



# The Halal Quality Control Group

## Organizational Structure Appendix VI.1

### Change Log:

March 2023: Revision 15 adds the mandates of the Representation Departments and the Training Department.

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## 1. Department Roles

This Appendix outlines the roles, functions, mandates, and responsibilities which are applicable for the departments, boards, persons, or committees that are set out in the main Organizational Structure [See W0101].

<p><b>Chief Executive Officer</b></p>	<p>Manages and directs the company towards its primary goals and objectives. Oversees decisions at an executive level of the company. Leader of the High-Level Personnel. Involved and considered during major decisions to be taken. Financially responsible for the company and its employees.</p>
<p><b>Managing Director</b></p>	<p>Overseeing the company projects. Overseeing the company business operations, performances, investments, and [joint] ventures with other stakeholders. Supervising, guiding, and delegating with High-Level Personnel. Ensuring the company policies are in force and communicated within the company. Assessing, managing, and resolving problematic developments and situations of the company. Involved and considered a decision-maker during major decisions to be taken.</p>
<p><b>Management Board</b></p>	<p>Makes the operational decisions. Makes decisions for short or long-term projects. Overseeing and directing business operations, setting policies, approve major decisions to be taken, evaluate the performances of High-Level Personnel, and to fulfil responsibilities for taken decisions on behalf of the company.</p>

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**Representation Department**

**Research:**

Researching and developing marketing opportunities.

**Sales and Marketing:**

Planning and implanting sales plans.

Manage marketing and sales staff. Managing duties to meet the company's operational goals. Maintaining proper customer relations.

**Public Relations:**

Developing campaigns and media relations strategy.

Preparations of official press releases.

Organizing official events or conferences on behalf of the Group and being the spokespersons. Opportunity seeking for collaborations, partnerships, takeovers, sponsorships, and advertising.

All forms of communications, planning, delegating, inviting, inspecting, and/or meeting with legal authorities who regulate Halal certification, accreditation, or standards.

**Decision-Making Board**

Hold scheduled meetings on certification decision.

Evaluating a decision to be taken based on the recommendations of its members and other related departments or boards. Evaluating the decision making based on the applicable scheme or standard to which a customer has been audited. Take part in making decisions for major changes that could affect the company or change of Management or High-Level Personnel. Take part in making decisions on the handling of complains.



<p><b>Quality Assurance Department</b></p>	<p>Implementing and executing compliance to accreditation requirements. Ensuring that the company adheres to the requirements of its scope of services and to the applicable standards for which it is approved to audit on its behalf.</p> <p>Developing and implementing schemes for its companies. Following up with the appropriate channels to rectify, identify, or solve any mistakes or problems found which could affect the status of the company. Training other quality assurance members on its quality manual. Training auditors and Sharia board members on the latest standards, schemes, and audit techniques. Reviewing and evaluating the flow process of the company. Control of documents. Creating, approving, revising, deleting, adjusting, and communicating the forms, work instructions, procedures, or schemes of the company.</p>
<p><b>Shariah Board</b></p>	<p>Containing the knowledge to correspond on a case according to the Islamic Law and Islamic values during the assessments taken by the Auditors Board. Co-auditing and Co-decision makers during the certification decision making process. Advisory members for the Auditors Board.</p> <p>Researchers and [co-]decision makers when making Islamic Sharia Law-related points to a complex subject to have a conclusion.</p>
<p><b>Auditors Board</b></p>	<p>Determining, identifying, and assessing compliance with the scheme, policies, procedures, and [external] standards of the company and/or regulatory bodies during assessment activities at customers. Evaluating the risk management of a customer during its production process.</p> <p>Verification of good practises at customers.</p> <p>Collecting, sampling, and verifying evidence during assessment activities. Following up with customers on planning and corrective actions to be taken.</p>

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<b>Impartiality Committee</b>	Safeguarding the impartiality of the certification activities of the company. Determining any type of conflict of interest. Aid in the development of the company.
<b>Internal Audit Department</b>	Ensures that the company has an accurate quality manual and system in place throughout the year by conducting audits based on its management system. Identifying, reducing, and assessing significant business risks. Implementing best audit and company practises in line with its internal audit statements found during the assessment. Managing audit assignments. Compile and implement the annual internal audit planning. Ensuring complete, accurate, and timely reporting to the Managing Director and the Management Board.
<b>Local Management</b>	Overseeing the local operations of the branch of the headquarter of the company. Managing and recruiting local resources and staff. Developing and attaining sales targets, customer service, and local growth. Providing coaching and training to its local staff. Adhering to the same policies and procedures of the headquarter of the company.
<b>Human Resources Department</b>	Arranging interviews, coordinating hiring efforts, training, and onboarding new employees of the company. Recruiting candidates for the company. Conduct disciplinary actions to non-competent employees. Maintaining employee records and progress during their employment contract. Conducting assessment to analyse the competency of employees. Training and support of lacking employees.
<b>Appeals and Complaints Board</b>	Considering and deciding whether appeals have an establish ground or argument to be then assessed and corrected by the company as a result. To gather [further] evidence during the committee meeting and to decide based on that evidence, whether an appeal should be upheld or rejected. Manage and record complaints from customers, consumers, regulatory bodies, employees, or partners to be investigated by the committee.

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<p><b>Public Relation Officers</b></p>	<p>Representing the company during seminars, conferences, training, webinars, expos, or gatherings. Planning publicity strategies and campaigns. Managing the social media pages of the company. Managing the public available information on its website. Being speakers during events.</p>
<p><b>IT and Security Department</b></p>	<p>Installing, modifying, maintaining, and controlling the hardware, software, systems, networks, and printers of the company. Monitoring and improving the electronic portal of the company. Monitoring and maintaining around-the-clock security instalments on its online and offline systems. Keeping all online and offline systems running.</p>
<p><b>Vice Managing Director</b></p>	<p>Researching and developing marketing opportunities. Planning and implanting sales plans. Manage marketing and sales staff. Managing its duties to meet the company's operational goals. Maintaining proper customer relations.</p>
<p><b>Training and Development Department</b></p>	<p>Dedicated to enhancing the skills, knowledge, and competencies of both employees and external customers. Responsible for designing, implementing, and delivering comprehensive and customized Halal training programs, which cater to the diverse needs of internal and external stakeholders.</p> <p>Through a combination of in-house training, workshops, seminars, and online learning platforms, the Training and Development Department ensures that employees, consumers, and customers stay well-equipped, proficient, and updated.</p>

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## 2. High-Level Personnel Roles

This Appendix outlines the roles, functions, mandates, and responsibilities which are applicable for the High-Level Personnel that are described in the main Organizational Structure [W0101].

<p><b>Chief Executive Officer</b></p> <p>Person in Charge of Position:</p> <p>Abdul Munim al Chaman</p>	<p>Manages and directs the company towards its primary goals and objectives. Oversees decisions at an executive level of the company. Leader of the High-Level Personnel. Involved and considered during major decisions to be taken. Financially responsible for the company and its employees.</p>
<p><b>Managing Director</b></p> <p>Person in Charge of Position:</p> <p>Wasim al Shaman</p>	<p>Overseeing the company projects. Overseeing the company business operations, performances, investments, and [joint] ventures with other stakeholders. Supervising, guiding, and delegating with High-Level Personnel. Ensuring the company policies are in force and communicated within the company. Assessing, managing, and resolving problematic developments and situations of the company. Involved and considered a decision-maker during major decisions to be taken.</p>
<p><b>Global Quality Manager</b></p> <p>Person in Charge of Position:</p> <p>Shady Dabchah</p>	<p>Implementing and executing compliance to accreditation requirements. Ensuring that the company adheres to the requirements of its scope of services and to the applicable standards for which it is approved to audit on its behalf. Developing and implementing schemes for its companies. Following up with the appropriate channels to rectify, identify, or solve any mistakes or problems found which could affect the status of the company. Training other quality assurance members on its quality manual. Training auditors and Sharia board members on the latest standards, schemes, and audit techniques. Reviewing and evaluating the flow process of the company. Control of documents. Creating, approving, revising, deleting, adjusting, and communicating the forms, work instructions, procedures, or schemes of the company.</p>

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<p><b>Representation Department</b></p> <p>Persons in Charge of Position:</p> <p>Wasim al Shaman          Ahmad al Chaman          Shady Dabcheh</p> <p>Branch Managers</p>	<p><b>Research:</b></p> <p>Researching and developing marketing opportunities.</p> <p><b>Sales and Marketing:</b></p> <p>Planning and implanting sales plans.          Manage marketing and sales staff. Managing duties to meet the company's operational goals. Maintaining proper customer relations.</p> <p><b>Public Relations [excluding Branch Managers]:</b></p> <p>Developing campaigns and media relations strategy.          Preparations of official press releases.          Organizing official events or conferences on behalf of the Group and being the spokespersons. Opportunity seeking for collaborations, partnerships, takeovers, sponsorships, and advertising.</p> <p>All forms of communications, planning, delegating, inviting, inspecting, and/or meeting with legal authorities who regulate Halal certification, accreditation, or standards.</p>

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## Modification Statement

Nr.	Modification Statement	Modification Date
<b>1</b>	<b>The rules governing the appointment mission and operation of all committees involved in the certification process have been defined in the procedures or the corresponding work instructions.</b>	<b>10/11/2017</b>
<b>2</b>	<b>Add branches manager</b>	<b>20/03/2018</b>
	<b>Add branches manager</b>	<b>20/11/2019</b>
<b>3</b>	<b>Add branches manager &amp; Technical auditor &amp; Imparity Member (Ireland)</b>	<b>07/01/2020</b>
<b>4</b>	<b>Add branches manager &amp; Technical auditor &amp; Imparity Member &amp; Islamic affairs &amp; halal supervisor (France)</b>	<b>01/05/2020</b>
<b>5</b>	<b>Add branches manager &amp; Technical auditor &amp; Imparity Member &amp; Islamic affairs (Italy &amp; Greece)</b>	<b>16/02/2022</b>
<b>6</b>	<b>Add Imparity Committee Members (Greece &amp; Italy)</b>	<b>16/02/2022</b>
<b>7</b>	<b>Add branches manager &amp; Technical auditor &amp; Imparity Member &amp; Islamic affairs (Austria &amp; Hungary Poland)</b>	<b>01/03/2022</b>
<b>8</b>	<b>Adding of Personnel and Branch Managers, Re-Organizing the Structures</b>	<b>01/11/2022</b>
<b>9</b>	<b>Adding personnel to HQC Belgium and to the Quality Assurance Department</b>	<b>4/12/2022</b>
<b>10</b>	<b>Creation of a separate Appendix linking to the Organization Structure W0101</b>	<b>12/12/2022</b>
<b>11</b>	<b>Adding the Representation Department and the Training and Development Department including its description. Describing the roles and authorized persons of the Representation Department</b>	<b>20/03/2023</b>

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## Allocation

<b>N</b>	<b>Allocation Parties</b>	<b>Responsible for distribution</b>	<b>number of Copies</b>
<b>1</b>	<b>Human Resources Responsible</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>2</b>	<b>Management board</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>3</b>	<b>Auditor department</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>4</b>	<b>Impartiality committee</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>5</b>	<b>Shariah board</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>6</b>	<b>Appeals committee</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>7</b>	<b>Decision making committee</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>8</b>	<b>Quality department</b>	<b>Quality Manager/Assistant</b>	<b>1</b>
<b>9</b>	<b>Branch manager</b>	<b>Quality Manager/Assistant</b>	<b>1</b>

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