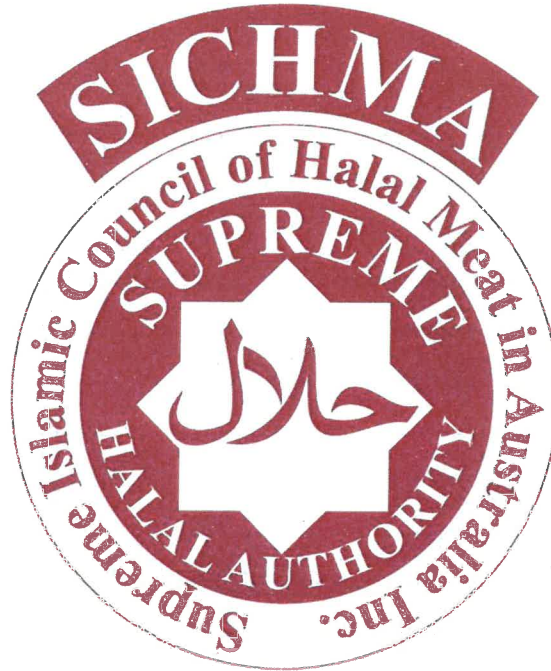


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of the Trade Marks Act 1995

*[Signature]* 18.12.2018  
Commissioner Date



# **SICHMA HALAL CERTIFICATION TRADE MARK SCHEME**

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# 1. Introduction

The Holy Book of Islam, the Quran, decrees that Muslims may only eat food that is deemed halal, being foods that are permissible to eat and drink under Islamic Shariah. For example, food products derived from animals is limited to permitted animals and only if those animals have been slaughtered in accordance with detailed ritual procedure as prescribed by the Quran. Food products must be handled with care to protect its integrity by preventing contact with non-halal products.

The Supreme Islamic Council of Halal Meat in Australia Inc ('SICHMA') has established this SICHMA Halal Certification Trade Mark Scheme 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.

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 and other food products to all Muslim countries.

This document contains the rules of SICHMA's Halal Certification Trade Mark Scheme for the applicants outlining the requirements that need to be fulfilled and the process that needs to be followed to obtain certification.

This document 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.

The Scheme covers Halal certification for supply, slaughter, manufacture, production and related products that fulfil the Islamic Shariah requirements.

After an assessment by an audit team, the applicant who has demonstrated and fulfilled the Certification Trade Mark Requirements will be issued a Certificate of Conformity and within this period, periodic surveillance including surprise visits 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 granting of a Certificate of Conformity
Certification Expiry Date	the date being 3 years from the initial grant of Certification, unless revoked earlier
Certification Requirements	compliance with the Scheme Standards, this Scheme document and all other Scheme requirements
Certification	certification under the Scheme in accordance with the Certification Trade Mark 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 Business 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 Trade Mark Scheme
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

## 3.The Scheme

This Scheme is called the **SICHMA Halal Certification Trade Mark Scheme**. The Scheme Owner has established the Scheme to provide applicants with an understanding of the scheme, and with transparency regarding the Certification Trade Mark Requirements.

### 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. A Halal Certificate is issued upon fulfilment of the Certification Requirements which indicates that the product being certified is compliant within the scheme and provides authorisation to the applicant to use the SICHMA Certification Trade 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 that it has demonstrated fulfilment of the religious requirements of the Shariah.
- to allow importers, purchasers and individual consumers the level of confidence that the product or goods have been independently assessed as halal and thereby fit for consumption by Muslims.

### 3.3 General Principles

#### 3.3.1 Confidentiality

All information obtained from this application will remain confidential. SICHMA has policies and procedures in place regarding its management of confidential information. SICHMA ensures that its employees and contractors maintain the confidentiality of any information acquired through its involvement.

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

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

#### 3.3.2 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.

### **3.4 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 their application form and that all Annexures shall be duly completed as this forms 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 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 to periodic surveillance audits including surprise audits and re-assessment audits/evaluations.

### **3.5 Responsibilities**

The responsibilities of SICHMA and the Client under this Scheme is 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 at least 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 premises to provide the necessary understanding of the management system's structure and development in relation to the nature and complexity of the organisation's operations.

During a site visit, the Auditor will commence the visit by conducting an Entry Meeting, which will involve Senior Management. The Entry Meeting will ensure that the purpose of the assessment and accreditation criteria are clearly defined, and the assessment schedule or programme as well as the scope for the assessment is confirmed. It will also cover such aspects as, who attended the meeting, what the audit process involves and arrange personnel the Auditor needs 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 action taken in accordance with the requirements of the system standards or other normative documents.

The objectives of stage 1 are to:

- confirm that the Management System has been designed to conform with all the requirements of the Scheme and the Islamic Shariah requirements, 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 for stage 2 audit effectiveness and planning. 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 measuring against stated objectives, identification 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 Committee for review and approval.

If the Auditor finds an error or unsatisfactory requirements exist throughout the audit, 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 Major Non-Conformity (Major)**

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which, on the basis of the available evidence:

- would raise significant doubt as to the capability of the organisation to achieve its policy and objectives on an ongoing basis,
- would raise significant doubt as to the halal integrity of the product that the organisation is supplying

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 affects the halal integrity of the product, the client will address the Major Non-Conformity with immediate effect in consultation with SICHMA. SICHMA may elect to withdraw the client's Halal certification where such a Major Non-Conformity is not immediately addressed.
- 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.



#### **4.2.2 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 or attention by the organisation, would raise significant doubt as 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 provision of the assessment standard or the organisation's Management System can effectively demonstrate a breakdown of the system and can therefore result in a Major Non-Conformity.

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 reviewed by SICHMA's Certification Committee to determine the suitability of awarding certification.

#### **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 while Surprise Audits are unannounced audits.

Surveillance and surprise visit 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 certificated clients at short notice to investigate complaints, or in response to changes, or as a follow-up on suspended clients. Under such circumstance 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 or other materials for the purpose of investigation.

Laboratory testing may also be used to identify if any cross-contamination exists, 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 a laboratory of their choice which has been approved in writing by SICHMA.

## 5. Certification

Once the Certification Committee (refer to Attachment H) 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 for the applicant to use its Marks/ Logo. SICHMA will inform the applicant upon approval of its application. The certificate will remain the property of SICHMA and shall always be returned upon request. Rules of use of Certification Trade Marks and Logo are detailed per section 6 of this document.

The Halal certification body shall ensure that the personnel who make the decision to grant a certificate are educated and trained on Halal certification procedures, and have relevant experience in audits as required for an auditor as outlined in section 7.5 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 halal certificate declaring that the client operates within the SICHMA halal requirements as well as the stating the product/s that are certified as being halal.

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 additional products, processes, services or sites shall apply to SICHMA in writing by completing an application form and identifying the audit type or change 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 trade mark/logo to the successfully approved halal product/s for 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 products exist.

#### 5.3.2 Publication by SICHMA

The client's non-confidential information relating to certified Halal products may be published in SICHMA's website. The information provided will be as follows:

- Name of the client
- Certification scope and product category
- Validity of the certification

- Standard on which certification is based.
- Any other information if and, 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 indicate that SICHMA's halal certification requirements are not being maintained.
- Client does not allow routine surveillance to be conducted at the required frequency

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 will 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 at the request of the client.
- 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 within the scheme.
- if the product, process or service is no longer offered.

### 5.6 Right of Appeal

The client has the right to appeal (refer to Attachment C) against any notification given regarding the suspension, reduction in scope or withdrawal of certification by SICHMA. Any appeal or the resolving of any issues in relation to the Certification Trade Mark will be dealt through the Appeal Committee (refer to Attachment G).

Notification of a client's intention to appeal must be made in writing by completing an Appeal form (refer to Attachment D) and must be received by SICHMA within fourteen days of receipt of notification of failure to comply with the certification requirements.

The Appeals Committee will determine the outcome of the appeal and the appellant will be informed of the decision.

## 6. Use of Halal Certificates and Halal Mark/Logo

SICHMA has been using the Certification Trade Mark logo below since 2012. The use of the SICHMA Halal Mark/Logo by the client is optional. 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 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 Trade Mark 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 the quotation or other agreements between SICHMA and the clients.

SICHMA is also entitled to a full re-imbursement of all out-of-pocket expenses and government charges 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 but within 7 days 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 or contractor/s, the complaint (refer to Attachment C) should be made in writing by completing a SICHMA complaints form (refer to Attachment E). SICHMA will send an acknowledgement receipt of the complaint and will endeavour to respond within 10 working days.

Complaints received by SICHMA from any interested party regarding the activities of a certificated client shall be referred to that client within 10 working days. The complaint shall be investigated by the client with a response provided to SICHMA within 10 working days regarding the validity or otherwise of the complaint, 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. After liaising with the client and complainant, SICHMA Complaints Committee (refer to Attachment F) shall determine 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 including the Technical Auditor, Technical Expert and the Halal Islamic Affairs Expert will be competent and have the necessary skills pertaining to their areas of responsibility. SICHMA shall perform all steps necessary to evaluate conformance with the relevant Halal product standards according to the requirements of specific Halal product certification system.

### **AUDIT TEAM**

The audit team shall consist of at least two (2) personnel. One of them shall be technical auditor and the other one shall be a Halal Islamic affairs expert.

### **TECHNICAL AUDITOR**

A Technical Auditor is a person that is technically competent in auditing Halal procedures and requirements in a particular processing technology or field that is formally SICHMA.

The personnel involved in technical auditing must be Muslims. In order to ensure that the audit and certification procedures are carried out effectively and uniformly, the minimum criteria for the competence of personnel shall be defined by SICHMA. These criteria shall include training on Halal standards and related documents application as well as quality management system, product certification conformity and safety management system.

Halal certification technical auditors shall have relevant knowledge of Islamic rules with regard to Halal certification and should have received training on the Halal certificate related Technical Standards and should have studied other relevant regulations and Technical Standards. SICHMA shall ensure that the technical auditors have successfully completed training in:

- a) Relevant management principles,
- b) Regulations of relevant sectors,
- c) Approved Halal standards and Technical regulations.

SICHMA shall ensure that the technical auditors have successfully completed training in:

- a) Audit techniques based on ISO 19011,
- b) Relevant product safety management system standards (e.g. ISO 22000),
- c) Halal certification based on approved Halal standard.

SICHMA shall ensure that the technical auditor has a minimum of five (5) years of full-time work experience in the related industry, including at least two (2) years of work experience in quality assurance.

SICHMA shall ensure that within the last three (3) years the technical auditor has performed at least twelve (12) certification audit days (like product/service) in at least four (4) premises under the leadership of a qualified auditor.

SICHMA shall ensure that the technical auditors demonstrate ability to apply knowledge and skills in the following areas:

- a) Audit principles, procedures and techniques: to enable the auditor to apply those appropriate to different audits and to ensure that audits are conducted in a consistent and systematic manner. A technical auditor shall be able to;
  - Apply audit principles, procedures and techniques,
  - Plan and organize the work effectively,
  - Conduct the audit within the agreed time schedule,
  - Prioritize and focus on matters of significance,
  - Collect information through effective interviewing, listening, observing and reviewing documents,
  - Keep records and data,
  - Understand the appropriateness and consequences of using sampling techniques for auditing,
  - Verify the accuracy of collected information,
  - Confirm the sufficiency and appropriateness of audit evidence to support audit findings and conclusions,
  - Assess those factors that can affect the reliability of the audit findings and conclusions,
  - Use work documents to record audit activities,
  - Prepare audit reports,
  - Maintain the confidentiality and security of information, and
  - Communicate effectively, either through personal linguistic skills or through an interpreter.
- b) Product/service certification and/or management system and other reference Halal Standard: to enable the auditor to comprehend the scope of the audit and apply audit criteria.
- c) Organizational situations: to enable the technical auditor to comprehend the organization's operational context.
- d) Applicable laws, regulations, and other legal and Halal requirements relevant to the discipline.



**TECHNICAL EXPERT**

A Technical Expert is a person formally appointed by SICHMA who is technically competent in a particular processing technology or field.

SICHMA shall ensure that the technical experts have at least four (4) years of work experience in their technical area. SICHMA shall ensure that the technical experts demonstrate their ability to provide expertise in their technical area.

**HALAL ISLAMIC AFFAIRS EXPERT**

A Halal Islamic Affairs Expert is a Muslim with profound and comprehensive knowledge of Islamic rules in the subject of Halal and is appointed by SICHMA.

SICHMA shall ensure that the Halal Islamic affairs experts have the knowledge corresponding to at least post-secondary education in the Halal Islamic rules in the sector and the processes being audited.

**HALAL SUPERVISOR AND / OR SLAUGHTERMAN**

In the case of abattoirs, the Client shall only employ and use SICHMA accredited slaughtermen to perform the halal slaughtering activities and, shall ensure that all halal slaughtering activities are performed under the supervision of a SICHMA halal supervisor. The Slaughterer must be a Muslim, be sane, and be aware of slaughtering related requirements. The Slaughterer shall hold an efficiency certificate that qualifies him for the job, issued by an Islamic centre/institution accepted by the official agencies. Such certificate shall be presented at request. The Halal Supervisor and/or the Slaughterman must hold a valid AUSMEAT Identity Card nominated by SICHMA.

## 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 SICHMA Halal Certification Trade Mark Scheme.

### Client Obligations

The Client shall undertake to pay all fees to the 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 a Halal Procedure and Protocol as part of its Management System and it must include the following:
  - Nomination of designated responsible company official/s responsible for the halal aspects of its Management System.
  - Identify the products for which halal certification is sought.
  - Identify the scope of the halal production process e.g. Slaughter, boning, harvest, further processing, storage and where applicable, transportation.
  - In case of further processing, all ingredients used must be halal and evidence of this must be documented, available for inspection and needs to be acceptable to the export destination's halal requirements.
  - A procedure for identification and segregation of halal from non-halal. It should also document the procedure of how a non-halal product is either processed or discarded.
  - No pork or pork by products shall be used for production on or in any part of the Client's premises.
3. The Client shall supply SICHMA with all the necessary valid information about their facilities and relevant Management System documentation, applicable policies, documented procedures, and work instructions including records of external complaints and remedial actions taken), as well as internal audits' and management reviews records before the audit (certification, surveillance and recertification audits).
4. The Client must have effectively documented and implemented the management system supplied to SICHMA.

5. In the case of abattoirs, the Client shall only employ and use SICHMA accredited slaughtermen to perform the halal slaughtering activities and, shall ensure that all halal slaughtering activities are performed under the supervision of a SICHMA halal supervisor. The Slaughterer must be a Muslim, be sane, and be aware of slaughtering related requirements. The Slaughterer shall hold an efficiency certificate that qualifies him for the job, issued by an Islamic centre/institution accepted by the official agencies. Such certificate shall be presented at request.

#### **Slaughtering procedure Requirements**

- There shall be a literal mentioning of 'In the Name of Allah' without mentioning any other name beside or without the Name of Allah.
- Skinning, immersing or feather removal shall only be carried out after making sure that the animal has perished. The warm water, not up to the boiling degree, may be used provided that meat is not placed in it for a long time. Also, hot air can be used for pulling out feathers.
- The animal shall be slaughtered by tazkeya (slaughtering according to requirements in Islamic rules). Suffocated, fatally beaten animals (Mawqouza), falling animals (Motaradiah), butted animals (Natechah) and animals eaten by beast of prey are prohibited. However, if any animal of the above is found alive, it can be slaughtered.
- The animal's head may not be cut or broken or any part of animal cut or a similar act taken until bleeding stops and the animal is proven dead.
- Slaughtering shall be done from the chest side, not a neck or back side. The mechanical blade in slaughterhouses adopting mechanical slaughtering system shall be adjusted in order to only cut pharynx, esophagus and jugular veins, not other parts of the neck.

#### **Slaughtering Practice Requirements - Stunning and Unconsciousness**

- In general, all forms of stunning and unconsciousness of animals are disliked. However, if it is necessary to use these means to calm down or mitigate violence of large size animals, low voltage shock can be used on the head only for the durations and voltage as per Table 1 below, Stunning through a device with a non-penetrating round head, in a way that does not kill the animal before its slaughter is permitted, provided that the following conditions are adhered to:
- Animals shall remain alive during and after shock and on slaughtering, which is marked with the post-slaughtering movement. Any animal which dies before slaughtering for any reason shall be dead animal.
- There shall be no stunning and unconsciousness using all kind of penetrative captive bolt pistol, axe /hammer (which crash the animal head) or air blowing.

**Table 1 – Guideline parameters for electrical stunning**  
**(On head only and with frequency 1500 HZ and rated voltage 300 Volt)**

Type of Animal	Current (Ampere)	Time (Seconds)
Small Sheep	0.50 – 0.90	2.00 – 3.00
Goats	0.70 – 1.00	2.00 – 3.00
Large Sheep	0.70 – 1.20	2.00 – 3.00
Male Calves	0.50 – 1.50	3.00
Castrated Calves	1.50 – 2.50	2.00 – 3.00
Cows	2.00 – 3.00	2.500 – 3.500
Bulls	2.50 – 3.50	3.00 – 4.00
Buffalos	2.50 – 3.50	3.00 – 4.00
Note: Current and time shall be set by the establishment as per the type, weight and condition of animal.		

6. The Client shall ensure that all halal processing activities are performed and, all ingredients used are halal.
7. During the audit (certification, surveillance audit, surprise or recertification) the Client shall provide all the 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.
8. The Client shall allow access to all processes and locations, records and personnel for the purposes of all audits, and the settlement of complaints.
9. The Client shall carry out internal audits followed by management reviews of the client's halal quality management system at least once in per year and, shall include halal aspects of its business.
10. The Client has the obligation to allow, if needed, the presence of observers (e.g. accreditation auditors, trainee auditors, SICHMA Management).
11. The Client shall appoint a responsible company official/s to be responsible for ensuring that the halal requirements of its Management System are observed.
12. 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 affect the Management System.

13. The Client must inform SICHMA of any significant non-conformances of which they are aware, 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 regarding the halal requirements.
14. 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.
15. The Client is not allowed to use SICHMA's Halal Certification Mark/Logo in a confusing way, misleading the public about the scope of the Certification.
16. 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.
17. The Client shall maintain the confidentiality of all SICHMA documents that comes into their possession during the course of certification activities.

**SICHMA's Obligation**

1. SICHMA will treat any information made available by the Client about the organisation, 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 while 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 halal certification audit and grant the Halal Certificate to clients who meet SICHMA's halal certification requirements. 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 remedy 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. SICHMA 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 remedy, the audit, and, consequently the Certification are 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, 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 recourse.
7. SICHMA has an Appeals process (refer to Attachment C) as well as a Complaints (refer to Attachment C) 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 Certification Trade 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 trade mark (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.

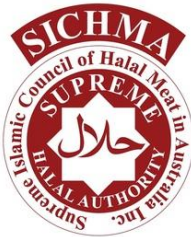


5. Certification marks shall not be used in such a way as to imply that SICHMA accepts responsibility for activities carried out under the scope of certification.
6. All quotations for work that contains a certification mark shall clearly indicate those activities that are not SICHMA certified.
7. Any 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**

	<b>SICHMA Procedures</b>	Document No.	QP07
		Revision No.	2
		Date	24-11-2016
<b>Procedure For Complaints and Appeals</b>			

### 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, 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.

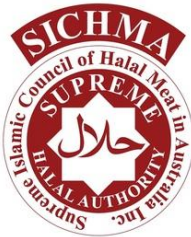
Activity	Responsibility
Completion and submittal of incident report records for entry into the Corrective Action System	All SICHMA Inc. staff members and subcontractors
Incident investigation, analysis and submission of complaints to Complaints Committee	Quality Manager
Incident investigation, analysis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

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M. Booley	Signature	M. Sadien	Signature	

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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 occurrence, 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 or
- complaints raised by client customers or stake holders

A Complaints form (F39) is completed for all occurrence, 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.

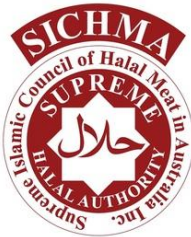
### 4.3.3 Appeals

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 representatives. 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.

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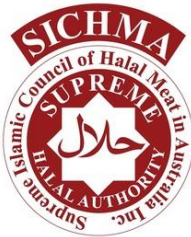
#### 4.3.5 Opportunities for Improvement

Opportunities for Improvement are incidents where the system has not failed, yet greater operational efficiency may be obtained in analysing the current practice. Opportunities 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 details 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 in to 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 –

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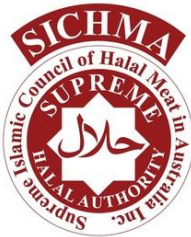
- Administration - problems with appointments, certification files, certificates issued or issued late,
  - Auditor/subcontractor problems with incomplete audit or surveillance documentation
  - Agents – problems with general compliance with SICHMA administration or audit procedures
- 4.5.2 The correction 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 CC, 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 follow 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 CC shall 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 IC meetings.

#### 4.6 Handling of Appeals

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 AP shall investigate the appeal made and inform the client about its plan of action for investigation and action there upon.


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- 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 analysed 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.
- 4.6.1 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 AC may also direct any other lead auditor to visit the site and determine the validity of the appeal. The decision taken by AC 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.

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#### 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 is 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.

#### 5.0 References

- 5.1 QP01 Procedure for control of documents  
5.2 QP04 Procedure for corrective action

#### 6.0 Enclosures Nil

#### 7.0 Formats / Exhibits


- 7.1 F24 Incident Report  
7.2 F39 Complaint Form  
7.3 F40 Appeal Form

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# **Attachment D:**

## **Appeal Form**

	<h2 style="margin: 0;">SICHMA</h2> <h3 style="margin: 0;">Appeal Form</h3>	F40
		Rev No 0
		APR 2016
		Page 1 of 1

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

Appeal Information	
Appeal Date:	Appeal Taken By:
<p>Appeal Details:</p> <p>Report or Assessment _____ Date _____</p> <p>Other Information/ Attachments:</p>	
Why do you want to review the decision or assessment?:	
What outcome are you seeking?	
<p><b>OFFICE USE ONLY</b></p> <p>Acknowledgement letter sent <input type="checkbox"/> Date of Review Meeting _____</p> <p>Appellant notified of Decision <input type="checkbox"/> Date of Notification _____</p>	

Note: Information provided will be treated confidential.

\_\_\_\_\_  
Name of the Person Lodging the Complaint

\_\_\_\_\_  
Signature

# **Attachment E:**

## **Complaint Form**

	<b>SICHMA</b> <b>Complaint Form</b>	F39
		Rev No 0
		APR 2016
		Page 1 of 1

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:	
What steps should be considered to avoid a repeat of the problem?	
Date:	

Note: Information provided will be treated confidential.

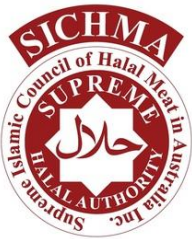
\_\_\_\_\_  
Name of the Person Lodging the Complaint

\_\_\_\_\_  
Signature

# **Attachment F:**

## **Complaints Committee –**

### **Terms of Reference**

	<b>SICHMA</b> <b>Management System Manual</b>	Document No.	QM 01
		Revision No.	0
		Issue No.	2
		Date	28-08-2016
Annexure-2B, Complaints committee – Terms of Reference			Page 1 of 4

## Scope

SICHMA's Complaints Committee (CC) has been designed to enhance our commitment to providing a professional halal certification service

The CC supports the provision of halal certified produce and products to the community, by enabling the interested parties to have a platform to communicate issues pertaining to accreditation. The CC ensures that decisions and positions taken by SICHMA adhere to its policies and procedures and is fully implemented. The CC ensures that decisions and actions are fair and consistent.

## Composition

The Complaints Committee will consist of a minimum of 3 independent members with a minimum of 2 members being required to form a quorum. At least one of the members is a Shariah specialist.

- Criteria (competence requirements) for membership of the Committee:
- Is not a current executive director, employee or contractor of SICHMA
- Working knowledge of Quality Management Systems
- Working knowledge of SICHMA's certification processes
- Working knowledge of Halal/Shariah aspects applicable to certification
- Significant work experience in a responsible position in areas of commerce, industry or government agencies

The Prospective members of this group are selected by the General Manager.


All members of this group shall be free from any commercial and financial pressures.

All members of the committee shall not have had any involvement in any phase of the halal certification process related to any complaint that is submitted for review by the committee.

## Responsibilities of Complaints Committee Members

- The committee will evaluate, review and decide on SICHMA's position relative to complaints and disputes arising from the product itself, the process, audits and other matters against SICHMA's policies and procedure.
- The committee will have the authority to require the General Manager to instigate measures to reduce or remove any misunderstanding/ misinformation in respect of the complaint/s.
- The CC will keep a register to record the complaint/s, its date of receipt, the decision taken and date of response. All supporting documents (eg letter of complaints, acknowledgement and response will be kept for at least a year.

<b>Supreme Islamic Council of Halal Meat in Australia</b> Unit 1, 35-37 Harrow Road Auburn, NSW 2144 Australia Tel: +61 2 9643 7775    Fax: +61 2 9643 7776	Prepared by	Sign.	
		Name	M. Booley
		Designation	Quality Manager
Email: <b>halal@sichma.com.au</b>	Approved by	Sign.	
<b>Copy Status</b> <b>CONTROLLED / UNCONTROLLED</b>		Name	M. Sadien
		Designation	General Manager
This manual is the property of Supreme Islamic Council of Halal Meat in Australia. No corrections / amendments are to be made except with the approval of the Executive Committee. All printed copies, and all electronic copies and versions except the official hard copy held at SICHMA's Head Office, are considered uncontrolled copies used for reference only.			

	<b>SICHMA</b> <b>Management System Manual</b>	Document No.	QM 01
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- Members must inform the General Manager of any information which may impact SICHMA's operations, including any issues concerning how SICHMA's services are being conducted with respect to complaints of a similar nature.
- Members may recommend changes to policies and procedures.
- Members must be familiar with SICHMA's documented quality management system requirements.
- Member will fulfil the annual confidentiality, impartiality and competency requirements at the time of appointment and on an annual basis.
- Members must keep themselves current with developments in the quality management field

### Formalities

- All complaint/s to SICHMA must be done in writing by completing a complaints form (F39) and the complainant need to provide their name and contact details where the reply can be sent. On request SICHMA staff can take complaints over the telephone and complete a Complaint Form with the details of the complaint.
- The Operations Manager will send an acknowledgement letter upon receipt of a written complaint/s and will respond to complainants in writing within 10 working days from the date of the SICHMA's acknowledgement letter. Where further information is required, the complainant may be advised of a reasonable alternative timeframe.
- The Operation Manager will communicate with CC members when a significant complaint/s is received and a need for a meeting arises. A copy of the complaint/s will be sent to member before meeting.
- A meeting of the CC is convened only when necessary. The General Manager acts as the convener of the Complaints Committee but is not a member. The voting group consists of Islamic scholar, a non-executive member of the BOD and an external industry specialist selected on the basis of their capability to discharge the committee's responsibilities in a considered and professional manner. The qualifications and experience of the CC members is aligned with SICHMA's Scope of Accreditation.
- The CC will nominate the Chairman. The Chairman will be re-appointed based on the Committee decision every 3<sup>rd</sup> Meeting. The Chairman will be responsible to ensure the smooth functioning of the Complaints Committee and the appropriateness on actions to be taken, if any
- Only members of the Committee will make decisions. The General Manager and members of staff will attend the meetings at the invitation of the independent members but will have no authority to determine a course of action. Nor will they have a vote.

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- Once appointed the members of the Committee may not be removed by the General Manager but may be removed should the majority of the other members require it or if so resolved by the SICHMA Board of Directors.
- New members of the Complaints Committee will be approved by the existing members of the Committee although the General Manager or staff of SICHMA may, under instruction from the Committee, source potential new members.
- Members of the Committee will not be remunerated for attending meetings but may be reimbursed reasonable expenses.
- The committee will have access to all relevant information
- No single interest shall predominate; the committee will represent a balanced view.
- Decisions will be by majority, however a difference of opinion should occur at a meeting where only 2 members are present the 3<sup>rd</sup> member of the Committee will be consulted or the matter deferred until a meeting can be convened where all 3 members are present.
- The minutes of meetings are taken and distributed to the CC membership, the General Manager and all members of the Executive Committee.

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# **Attachment G:**

## **Appeals Committee –**

## **Terms of Reference**

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## Scope

SICHMA's Appeals Committee (AC) is an independent committee established to consider request from clients, for an appeal against the unfavorable outcome of a review of the applicant's compliance to the halal requirements.

## Role of the Appeals Committee

The AC considers appeals of clients:

- who received an unfavorable decision in their certification application;
- where their halal certificate has been withdrawn/ suspended or;
- the qualification of new additional products and processes.

The AC is an independent and without prejudice body which decides on disputes with regards to the decision made on the clients' certification and its maintenance. They act as a safeguard to ensure a fair review and that fair decision-making has taken place during the assessment. The AC ensures all audit policies and procedures were adhered to and that the halal integrity of the products certified is maintained.

## Composition

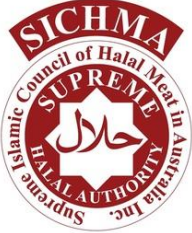
The prospective members of this group are selected by the General Manager.

The Appeal Committee will consist at a minimum of 3 independent members with a minimum of 2 members being required to form a quorum. At least one of the members is a Halal Islamic Affair expert.

The criteria (competence requirements) for membership of the Committee are:

- An executive director, employee or sub-contractor of SICHMA who has not participated in the audit of the client
- Working knowledge of Quality Management Systems (Mandatory)
- Working knowledge of SICHMA's certification processes (Mandatory)
- Significant work experience in a responsible position in areas of commerce, industry or government agencies (Technical expert)
- Working knowledge and command in Quran and Sunnah and Islamic Jurisprudence with a detailed understanding of Fiqh-UI-Halaal wal Haram (Shariah Scholar)

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All members of this group shall be free from any commercial and financial pressures.

All members of the committee shall not have had any involvement in any phase of the halal certification process related to any appeal that is submitted for review by the committee.

The voting group consists of a Sharia specialist, a Technical expert and another skilled person in the industry, selected on the basis of their capability to discharge the committee's responsibilities in an Islamic and professional manner. The qualifications and experience of the FC members is aligned with SICHMA's Scope of Accreditation.

### Responsibilities of Appeal Committee Members

- Members must make themselves available when meeting had been set.
- Members must be familiar with SICHMA's documented quality management system requirements.
- Members must keep themselves current with developments in the quality management field.
- Members must familiarise themselves with all reports and working papers used by SICHMA.
- Members of AC shall be required to respect the confidentiality and impartiality of information obtained.

### Formalities

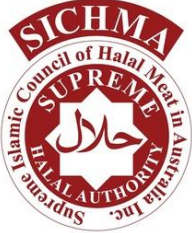
- General Manager will communicate with AC members once an appeal has been formally lodged.
- Meetings may be called by the General Manager on an as needed basis.
- All appeals must be done in writing by completing the Appeal Form and any supporting documents must be provided by the appellant. The receipt of the completed Appeal Form will be deemed the date of appeal and acknowledgement of receipt of appeal will be sent within 5 working days of receipt.
- The AC will meet at the earliest 14 working days and at the latest 6 weeks after the date of referral.
- The AC will nominate the Chairman. The Chairman will be re-appointed annually on the Committee decision.
- The Chairman will be responsible to ensure the smooth functioning of the Appeal Committee and that SICHMA'S Certification processes are appropriately applied and actions based on Shariah approved practices.

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- The Committee will determine the agenda, meeting format, method of recording minutes, actions and the general conduct of the meeting.
- The AC shall have an effective documentation and record-keeping system to provide evidence of conformity to the review process and its effective decision-making. All past records shall be kept for at least one (1) year for review and audit purposes and shall remain legible, identifiable and retrievable. All decisions must be duly signed by the members present. The essential documentations and records pertaining to the AC shall include the following:
  - a) Minutes of the AC meetings
  - b) Appeal form and supporting documentations
- Once appointed the members of the Committee may not be removed by the General Manager but may be removed should the majority of the other members require it or if so resolved by the SICHMA Board of Directors.
- New members of the Appeal Committee will be approved by the existing members of the Committee although the General Manager or staff of SICHMA may under instruction from the Committee source potential new members.
- The committee will have access to all relevant information
- No single interest shall predominate; the committee will represent a balanced view.
- The committee will have the authority to require the General Manager to instigate measures to reduce or remove any threats to non-conformance to Shariah.
- Technical Expert member of the committee will report on the technical aspects of the Certification service relating to the composition of products and its appropriateness to be halal certified and any other result of investigation performed.
- Only members of the Committee will make decisions and allowed to vote on a course of action.
- Decisions will be by majority, however a difference of opinion should occur at a meeting where only 2 members are present the 3rd member of the Committee will be consulted or the matter deferred until a meeting can be convened where all 3 members are present.
- Minutes of meetings are taken and distributed to the AC membership, General Manager and all members of the Executive Committee.
- Appellant will be notified by the Chairman in writing once decision was made.
- **The committee has the final say on the matter and no further appeal can be considered.**

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### Rejection of General Manager on AC Decisions

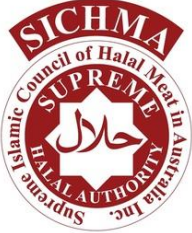
AC decisions which are considered to be against or in conflict with SICHMA policy may not be rejected by the General Manager. If top management do not respect their decision, the AC can escalate the matter to the Board of Directors.

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# **Attachment H:**

## **Certification Committee –**

### **Terms of Reference**

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## Scope

SICHMA's Certification Committee (CC) is a committee that grants final approval for the issue of halal certificates.

The Certification Committee performs a technical review of Audit reports where a new or change to existing Certification is requested by a client. This review is performed to verify that the audit was planned and executed in accordance with SICHMA policies and procedures which are designed to ensure compliance with the requirements for accreditation. Also the committee performs a technical review with regard to surveillance audit, special audits for scope extension, re-certification audits etc. to verify compliance to halal procedural requirements.

## Composition

The Certification Committee is an operating committee within the Certification practice.

The Certification Committee is chaired by the Quality Manager. If circumstances exist where by the Quality Manager's participation in the Certification Committee would represent a conflict of interest, the General Manager will act as Chairman. The Certification Committee comprises the following other members:

- General Manager
- Quality Manager;
- Operations Manager.

All members of this group shall be free from any commercial and financial pressures.


## Responsibilities of the Certification Committee

The Certification Committee reviews audit reports from audits to establish that the audit team recommendations for Certification are arrived at through adherence to prescribed procedures and are supported by the evidence gathered during the audit. These reviews may include:

- Reviewing audit team support documentation with respect to recommendations for new or changes to an existing Certification.
- Hearing request/appeal from clients who do not accept the audit team recommendations.

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- Reviewing audit team or other recommendations for Certification suspension or withdrawal.
- Identifying the need for training of personnel where repetitive errors are made, or client request/appeals are found to be justified.
- Providing feedback to audit teams where deviations from the prescribed procedures are found.

Audit reports from visits subsequent to the Initial Certification which recommend a change to the Certification status, are also subject to review by the Certification Committee.

Members must keep themselves current with developments in the Halal and professional standards relating to the industry.

Members must be familiar with SICHMA'S documented quality management system requirements, its policies and procedures.

### **Formalities**

- Rules of Procedure

The Impartiality Committee is responsible for approving these rules and determining that they are adequate and appropriate to assure the impartiality of the Certification decision process. The CC members are individually responsible for declaring personal or other known circumstances which may constitute a conflict of interest and bringing this to the attention of the Quality Manager or excluding themselves from taking any part in the proceedings. For example, where a member of the Committee was part of the audit team, they may not play any part in the Certification Committee's assessment and should abstain from any voting in relation to the review in question.

- Decision Process

The audit team submits the report to the Operations Manager (OM). The OM performs administration review for completion of report and usage of right forms. The audit report is sent to the Quality Manager (QM) by the OM after completing the administrative review. Where the Quality Manager is not independent of the decision process, the General Manager informs the Quality Manager which committee member to send the audit report to for technical review. All audit reports where SICHMA is required to issue a new certificate or is required to perform a change to Certification generated by SICHMA, are subject to review by this process,. Audit report for routine surveillance is reviewed by any one member of the Certification Committee (not necessarily the General Manager).

A deviation note is issued to the Operations Manager for any deviation found in the report. The Operations Manager is required to submit his response to the Quality Manager.

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When the Certification Committee is satisfied that a certificate can be issued, the Audit Report Review Checklist is signed off by the Certification Committee Chair for issue of certificate and entry in the register of approved clients.

The members of the Certification Committee may consult with each other and obtain advice from outside the Certification committee membership if necessary. Members of the Impartiality Committee may be consulted.

- **Voting**

Each member carries one vote. All votes must be in favor to award a Certification approval or to endorse a Certification withdrawal. The result of the vote is recorded in the Audit Report Review Checklist.

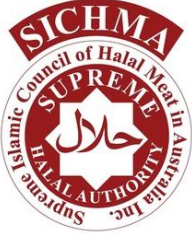
- **Records**

The Audit Report Review Checklist form represents the objective evidence that the Certification process was implemented. This form is attached to the audit report and placed in the client file where it is retained until the Certification expires or is otherwise terminated.

The following information, at a minimum, will be provided to CC to help with their decision-making:

- SICHMA'S Unique identification for the client ;
- date(s) of the on-site assessment ;
- assessment plan including witnessed audits;
- assessment proposal approved by SICHMA;
- assessment contract signed by authorized representative of SICHMA;
- name(s) of the assessor(s) and /or experts and/or Islamic affairs expert involved in the assessment;
- unique identification of all premises assessed;
- proposed scope of accreditation that was assessed;
- assessment report;
- a statement on the adequacy of the internal organisation and procedures adopted by SICHMA to give confidence in its competence, as determined through its fulfilment of the requirements for accreditation;
- information on the resolution of all non-conformities and objective evidences of corrective actions for closing all non-conformities

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- any further information that may assist in determining fulfilment of requirements and the competence of SICHMA
- where appropriate, a recommendation as to granting, reducing or extending accreditation for the proposes scope (it may contain suspension or withdrawal according to procedures of SICHMA where needed)
- client file of the SICHMA prepared by assigned staff of SICHMA (this file can contain all related documents and records that are mentioned above).

The Audit report review must be completed within a month from the date of audit. If Certification committee differs with the recommendation given by the Team Leader for the Surveillance Audit, then the client will be informed of the same.

All documentation must be kept for at least 3 years.

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