



# Suspension, withdrawal / Recall and Cancellation Procedure

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## 1.0. PURPOSE:

The purpose of this procedure is to describe how the manage suspension withdraws/recall and cancellation of Certificate related the Halal / Quality Management System of IFANCA Pakistan Halal Apex Pvt Ltd. in order to ensure that it is updated and in line with defined policies and regulatory requirements.

## 2.0 Suspension, Withdrawal/Recall and Cancellation

SUSPENSION involves the restriction of the Client to actively advertise or promote its HALAL certification by Ifanca Pakistan Halal Apex Pvt Ltd.

WITHDRAWAL/RECALL involves the withdrawal from the Client of its IFANCA Pakistan Halal Apex Pvt Ltd. and the return of the Certificate(s) and IFANCA Pakistan Halal Apex Pvt Ltd. logo(s) to IFANCA Pakistan Halal Apex Pvt Ltd. WITHDRAWAL/RECALL usually follows SUSPENSION, when there is no evidence of effective corrective actions taken.

CANCELLATION is the WITHDRAWAL of the Client's Certificate(s) and logo(s) and termination of the contract for the HALAL Certification. CANCELLATION shall be in accordance with provisions agreed in the contract.

## 3.0 Suspension of the Certificate

The Certificate of Approval may be suspended for a maximum period of three months. During the period of SUSPENSION, the Client shall not actively promote or advertise their certification registration. SUSPENSION enforced by IFANCA Pakistan Halal Apex Pvt Ltd. should occur after normal corrective action procedures following a documented non-conformity, have failed to fully resolve the issue.

The following are examples of reasons for SUSPENSION:

- A major non-compliance is raised during a Special Surveillance, which indicates that insufficient action was taken by the client to clear raised non-conformities.

Or

- Improper use of the IFANCA Pakistan Halal Apex Pvt Ltd. logo has been discovered and has not been resolved effectively by the Client after notification by IFANCA Pakistan Halal Apex Pvt Ltd.

The following are actions to be taken when a situation arises which could result in SUSPENSION:



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If the Client has requested a SUSPENSION because of system change or deterioration that is expected to result in major non-conformities at the next routine surveillance, IFANCA Pakistan Halal Apex Pvt Ltd. shall require necessary corrective actions and continuance of the routine surveillance plan to document the actual situation. Following the visit, the Client has up to 90 days to correct any documented non-conformities, then a Special Surveillance may then be arranged.

If, after an appropriate period of time for corrective action, the non-conformity (ies) has not been resolved, the senior executive of the Client shall be notified by the Shariah Advisor of the appropriate IFANCA Pakistan Halal Apex Pvt Ltd. office, that SUSPENSION is being enforced. The requirements outlined in this procedure shall be communicated in writing and delivered by registered mail, return receipt requested. Copies of this notification shall be sent to:

- The Certification Committee from the appropriate IFANCA Pakistan Halal Apex Pvt Ltd. office shall be informed.
- The Halal Certification Services (IFANCA Pakistan Halal Apex Pvt Ltd.)

The SUSPENSION period shall not exceed 3 months, after which another Special Surveillance visit shall be arranged to review the situation.

If, it can be demonstrated that the Client's product is in compliance with requirements of HALAL at this Special Surveillance, following recommendation from the Lead Assessor conducting the Special Surveillance, SUSPENSION may be lifted by the Shariah Advisor and the routine surveillance plan re-instated.

If, it has been demonstrated that the client is taking action to clear the non-conformities, but has not completed the effective implementation. It is possible for the Lead Auditor to recommend an extension of three months on the initial suspension period.

If, in the opinion of the Lead Auditor conducting the Special Surveillance, the Client has been unwilling or unable to clear the non-conformity, WITHDRAWAL/RECALL of the Certificate shall be recommended to the Shariah Advisor. This Special Surveillance report is reviewed by the Shariah Advisor (or nominated deputy) to verify the decision.

#### 4.0 Withdrawal/Recall of the Certificate

WITHDRAWAL/RECALL of Certificate is a serious step, and will be initiated only when it becomes apparent that normal corrective action proceedings, including SUSPENSION, will be unsuccessful in bringing about full compliance with the HALAL Certification requirements.

The following procedure shall be followed when a recommendation for WITHDRAWAL/RECALL has been received by the Shariah Advisor concerning a certified Client:



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The entire last Certification Cycle history regarding the Client's certification shall be reviewed by the Shariah Advisor of the appropriate IFANCA Pakistan Halal Apex Pvt Ltd. office. The Shariah Advisor shall decide to take one of the following courses of action:

Allow for extension of the SUSPENSION for a maximum of three months followed by another Special Surveillance (If an extension of the SUSPENSION is awarded, the procedure outlined will be repeated.

NOTE: Only one extension of SUSPENSION shall be allowed during the three-year contract with a given Client.

Or

Approval by the Technical Director that WITHDRAWAL/RECALL of the certificate is enforced.

The Shariah Advisor will make a formal written notification to the Client's senior executive, with copies to the IFANCA Pakistan Halal Apex Pvt Ltd. (Holding) SA and the appropriate Certification Committee as to the outcome of this decision.

If it is decided that WITHDRAWAL/RECALL should proceed, the following action shall be taken:

The Shariah Advisor shall report his decision with all supporting documentation at the next meeting of the Certification Committee.

The Shariah Advisor shall advise the Client's Senior Executive in writing and by registered mail. They shall request the return of all certificates of approval issued and accompanying logos provided as a result of the certification.

The Shariah Advisor shall notify the Halal Certification Services (IFANCA Pakistan Halal Apex Pvt Ltd.).

The Client shall be notified of the IFANCA Pakistan Halal Apex Pvt Ltd. Appeals, Complaints and Disputes Procedure and advised that an appeal may be raised within four weeks of the said notification. Records of this activity shall be maintained.

CANCELLATION of the contract shall also be implemented.

### **5.0 Cancellation of the Contract**

CANCELLATION of the contract with a Client may be self-initiated or enforced by IFANCA Pakistan Halal Apex Pvt Ltd. as a result of Section 5 and shall be undertaken in accordance with the provisions of the contract.



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In all cases, every reasonable effort shall be made by IFANCA Pakistan Halal Apex Pvt Ltd. to preserve a contract with a complaining Client or a Client found to be non-compliant, but genuine, in its intent to take necessary corrective actions.

If the contract is cancelled at the Clients request, the appropriate Shariah Advisor shall acknowledge CANCELLATION in writing to the Client and request that all of the certificates of approval and accompanying logo's be returned.

If the contract is cancelled as a result of section 5 the Clients Senior Executive shall be advised in writing at the same time as the WITHDRAWAL/RECALL of the certificate.

In either of the above cases the Client shall be requested to return all certificates and logos.

Ifanca Pakistan Halal Apex Pvt Ltd. (Holding) Shariah Advisor shall be notified of the cancellation, as well as the relevant Ifanca Pakistan Halal Apex Pvt Ltd. accredited subsidiaries, in order for their records to be updated

Notification shall also be made to the Halal Certification Services (Ifanca Pakistan Halal Apex Pvt Ltd.)

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