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1. PURPOSE

The purpose of this procedure is to define the operational methodology for reducing, suspending, or withdrawing a client's Halal certification. This ensures that any action affecting a certificate's status is executed impartially, transparently, and in strict compliance with ISO/IEC 17065 and i-CAS requirements.

2. SCOPE

This procedure applies to all scope reductions, formal suspensions, lifting of suspensions, and absolute withdrawals of Halal certificates issued to certified organizations by IS EG HALAL.

3. RESPONSIBILITIES

- 3.1 Director:** Responsible for authorizing formal warning notices, ordering short-notice verification audits, and approving updates to the public directory regarding status changes.
- 3.2 Certification Decision Committee (CDC):** Responsible for evaluating technical verification reports and casting the final, binding votes to reduce, suspend, lift, or withdraw certifications.
- 3.3 Quality Manager:** Responsible for processing status changes, routing technical files to the committee, issuing official suspension/withdrawal notices, and ensuring the client immediately stops using the Halal mark.

4. OPERATIONAL PROCEDURE

4.1 Scope Reduction of Certification

4.1.1 IS EG HALAL will reduce a client's certified scope to exclude parts that fail to meet requirements when the client has persistently or seriously failed to meet certification rules for specific product categories or production lines.

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4.1.2 Scope reduction evaluations are initiated by the Quality Manager. Verification may be performed through desk reviews of operational records, personnel interviews, or targeted on-site verification audits.

4.1.3 The independent verification findings are compiled and forwarded to the Certification Decision Committee. The decision to change the status of a certification scope must be officially authorized by a committee vote in accordance with EG/PR/07/05.

4.1.4 Following an approved reduction, the Quality Manager will issue an updated certificate featuring the modified scope, a new revision number, and the current date, while keeping the original expiration timeline unchanged.

4.2 Suspension of Certification

4.2.1 **Triggers for Suspension:** IS EG HALAL will formally suspend a client's certificate under the following conditions:

- The client's product or process has persistently or seriously failed to meet Halal standard criteria or food safety rules.
- The client refuses to allow mandatory surveillance or recertification audits to be executed at the required frequencies.
- There is verified wellful misuse of the IS EG HALAL standard mark, logo, or certificate references.
- The client fails to submit acceptable corrective action plans within the mandatory 30, 60, or 90-day timelines following a routine audit.
- The client officially requests a voluntary suspension due to temporary operational shutdowns or line modifications.
- The client fails to settle outstanding financial dues with IS EG HALAL.

4.2.2 The Suspension Period & Rules: A certification suspension shall be established for a maximum period of six (6) months.

- Upon receiving the formal notice of suspension, the client must immediately discontinue applying the Halal standard mark to any product packaging, labelling artwork, or manufacturing runs. They must also stop using any certification references in advertisements, social media, or websites.
- The Quality Manager shall update the public status of the client to "Suspended" inside the centralized Directory of Certified Clients (EG/RG/07/04) within forty-eight (48) hours.

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4.3 Lifting of Suspension

4.3.1 If the suspended client implements effective corrective actions and notifies IS EG HALAL within the maximum 6-month window, a special follow-up audit will be organized to verify compliance. This verification requires a complete audit covering all applicable standard criteria.

4.3.2 The follow-up audit findings are reviewed by an independent reviewer and routed to the Certification Decision Committee. Upon a satisfactory vote to lift the suspension, the decision is officially communicated to the client in writing.

4.3.3 The Quality Manager will restore the client's status to "Active" inside the directory, update the public records, and re-authorize the use of the Halal standard mark without any discontinuity in the certificate validity cycle.

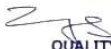
4.4 Withdrawal of Certification

4.4.1 Triggers for Withdrawal: IS EG HALAL will permanently withdraw a client's certificate under the following circumstances:

- The client completely fails to resolve the underlying technical or administrative issues that caused their suspension within the mandatory 6-month limit.
- A major legal complaint or critical breach of Halal integrity occurs (such as intentional cross-contamination with non-Halal ingredients or unapproved slaughtering methods).
- The client officially requests a voluntary withdrawal in writing.
- IS EG HALAL losing its official accreditation scope for that specific food chain category.

4.4.2 Post-Withdrawal Controls: Upon formal withdrawal, the client's certification status is permanently terminated. The client must immediately return the original physical certificate documents to IS EG HALAL and completely remove the Halal mark from all corporate packaging lines and promotional material.

- The Certification Decision Committee makes the final decision to withdraw a certificate, and the Quality Manager updates the centralized directory to show the status as "Withdrawn."
- In line with international transparency rules, upon request from any external party, IS EG HALAL will accurately disclose the status of a client's certificate as being suspended, withdrawn, or reduced.

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5. REFERENCES

- EG/PR/07/02 – Contract Review Procedure.
- EG/PR/07/05 – Certification Decision Procedure.
- EG/PR/07/06 – Certificate Issuance Procedure.
- EG/RG/07/04 – Directory of Certified Clients.
- EG/RC/05/02 – Certification Committee Minutes.

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