



Prime Certification & Inspection

Title	Halal Certification Scheme – Food Processing, Preparation and Storage			
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Prepared by	Technical Manager (TM)	Approved by	Certification Manager (CM)	

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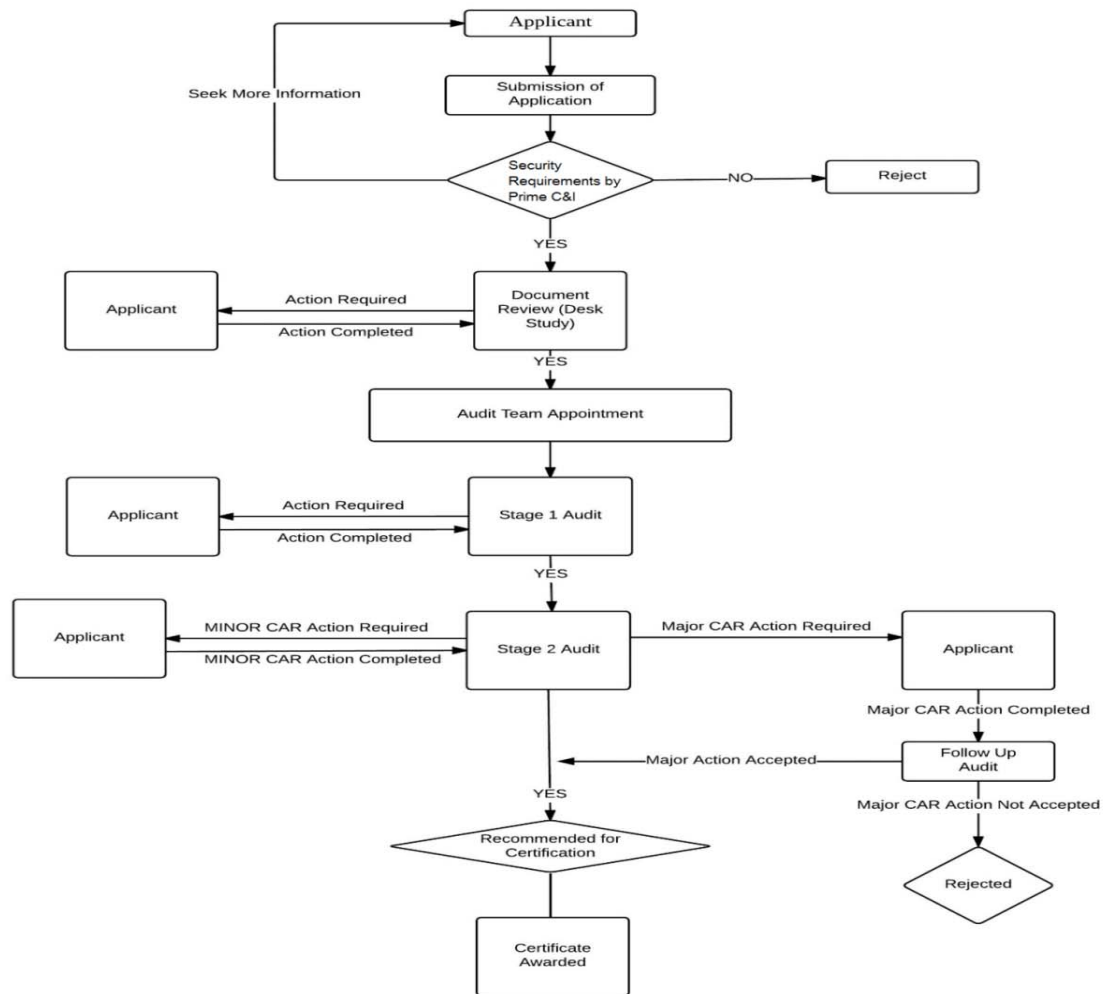
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HALAL APPLICATION PROCESS



On going Surveillance audit & Renewal Audit process are similar from Stage 2 Audit

Note: In the case of categories A, B, F, J, H, G (Annex A), it is not necessary that stage 1 audit be on-site. However, it is up to the audit team to decide to carry out an onsite audit. In categories C, D, E, I, and K (Annex A) it is obligatory that stage 1 audit is done on-site.

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HALAL CERTIFICATION CONDITIONS

1. GENERAL INFORMATION

- 1.1 The conditions set out in this document shall hereinafter be referred to as the “Prime C&I - Halal Certification Conditions”. All annexes to these Prime C&I Halal Certification conditions shall be deemed to be incorporated in and form an integral part hereof.
- 1.2 All companies / establishments applying for a Halal certification from Prime C&I, may, upon fully complying with the Prime C&I Halal Certification conditions, be issued a Prime C&I Halal certificate (“Halal Certificate”) and allowed the use of Prime C&I Halal certification mark (“Halal certification mark”) upon the terms and subject to the conditions provided therein.
- 1.3 All applications are subject to the prevailing Prime C&I - Halal Certification Conditions.
- 1.4 The applicant is deemed to have agreed to divulge its company’s information to Prime C&I and adhere to the Prime C&I - Halal Certification Conditions upon submitting an application to Prime C&I.
- 1.5 All applications shall be processed with strictest confidence.
- 1.6 The Food Processing, Preparation and storage scheme shall be applicable to the following types of food establishments
 - Food processing company;
 - Food storage and trading company;
 - Catering company;
 - Central kitchen facility that supplies food within the organisation such as hospitals, nursing homes, hotels and airports;
 - Central kitchen facility that supplies food to Halal-certified retail food establishments under the same management / holding company;
 - Pre-school kitchen.
- 1.7 The Central Kitchen Facility sub-scheme shall NOT be applicable to an establishment which delivers fully-and/or semi- processed food to retail outlets and/or food service providers that are (i) not Halal-certified

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and managed by a different company (ii) not Halal-certified and managed by the same company (iii) Halal-certified but managed by a different company.

- 1.8 The Catering sub-scheme shall NOT be applicable to an establishment which delivers fully- and/or semi-processed food to banquet events held at a hotel or a country club.
- 1.9 Pre-school Kitchen sub-scheme shall NOT be applicable to pre-school center that transports / delivers fully-and/or semi-processed food out of the pre-school kitchen.
- 1.10 The scope of certification shall include (without limitation):
 - Transportation, receiving, storage and handling of raw materials and processing aids;
 - Areas of preparation, dishing, storage, transport, display and serving of food and drinks;
 - Collection, handling, washing and storage of equipment / utensils.

2. APPLICATION REQUIREMENTS

- 2.1 The applicant shall read, understand and agree to adhere to the Prime C&I - Halal Certification conditions upon submission of the application.
- 2.2 The applicant shall submit an Application Forms – P/62 along with other relevant forms like P/62A, P/62B, P62B-1, P/62C & P/62D and related documents.
- 2.3 The applicant shall submit a new application if:
 - Its current premises have not been previously Halal-certified by Prime C&I;
 - It has a new facility and its other similar facility, bearing the same business name, are already Halal-certified by Prime C&I;
 - Its existing Halal certificate has expired;
 - Its previously submitted application was rejected;
 - Its Halal certificate had been cancelled
- 2.4 Details of all products, menu items, raw materials, additives and processing aids shall be submitted during application. These details shall include, but not be limited to, the item description as well as names of the

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manufacturers, suppliers and Halal certification bodies.

- 2.5 All raw materials, processing aids and additives declared shall be Halal and substantiated with any one or more of the following documents (Refer to Annex A):
- Halal certificates;
 - Product specifications;
 - Laboratory analysis report
- 2.6 The applicant shall submit applications for all of its chain and/or franchise premises bearing the same business name. A declaration of all of its existing chain or franchise premises shall be made using the form provided by Prime C&I.
- 2.7 Where the same business name is used by the applicant and another entity/other entities under license/franchise from the owner of the business name, the applicant shall submit halal certification applications for all entity(ies) concurrently.
- 2.8 The applicant shall submit multiple applications under these circumstances:
- Two or more processing facilities, which are intended for Halal certification, are located on different units on the same floor or side-by-side but physically separated by a wall (e.g. Halal Food Area at #01-01 and non-Halal Food Area at #01-02 are considered as two separate applications if they are separated by a physical wall);
 - Two or more kitchen sections located on the same floor, which are intended for Halal certification, are separated by another section(s) that will not be Halal-certified (e.g. Muslim section and Western section, located within the same kitchen, are considered as 2 separate applications if they are separated by a non-certified Pastry section);
 - Two or more kitchen sections located on different floors, which are intended for Halal certification (e.g. Muslim kitchen on Level 1 and Western kitchen on Level 3 are considered as 2 separate applications);
 - There are multiple kitchens that prepare and supply food to a Halal-certified establishment.

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- 2.9 The applicant shall declare any other businesses operated by the applicant or its holding company to Prime C&I.
- 2.10 The applicant may be advised to change the scheme and/or subject to additional requirements as Prime C&I deems fit.
- 2.11 The applicant shall take ownership and bear responsibility for its application at all times.

3. GENERAL CERTIFICATION REQUIREMENTS

- 3.1 The applicant shall be licensed by Economic department, Agri-food & Veterinary Authority or Health Sciences Authority, whichever is applicable.
- 3.2 The applicant shall clearly demarcate the scope of certification by labelling and submitting a copy of the floor plan to Prime C&I. This shall also be kept at the premises at all times for audit purposes.
- 3.3 The applicant shall ensure the scope of certification is clearly segregated with proper partitions including the entrance, preparation area and/or storage area etc.
- 3.4 Products, menu items, raw materials, ingredients, processing aids, additives and packaging materials that are undeclared, doubtful, non-Halal and/or Najis according to Shariah law shall not be stored, used, sold, offered for sale and/or brought into the scope of certification.
- 3.5 There shall be no cross-mixing of Halal products, menu items, raw materials, Ingredients, processing aids, additives and packaging materials with those that are doubtful, non-Halal and/or Najis according to Shariah law.
- 3.6 Every product, raw material, processing aid and additive stored, used, sold and which is within the scope of certification shall be properly packed, sealed and labelled with the product description, product code (if any), manufacturer's name and plant address for traceability and audit purposes.

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It is advisable that products, raw materials, additives and processing aids that are Halal-certified bear a Halal certification mark on the packaging for ease of verification.

- 3.7 A laboratory analysis report may be required by Prime C&I to confirm that the products, menu items, raw materials, processing aids and/or additives are Halal. The selection of laboratory and procedure for product sampling shall be decided by Prime C&I. The applicant shall bear all costs of the laboratory testing.
- 3.8 All production / processing lines, kitchen areas, cold rooms, chillers, equipment, crockery, utensils, dishwashing facilities, etc. that are used in the handling of Halal products, menu items, raw materials, processing aids and additives and have previously come into direct contact with pork, dog meat and/or their derivatives shall be declared and subjected to ritual cleansing by Prime C&I.
- 3.9 There shall be dedicated and clearly demarcated production lines, kitchen areas, storage areas, equipment, crockery, utensils and dishwashing facilities for the handling and processing of Halal products, menu items, raw materials, processing aids and additives.
- 3.10 All Halal products, menu items, raw materials, ingredients, processing aids and additives shall be physically segregated from those that are non-Halal or doubtful during transportation to the premises to which Halal certification relates.
- 3.11 The applicant shall comply with the Prime C&I - Halal Assurance System (HAS), comprising these 10 principles:

I. Establish a Halal Team

- a. The Halal Team shall comprise the Halal Team Leader, the Muslim Representative (if possible) and other members from multi-disciplinary background with relevant knowledge and expertise;
- b. Each Halal Team member shall be officially appointed and informed of his / her roles and responsibilities in the form of an Appointment Letter, which is signed by the Management and the Halal Team member as proofs of appointment and acceptance, respectively;
- c. The Halal Team Leader and Muslim Representative (if possible) shall successfully complete a

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mandatory Halal training programme by approved training provider;

- d. The Terms of Reference of the Halal Team shall include developing a Halal Assurance Plan as well as implementing and maintaining an effective Halal Assurance System. It shall also be responsible in ensuring that the applicant's staff are aware of the Prime C&I - Halal Certification Conditions.

II. Define the Product / Nature of Business

The Halal Team shall maintain a list of all products, product descriptions and details of the raw materials, processing aids and additives stored within the scope of certification such as the names of their manufacturers, suppliers and agencies that certify the items as Halal.

III. Construct & Verify Flow Chart

- a. The Halal Team shall clearly identify every step involved in the relevant operations;
- b. The Halal Team should incorporate all these steps in a flow chart and confirm it against the actual operation by conducting on-site inspections.

IV. Identify Halal Threats & their Control Measures

- a. Using the flow chart, the Halal Team shall identify and list all possible Halal threats at every step in the relevant operations;
- b. The Halal Team shall also identify and list the necessary control measures to eliminate these Halal threats.

V. Determine Halal Assurance Points (HAPs), their Allowable Limits & Prescribed Practices

- a. The Halal team shall identify the HAPs in operations that are vital for ensuring the Halalness of products.
- b. Allowable limits and prescribed practices shall be established for all HAPs.

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VI. Establish Monitoring System for each HAP

- a. The Halal Team shall establish monitoring systems for each HAP, including who should act, when, how and what corrective actions shall be taken should there be a deviation from the specified allowable limits and prescribed practices.
- b. The monitoring system shall be able to detect any sign of loss of control at the HAP. Some HAPs may be monitored by quantitative measurements, e.g. voltage of stunning, or observation approach, e.g. Halal certification mark on packaging of raw material.
- c. Staff assigned at the HAPs, shall be given a proper briefing on the prevailing Prime C&I - Halal Certification Conditions for their information and strict compliance.

VII. Establish Corrective Actions for each HAP

- a. Corrective action for each HAP has to be developed whenever monitoring indicates that a deviation from the allowable limit and prescribed practices has occurred.
- b. These corrective actions shall be able to control the HAP within its specified allowable limits and prescribed practices.
- c. A specific action plan shall also be developed to restore control and dispose the affected product under such circumstances it is essential that the Halal team is informed so that a clear chain of command can be issued.

VIII. Establish Documentation & Record-keeping System

The Halal team shall establish and maintain the following documentations and records for purpose of audit:

General -

- License from the Economic department, National Environment Agency (NEA), Agri-Food and Veterinary Authority of country (AVA) or Health Sciences Authority (HSA), whichever applicable

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- Floor plan indicating the scope of certification
- Tenancy agreement where applicable.

Products / Product Descriptions / Raw Materials / Processing Aids -

- Updated products, products descriptions, raw materials, processing aids and additives within the scope of certification
- Declared and approved valid Halal certificates, questionnaires, specifications and/or laboratory analysis report for all raw materials and processing aids
- 3 – 6 months records of purchase invoices and/or delivery orders for all raw materials, processing aids and additives. These shall be endorsed (with signature, name & date) by the Muslim Representative (if Available).
- 3 – 6 months printed records of, delivery orders including details of vehicle used for transportation & details of personnel (name & other details of driver & person accompanying) involved for all services.

Halal Team / Muslim Personnel -

- Terms of Reference of Halal Team.
- Appointment letters of Halal Team members stating their roles & responsibilities counter signed by the respective Halal Team members.
- Valid Halal training certificates for the Halal Team Leader and Muslim Representative (if available).
- Employment letters of at least 3 Muslim personnel (if possible).

Halal System –

- Process flow chart
- Halal Assurance Plan (Refer to Annex B)
- Records of compliance and any changes to Halal Assurance Plan
- Minutes of Halal Team meetings
- Internal audit records

Others –

- Incident reports
- Any communications from Prime C&I
- Halal periodic inspection reports, if any

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IX. Verify the Halal System

Verification shall include checking records and operational compliance of the following:

- Monitoring systems;
- Personnel compliance to the HAPs operations;
- Deviations and effectiveness of corrective actions taken;
- Random sampling
- Audit reports

X. Review the Halal System

The Halal system shall be reviewed periodically, at least once every year. However, an immediate review of the system is necessary when any of the following occurs:

- Control measures are ineffective;
- Change in the Halal Team;
- Changes are made to the monitoring schedules;
- Change in the operations;
- Change in the allowable limits and prescribed practices within the HAPs
- Internal audit findings.

3.12 The applicant shall engage Muslim representative (if available). The Muslim Representative/Halal Team Leader shall, among others, be responsible for the following:

- Advise the company / establishment on Halal food matters as well as cultural and religious sensitivities relating to them;
- Spearhead or assist in complying with the Prime C&I - Halal Certification Conditions;
- Monitor the Halal Assurance Points;
- Verify and endorse all incoming products, raw materials and processing aids to ensure that they are Halal and have been prior approved by Prime C&I. As proof of this endorsement, the Muslim Representative shall endorse his / her signature, name and date on the invoices and delivery orders of the products, raw materials, processing aids and additives;

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- Attend to customers on Halal-related queries.

4. SPECIAL CERTIFICATION REQUIREMENTS

4.1 Segregation for Halal certified and non-Halal Certified products and their ingredients as follow;

- The organization has to ensure proper segregation of Halal Certified and Non-Halal Certified products throughout the food chain as per scope of certification.
- Ingredients and other food contact material will also be segregated for both lines (Halal Certified and non-Halal certified Products)
- If the nature of all products is Halal but few products are added in scope of Halal Certification, but few are not included, then evidence for Halal status of all related materials including ingredients & other food contact materials is required. In this case Halal Assurance system need to implement for complete production/processing facility.

4.2 Applicant under the Catering sub-scheme shall comply with the following additional requirements:

4.2.1 Maintain a printed log of all food orders and deliveries that includes:

- a. name and date of event;
- b. list of menu items;
- c. number of persons the food is catered for;
- d. name & NRIC of staff involved in the delivery and setting up of food at the event location;
- e. contact details of the client or event organizer;
- f. Photocopy of the NEA / AVA time stamp;
- g. Details of the transport vehicle used.

4.2.2 Declare all vehicles that would be used to transport fully- and/or semi-processed foods;

4.2.3 Transport fully- and/or semi-processed food in Halal-dedicated vehicles;

4.2.4 Ensure that the food does not undergo further preparation or cooking outside of the Halal-certified kitchen;

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- 4.2.5 Ensure that the menu card, food display card, time-stamp signage displayed at the event location and other collaterals such as tissue papers etc., bear only the applicant / certificate holder's name and no other.
- 4.3 Applicant under the Catering sub-scheme shall comply with the following additional requirements if it caters to an event where Halal and non-Halal food are present:
- Halal and non-Halal food shall be displayed on separate tables;
 - Original Halal certificate shall be displayed prominently on the table where the Halal food is displayed;
 - The applicant's staff shall handle only the Halal food that it provides;
 - All utensils used for the handling of Halal and non-Halal food are segregated and clearly demarcated.
- 4.4 Applicant under the Catering sub-scheme shall comply with the following additional requirements if it caters to an event where Halal and non-Halal food are present, and the non-Halal food is catered by a subsidiary / parent company of the applicant:
- Halal and non-Halal food shall be transported in separate vehicles and the applicant shall ensure proper documentation to prove this;
 - Original Halal certificate shall be displayed prominently on the table where the Halal food is displayed;
 - Staff handling Halal and non-Halal food shall be dressed in distinctly different uniforms;
 - Different NEA timestamps shall be displayed at the appropriate display tables;
 - Different tissue papers bearing the appropriate name of the caterer shall be used;
 - All utensils used for handling of Halal and non-Halal food are segregated and clearly demarcated.
- 4.5 Applicant under the Catering sub-scheme shall comply with the following additional requirements if it caters for an event at a hotel, country club or non-Halal-certified restaurant (regardless of whether non-Halal food is present):

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- a. Halal and non-Halal food, if available shall be displayed on separate tables
- b. Halal certificate issued to the caterer shall not be displayed during the event;
- c. No Halal or Halal-related claim shall be made;
- d. The applicant's staff shall handle only the Halal food that it provides
- e. All utensils used for the handling of Halal and non-Halal food are segregated and clearly demarcated.
- f. If dining utensils belonging to the hotel, country club or non-Halal-certified restaurant are used for the event, they shall be ritually cleansed by Prime C&I appointed personnel prior to the event.

4.6 Applicant under the Central Kitchen sub-scheme shall comply with the following additional requirements:

- a. Provide a declaration letter if the kitchen:
 - prepares food to be served at any hotel for banquet events and / or room service;
 - supplies fully and/or semi processed food to petrol kiosk / snack bar / bakery etc.;
 - supplies fully and/or semi-processed food to non-Halal-certified outlets/premises under the same company or otherwise;
- b. Maintain a printed log of all food orders deliveries;
- c. Declare all vehicles that would be used to transport fully- and/or semi-processed foods;
- d. Transport fully- and/or semi-processed food in Halal-dedicated vehicles;

4.7 Applicant under the Central Kitchen sub-scheme shall comply with the following additional requirements if it provides Halal food displayed in food warmers located at external premises:

- a. Ensure that the food warmers are not used for the storage of food that are doubtful, non-Halal or other than its own;
- b. Retrieve all food warmers on cessation of the supply of Halal food to its clients.
- c. No Halal logo is displayed on the warmers.

4.8 The applicant shall comply with these additional requirements should it have a dedicated staff pantry and/or R&D laboratory within the premises applied for certification:

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- a. The pantry and/or laboratory shall be clearly segregated and demarcated from with proper signage;
- b. The pantry and/or laboratory shall be clearly indicated in the floor plan;
- c. The pantry and/or laboratory shall not be included in the scope of certification but not excluded from the scope of audit
- d. Any non-Halal or doubtful food and/or products for staff consumption and/or R&D purpose shall not be placed within the scope of certification;
- e. Any storage areas, equipment, crockery, utensils, dishwashing facilities, etc. used for the handling of food consumed in the pantry or for personal consumption or for R&D purpose shall be separated from the scope of certification.

4.9 Applicant that engages an external storage facility provider to store the raw materials for which the Halal certification relates to shall appoint a management representative to conduct regular audits and ensure that the Prime C&I - Halal Certification Conditions are complied with.

5. APPLICATION PROCESSING

5.1 The processing of application shall commence:

- Within 14 working days from the date of receipt of the application fee for New (normal) application;
- Within 14 working days from the date of application submission for Change and Renewal applications.

5.2 The applicant shall give full co-operation at All times (Pre, During and Post Certification) by providing any information required by Prime C&I for the purpose of Halal certification.

5.3 The applicant may be required to:

- Conduct a presentation on the company's / establishment's corporate profile, including its holding company, subsidiaries, nature of business, process flow chart, layout, composition of Halal Team, Halal system, etc.;

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- Submit relevant documentation for purpose of desktop audit, prior to the site audit.
- 5.4 The applicant shall prepare for a site audit by Prime C&I upon submission of its application after the applicant has commenced operation.
- 5.5 The site audit is conducted only upon successful outcome of the desktop audit. Repeat audits may be conducted, as and when necessary.
- 5.6 During the site audit, there are a number of process steps undertaken:
- Opening meeting;
 - Documentation review;
 - Site tour;
 - Interview of Halal Team and Muslim personnel;
 - Checking of audit trails and further verification of documents;
 - Final evaluation of findings by the auditor;
 - Closing meeting.
- 5.7 All members of the Halal Team shall be present during the site audit and ensure that all documentations required for the purpose of Halal certification are made available.
- 5.8 The applicant shall be notified on its application status via the email or by any other modes of communications selected by Prime C&I at its discretion
- 5.9 The applicant shall be notified of its application shortcomings via the Primary email Address that it has registered.
- 5.10 The applicant shall rectify and reply all shortcomings within the deadline stipulated by Prime C&I. Failing this, the application shall be rejected without further notice.
- 5.11 For all shortcoming notices generated, the applicant shall update & reply within the deadline stipulated by Prime C&I on the rectification measures taken. Failing this, the application shall be automatically rejected without further notice.

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- 5.12 Should the applicant require more time to rectify the shortcomings, the request shall be made to Prime C&I before the given deadline. Prime C&I shall at its discretion grant or refuse such requests.
- 5.13 The application shall be approved only after considering the applicant's track record and Prime C&I is satisfied that the applicant is able to adhere to Prime C&I - Halal Certification Conditions.
- 5.14 Prime C&I shall, at its discretion, decide on the certification duration, type of scheme and other conditions for approval of the application.
- 5.15 The applicant shall be subjected to the full NON-REFUNDABLE certification fee should it decide to cancel the application / not collect the Halal certificate upon its approval.
- 5.16 Payments shall be made by cash, cheque or Nets or any other mode of payment made available or agreeable by Prime C&I, during / prior collection of the certificate.
- 5.17 Where a cheque payment is dishonored by the bank, the applicant shall make the payment by cash or NETS within 5 working days from the date notice of dishonor is given to the applicant by Prime C&I. Failing such payment, the Halal certificate shall be automatically cancelled without further notice to the applicant and the applicant shall return the cancelled Halal certificate to Prime C&I within 7 working days from the date of the notice of dishonor.
- 5.18 The application may be rejected under these circumstances, but not limited to:
- Incomplete or inaccurate submission;
 - No fee paid within the stipulated deadline;
 - Failure to respond to the application shortcomings within stipulated deadline;
 - Non-compliance with the Prime C&I - Halal Certification Conditions;
 - Applicant is serving a suspension period imposed by Prime C&I;
 - Pending outcome of investigation for suspected breach of the Law or Prime C&I
- 5.19 If the application is rejected, the applicant may re-submit a fresh application, which shall be subjected to the prevailing non-refundable application fee, audit by Prime C&I and/or Prime C&I - appointed agent

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and the Prime C&I - Halal Certification Conditions.

- 5.20 In the case of application for multiple products, franchise or chain outlets, food stations, central kitchens and their related entities or businesses, approval shall be granted concurrently. Non-compliance detected in any of the product, outlet, food station, central kitchen or their related entity or business may affect the approval of other related applications.
- 5.21 If the application(s) for multiple products, franchise or chain outlets, food stations, central kitchen and/or related entities or businesses are rejected, the applicant shall submit a New application for each of the rejected applications within 7 working days from the date of rejection, failing which, the certification status of its other existing Halal-certified products, outlets, food stations, central kitchen and/or related entities or businesses may be affected. All such New applications shall be subjected to the prevailing non-refundable application fee, audit by Prime C&I and/or Prime C&I -appointed agent and the Prime C&I - Halal Certification Conditions.
- 5.22 If the Halal certificate for any outlet belonging to a franchise or chain outlets, food stations, central kitchen and/or related entities or businesses is cancelled, the applicant shall submit a new application within 7 working days from the date of cancellation of the Halal certificate, failing which, the certification status of its other existing Halal-certified outlets, food stations, central kitchen and/or related entities or businesses may be affected. All such New applications shall be subjected to the prevailing non-refundable application fee, audit by Prime C&I and/or Prime C&I -appointed agent and the Prime C&I - Halal Certification Conditions.

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6. POST CERTIFICATION

- 6.1 The Prime C&I - Halal Certification Conditions have to be adhered to at all times.
- 6.2 Prime C&I and/or Prime C&I -appointed agent shall conduct unannounced periodic inspections as and when necessary following the award of Halal certificate.
- 6.3 If non-compliance is detected during the periodic inspection, the certificate holder shall conduct rectification measures and any other required actions within the stipulated deadline.
- 6.4 Changes to the application details including contact information, particulars of Muslim personnel, and names of products as well as details of raw materials, processing aids, additives, suppliers and /or foreign Halal certifying bodies shall be submitted via the email under Change application.
- 6.5 The certificate holder shall inform Prime C&I of any change in ownership, size of premises and layout at least 30 working days before the changes are implemented.
- 6.6 In the event of a change in the address of the certificate holder:
- The existing Halal certificate is automatically cancelled / invalid and shall be returned to Prime C&I within 7 working days from the date of relocation. No Halal related claims shall be made at this new location prior to obtaining a Halal certificate;
 - For chain or franchise outlets, the certificate holder shall submit a new application within 7 working days from the opening date of a new outlet or from the date of relocation;
 - For non-chain outlets or outlets that do not bear the same business name as their other Halal-certified outlets, related entities or businesses, the certificate holder may submit a new application should it wish to obtain certification for the premises in the new location.
- 6.7 The applicant shall submit a New application no later than 7 working days from the opening date of a new kitchen bearing the same name as its existing Halal-certified chain / franchise kitchen;
- 6.8 No other operator or company shall be allowed usage of the certificate holder's premises without the prior written approval of Prime C&I which approval may be refused absolutely or given on such terms Prime C&I

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may at its discretion deems fit.

- 6.9 In the event of a public feedback, whether by way of a complaint or otherwise, the certificate holder shall account to Prime C&I and provide a written explanation within 5 working days of Prime C&I ' written request.
- 6.10 Prime C&I may collect relevant samples, photographs or other materials for purpose of investigation. The selection of laboratory and procedure for product sampling shall be decided by Prime C&I. The applicant shall bear all costs of the laboratory testing. Refer: Annex D – Sampling plan – Laboratory analysis / Verification.
- 6.11 The certificate holder shall be solely responsible for monitoring the expiry date of the Halal certificate and submitting a Renewal application if he wishes to renew the Halal certificate. Any Renewal application shall be submitted not earlier than 90 days and not later than 30 days before expiry of the Halal certificate.
- 6.12 Prime C&I may send automated email reminders to the Primary eMail Address registered in the Prime C&I system subject to the systems functionality. However, pursuant to Condition 6.12, Prime C&I does not undertake any responsibility of ensuring that the automated email reminders to the registered Primary eMail Address in the system, reach and/or are communicated to the intended recipient.
- 6.13 The certificate holder shall ensure that all information in the system are updated prior to submitting a Change or Renewal application.
- 6.14 Supervising for Halal Certified Products (Especially the Meat Based/High Risk Products which are regulated by legal authority of respective country):
- The organization will inform Prime C&I at-least 1 week before the day of production for inspection of specific batch/shipment.
 - The shipment inspection will be performed by nominated authorized person on same day of production & loading of shipment.
 - The shipment should be released once the certificate issued from Prime C&I.

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- Prime C&I inspector needs to make sure accurate information generated in the check list and report with required audit samples (product details / document ref.) Accurate onsite inspection has to be performed like checking / collection of product sample while loading and collection of required documents. Please make sure the container sealing procedures.
- Operation & technical team needs to make sure the check list and report received from the auditor / inspector with all requirements and needs to submit the report pack for decision. Once the decision granted, the certificate can be released with proper and accurate information. Shipment inspection certificate (COC) has to be issued.
- The Inspector will collect the samples from respective shipment for Halal Conformity analysis like pork, alcohol & GMO contents. Inspector can collect the composite sample as per nature of the products.
- The certificate release may be delay, if the customer fails to provide / submit required documents & informations like Halal Conformity Test reports/ trader details / shipment / shipment date / container details etc.

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7. PUBLICITY

7.1 Any packaging, publicity and advertising, menu card / board, corporate collateral (signboards, business cards, invoices, delivery orders, etc.), found online and offline, that may mislead on the Halal status of the company / establishment, products, menu items, raw materials and processing aids shall not be allowed.

Note:

Company / establishment shall not claim that any premises, entities or businesses beyond the scope of certification are Halal-certified. For example, no Halal claim shall be made for:

- a) The business entities related to a Halal-certified food preparation area unless the former are Halal-certified;
- b) A retail food establishment that obtains its food from a Halal-certified food preparation area unless the former is certified under the Eating Establishment scheme;
- c) A hotel restaurant that obtains its food from a Halal-certified food preparation area unless the former is certified under the Eating Establishment – Restaurant scheme

7.2 No Halal-related claims shall be made prior to obtaining a Halal certificate, upon expiry or cancellation of Halal certificate or during the suspension or revocation of Prime C&I' approval to issue any Halal certificate or use any specified Halal certification mark.

7.3 The applicant / certificate holder shall not use any packaging, menu cards, logos, posters, advertisements, and signboards, printed or published materials that resemble those belonging to their non-Halal-certified business entities.

Note:

Any logo and/or signage belonging to a company's Halal-certified and non-Halal-certified subsidiaries have to be easily differentiated by the public

7.4 Prime C&I shall, at its discretion, publish a status listing of all certificate holders as it deems fit with such details as it deems fit.

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8. PRIME C&I HALAL CERTIFICATE / CERTIFICATION MARK

- 8.1 The Halal certificate shall be issued to the applicant considering the applicant's track record and only if Prime C&I is satisfied that the applicant is able to adhere to Prime C&I Halal Certification Conditions, approval of the application, full payment of the certification fees in addition to any outstanding dues as advised by Prime C&I and return of any expired Prime C&I Halal Certificate.
- 8.2 The Halal certificate issued is valid for the period stipulated therein, which is renewable and subject to the prevailing Prime C&I - Halal Certification Conditions.
- 8.3 The certificate holder shall be responsible in ensuring that the Halal certificate and Halal certification mark are not misused in any manner.
- 8.4 The Halal certificate is the property of Prime C&I. The certificate holder shall be held responsible for the certificate issued to him / her. The certificate holder shall return the Halal certificate to Prime C&I immediately upon demand.
- 8.5 The Halal certificate and/or any part thereof is NOT TRANSFERABLE.
- 8.6 The Halal certificate issued to central kitchen facilities and pre-school kitchens shall not be displayed outside the certified premises.
- 8.7 The Halal certificate issued to food production; storage / catering companies shall be displayed at catering locations where social events take place. Only original or 'Certified True Copy' of the Halal certificate issued to catering companies shall be displayed.
- 8.8 Photocopied and/or expired Halal certificate shall not be displayed at the Halal certified company premises and / or their customer's premises all times.
- 8.9 Expired Halal certificate shall be returned to Prime C&I no later than 7 working days from the date of expiry.
- 8.10 The certificate holder shall immediately lodge a police report for any loss of the Halal certificate and forward a copy of the police report to Prime C&I

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8.11 In the event of a loss or damage of Halal certificate or any other reasons requiring additional certificate, the certificate holder shall submit a request for ‘Certified True Copy’ of the Halal certificate using the form provided by Prime C&I, subject to approval and service fee.

8.12 The Halal certification mark and/or any part of it is the property of Prime C&I , the certificate holder shall ensure that all parties interested to use and reproduce the Halal certification mark and/or any part thereof in any kind or form shall obtain prior written approval from Prime C&I before using or reproducing the same, which appeal rejected absolutely or given on such terms as Prime C&I deems fit.

8.13 The certificate holder shall adhere to the specifications of the Halal certification mark provided by Prime C&I upon request

8.14 The certificate holder shall not use the Halal certification mark in forms that can be easily tampered (e.g. stickers, decals).

8.15 Notwithstanding anything to the contrary herein, in the event that the certificate holder is found to:

- Have breached any of the Prime C&I - Halal Certification Conditions;
- Have made or caused to make any false or fraudulent declaration, certification or representation, either in writing or otherwise;
- Have its operating licence issued by Economic dept. (ED), AVA or HSA, whichever is applicable, suspended;
- Have ceased to carry on its business or threatens to do so;
- Have appointed over all or any part of the assets or undertake a receiver, judicial manager or similar officer;
- Have filed or be the subject of a petition for judicial management;
- Have ceased to do business in the normal course for a continuous period of more than 30 days;
- Have made any arrangement for the benefit of its creditors;
- Have gone into liquidation or bankruptcy, save for the purposes of a genuine amalgamation or reconstruction; and/or
- Have been convicted of any offence of such a nature that, in the opinion of Prime C&I, is undesirable

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that the Halal certificate holder should continue to hold the Halal certificate,

- Prime C&I reserves the right to suspend or revoke the Halal certificate with immediate effect upon written notice to the certificate holder.

8.16 Any notice required to be given by either Prime C&I or the certificate holder, in relation to a breach of the Prime C&I Halal Certification Conditions or offence under the Law, shall be written and may be delivered personally (effective upon receipt); sent by inland post (effective 2 working days after posting); sent overseas by airmail (effective 5 working days after posting); or sent by facsimile transmission (effective on the date of transmission as stated on the transmission report) to the other party at the address set out below:

- If to the certificate holder – the address and fax number submitted
- If to Prime C&I Local Office in respective country.

In proving the delivery of any letter, it shall be sufficient to prove that such letter was properly addressed, stamped and placed in the post or delivered or left at the address indicated if delivered by hand.

8.17 The certificate holder shall cease to be entitled to use the Halal certificate, Halal certification mark, Muslim and/or Halal related claims from the date of the suspension or revocation of the Halal certificate. Upon suspension or revocation of the Halal certificate, the certificate holder shall:

- Forthwith deliver the Halal certificate to Prime C&I;
- Forthwith discontinue the use of the Halal certification mark;

8.18 Unless Prime C&I otherwise directs, forthwith take such steps as are reasonable and necessary to have the Halal certificate or the Halal certification mark removed, cancelled or obliterated from every place of business, or from every product, sticker, label, packaging, brochure, advertisement online and/or offline, vehicle, container or other article, whether within the certificate holder's possession, custody or control or not, to which he has applied a representation of the Halal certificate or Halal certification mark, as the case may be; required by Prime C&I, deliver to Prime C&I within such time as Prime C&I may specify, all products, stickers, labels, packaging, brochures, advertisements and other similar articles, to which the certificate holder has applied a representation of the Halal certificate or Halal certification mark, as the case may be.

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- Further or in the alternative, should Prime C&I' investigation into the breach of the Prime C&I
- Halal Certification Conditions be on-going and/or until the certificate holder has made suitable recompense for the breach to the satisfaction of Prime C&I, the certificate holder shall not make changes to the existing Halal certificate by submitting a change or renewal application and / or apply for a new Halal certificate.

8.19 The certificate holder shall cease to be entitled to use the Halal certificate and the Halal certification mark on expiry of the Halal certificate.

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9. OTHER CONDITIONS

- 9.1 The applicant / certificate holder shall at all times keep Prime C&I fully indemnified against all claims, damages, expenses or costs (including those asserted by third parties) arising directly or indirectly from any breach by the certificate holder and/or applicant of any provision of the Prime C&I Halal Certification Conditions or the Halal certificate or otherwise arising from or in connection with the unlawful use of the Halal certificate or Halal certification mark or other activities associated there with by the Halal certificate holder or applicant
- 9.2 The applicant / certificate holder shall accept Prime C&I' decisions on all Halal related matters as binding. Prime C&I' records of all matters relating to the certificate and application shall be conclusive and binding on the Halal certificate holder or applicant.
- 9.3 No exercise or failure to exercise or delay in exercising any right power or remedy vested in Prime C&I under or pursuant to the Prime C&I - Halal Certification Conditions shall constitute a waiver by Prime C&I of that or any other right power or remedy. The failure of Prime C&I to insist upon or enforce strict performance by the certificate holder or applicant of any provision of the Prime C&I Halal Certification Conditions or to exercise any right under the Prime C&I Halal Certification Conditions shall not be construed as a waiver or relinquishment to any extent of Prime C&I ' right to assert or rely upon any such provision or right in that or any other instance; rather, the same shall be and remain in full force and effect.
- 9.4 The applicant / certificate holder shall provide consent to forensic audit(s) of all its business records in the event of any breaches of the terms thereof.
- 9.5 Prime C&I may at any time, upon written notice to the applicant / certificate holder, vary, remove or add to any one or more of the Prime C&I - Halal Certification Conditions. Such change shall take effect from the date stated in the notice, unless otherwise specified in the notice.
- 9.6 Prime C&I may review all applications and/or approvals for Halal certificates as it deems necessary.
- 9.7 Prime C&I ' decisions in respect of all matters shall be binding.

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ANNEX A – SUPPORTING DOCUMENTS FOR RAW MATERIALS / PROCESSING AIDS / ADDITIVES

Types of Halal	Risk			
	Low	Medium – Low	Medium – High	High
Types of raw materials / processing aids / additives	<ul style="list-style-type: none"> • Plant materials • Pure seafood • Legumes & lentils • Rice • Ice • Spices • Synthetic chemicals 	<ul style="list-style-type: none"> • Soybean pdts • Olive Oil • Sesame Oil • Vegetable Oil • Synthetic vinegar • Noodles • Pasta • Food additives (excl E400s) 	<ul style="list-style-type: none"> • Enzymes • Cheese & byproducts • Food Additives (excl E400s) • Canned Foods • Confectionery & Pastry • Dairy Products • Processed seafood • Sauces & Condiments • Pure vinegars 	<ul style="list-style-type: none"> • Meat & meat- based items • Poultry & poultry- based items • Beef extracts • Beef tallow • Chicken skin • Chicken fat • Flavorings • Gelatine • Rennet • Other animal-based ingredients.
Types of Documents Required	<ul style="list-style-type: none"> • Product specification/label • Halal Declaration 	<ul style="list-style-type: none"> • Product specification • Halal Questionnaire (if necessary) • Halal Declaration 	<ul style="list-style-type: none"> • Halal Questionnaire • Recognized Halal certificate or laboratory analysis report 	<ul style="list-style-type: none"> • Recognized Halal Certificate

NOTE:

The above list serves as a general guideline and not limited to and/or conclusive. Prime C&I shall at its discretion request for more information or documents on the raw materials / processing aids / additives.

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ANNEX B – HALAL PLAN

Process step	Halal Threat	Control measures	Allowable limit / prescribed practice	Monitoring system				Corrective action	
				What	How	When	Who	Immediate action	Report
Procurement of raw materials (Step 1)	Procurement of non halal raw materials / ingredients, process aids (e.g. Non halal chicken)	Obtain Halal certificates for meat / poultry items Obtain Halal certificate, Product specifications, Detailed Halal questionnaire, laboratory analysis report	Zero tolerance	Halal status of raw materials	Obtain Halal certificates for meat / poultry items Obtain Halal certificate, Product specifications, Detailed Halal questionnaire, laboratory analysis report	Procurement of raw materials	Purchasing executive	Cancel order	Call supplier inform Fill up the Halal incident report form

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ANNEX C – CLASSIFICATION OF HALAL PRODUCT/ SERVICE CATEGORIES

	Category	Subcategory	Examples of included activities
Farming	A Farming of Animals	AI	Farming of Animals for Meat/ Milk/ Eggs/ Honey Raising animals (other than fish and seafood) used for meat production, egg production, milk production or honey production Growing, keeping, trapping and hunting (slaughtering at point of hunting) Associated farm packing b and storage
		AII	Farming of Fish and Seafood Raising fish and seafood used for meat production Growing, trapping and fishing (slaughtering at point of capture) Associated farm packing b and storage
	B Farming of Plants	BI	Farming of Plants (other than grains and pulses) Growing or harvesting of plants (other than grains and pulses): horticultural products (fruits, vegetables, spices, mushrooms, etc.) and hydrophytes for food Associated farm packing b and storage
		BII	Farming of Grains and Pulses Growing or harvesting of grains and pulses for food Associated farm packing b and storage
Food and feed processing	C	CI	Processing of perishable animal products Production of animal products including fish and seafood, meat, eggs, dairy and fish products
		CII	Processing of perishable plant products Production of plant products including fruits and fresh juices, vegetables, grains, nuts, and pulses
		CIII	Processing of perishable animal and plant products (mixed products) Production of mixed animal and plant products including pizza, lasagne, sandwich, dumpling, ready- to-eat meals
		CIV	Processing of ambient stable products Production of food products from any source that are stored and sold at ambient temperature, including canned foods, biscuits, snacks, oil, drinking water, beverages, pasta, flour, sugar, food-grade salt
	D Animal Feed Production	DI	Production of Feed Production of feed from a single or mixed food source, intended for food-producing animals
		DII	Production of Pet Food Production of feed from a single or mixed food source, intended for non-food producing animals
Catering	E Catering		Preparation, storage and, where appropriate, delivery of food for consumption, at the place of preparation or at a satellite unit
Retail, transport and storage	F Distribution	FI	Retail / Wholesale Provision of finished food products to a customer (retail outlets, shops, wholesalers)
		FII	Food Broking / Trading Buying and selling food products on its own account or as an agent for others Associated packaging c
	G Provision of Transport	GI	Provision of Transport and Storage Services for Perishable Food and Feed Storage facilities and distribution vehicles for the storage and transport of perishable food and feed Associated packaging c

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		GII	Provision of Transport and Storage Services for Ambient Stable Food and Feed	Storage facilities and distribution vehicles for the storage and transport of ambient stable food and feed Associated packaging ^c
Auxiliary services	H		Services	Hospitality services, Islamic banking, veterinary services and provision of services related to the safe production of food, including water supply; pest control services, cleaning services, waste disposal.
	I		Production of Food Packaging and Packaging Material	Production of food packaging material
	J		Equipment manufacturing	Production and development of food processing equipment and vending machines
Biochemical	K		Production of (Bio) Chemicals	Microbiology, Production of food and feed additives, vitamins, minerals, bio-cultures, flavourings, enzymes and processing aids Pesticides, drugs, fertilizers, cleaning agents, cosmetics, textiles, leather products, etc.

- a) Clusters are intended to be used for accreditation scope of accredited certification bodies, and for accreditation bodies witnessing certification bodies.
- b) "Farm packing" means packaging without product modification and processing.
- c) "Associated packaging" means packaging without product modification and processing and without altering the primary packaging.

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ANNEX D – SAMPLING PLAN – LABORATORY ANALYSIS / VERIFICATION

Complexity Class	Business Sector	Prime C&I - Schedule for sampling
Very High	Chemicals and pharmaceuticals “not elsewhere classified”, processed meat products, genetically modified products, food additives, bio-cultures, cosmetics, processing aids and microorganisms.	Once in 12 months (One sample per each product category / product variety /product type)
High	slaughtering animals and poultry; cheese products; biscuits; snacks; oil; beverages; hotels; restaurants; dietary supplements; cleaning agents; packaging and wrapping material, textile.	Once in 12 months (One sample per each product category / product variety /product type)
Medium	Dairy products; fish products; egg products; beekeeping; spices; horticultural products; preserved fruits; preserved vegetables; canned products; pasta; sugar; animal feed; fish feed; water supply; development of product, process and equipment; veterinary services; process equipment; vending machines, leather products.	Once in 12 Months (One sample per each product category / product variety /product type)
Low	fish; egg production; milk production; fishing; hunting; fruits; vegetables; grain; fresh fruits and fresh juices; drinking water; flour; salt; retail outlets; shops; wholesalers, transport and storage.	Once in 12 months (One sample per each product category / product variety /product type)

Note:

The selection of laboratory and procedure for product sampling shall be decided by Prime C&I. The sample should be packed, marked and sealed by the presence of Prime C&I Halal auditor and transferred / transported to Prime C&I agreed laboratory. The applicant shall bear all costs of the laboratory testing.

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Prime Certification & Inspection

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Prepared by	Technical Manager (TM)	Approved by	Certification Manager (CM)	

ANNEX E – MECHANISM OF VERTRIFICAITON – USAGE OF LOGO AND MARK

Complexity Class	Business Sector	Prime C&I Schedule for sampling
Very High	Chemicals and pharmaceuticals “not elsewhere classified”, processed meat products, genetically modified products, food additives, bio-cultures, cosmetics, processing aids and microorganisms.	Once in 06 months (Client premises, IT Sources, Retail & supply chain)
High	slaughtering animals and poultry; cheese products; biscuits; snacks; oil; beverages; hotels; restaurants; dietary supplements; cleaning agents; packaging and wrapping material, textile.	Once in 06 months (Client premises, IT Sources, Retail & supply chain)
Medium	Dairy products; fish products; egg products; beekeeping; spices; horticultural products; preserved fruits; preserved vegetables; canned products; pasta; sugar; animal feed; fish feed; water supply; development of product, process and equipment; veterinary services; process equipment; vending machines, leather products.	Once in 06 months (Client premises, IT Sources, Retail & supply chain)
Low	fish; egg production; milk production; fishing; hunting; fruits; vegetables; grain; fresh fruits and fresh juices; drinking water; flour; salt; retail outlets; shops; wholesalers, transport and storage.	Once in 06 months (Client premises, IT Sources, Retail & supply chain)

Note:

Prime C&I trained employee will verify the usage of logo and mark in client premises, IT sources, selected retail and supply chain areas.

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