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Halal certification procedure

Revision Summary

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Rev	Date	Revised by	Brief
1	22-07-2026	Laila Al Chaman	Amended terms and definitions Revised clauses related to complaints and appeals

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Purpose:

This procedure describes the roles, responsibilities, and processes in a Halal certification conforming to the applicable standardization involved in the certification of products and halal Quality Assurance management systems.

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1. Introduction

Halal Services Asia provides Halal certification services for products, processes, and services in accordance with Islamic principles and applicable Halal standards.

This Halal Certification Procedure explains how Halal Services Asia conducts Halal certification, including:

- The rules for certification,
- The certification process,
- The types of Halal certificates issued, and
- The responsibilities of applicants and certificate holders.

2. General Information

This document applies to all applicants and certified clients seeking Halal certification from Halal Services Asia. The Procedure defines:

- The structure of the Halal certification,
- The steps of the certification process,
- The applicable scopes and product categories, and
- The governance principles applied by Halal Services Asia.



3. References and Definitions

International Standardization Organisation:

ISO/IEC 17000:	Vocabulary and general principles
ISO/IEC 17065	Requirements for bodies certifying products, processes and services
ISO/IEC 19011	Guidelines for auditing management systems
ISO/IEC 17021	Requirements for bodies providing audit and certification of management systems

Standards for Halal Accreditation Bodies:

OIC/SMIIC 2:2019 Applicable Malaysian Standards (MS) (Malaysia)	Requirements for Bodies Providing Halal Certification
GSO 2055-2:2021	General Requirements for Halal Certification Bodies (GCC)
Kepkaban BPJPH No. 20 Tahun 2023 BPJPH Decree Number 78 of 2023	BPJPH Decree No. 20 of 2023 Halal Food and Beverage Certification Guidelines
JAKIM MS 1500:2019	Halal foods – General requirements

Halal	Permissible/allowed
General Impurities/Najis	Materials or substances classified as impure according to Islamic law that may affect the Halal status of products, ingredients, equipment, packaging, storage, transportation, or production processes. The HCB shall evaluate and verify that the organization has implemented appropriate measures to identify, prevent, segregate, handle, and where necessary cleanse contamination by <i>najis</i> in accordance with the applicable Halal standards, BPJPH regulations, and other relevant certification requirements.
Halal Control Points	Checkpoints where additional control can be applied to ensure halal compliance. This might involve checking the ingredients used, the cleanliness of the equipment, the method of production, and so on.



Halal Critical Control Points	Steps in the production or handling process where visual control is essential to prevent or eliminate any risk that could compromise the halal status of the product or service. This might involve inspecting the product or the process to ensure there's no contamination or other issues that could make the product haram.
Private Label	Products that are manufactured by a third party (also known as a toll manufacturer), but are owned or copyrighted by a company that does not have its own manufacturing site. The company that owns the brand and copyright sells the product under its own label.
Third-Party Halal Certificates	Halal certificates that are issued by organizations other than Halal Services Asia. These certificates serve as proof that a product or service meets the necessary Halal standards, as determined by the issuing organization.
Halal Certification Bodies	Entities that have been accredited or recognized with the authority to issue Halal certificates to manufacturing sites. They assess whether a product or service complies with Halal standards and, if it does, provide a certificate to attest to its halal status.
Halal Mark or Logo	An approved and protected Halal mark or logo under the ownership of Halal Services Asia that is granted to a product, service, or system that has been successfully certified as halal. The presence of this mark or logo on a product's packaging indicates to consumers that the product is halal certified.
Applicant	An organization or legal entity that has submitted an application to Halal Services Asia requesting Halal certification for one or more products, processes, or services.
Halal Certification Procedure	The documented rules, procedures, requirements, and management arrangements established by Halal Services Asia for assessing, granting, maintaining, extending, reducing, suspending, and withdrawing Halal certification.
Complaint	A formal expression of dissatisfaction submitted by any person or organization regarding the activities, services, personnel, decisions, or



	certified clients of Halal Services Asia, where a response or resolution is expected
Appeal	A formal request submitted by an applicant or certified client for reconsideration of a certification decision made by Halal Services Asia.
Minor Nonconformity (Minor NC)	A nonconformity that does not significantly affect Halal integrity or the overall effectiveness of the Halal Assurance System but requires corrective action within an agreed timeframe.
Major Nonconformity (Major NC)	A nonconformity that significantly affects the ability of a product, process, service, or Halal Assurance System to consistently comply with applicable Halal requirements, or that presents a risk to Halal integrity. Major nonconformities shall be satisfactorily addressed before certification can be granted or maintained.
Corrective Action	An action taken to eliminate the cause of a detected nonconformity or other undesirable situation in order to prevent its recurrence.
Corrective Action Plan (CAP)	A documented plan prepared by the applicant or certified client describing the root cause, proposed corrective actions, responsible persons, and implementation timeframe for addressing identified nonconformities.
Scope Extension	The process of expanding an existing Halal certification to include additional products, services, processes, production sites, activities, or certification categories following a satisfactory assessment by Halal Services Asia.
Withdrawal	The permanent cancellation of a Halal certificate by Halal Services Asia or upon the client's request, resulting in the loss of all rights associated with the certification for the affected scope.
Suspension	A temporary invalidation of a Halal certificate, in whole or in part, during which the certified client is not permitted to claim certification or use the Halal certificate or certification mark for the suspended scope until the suspension has been



	lifted.
Certified Client	An organization or legal entity that has been granted Halal certification by Halal Services Asia and is authorized to use the Halal certificate and, where applicable, the Halal certification mark in accordance with the certification agreement.
Certification Decision	A formal decision made by Halal Services Asia to grant, maintain, renew, extend, reduce, suspend, or withdraw Halal certification based on the evaluation of objective evidence and in accordance with the applicable certification requirements.
Certification Cycle	The defined period during which Halal certification is granted, maintained through surveillance activities where applicable, and renewed through re-certification. The duration of the certification cycle depends on the applicable Halal authority, accreditation requirements, and certification
Witness Audit	An audit observed by an accreditation body, Halal authority, or other authorized organization to evaluate the competence and performance of Halal Services Asia or its audit team during certification activities.
Re-certification	The process of reassessing a certified client before the expiry of the existing certificate to determine continued conformity and eligibility for renewal of certification.
Surveillance	Periodic activities conducted during the certification cycle to verify the continued conformity of the certified client with the applicable Halal certification requirements.

4. Certification Scope and Categories

Halal Services Asia provides Halal certification for products, processes, and services within defined certification categories and subcategories, and only provides Halal certification within the scope of its accreditation and authority recognition.

The certification scope of each applicant or certified client is defined by:

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- The applicable Certification Category Index,
- Halal Services Asia's accreditation and authority recognition, and
- The approved certification scope stated on the Halal certificate.

Detailed definitions of categories, subcategories, and examples of applicable activities are provided in the Certification Category Index.

Some Halal authorities may apply different interpretations to certification categories.

In such cases, Halal Services Asia applies the relevant Halal standards and authority guidelines applicable to the intended market.

Halal Services Asia supports applicants and certified clients in clarifying and applying these requirements during the application and certification process.

5. Certification Process

The Halal Certification Process follows a clear, structured sequence to ensure consistent, transparent, and reliable certification decisions.

The process applies to:

- Initial certification,
- Surveillance,
- Re-certification,
- Scope extensions.

5.1 Overview of the Certification Process

The Halal Certification Process consists of the following main steps:

- Application
- Application Review
- Contractual Arrangements
- Audit team selection
- Audit activities
- Corrective Actions (if applicable)
- Certification Decision
- Issuance of Halal Certificate
- Surveillance
- Re-Certification

Each step must be successfully completed before proceeding to the next.

Where applicable, the audit process may include a Stage 1 and Stage 2 audit approach.

5.2 Application

The applicant submits an application for Halal certification to Halal Services Asia.

The application shall include:

- Company and site details,
- Product or service scope,

- Intended markets (if applicable),
- Requested certification type

Incomplete applications may delay the certification process.

5.3 Application Review

Halal Services Asia reviews the application to confirm:

- Certification scope and category,
- Product and risk classification,
- Applicable Halal standards,
- Audit feasibility and resources.

Halal Services Asia may request additional information before proceeding.

5.4 Contractual Arrangements

Once the application is accepted, Halal Services Asia establishes contractual arrangements with the applicant.

Certification activities may only start after contractual acceptance.

5.5 Audit selection team

After the certification contract has been signed, a lead auditor shall be appointed and shall be responsible for appointing a competent audit team. The audit team shall consist of at least:

- one qualified Technical Auditor; and
- one qualified Islamic Affairs Expert (Shariah Auditor/Expert).

Where necessary, additional auditors, technical experts, interpreters, or observers may be included to ensure that the audit team possesses the required competence for the products, processes, technologies, sectors, languages, and applicable Halal standards. Any technical experts or observers shall participate in accordance with the Certification Body's procedures and shall not make certification decisions.

All audit team members shall meet the competency requirements established by Halal Services Asia and documented in the Auditor Competency Matrix, including the applicable qualification, training, experience, technical competence, sector competence, and knowledge of the relevant halal standards and regulatory requirements.

The Certification Body shall ensure that the audit team is impartial and free from any actual or potential conflict of interest with the applicant. Audit team members shall not participate in an audit where their impartiality could reasonably be questioned.



Prior to the audit, the lead auditor shall provide the client with the audit plan by email, including the names and roles of the proposed audit team members. The client has the right to raise a justified objection to any member of the audit team on the grounds of conflict of interest, lack of impartiality, confidentiality concerns, or other reasonable justification. Halal Services Asia shall evaluate the objection and, where justified, appoint a suitable replacement.

Any changes to the audit team after the audit plan has been issued shall be communicated to the client as soon as practicable.

5.6 Audit activities

Halal Services Asia conducts an audit to verify Halal compliance. Depending on the scope, the audit includes:

- documentation review,
- on-site audit,
- remote or hybrid audit,
- sampling or testing (if applicable)

Audits are conducted by qualified and approved auditors.

5.7 Corrective Actions

If non-conformities are identified, the applicant shall:

- Analyze the root cause,
- implement corrective actions,
- provide evidence within the agreed timeframe.

Halal Services Asia reviews corrective actions before continuing the certification process and shall state a deadline for providing evidence, and an on-site audit shall be planned accordingly.

5.8 Certification Decision

The certification decision is made by Halal Services Asia based on:

- Audit results,
- Corrective actions (if applicable),
- Compliance with the Halal Certification Procedure.

Note: The decision is taken by authorized Halal services Asia personnel independent from the audit activity.

5.9 Issuance of Halal Certificate

Upon a positive certification decision, Halal Services Asia issues the applicable Halal certificate. The certificate defines:

- The certified scope,
- Products or services,
- Validity period,
- Applicable Halal standards.



Only certified products or services may bear the Halal mark.

5.10 Surveillance

During the certificate validity period (if the cycle is longer than one year), Halal Services Asia conducts surveillance activities to ensure ongoing compliance.

Surveillance may include:

- Periodic audits,
- Documentation review,
- Product or process verification.

Failure to maintain compliance may result in suspension or withdrawal.

5.11 Re-Certification

Before the certificate expiry date, Halal Services Asia conducts a re-certification audit. Re-certification confirms:

- Continued compliance,
- Updated scope or processes,
- Effectiveness of the Halal Assurance System.

Timely re-certification is required to maintain certification validity

6. Application, Contractual Arrangements, and responsibilities

6.1 Application Submission, Review, and Scope Determination

Applicants seeking Halal certification shall submit an application to Halal Services Asia using the approved application format.

The application shall clearly define the points mentioned earlier. (See 5.2)

The applicant is responsible for ensuring that all submitted information is complete, accurate, and up to date.

Halal Services Asia reviews each application to determine whether:

- The requested scope falls within Halal Services Asia's accreditation and authorization,
- Applicable Halal standards and regulatory requirements are identified,
- Sufficient resources are available to conduct the audit.

Halal Services Asia may request additional information before accepting the application.

Halal Services Asia reserves the right to accept, defer, or reject an application based on feasibility or compliance considerations.

The certification scope shall be clearly defined and agreed prior to audit.

The scope includes:

- Product categories and activities,
- Site(s) and processes,
- Applicable Halal standards,
- Certification type and validity.

Only activities and products within the agreed scope are eligible for certification.



6.2 Contractual Arrangements and Responsibilities

Upon acceptance of the application, both parties enter into a contractual agreement. The agreement defines:

- Certification scope and services,
- Applicable Procedures and Halal standards,
- Financial conditions and fees,
- Use of Halal marks and certificates,
- Confidentiality and data protection,
- Suspension, withdrawal, and termination conditions.

Certification activities may only commence after contractual acceptance by both parties. The applicant shall:

- Comply with the Halal Certification Procedure and applicable Guidelines,
- Grant access to facilities, records, and personnel,
- Implement corrective actions where required,
- Inform Halal Services Asia of any changes affecting Halal compliance.

Failure to meet these obligations may affect certification status.

6.3 Changes Affecting Certification

The applicant shall notify Halal Services Asia without delay of any changes that may affect Halal compliance, including:

- Changes in raw materials or suppliers,
- Changes in processes or equipment,
- Changes in ownership or legal structure,
- Changes in certified scope or sites.

Halal Services Asia evaluates such changes and determines whether additional audit is required.

7.0 Audit Types and Methods

7.1 General Principles

Halal Services Asia assesses Halal compliance using risk-based and scope-appropriate audit methods. The method applied depends on:

- Product or service category,
- Halal risk level,
- Certification scope,
- Category and sub-category
- Applicable regulatory or export requirements.

Halal Services Asia determines the appropriate audit method prior to conducting the audit.



7.2 Audit Types

Depending on the certification scope, one or more of the following audit types may be applied.

7.2.1 On-Site Audit

An on-site audit is conducted at the applicant's facility.

It may include:

- Verification of processes and production lines,
- Review of Halal control measures,
- Inspection of storage and handling practices,
- Interviews with personnel.

On-site audits are mandatory where required by:

- Product risk level,
- Halal standards,
- Regulatory authorities.

7.2.2 Remote Audit

A remote audit may be conducted where permitted. Remote audits may include:

- Document review,
- Live video inspection by Islamic Affairs Experts (only applies if the product is low risk)
- Interviews via digital platforms.

Remote audits are only applied where Halal risks can be adequately verified without physical presence by applicable auditors and only when the applicable Halal standard permits to do so.

7.2.3 Hybrid Audits

A hybrid audit combines:

- On-site activities, and
- Remote audit elements.

This method may be applied to optimize efficiency while maintaining certification integrity. Hybrid audits are only applicable where Halal risks can be adequately verified without physical presence by all auditors simultaneously and only when the applicable Halal standard permits to do so.

7.2.4 Stage 1 and Stage 2 Audit

Halal Services Asia applies a two-stage audit approach where appropriate, particularly for initial certification and complex scopes.

The Stage 1 audit is conducted to:

- Review the applicant's readiness for certification,
- Verify documentation and scope definition,
- Identify potential Halal risks and gaps,



- Confirm audit feasibility and planning.

Stage 1 may be conducted:

- On-site,
- Remotely (only where applicable)
- or as a document-based review.

Findings from Stage 1 are used to plan the Stage 2 audit. The Stage 2 audit is conducted to:

- Verify full implementation of Halal requirements,
- Confirm effective Halal control measures,
- Assess operational compliance at site level,
- Evaluate corrective actions from Stage 1 (if applicable).

Stage 2 audits are typically conducted on-site, unless otherwise justified and permitted. The use of Stage 1 and Stage 2 audit depends on:

- Certification scope and complexity,
- Halal risk classification,
- Applicable Halal standards and authority requirements.

7.3 Documentation Review

Halal Services Asia reviews relevant documentation to verify Halal compliance.

Documentation may include:

- Ingredient and raw material lists,
- Supplier approvals,
- Halal assurance procedures,
- Records and declarations.

Incomplete or unclear documentation may result in additional audit activities.

7.4 Sampling and Testing (where applicable)

Where required, Halal Services Asia may request:

- Product samples,
- Laboratory analysis,
- Additional verification testing.

Sampling and testing are applied based on:

- Product category,
- Identified risks,
- Regulatory or customer requirements.

7.5 Audit Duration and Frequency

Audit duration and frequency are determined based on:

- Scope and complexity,
- Number of products or processes,
- Halal risk classification,



- Company size,
- Existence of Halal Management Team,
- Certification history.

Halal Services Asia reserves the right to adjust audit duration where justified.

7.6 Use of Third-Party Information

Halal Services Asia may consider third-party information such as:

- External Halal certificates,
- Supplier declarations,
- Laboratory reports.

Acceptance of such information is subject to:

- Halal Services Asia verification,
- Applicable Guidelines,
- Final Halal Services Asia decision authority.

7.7 Supplier Audits (non-certification activities)

7.7.1 Purpose of Supplier Audits

Halal Services Asia may conduct supplier audits to verify Halal compliance of suppliers used by Halal Services Asia -certified clients. Supplier audits are conducted to:

- Verify compliance with Halal requirements,
- Support material and product approval,
- Assess Halal risks within the supply chain.

Supplier audits are not certification audits and do not result in the issuance of a Halal certificate.

7.7.2 When Supplier Audits Are Applied

Supplier audits may be required where:

- A supplier is not Halal certified,
- The supplier provides critical raw materials or ingredients,
- Halal risk cannot be sufficiently verified through documentation alone,
- Required by applicable Halal authorities or standards.

The need for a supplier audit is determined by Halal Services Asia based on risk and scope, or upon request of the applicant or customer.

7.7.3 Scope of Supplier Audits

Supplier audits may include:

- Review of raw materials and sourcing,
- Verification of processing steps,
- Audit of segregation and contamination controls,
- Review of documentation and traceability.

The audit scope is limited to Halal compliance verification only.



7.7.4 Outcome of Supplier Audits

Supplier audits may result in:

- Approval of the supplier for a defined scope,
- Approval with conditions or corrective actions,
- Rejection of the supplier for Halal purposes.

Supplier approval is:

- Scope-specific,
- Time-limited,
- Subject to re-evaluation.

7.7.5 Relationship to Certification

Supplier audits:

- Do not constitute Halal certification by default,
- Do not grant the right to use Halal Services Asia Halal marks by default,
- Do not replace mandatory Halal certification where required.

7.8 Outsourced Activities

Where audit activities are outsourced, Halal Services Asia remains fully responsible for their conformity, competence, and impartiality.

8. Certification Decision and Outcomes

8.1 General Principles

Certification decisions are made by Halal Services Asia based on objective evidence obtained during the audit process.

The certification decision-making process and committee is:

- Independent from the audit activity,
- Based on documented results,
- Taken by authorized personnel.

Halal Services Asia retains full and final authority over all certification decisions.

8.2 Basis for Certification Decision

The certification decision is based on:

- Audit results (Stage 1 and/or Stage 2, where applicable),
- Review of corrective actions and evidence,
- Compliance with the Halal Certification Procedure,
- Applicable Halal standards and regulatory requirements.

Incomplete or insufficient evidence may delay or prevent certification.



8.3 Possible Certification Outcomes

Following the decision process, one of the following outcomes applies:

- **Certification Granted:**
Halal certification is granted where full compliance is demonstrated. Halal Services Asia issues the applicable Halal certificate defining:
 - certified scope,
 - category and sub-category,
 - products or services,
 - validity period,
 - certification cycle
 - applicable standards.
- **Certification Granted with Conditions**
Certification may be granted subject to defined conditions. Conditions may include:
 - limited scope,
 - additional monitoring,
 - specific corrective actions.Conditions are documented and communicated to the client.
- **Certification Withheld**
Certification is withheld where:
 - major non-conformities remain unresolved,
 - critical Halal risks are identified,
 - required information is not provided.

Certification may be reconsidered once conditions are met.

8.4 Validity of Certification

Halal certificates issued by Halal Services Asia are valid for a defined period as specified on the certificate. Certification validity is subject to:

- Ongoing compliance,
- Successful surveillance activities,
- Timely communication of changes by the client.

General Halal certificates are typically ranging from one to four years, depending on the applicable authority and scope.

Shipment certificates are only valid for the shipped consignment.

8.5 Suspension of Certification

Halal Services Asia may suspend certification where:

- Serious non-compliance is identified,
- Misuse of Halal certificates or marks occurs,
- Surveillance requirements are not fulfilled,
- Contractual obligations are breached.

During suspension:

- Use of the Halal certificate and mark is prohibited,



- Corrective actions must be implemented within the defined timeframe.

8.6 Withdrawal of Certification

Halal Services Asia may withdraw certification where:

- Suspension conditions are not resolved,
- Repeated or critical non-compliance occurs,
- Halal integrity is compromised,
- The client requests withdrawal.

Upon withdrawal:

- Halal certificates become invalid,
- QR codes automatically become invalid
- Use of Halal marks shall cease immediately.

8.7 Scope Reduction

Halal Services Asia may reduce the certified scope where:

- Part of the scope no longer complies,
- Changes affect only specific products or activities.

Scope reduction does not invalidate compliant parts of the certification.

8.8 Appeals and Complaints

Applicants and certified clients have the right to submit:

- Appeals against certification decisions,
- Complaints related to certification activities.

Appeals and complaints are handled according to Halal Services Asia procedures to ensure impartiality and fairness.

9. Surveillance & Re-Certification

9.1 Surveillance

During the validity period of a Halal certificate, Halal Services Asia conducts surveillance activities to verify continued compliance.

Surveillance may include:

- Periodic on-site or remote audits,
- Supervisions at slaughtering plants or meat processing facilities
- Document and record reviews,
- Verification of Halal control measures.

Surveillance frequency and scope are determined by Halal Services Asia based on:

- Halal risk classification,
- Certification scope,
- Category and sub-category,
- Certification history,
- Applicable regulatory requirements.

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Failure to maintain compliance may result in corrective actions, suspension, or withdrawal of certification.

9.2 Re-Certification

Prior to the certificate expiry date, Halal Services Asia conducts a re-certification audit. Re-certification confirms continued Halal compliance, effectiveness of the Halal Assurance System, updates to scope, processes, or products.

Re-certification shall be completed within the defined timeframe to avoid interruption of certification validity.

A temporary extension for a maximum period of three (3) months may be granted if the certified customer meets all conditions and has committed to conducting the audit within the specified period.

9.3 Changes Affecting Certification

The certified client shall inform Halal Services Asia without delay of any changes that may affect Halal compliance. Such changes may include:

- Changes in raw materials or suppliers,
- Changes in products, processes, or equipment,
- Changes in site location or ownership,
- Changes in certified scope or activities.

Halal Services Asia evaluates the impact of reported changes and determines whether additional audit or scope modification is required.

9.4 Unannounced and Special audits

Halal Services Asia reserves the right to conduct:

- Unannounced audits for specific sectors,
- Special or follow-up audits.

Such audits may be initiated where significant Halal risks are identified, complaints or concerns are received, regulatory or authority requirements apply, or accreditation authorities require witnessing on-site audits with Halal Services Asia at their clients.

10. Impartiality & Confidentiality

Halal Services Asia conducts all certification activities in an independent, impartial, and objective manner. Measures are in place to:

- Prevent conflicts of interest,
- Ensure separation between audits and decision-making,
- Safeguard confidential information.

All information obtained during certification activities is treated as confidential and used solely for certification purposes, unless disclosure is required by law or agreed with the client.

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Halal Services Asia permits accreditation bodies, Halal authorities, and impartiality committee members to conduct witnessing, audits, and evaluations as required.

11. Use of Certificates & Marks

Certified clients may use Halal Services Asia Halal certificates and marks only within the approved scope and validity period.

Use of Halal marks shall:

- Comply with Halal Services Asia rules and instructions,
- Not be misleading or incorrect,
- Cease immediately upon suspension or withdrawal.

Misuse of certificates or marks may result in corrective actions, suspension, or withdrawal of certification.

12. Complaints, Appeals & Fees

Applicants and certified clients have the right to:

- Submit complaints related to certification activities,
- File appeals against certification decisions.

Clients may fill in the applicable form to file a formal complaint. This complaint shall be reviewed by Management and the Complaints and Appeals committee.

Complaints and appeals are handled according to Halal Services Asia procedures to ensure fairness, transparency, and impartiality.

Certification and other fees are defined separately. The fee policy is mentioned within the contractual arrangements.

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