




The  
**Halal Approval**  
South America



**THE HALAL APPROVAL SOUTH  
AMERICA S.A.**


**Customer Manual**  
**2021**

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## **INTRODUCTION:**



The following customer manual was made by The Halal Approval South America S.A. to explain the Halal Certification procedures (Granting, Suspending, canceling or reducing the scope of Halal certification). Besides to define the criteria for handling complains and appeals

Our Halal certification procedures are based on ISO, UAE and GSO standards, and Emirates National Accreditation System (ENAS) requirements.

The Halal Approval South America S.A can conduct all certification activities for different customers as long as their activity belong to our accreditation scope.

## 1. SCOPE:

CATEGORIES	PRODUCTS	STANDARDS/ REQUIREMENTS
<b>Category A – Farming 1 (Animals)</b>	<ul style="list-style-type: none"> <li>Animals (poultry and cattle);</li> <li>Egg production.</li> </ul>	<b>UAE.S 2055-1:2015</b>
<b>Category B – Farming 2 (Plants)</b>	<ul style="list-style-type: none"> <li>Fruits;</li> <li>Vegetables;</li> <li>Cereals.</li> </ul>	<b>UAE.S 2055-1:2015</b>
<b>Category C - Processing 1 (Perishable animal products):</b>	<ul style="list-style-type: none"> <li>Bovine slaughtering, including cutting and packing</li> <li>Poultry slaughtering, including cutting and packing</li> <li>Ovine and Caprine slaughtering, including cutting and packing</li> <li>Dairy products (powder milk, cheese, yoghurt)</li> <li>Fish products (frozen fish and seafood).</li> </ul>	<b>UAE.S 2055-1:2015</b> <b>UAE.S 993:2015</b> <b>UAE.S GSO 21 :1984</b> <b>UAE.S 9: 2017</b> <b>GSO CAC/RCP 58:2007</b> <b>GSO 1694:2005</b>
<b>Category D – Processing 2 (Perishable vegetable products)</b>	<ul style="list-style-type: none"> <li>Fresh fruits;</li> <li>Fresh juices;</li> <li>Preserved fruits;</li> <li>Fresh vegetables;</li> <li>Preserved vegetables</li> </ul>	<b>UAE.S 2055-1:2015</b>
<b>Category E – Processing 3 (Products with long shelf life at room temperature)</b>	<ul style="list-style-type: none"> <li>Canned products (vegetable, beef, and fish);</li> <li>Biscuits; snacks; oil; wheat and soy flour.</li> </ul>	<b>UAE.S 2055-1:2015</b>
<b>Category F – Feed production</b>	<ul style="list-style-type: none"> <li>Animal feed;</li> <li>Fish feed</li> </ul>	<b>UAE.S 2055-1:2015</b>

## 2. NORMATIVE REFERENCES:

- **IRAM – ISO / IEC 17065:2012**, Conformity Assessment – Requirements for bodies certifying products, processes and services and other documents applicable to the product certification scheme.
- **IRAM – ISO/IEC 17021:2015**, Conformity Assessment. Requirements for bodies providing audit and certification of management systems.
- **UAE.S 2055-2: 2016 - HALAL PRODUCTS – PART TWO: GENERAL REQUIREMENTS FOR HALAL CERTIFICATION BODIES.**
- **UAE.S GSO 2055- 1:2015 – HALAL PRODUCTS - PART ONE: GENERAL REQUIREMENTS FOR HALAL FOOD.**
- **UAE.S 993: 2015 - ANIMAL - SLAUGHTERING REQUIREMENTS ACCORDING TO ISLAMIC RULES.**

- **UAE.S GSO 713:1997** REGULATION FOR POULTRY SLAUGHTERING FACILITIES AND ITS PERSONNEL.
- **UAE.S 21:1984** - HYGIENIC REGULATIONS FOR FOOD PLANTS AND THEIR PERSONNEL.
- **UAE.S 9:2017** - LABELLING OF PREPACKAGED FOOD STUFFS.
- **GSO CAC/RCP 58:2007** – Code of Hygienic Practices for Meat
- **GSO 1694:2005** – General Principles of Food Hygiene
- **UAE SCHEME TO CONTROL HALAL PRODUCTS, NO. 10 OF 2014.**

### 3. DEFINITIONS:

**Halal food:** Food and drinks, which is allowed to be consumed according to Islamic rules by eating, drinking, injecting or inhaling, should comply with the requirements of Islamic Sharia.

**Islamic Sharia:** The revelation on Prophet Muhammad (PBUH) in relation to the beliefs, sentiments and acts of the ordered, whether conclusive or presumptive.

**Halal Certification Bodies:** The entities accredited by the authorities to accredit Halal certification bodies, to issue Halal certificates

**Halal certificate:** A document endorses that identified product, service or systems conform to the requirements of Halal as per Islamic rules.

**Audit:** a process carried out by a Halal certification body to assess specific product or service conformance based on particular standard(s) and/or other normative documents.

**Non-conformity:** a failure to meet a certification criteria that leads to non-valid activity result and/or treatness the integrity of certification body, and7or leads to non-effectiveness of client management system.

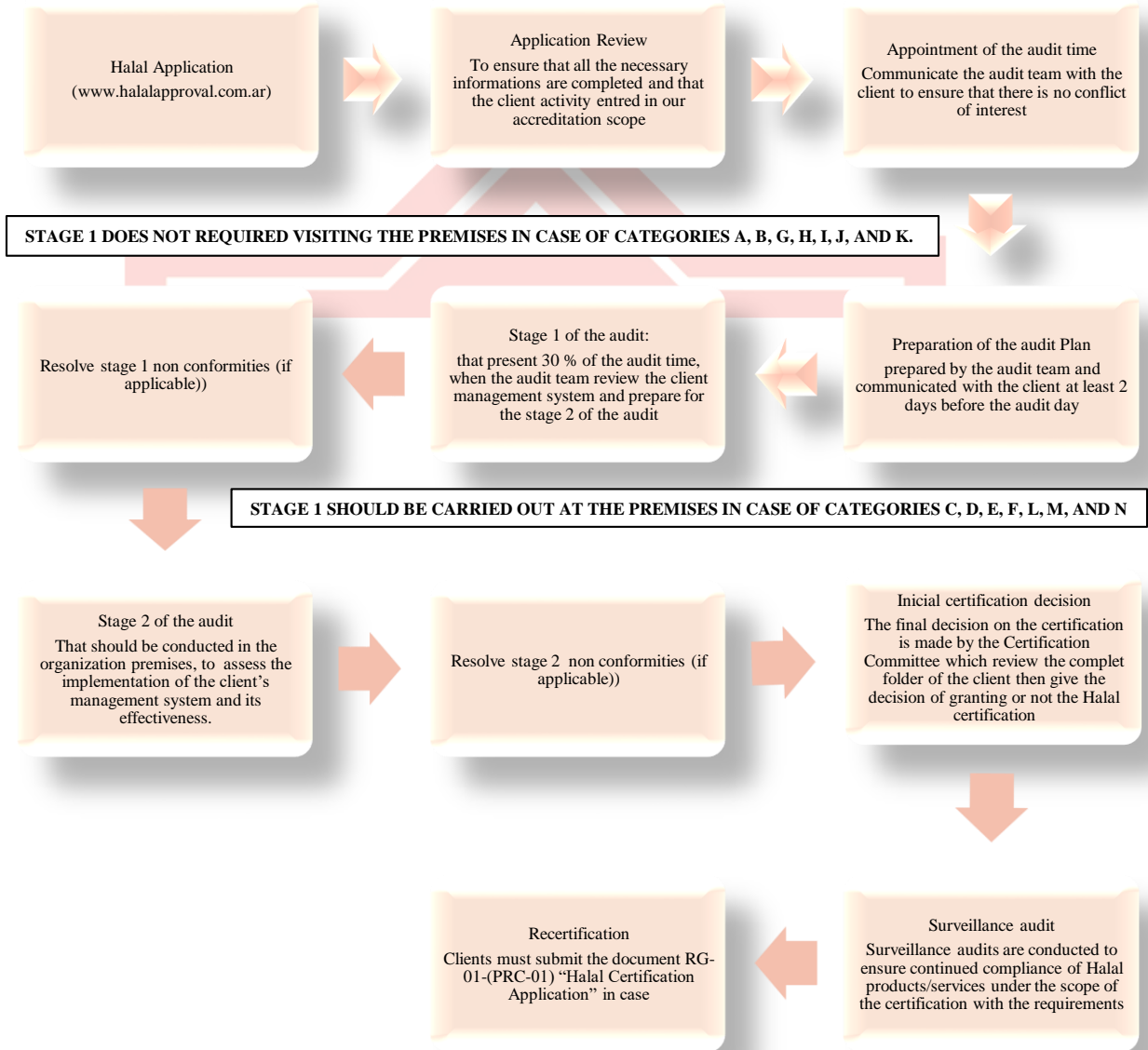
**Complaint:** An expression of dissatisfaction by any person or organization, to a Halal certification body where a response is expected

**Appeal:** A request submitted by an applicant or certified person, to consider any advirse decisión made by certification body related to the desired certification status.

### 4. Halal Certification procedure:

The Halal Approval South America S.A. performs its product certification activities in accordance with the certification scheme detailed in the standard UAE.S 2055-2 “HALAL PRODUCTS – PART TWO: GENERAL REQUIREMENTS FOR HALAL CERTIFICATION

BODIES.” The requirements according to which the clients’ products are assessed are established in the specific standards detailed in the scope of the Management System. The procedure PRC-01 General Halal Certification Procedure states the details of these activities



Scheduled surveillance audits are conducted annually, one in the first year and another one in the second year. Stage 1 is not required for this type of activity.

### 3 YEARS CERTIFICATION CYCLE

## **5. SUSPENDING, CANCELING OR REDUCING THE SCOPE OF HALAL CERTIFICATION :**

Suspending the certification implies the temporary invalidity of the certification granted. The certification may be suspended when:

- The client's management system and/or the certified products persistently or seriously fail to fulfill the certification requirements.
- The client fails to comply with any of the terms included in the document RG-02-(PRC-01) "Halal Certification Agreement."
- The certified client voluntarily requests a suspension.

The Certification Committee shall decide on suspensions and maximum time frames granted for their resolution, which may not exceed 6 months upon the suspension decision.

Based on the kind of issues that have resulted in the suspension, the Certification Manager shall decide what type of actions will be implemented, which may include the request of documentation and/or the coordination of unscheduled audits. If the resolution of the issue causing the suspension has not been verified after the suspension period expires, the Certification Committee will cancel or reduce the scope.

Reducing the scope of the certification implies the exclusion of the parts in which the certified client has persistently or seriously failed to fulfill the certification requirements. In any case, the Certification Committee shall decide on the scope reduction, taking into account that this does not affect the conditions established in the requirements under which the certification was granted.

The certification cancelation constitutes the final exclusion of some or of all the certified scope. It may be decided by the Certification Committee if the contractual conditions under which the certification was granted are not fulfilled or if suspensions have exceeded the maximum time frame granted for their resolution.

The client may also request the partial or total canceling of the scope. In such case, the client shall request it in writing and the Certification Committee shall be informed of such request. In this latter case, the cancelation date shall be established by the client that requested it.

## **6. THE HANDLING OF COMPLAINTS AND APPEALS:**

The Halal Approval South America S.A. has a Committee for Complaints and Appeals whose function is to take decisions, review and approve of the handling and closing of complaints and appeals in accordance with the specific guidelines described in the document PRQ-05 “Complaints and Appeals Handling”.

Immediately after receiving a complaint or appeal, the Certification Manager and/or Quality manager collect the necessary data and information to confirm if the complaint or appeal is related to the certification activities for which The Halal Approval South America S.A. is responsible. Clarifications and/or further information shall be requested to the complainant/appellant if necessary.

In the cases in which complaints and appeals are not related to The Halal Approval South America S.A. activities, the Certification Manager shall inform the complainant/appellant of the grounds for rejection in writing.

If the complaints or appeals are relevant, the Certification Manager shall summon the Complaints and Appeals Committee with no unreasonable delay.

When the complaint refers to a certified client, the Certification Manager shall request the complainant to send reliable proof of its submission before such client and evidence of any given answer (if any). The client must be informed of the receipt of such complaint by The Halal Approval South America S.A. so that it may provide the corresponding explanations and send any information it may deemed relevant. To decide on the validity of this type of complaints, the effectiveness of the certified management system will be taken into account. If, as a result of investigations, it is confirmed that such complaint is grounded, the Complaints and Appeals Committee shall decide which actions shall be taken based on the provisions stated in the document RG-02-(PRC-01) “Certification Agreement.”



# **INTERFACE**



**The Halal Approval South America S.A. is a food product certification company that counts on a group of professionals with broad expertise in the food field and complies with the competence requirements set forth by international standards.**