






Initial Issue Date: 18 April, 2019	Document No. P-09
Revision Date: 01 February, 2023	Revision No. 02

Procedure for Certificate Issue & Withdrawal

Global Systems Compliance (Pvt.) Ltd.

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List of Copy Holders

Sr. #	Designation
1	Chief Executive Officer
2	Shariah Expert
3	Management Representative
4	Manager Certification



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1. Purpose:

To ensure that GSC Certificates of Approval are:

- Correctly approved and issued when the organisation/site demonstrates compliance with the relevant standard through the certification audit process.
- Correctly withdrawn when the organisation/site is found no longer to comply with the relevant standard for any element of the standard
- The certificated client complies with the conditions governing the use of the Certificate of the relevant standard and the mark/symbol of the Certification Body.

2. Scope:

All Certificates approved and issued by GSC Certification Body.

3. References:

Clause 9.1.14 , 9.1.15, 9.2.5 of PS 4992-2016, Certification decision

Clause 9.6. of 4992- 2016 Suspension, withdrawing or reducing the scope of certification

4. Definitions:

None

5. Certification Decision:

GSC ensures that the persons or committees that make the certification or recertification decisions are different from those who carried out the audits.

5.1 Criteria:

For a recommendation to certificate an operator with a newly introduced or re-audited management system, the following degree of development or maintenance must have been achieved;

- i) To be certified an organisation has to demonstrate that the management system functions and the various control mechanisms are properly operational. In practice this means in particular that:
 - The management system has been operational for a minimum of three months;
 - The internal audit system is fully operational and can be shown to be effective;
 - One management review has been conducted.
- ii) A certificate can only be issued or re-issued if, in particular:



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- a. the information provided by the audit team is sufficient with respect to the certification requirements and the scope for Halal certification;
- b. it has reviewed, accepted and verified the effectiveness of correction and corrective actions, for all nonconformities that represent:
 - i. failure to fulfil one or more requirements of this standard, or
 - ii. a situation that raises significant doubt about the ability of the client's product(s) /service(s) and/or management system to achieve its intended outputs;
- c. it has reviewed and accepted the client's planned correction and corrective action for any

6. Information for granting initial certification:

The information provided by the audit team to GSC for the Halal certification decision shall include, as a minimum,

- a. the audit reports,
- b. comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client,
- c. confirmation of the information provided to the GSC used in the application review
- d. a recommendation whether or not to grant a Halal certificate, together with any conditions or observations.
- e. GSC makes the Halal certification decision on the basis of an evaluation of the audit findings and conclusions and any other relevant information (e.g. public information, comments on the audit report from the client).

7. Certification Committee Review:

All certification cases are reviewed by a certification committee in GSC. Manager certification will forward the case of certification to the committee for final review along with relevant documents and approved by the CEO GSC on FMP09/01.

After the review of certification committee the certification decision will be forwarded to Mgr Certification, and subsequently certificate will be issued with the signatures of CEO GSC.

The certification committee will consist of Minimum 3 persons (1 Lead Auditor, 1 Technical Expert, and 1 Shariah Advisor)



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Note: in case if the committee members are also the auditors then the reports will be reviewed by some other nominated person of CEO GSC to avoid the conflict of interest.

8. Decision Taking in Relation to the Certification Function:

The certification Committee, which takes the decision on granting/withdrawing a certificate in GSC, should incorporate a level of knowledge and experience in all areas, other than audit experience, which is equivalent to that of the lead auditor enabling a decision to be made based on the review of objective evidence in the audit file. The competence of review committee is maintained as per Procedure HCB-P-07.

The certification committee shall review each certification audits or re-audit process, the reports, and any relevant material and endorse the recommendation for approval or rejection. The Committee shall grant approval for a certificate of Approval providing that:

- The information provided by the audit team is sufficient with respect to the certification requirements and the scope for certification;
- For any major nonconformity, it has reviewed, accepted and verified the correction and corrective actions;
- For any minor nonconformity it has reviewed and accepted the client's plan for correction and corrective action.

The approvals pack will contain copies of forwarded by suitable means,

- ✓ Application
- ✓ Certification Contract
- ✓ Audit Plan
- ✓ Audit report
- ✓ CARs (corrective action requests) & evidence
- ✓ Certification Decision form FMP09/01

If GSC is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, the GSC shall conduct another stage 2 prior to recommending certification.

The first three-year certification cycle begins with the certification decision. Subsequent cycles begin with the recertification decision.

When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification can be based on the expiry date of the existing certification. The issue date on a new certificate shall be on or after the recertification decision.

Following expiration of certification, the GSC can restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.



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9. Issue of Certificates:

Upon approval being granted by the committee/ CEO, Manager Certification verifies the client's details including the audit scope and prepare the Certificate of Approval which is checked by the MR. CEO signs the certificate for authorization (FMP08/01 refers to procedure for information management).

Each Certificate carries a unique identification number as below. Details of each certificate used, cancelled or destroyed shall be recorded in a Certification Data Base.

Certificate Unique Identification number;
e.g. **1001/19PSH**

1001: is the incremental number of certificates

PS: Abbreviation of office

H: Abbreviation of halal

19: Code for year of Certification

Manager Certification updates the Client Data Base and then contact the client about any arrangements for the delivery of the certificate through any suitable means.

Manager Certification also sends a controlled copy of the Conditions for use of GSC Mark PI03 to approved certified client.

A copy of the Certificate shall be retained on the Clients Data Base.

An electronic image of the Certification Body mark/symbol is also forwarded to the client on issue of the certificate by manager certification through email.

CERTIFICATE

Certificates will be issued by GSC after successful audit and closing of all non- conformities by the client.

Initial Certification Audit

The initial certification audit will be conducted in two stages: stage 1 and stage 2.

Stage 1 Audit

The stage 1 audit will be performed to:

- a. audit the client's product(s) / service(s) and management system documentation;
- b. evaluate the client's location and site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for the stage 2 audit;
- c. review the client's status and understanding regarding requirements of the standard



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Stage 2 Audit

The purpose of the stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 audit will take place at the site(s) of the client.

Surveillance I and II Audits

Surveillance audits are on-site audits, but are not necessarily full system audits, and will be planned together with the other surveillance activities so that GSC can maintain confidence that the system continues to fulfill requirements between recertification audits. Surveillance audits will be conducted at least once a year. The date of the first surveillance audit following initial certification will not be more than 12 months from the last day of the stage 2 audit.

Multisite Activities

Where multisite activity is utilized for the Halaal audit of a client's product(s) / service(s) and management system covering the same activity in various locations, the GSC will develop an audit programme to ensure proper Halaal audit.

Short-notice Audits

It will be necessary for the GSC to conduct audits of certified clients at short notice to investigate complaints, or in response to change (extension or reduction) in the scope, location, management change, or as follow up on suspended clients. In such case the GSC will describe and make known in advance to the Halaal certified clients through email or any other way.

In case of change in scope (extension or reduction) the client inform the HCB via suitable means, and HCB will arrange short notice audit and will follow the same procedure of decision as described in clause 8.

Notice of Changes by a Client

The GSC will have legally enforceable arrangements to ensure that the certified client informs the CB, without delay, of matters that may affect the capability of the management system to continue to fulfill the requirements of the standard used for Halaal certification. The client will inform the GSC with suitable means (email, call, letter etc).

These include, for example, changes relating to

- a) The legal, commercial, organizational status or ownership
- b) Organization and management (e.g. key managerial, decision-making or technical staff)
- c) Contact address and sites
- d) Any change in the scope of operations under the certified management system
- e) Major changes to the management system and processes.

Notice of Changes by GSC

The GSC will give its certified clients due notice of any changes to its requirements for Halaal certification. The GSC will verify that each certified client complies with the new requirements.



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Unannounced Audits

It will be necessary for the GSC to conduct unannounced audits of certified clients to investigate critical complaints or as follow up on suspended clients.

10. Suspending, withdrawing of certification

GSC suspends certification in following cases:

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

If the Client/certificate holder fails to maintain compliance with the requirements of management system(s), then:

- The client/certificate holder is formally informed in writing about the failure of compliance to the certification conditions and asked to detail corrective action via any suitable means. The copy of the letter is to be uploaded in the client data base.
- If the client refuses to respond to correct the failure of non-compliance to the conditions then manager certification informs the client by the letter that the certificate may be suspended (Letter of suspension FMP09/02) initially for 6 months and after 6 months the client is informed that the certificate is cancelled (Letter of cancellation FMP09/03) and would the client return the certificates and cease to use and distribute any literature, stationary, etc., referencing the certificate of Certification Body mark/symbol. The copies of the letters are to be uploaded to client data base.

Under suspension, the client's Halal certification is temporarily invalid. GSC has enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its certification. GSC makes the suspended status of the certification publicly accessible through website (see 8.1.3) and shall take any other measures it deems appropriate.

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

NOTE: In most cases the suspension would not exceed 6 months.

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

Upon request by any party, the Halal CB shall correctly state the status of certification of a client as being suspended, withdrawn or reduced.



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11. Non Accredited Certificates:

GSC shall not issue any non-accredited certificates in the scopes for which they hold accreditation. Where accreditation only covers part of a scope (i.e. limited scope) then GSC can issue non-accredited certificates for activities falling outside of the limitation. Non-accredited certificates can be issued for new scope areas where GSC is working towards accreditation. However, once the accreditation is granted, GSC is required to take appropriate action to transfer the previously issued non-accredited certificates to accredited ones within 30 days.

Certificates issued for non-accredited audits shall not carry the logo of accredited body. The client shall be told that it is a non-accredited audit.

When a client does not want to continue their certification with GSC (due to client's cancellation or transfer) the termination clause in the contract is followed. Where possible the reason for non-continuation is requested from the client. Cancellation letter and reason are updated in client data base.

12. Quality Records:

Quality Record Number	Quality record Title:	Retention Time
FMP09/01	Certification Decision Form	Indefinite
PI03	Conditions for use of Certification Mark	Indefinite
FMP09/02	Letter of suspension	Indefinite
FMP09/03	Letter of cancellation	Indefinite

13. Revision History:

Rev #	Date of Issue	Brief Description of change
00	18 th Feb, 2019	New Document
01	22 Feb, 2022	Committee is updated with the addition of 3 members
02	01 Feb, 2023	Change of Header Described how to make decisions in order to change scope of certification