



Halal Quality Control

Certification Scheme



Applicable Transition Period for Full Implementation; Effective Date to be determined.

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This document is continuously evolving; monitoring the version number and the revision history is advised.

Revision History

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30-Aug-2022	1	Fee Policy Work Instruction added to Paragraph 5. Halal Assurance Program Scheme reference added to Paragraph 2.
15-Dec-2022	2	Paragraph 4.5 point d) amended; extra requirements for reporting and reviewing added. Paragraph 9 amended; updated company name, logos, and training program names described. Paragraph 10 amended; point 10.9 added
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1. Introduction

The Halal Quality Control Group provides comprehensive guidelines to navigate its existing or upcoming clients through the certification process, effectively outlining the procedure to minimize complexity while reducing audit duplication and costs.

The Halal Quality Control Certification Scheme articulates the essential prerequisites for acquiring certification of Halal compliant products, services, and practices. It underscores the establishment of a secure and sustainable system premised on the effective implementation of this scheme.

The benchmarking process of this scheme meticulously compares international [Halal] standards or guidelines pertinent to Halal certification.

This includes an analysis of general protocols, regulations, critical control points, and compliance criteria.

As a prominent Halal certification body based in Europe, with its headquarters in the Netherlands and over 13 branch offices across Europe and the Middle East, the Halal Quality Control Group is an essential player in the global Halal certification landscape. With Halal certified products serving as a crucial requirement for millions of consumers and governments worldwide, our certification is a fundamental facilitator of global trade.

Given the absence of a unified global umbrella for Halal standards, various regional-specific Halal product or certification standards are adhered to, depending on the export target region of our clients.

The foundational basis for Halal suitability stems from the Holy Quran, the sacred scripture of Islam. However, due to varying interpretations in Islamic jurisprudence and methodologies, there exist multiple opinions on Halal rulings.

This results in an array of diverse standards and regulations across the globe.

2. General Information

This document describes the rules and guidelines for companies seeking a Halal certification to be obtained by the Halal Quality Control Group based on its sufficient conformity with the Halal Quality Control Scheme.

2.1.1 Reference Halal Standards or Guidelines

Organisation of Islamic Countries [OIC – 57 Nations]

OIC/SMIIC 1: 2019: General Requirements for Halal Foods

OIC/SMIIC 24: 2020: General Requirements for Food Additives

OIC/SMIIC 4: 2018: General Requirements for Halal Cosmetics

OIC/SMIIC 50-1:2022 Halal Pharmaceuticals - Part 1 - General Requirements

OIC/SMIIC 23:2022 Feeding Stuffs for Halal Animals – General Requirements

United Arab Emirates [UAE] and the Middle East

UAE.S 2055-1: 2015: General Requirements for Halal Foods

UAE.S 2055-4: 2014: General Requirements for Cosmetics and Personal Care

UAE.S 993:2022: Animal Slaughtering Requirements According to Islamic Rules

Gulf Region and the Middle East

GSO 2055-1:2015: General Requirements for Halal Foods

GSO 993:2015 Animal Slaughtering Requirements According to Islamic Rules

Malaysia

MS 1500:2019: General Requirements for Halal Foods

MS 2400:2010: Management Systems for Warehousing

MS 2400-1:2010: Management Systems for Transportation and Logistics

MS2424: General Guidelines for Pharmaceuticals

MS 2565: General Guidelines for Packaging Materials

MS 2634:2019: General Requirements for Halal Cosmetics

Indonesia

SNI 99001:2016 Halal Management System

SNI 99002:2016 Halal Slaughtering of Poultry

SNI 99003:2018 Halal Slaughtering on Ruminant

SNI 99004:2021 General Requirements for Halal Foods

2.1.2 Relevant Halal Quality Control Schemes

a) HQC Halal Assurance Program Scheme [document P04-3]

- This scheme is of importance for the preparation of the assessments at companies.

b) HQC Supervision Scheme [for slaughtering plants only] [document P04-5]

- This scheme is of importance for the supervision activities carried out at slaughtering plants during the certification cycle.

c) HQC Auditor Scheme [for HQC auditors only] [document P04-2]

- This scheme is of importance for the Halal Quality Control auditors.

2.2 Normative References

The following referenced documents are in support for the application of this scheme and during the Halal certification process. Please note that the latest edition of the referenced documents applies.

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

Halal Certification Bodies Authorities and Regulators:

OIC/SMIIC 2:2019: Requirements for Bodies providing Halal Certification

UAE.S 2055-2:2016: General Requirements for Halal Certification Bodies

GSO 2055-2:2021: General Requirements for Halal Certification Bodies

HAS 23000:2: Requirements for Halal Certification Bodies

2.3 Definitions

Under the purview of this scheme, we draw upon the standards and guidelines cited in clauses 2.1 and 2.2 as well as the Halal Assurance Program Scheme for a comprehensive understanding of the definitions used. This scheme provides a concise summary of critical definitions for ease of comprehension.

Halal

Permissible/allowed in accordance with the Islamic Law.

Haram

Forbidden in accordance with the Islamic Law.

General Haram Terms

- i. **Pork and its by-products:** All parts of the pig, including pork meat, ham, bacon, lard, and certain types of gelatin, among others, are haram.
- ii. **Alcohol and intoxicants:** All types of alcoholic beverages, including beer, wine, whiskey, vodka, and any foods or drinks containing alcohol, are haram. Drugs that are used for recreational purposes and cause harm are also haram.
- iii. **Carnivorous animals and birds of prey:** Animals with fangs, such as lions, dogs, wolves, and cats, and birds with sharp claws, such as eagles and hawks, are considered haram.
- iv. **Dead animals and blood:** Animals that have not been slaughtered according to Islamic law, have died of natural causes, or were killed by other animals are haram. Blood is also considered haram.
- v. **Animals slaughtered in the name of anything other than God:** If an animal is slaughtered in the name of anything or anyone other than God (Allah SWT), it is considered haram.

Risks

This term refers to anything that might jeopardize the halal status of a product or service. It includes harmful products, services, machines, suppliers, processes, or activities that could cause a halal product or service to be considered haram or non-halal. This could be due to contamination or any other factor that makes the product or service unacceptable according to Halal standards.

Halal Training

This is an educational program provided by the Halal Business School. The sessions are designed to educate a company on how to set up the Halal Assurance System (HAP). The goal is to ensure that the company understands and can effectively implement the standards and controls needed to maintain Halal status for its products or services.

General Impurities, also known as Najis

- i. **Pork and its by-products:** This includes all parts of the pig, as well as any food products made from pig-derived ingredients (like certain types of gelatin or lard).
- ii. **Dead animals:** Animals that have died without being properly slaughtered according to Islamic law (Dhabihah) are considered impure. This also includes animals that died of natural causes or were killed by other animals.
- iii. **Blood:** Consuming blood is considered impure. This includes any food products that contain blood.
- iv. **Carnivorous animals and birds of prey:** Animals that have fangs and birds that have talons are generally considered impure and are not to be eaten.
- v. **Alcohol and intoxicants:** Any substance that causes intoxication is considered impure, and this includes alcohol. Even foods that contain small amounts of alcohol (such as certain flavor extracts) can be considered impure.
- vi. **Animals not sacrificed in the name of God:** Animals must be slaughtered while invoking the name of God (Allah SWT). If the name of anything or anyone other than God is invoked at the time of slaughter, the animal is considered impure, but not deemed as Haram when meats other than pork are present within the production facility.
- vii. **Idolatry:** Anything that is directly associated with idolatry is considered impure.

Halal Control Points

These are 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

These are 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.

Equipment and Utensils

This term refers to all the tools and items used in the manufacturing process that come into contact with the end product or any of its raw materials. This includes machinery, production lines, clothing, pipelines, crates, and so on. These items must be properly cleaned and maintained to avoid any contamination that might compromise the halal status of the product.

Product / Service

- i. An item composed of multiple or singular ingredients.
- ii. A manufacturing process or a central kitchen.
- iii. A slaughtering plant.
- iv. Logistics and storage facilities.
- v. Trading and labeling activities

Private Label

This refers to 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.

Halal Certificates [multiple definitions could apply]

- i. A certificate of conformity issued by a competent and accredited third party.
- ii. A statement of conformity.
- iii. Licensing the rights to make use of the Halal mark/logo.
- iv. A certificate of conformity for a single batch of products.

Third-Party Halal Certificates

These are Halal certificates that are issued by organizations other than the Halal Quality Control Group. These certificates serve as proof that a product or service meets the necessary Halal standards, as determined by the issuing organization.

Halal Certification Bodies

These are 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 Accreditation Bodies

These are the authorities that have the power to accredit Halal Certification Bodies. In other words, they are the entities that verify and endorse the legitimacy and competence of Halal Certification Bodies, ensuring that these bodies are capable of reliably determining whether a product or service is Halal.

Halal Mark or Logo

This is an approved mark or logo from the Halal Quality Control Group (or other recognized entity) 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.

Fatwa

A legal ruling on a point of the Islamic Law provided by a qualified Islamic jurist.

2.4 Certification Category Index

Please view the PDF file through this link:

<https://www.halaloffice.com/uploads/1%20HQC%20Category%20Index%202022.pdf? t=1684705549>



2.5 Risk Classes

Complexity Class	Description of Examples
Critical	<p>Animal Derivatives: Examples include Meats, Gelatine, Collagen, Tallow, Rennet, Fats, Enzymes, Glycerine, Stock, Powders, Keratin, Vitamins, and other components derived from Skin, Horns, and Hair, among others falling under the 'Animal Derived' category.</p> <p>Insect Derivatives: These include Shellac, Carmine, Protein Bars, Flour, Pasta, Drinks, Spreads, and Candies that are insect-based, as well as other products falling under the 'Insect Derived' classification.</p> <p>Alcohol-Based Products for Consumption: Such products could be Flavours, Aromas, Fermented Foods, Vinegars, Kombucha, Non-Alcoholic Beers, Spirits, Wines, Kimchi, Soy Sauce, certain types of Baked Goods, Desserts, Pastas, Sauces, and Beverages, along with other items classified under 'Alcohol-Based Products'.</p> <p>Others: This includes any material, supplement, medicine, or product containing any Critical component, thus defaulting to the Critical classification. It also comprises Products containing Blood, Genetically Modified Organisms, Bio cultures, and Plasma.</p>
High Risk	<p>Dairy Products: This category encompasses Cheeses, Flavoured Yoghurts, Dairy-Based Desserts, Flavoured UHT Milks, and Flavoured Whey Products.</p> <p>[Dietary] Supplements: This covers all types of Supplements that contain any Critical component.</p> <p>Baking and Confectioneries: This segment includes Candies, Chocolate-Based Snacks and Bars, Biscuits, Premixes for Cakes and Puddings, and Fondants.</p> <p>Others: This broad category includes Sauces and Condiments, Edible Oils, Beverages, Processed Fish-Based Products, Soups, Ready-Meals, Vinegars, Vegetarian and Vegan Products, Dried Spices, Cosmetics, Pharmaceuticals, Processing Aids, and Food Additives.</p>
Low to Medium Risk	<p>This category encompasses dairy products, fresh fish and egg-based items, bee-derived products, fresh spices, fresh and preserved fruits and vegetables, natural oils, plant and flower-based items, mineral water, mineral-based products, and grain and pulse commodities.</p>

2.6 Certification Tiers

- a) There are three certification documents issued depending on the extent of conformance with the Halal Quality Control Scheme. The tiers include:

Tier	Certificate Type	Description
1	Factory Halal Certificate	<p>A certificate awarded by Halal Quality Control or another Halal Certification body to the customer.</p> <p>This certificate must include an appendix mentioning all approved products and describing their details.</p> <p>These types of certificates are usually valid for 1 up to 3 years.</p>
2	Halal Shipment Certificate	<p>This document, issued by Halal Quality Control or another Halal Certification Body, is specific to a shipment from an approved manufacturer or facility.</p> <p>It's typically used by slaughterhouses exporting fresh or frozen meat but can be used by any type of company as well.</p> <p>Key details include the producer, importer, exporter, health certificate number [if applicable], product quantities (in kilograms or liters), production and expiry dates, product description, a valid signature, and a reference number.</p>
3	Halal Suitability Declaration or a Halal Statement	<p>This document, issued by Halal Quality Control or another Halal Certification Body, asserts that a process, product, or facility is Halal-compliant.</p> <p>It should specify the name and address of the facility, approved products, date of issue and expiry, and a signature and reference number.</p>

2.7 Transition Period for Full Implementation

- a) Upon the publication or dissemination of this Scheme, a two-year transitional period has been designated for its complete implementation and operation.

3. Scope

- a) This scheme sets out to provide companies with an understanding of the fundamental prerequisites and steps necessary to secure Halal Certification. For additional specifics, refer to the pertinent HQC Schemes, including the Halal Assurance Program Scheme. This scheme is focused on outlining the process of certification and the elementary requirements involved.

4. Certification Process

- a) The subsequent stages outline the procedure that Halal Quality Control has designed to ascertain an applicant's conformity with the set criteria. It's equally crucial to evaluate the applicant's documents and processes against specific control points to meet these compliance criteria.
- b) This process consists of the following 8 steps:

Application Process

- Application submission
- Application reviewing
- Approval of application
- E-Portal registration

Contractual Arrangements

- Financial offer
- Service contract
- Confidentiality contract
- Terms and conditions

[Pre] Assessments

- Documentation review
- Initial assessments
- On-site assessments
- Halal training

Corrective Actions

- Identifying non-conformities or observations
- Corrective actions
- Implementation verification

Reporting

- Audit report
- Documentation reviewing
- Corrective actions reviewing

Certification Decision

- Deciding to grant certification
- Issuing the certificate if requirements are met

Surveillance

- Periodic audit[s] during the certification cycle
- Ensuring continued compliance

Re-Certification

- Undergoing re-certification to maintain the status

- c) You may also download the HQC Certification Flow Process from our website www.halaloffice.com

4.1 Application Process

- a) The purpose of the application form is to ascertain that the applicant supplies all requisite details and relevant documents to Halal Quality Control, allowing progression to subsequent stages of the process.
- b) The application form can be transmitted via email to the assigned contact person or info@halaloffice.com if the contact person is unknown.
- c) For the application review, Halal Quality Control assigns a qualified assessor to assess the form in accordance with the relevant standard. The review may result in the application being accepted, put on hold, or dismissed. Should the application be put on hold or dismissed, the applicant is required to provide timely clarifications or suggest changes to any technical or formal discrepancies. The application's status will remain unchanged until the reviewer confirms resolution of the discrepancies. If the application is accepted after review, the applicant will be notified and can proceed to the subsequent steps.
- d) The application form is registered as document F0422 and may be downloaded through our website www.halaloffice.com or requested through info@halaloffice.com
- e) Simultaneously, the applicant is required to create an account through www.halaloffice.com

4.2 Contractual Arrangements

- a) The applicant will be provided with a financial proposal. This proposal takes into consideration details from the application form, including the size and nature of the operations, risk factors, and the anticipated time required for assessments.
- b) The applicant is furnished with a service and confidentiality agreement. This agreement, provided as an external link within the financial offer, defines the terms, conditions, and mutual rights of both the applicant and the certification body.
- c) If the application has been reviewed as accepted, the applicant will be informed and may continue to the next steps.
- d) This contract is registered as document F0417.

4.3 [Pre] Assessments

- a) Documentation review is a vital stage in the certification process. During this stage, Halal Quality Control verifies the existence and completeness of essential documentation that supports the adherence to Halal standards and the scheme requirements.
- b) The aim of the documentation review is to ascertain the readiness of the applicant for the next stage of the certification process: the assessment. This involves a thorough inspection of the documentation, highlighting any areas of non-compliance or areas requiring clarification.
- c) The mandatory documents include, but are not limited to:
 - i. Filled out application forms.
 - ii. Signed contracts.
 - iii. Listings of products, suppliers, and ingredients, as detailed in document F0438 or indicated within the E-Matrix.
 - iv. All associated documentation concerning products, suppliers, and ingredients as specified in Work Instruction W0438.
 - v. Additional documents required for entities classified as Critical according to the HQC Risk Classification Table, or for slaughterhouses.
 - vi. Certifications demonstrating adherence to Food Safety Management Systems, Good Manufacturing Practices, or other relevant external certifications.
- d) If necessary, an applicant might undergo an on-site or remote pre-assessment. This preliminary check ensures there are no immediate hazards or risks before proceeding further in the process.
- e) The assessment process is broken down into two stages, each with their distinct objectives:

Stage 1: This initial stage aims to scrutinize the documented information of the management system, evaluate site-specific conditions, and provide an opportunity to interact with the personnel in preparation for Stage 2. Depending on the certification category and risk factor, Stage 1 may be conducted remotely or on-site during production hours.

Stage 2: This stage is designed to evaluate the implementation of the Halal system, and it always takes place on-site during production hours. The goal is to gather pertinent information related to the audit objectives, scope, and criteria through an appropriate sampling process and verification steps. This information will serve as audit evidence. Gathering information may include techniques such as interviews, observations of processes, or review of on-site records and documentation. The audit program is based on the requirements set out in the Halal Assurance Program Scheme.
- f) An audit plan is to be composed for each assessment. This document is registered as F0401.
- g) Halal Training requirements may be applicable; please refer to the Training Requirements in Section 8 or Section 4.1.4 in the Halal Assurance Program Scheme.

4.4 Corrective Actions

- a) Upon completion of the assessments, any identified non-compliances will be addressed following these general principles:
 - i. Identification of Non-compliances: The assessment process will highlight any deviations from the set requirements, schemes, or applicable Halal standards. These will be properly listed in a document registered as F0436.
 - ii. Corrective Action Proposal: It is incumbent upon the assessed company to propose suitable corrective actions to rectify each identified non-compliance [if any]. This proposal should comprehensively cover the measures to be taken, individuals responsible for the implementation, and a timeline for completion. These will be properly listed in a document registered as F0436.
 - iii. Review of Proposed Corrective Actions: The assessors of Halal Quality Control will scrutinize the proposed corrective actions, ensuring they are apt and likely to resolve the identified non-compliances.
 - iv. Execution of Corrective Actions: Following the approval of the corrective actions, the organization should promptly implement these within the agreed timeline [if any].
- b) The collective audit team will evaluate the discovered findings against the set audit objectives and established criteria. These conclusions and any consequent actions required will be mutually agreed upon by both the audit team and the company.
- c) During the reporting phase, audit outcomes may fall into one of three categories: Observations, Minor Nonconformities, or Major Nonconformities.
 - i. **Observations** indicate areas where there is potential for improvement. These do not impact the certification status.
 - ii. **Minor Nonconformities** are instances where action is required to resolve minor issues in a timely manner.
 - iii. **Major Nonconformities** are serious issues requiring prompt action and can influence the certification status, often leading to a hold on the audit until the applicant or customer has implemented the necessary corrective actions.

4.5 Reporting

- a) Based on the assessment outcome, the audit team may suggest alterations for subsequent audits. These changes may encompass adjustments to the scope, improvements to the Halal manual, modifications in audit schedules, or the assignment of different auditors for future evaluations.
- b) The audit team is responsible for generating a written report for the conducted assessment, which is then shared with the respective applicant or customer. However, the intellectual property rights for the audit report reside with Halal Quality Control's audit team.
- c) In addition to the above, all documentation and implementations are to be reviewed prior to the certification decision.

4.6 Certification Decision

- a) The objective of a decision-making is to establish if a Halal certification is either:
Granted; maintained; renewed; extended; reduced; suspended; or withdrawn.
- b) A certificate of conformity, which is either a **Factory of Shipment Certificate**, is awarded to the applicant or customer after successful completion of the assessment and positive decision-making results.
- a) The certificate holder may use **the Halal Mark [logo]** on its certified products to proof its compliance with Halal-related activities; all certified products are mentioned in the appendix of the Factory Halal Certificate or within the appendix of the Shipment Halal Certificate; the Halal Mark is property of Halal Quality Control and may be requested by the applicant or the customer after being granted a certificate.
- c) Special conditions may apply for Halal Shipment Certificates.

4.7 Surveillance

- a) These are onsite audits carried out, usually once a year or as determined by the risk classification. The purpose is to verify ongoing compliance.
- b) The same steps as described in section 4.3 are to be carried out where applicable.
- c) Surveillance may be carried out unannounced for applicable sectors and when agreed upon during the Contractual Arrangements.
- d) Surveillance is mainly applicable when having a certification cycle which is longer than 1 year.

4.7 Re-Certification

- a) Re-certification involves a formal reassessment process to confirm that a certified company continues to meet the certification standard's requirements once the validity period of the current certification is nearing its end.
- b) The same steps as described in sections 4.3, 4.4, 4.5, and 4.6 are to be carried out where applicable.



5. Fee Policy

- a) We refer to our Work Instruction W0464: Fee Policy for more details.
- b) The Fee Policy may also be downloaded through our website www.halaloffice.com

6. Complaints and Appeals

- a) We refer to our Procedure 09: Complaints and Appeals Procedures for more details.
- b) Please contact complaints@halaloffice.com for any complaint or appeal.

7. Other Halal Certification Bodies

- a) We refer to our Work Instruction W0405: Halal Quality Control List of Approved Organization [latest versions apply].
- b) The Halal Quality Control List of Approved Organization may also be downloaded through our website www.halaloffice.com



8. Training Requirements

- a) The company is obligated to participate in a training session to understand the aspect of this scheme.
- b) Training is to be delivered to sectors engaged in activities that align with the HQC Risk Classification Table; these risk classifications can be found in Appendix 5.1.
- c) Sectors not identified as an Animal Slaughtering Plant are to receive a training session once every three years.
- d) Those sectors classified as an Animal Slaughtering Plant, along with their slaughter personnel, must undergo training sessions annually.
- e) Personnel of a certified company can only be appointed as members of the Halal Management Team after participating in a training session.
- f) Following the successful completion of the training session, participants who have satisfactorily completed the course will be issued a training certificate, valid for three years or one year depending upon its sector, and will be recognized as authorized members of the Halal Management Team
- g) A minimum of two participants with appropriate authority within the company are mandated to partake in the training session.
- h) Training sessions ought to be conducted by a competent party capable of conducting these sessions; presently, the Halal Business School holds the authority to deliver training in accordance with this Scheme. More information can be found on www.halalschool.eu



9. Handling of Confidential Information Procedure

- a) We refer to our Work Instruction W0476 - Handling and Distribution of Confidential Information for more details.

10. Appendices

10.1 Relevant Halal Quality Control Work Instructions

- a) HQC List of Approved Organizations [Document W0405]
- b) Raw Materials Approval Process [Document W0438]
- c) Approved Halal Standards [Document W0456]
- d) Halal Positive Lists [Documents W0457, 0457-1, and 0457-2]
- e) Ritual Cleaning Process [Document W0462]
- f) Halal Shipment Certification Policy [Document W0418]
- g) Handling and Distribution of Confidential Information [Document W0476]
- h) HQC Risk Classification Table [Document W0477]

10.2 Relevant Halal Quality Control Forms and Procedures

- a) HQC Application Form [multiple languages available] [Document F0422]
- b) HQC Contract Form [multiple languages available] [Document F0417]
- c) HQC Halal Assurance Program Scheme [Document P04-3]
- d) HQC Supervision Scheme [Document P04-5]
- e) Products, Suppliers, and Materials Master Table [Document F0438]
- a) Halal Declaration Forms [Document F0439]
- b) Sampling Form for Critical Products [Document F0449]
- f) Production Records [for Meat-related companies] [Document F0415]
- g) Approved Slaughter Personnel [For Slaughtering Plants] [Document F0404]
- h) Slaughtering Records [For Slaughtering Plants] [Document F0406]
- i) Additional forms may apply and may be required throughout the certification cycle or initial process where necessary.

10.3 Guidance and Contact

- a) At Halal Quality Control, we acknowledge that the transition to this Scheme could represent a significant shift from existing practices. To support companies through this change, we offer ongoing guidance in the form of work instructions and procedures to facilitate the Scheme's implementation. These resources can be accessed via our official website [www.halaloffice.com], our E-Portal, or by request through WhatsApp or email for our existing customers. You may always call us for assistance through +31 70 346 97 95.
- b) Should you require assistance, wish to make inquiries or lodge complaints, or if you have any questions regarding our Scheme, please feel free to contact us. You can reach us via WhatsApp or phone at +31 70 346 97 95, by email at info@halaloffice.com, or through our website www.halaloffice.com.

10.4 Halal Quality Control Branches

- a) Please visit www.halaloffice.com for a full overview of our branches.