



**Australian National Imams Council**  
**ANIC HALAL AUTHORITY**  
**PROCEDURE FOR MARKETING**  
**CONTRACT & CONTRACT REVIEW**

ANIC-SOP-07

Issue date: 15-05-17

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## 1. Introduction

This procedure describes the methods for Marketing, Contract & Contract including Renewal of the contract related to the “UAE.S 2055-2”.

## 2. Applicability

This procedure is applicable to the activities related to all kind of dealing with clients regarding their contract with ANIC Halal Authority.

## 3. Procedure

### 3.1 Procedure for New Clients

- 3.1.1 On receipt of inquiry either through Emails, Fax or Telephone Call, Manager Operations facilitate all applicants who collects & reviews basic contact details.
- 3.1.2 If that potential client founds to be interested in getting Halal Certification, an application form is forwarded to that client for gathering basic information related to client’s business. Client also suggested to download application form from ANIC HALAL AUTHORITY Website through a link as mentioned: [www.anichalal.org.au](http://www.anichalal.org.au)
- 3.1.3 If further clarification is required, client is immediately requested to set a meeting with ANIC HALAL AUTHORITY Officials.
- 3.1.4 For the review and evaluation of contract & application form, Manager Operations is responsible.
- 3.1.5 ANIC HALAL AUTHORITY International Halal Certification (Pvt.) Ltd. must ensure the gathering of following information from an authorized representative of the client.
  - a. The desired scope of the Halal certification;
  - b. The general features of the applicant, including its name and the address(es) of its physical location(s), significant aspects of its process and operations, and any relevant legal obligations;
  - c. General information, relevant for the field of certification applied for, concerning the applicant, such as its activities, human and technical resources, functions, and relationship in a larger corporation, if any;
  - d. Information concerning all outsourced processes used by the organization that will affect conformity to requirements;
  - e. The standards or other requirements for which the applicant is seeking certification;

### **Review of Application & Contract:**

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- 3.1.6 For the review and evaluation of contract & application form, Manager Operations is responsible and must ensure the following:
- The information about the applicant and its management system is sufficient for the conduct of the audit;
  - The requirements for Halal certification are clearly defined and documented, and have been provided to the applicant;
  - Any known difference in understanding between the ANIC HALAL AUTHORITY and the applicant is resolved;
  - The ANIC HALAL AUTHORITY has the competence and ability to perform the Halal certification activity;
  - The scope of certification sought, the location(s) of the applicant organization's operations, time required to complete audits and any other points influencing the certification activity are taken into account (language, safety conditions, threats to impartiality, etc.);
  - Records of the justification for the decision to undertake the audit are maintained.
- 3.1.7 If Basic Halal requirements are missing like company found involved in Haram / Najis ingredients will be automatically regret by the Head of committee.
- 3.1.8 If the potential client found to be a Producer/Distributor/Supplier of Wine and Producer/Distributor/Supplier of Pork then Manager Operations regret that client and refuse his request of getting Halal certification. When the ANIC HALAL AUTHORITY declines an application for certification as a result of the review of application, the reasons for declining an application is documented and made clear to the client.
- 3.1.9 After complete evaluation of application form, Manager Operations and Islamic Affairs / Shari'ah committee Heads get their approvals on that application form and a Halal Certification agreement is sent to client containing Costing/Fees, Guide to Halal certification brochure and Benefits of certifying with ANIC HALAL AUTHORITY Manager Operations also assign an ID/code to that client and updated the Client Log.
- 3.1.10 Signed Halal Certification agreement received by the potential client which contains the details of cost of whole certification, which must be paid by the client in order to proceed further.



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- 3.1.11 If client didn't agree to that cost then Manager Operations provide some concession. If client still didn't want to proceed then Manager Operations closed that application and updated the status in the client log.
- 3.1.12 If client get agreed on that proposed cost and send the signed Halal Certification agreement, an invoice is generated containing details of certification cost by Executive accounts and send to Client. Once cheque of payment is received, Manager Operations requests the client to provide Raw material and finished product information for the evaluation. Manager Operations submits the Contract Agreement to the client and get it signed.
- 3.1.13 If the payment has not been sent by the client, the client remains un-entertained. When the client submits the payment then RM & Finished product sheets are transferred to Lead Auditor for processing and the client is requested to contact with Lead Auditors for further working.
- 3.1.14 Based on completion of above-mentioned activities and information gathering review, the ANIC HALAL AUTHORITY evaluates the competencies of its audit team with respect to certification scope and determines the competence requirements of the auditors and experts for the said.
- 3.1.15 The audit team then be appointed and composed of auditors (and technical experts, as necessary) who, between them, have the totality of the competence identified by the ANIC HALAL AUTHORITY as per competency management procedure for the certification of the applicant. The selection of the team shall be performed with reference to the designations of competence of auditors and technical experts who possess generic auditing skills and knowledge, as well as skills and knowledge appropriate for auditing in specific technical areas, and may include the use of both internal and external human resources.
- 3.1.16 The group or individual that takes the decision on granting, maintaining, renewing, extending, reducing, suspending or withdrawing certification, must understand the applicable standard and Halal certification requirements, and have demonstrated competence to evaluate the audit processes and related recommendations of the audit team.
- 3.1.17 All audit activities are performed as per plan suggested by the Lead Auditor and Final audit is performed. If an extra audit has to be performed due to failure of stage-II or any Basic Halal non-conformity, an extra amount will be charged and audit will not be performed until payment for that audit released.
- 3.1.18 After the successful audit and compliance shown and proved by the client, the Lead Auditor informs Manager Operations about the client status and submits the complete audit pack.



- 3.1.19 Once audits are performed and Corrective actions are received and accepted then Manager Operations ensures timely issuance of Recommendation letter, HALAL certificate, Halal LOGO/Registration Mark. He also updates the Client Log and takes follow up of certificate until delivered to client.

### **3.2 Procedure for Addition of New Products / New Raw Materials**

- 3.2.1 Whenever client requests to add new products with new raw materials, client must have to submit the details of those raw materials in the form of Finished Product List and Raw Material evaluation sheet.
- 3.2.2 A Halal Certification agreement is sent to client containing Costing/Fees by Manager Operations.
- 3.2.3 Signed Halal Certification agreement received by the client which contains the details of cost of whole Raw Material evaluation, which must be paid by the client in order to proceed further.
- 3.2.4 If Client didn't agree to that cost then Manager Operations provide some concession and a revised Halal Certification agreement be send to the client.
- 3.2.5 When client sends the signed Halal Certification agreement, an invoice is generated by Executive accounts and sends to Client. Once cheque of payment is received, the desired information of Raw materials and finished products is then forwarded to Lead Auditor which further forwards it to ANIC HALAL AUTHORITY's designated Food technologist/technical expert for evaluation. In the meantime Manager Operations take follow up from Lead Auditor who further investigates if required from other sources about the evaluation of Raw Materials.
- 3.2.6 If the payment has not been sent by the client, the client remains un-entertained. When the client submits the payment then RM & Finished product sheets are transferred to Lead Auditor for processing and the client is requested to contact with Lead Auditors for further working.
- 3.2.7 Food technologist/technical expert submits his report containing information about Raw materials to Islamic Affairs / Shari'ah committee for review.
- 3.2.8 The Islamic Affairs / Shari'ah committee reviews the Raw material evaluation sheet and forwards it to Lead Auditor who then forwards it to Asst. Manager Operations. On getting approvals from both the technical expert and Islamic Affairs / Shari'ah committee, new products with new raw materials added in the desired lists by Lead Auditor.
- 3.2.9 Manager Operations take follow up for the timely delivery of a recommendation letter along with updated list of RM and finished products from Lead Auditor.



### **3.3 Procedure for Annual Surveillance / Re-certification**

- 3.3.1 Once agreement has been made between ANIC HALAL AUTHORITY and client, an annual surveillance / renewal of certification must be done.
- 3.3.2 For that purpose, Manager Operations checks the client log sheet and forward a reminder email which is then supported by Telephone call or Fax 45 Days earlier from the date of surveillance.
- 3.3.3 Manager Operations take follow up from the client. Following three categories are created for that case.
- a. If client is interested to continue with ANIC HALAL AUTHORITY certification with some new products with the same raw material to be added in the scope, then the client is requested to submit the updated finished product list with existing (unchanged) RM evaluation Sheet.
  - b. If client is interested to continue with ANIC HALAL AUTHORITY certification with existing products and raw materials, then the client is requested to submit the existing (unchanged) finished product list with existing (unchanged) RM evaluation Sheet.
  - c. If client is not interested to continue with ANIC HALAL AUTHORITY certification then
    - i. Client must have to return all documents provided by ANIC HALAL AUTHORITY and which are the property of ANIC HALAL AUTHORITY (E.g. LOGO of ANIC HALAL AUTHORITY, Agreement, Stamps etc.)
    - ii. Client must have to destroy all packaging material with printed ANIC HALAL AUTHORITY LOGO in the presence of ANIC HALAL AUTHORITY Officials.
- 3.3.4 For the above mentioned case (a.), same method is used as per Heading No. 3.2.
- 3.3.5 For case (b.) an invoice is generated containing details of Surveillance Fees by Executive Accounts sends it to client. If required, an email is generated for requesting the timely delivery of payment. For Re-certification, a Halal Certification agreement is also send before the invoice.
- 3.3.6 After the receiving of signed Halal Certification agreement and payment from client, Manager Operations confirms the date of audit and forwards the audit plan.
- 3.3.7 Final audit then performed according to audit plan and audit report is sent to the Lead Auditor for review. After Review, it is then forwarded to Sharia Expert for final decision.
- 3.3.8 Sharia Expert reviews all the documentation of audit and gives his recommendation on that report.
- 3.3.9 Manager Operations then make arrangements for the delivery of the HALAL certificate, recommendation letter along with raw materials and finished product list and forward it to the



client through courier. For Re-certification, contract agreement is also forwarded to client before issuance of recommendation letter.

### **3.4 Major Changes / Extensions to scope /Addition of New Sites**

#### **3.4.1 Notice of changes by ANIC HALAL AUTHORITY Pakistan**

ANIC HALAL AUTHORITY gives its certified clients due notice of any changes to its requirements for certification. ANIC HALAL AUTHORITY verifies that each certified client complies with the new requirements. Contractual arrangements with certified clients are necessary to ensure implementation of these requirements.

#### **3.4.2 Notice of changes by a client**

ANIC HALAL AUTHORITY has legally enforceable arrangements to ensure that the certified client informs the ANIC HALAL AUTHORITY, without delay, of matters that may affect the capability of the management system to continue to fulfil the requirements of the standard used for certification. These include, for example, changes relating to

- a. the legal, commercial, organizational status or ownership,
- b. organization and management (e.g. key managerial, decision-making or technical staff),
- c. contact address and sites,
- d. scope of operations under the certified management system, and
- e. major changes to the management system and processes.

3.4.3 In case of Major changes in Premises/production facility, the client must have to inform ANIC HALAL AUTHORITY office prior to apply these changes.

3.4.4 Then application form is sent to client for contract review. The client is suggested to complete all fields of that form, including raw materials and finished goods. After completing the application form, client sends it back to ANIC HALAL AUTHORITY.

3.4.5 Once application has been received from Applicant, the application must be logged. A Halal Certification agreement containing details of post certification cost including RM evaluation if required is forwarded to client.

3.4.6 On receiving of signed Halal Certification agreement from client, an invoice is generated containing details of post certification cost by Executive Accounts and sends it to the Client.

3.4.7 If the payment has not been sent by the client, the application remains un-entertained. When the client submits a copy of deposit slip then application containing desired information of the client



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- along with RM & Finished product sheets is transferred to Lead Auditor for processing and the client is requested to contact with Lead Auditor for further working.
- 3.4.8 All audit activities are performed as per plan suggested by the Lead Auditor and Final audit is performed.
- 3.4.9 If an extra audit has to be performed, an extra amount will be charged and audit will not be performed until payment for that audit released.
- 3.4.10 After the successful audit and compliance shown and proved by the client, the Lead Auditor informs Manager Operations about the client status and submits the complete audit pack. On behalf of Lead Auditor assurance Manager Operations submits the Contract Agreement to the client.
- 3.4.11 Once audits performed and NCs closed then Manager Operations inform the Lead Auditor to play his role in the effective and timely issuance of recommendation letter, HALAL certificate & LOGO/Registration Mark. He has also updated the Client Log and takes follow up of the certificate until delivered to the client.





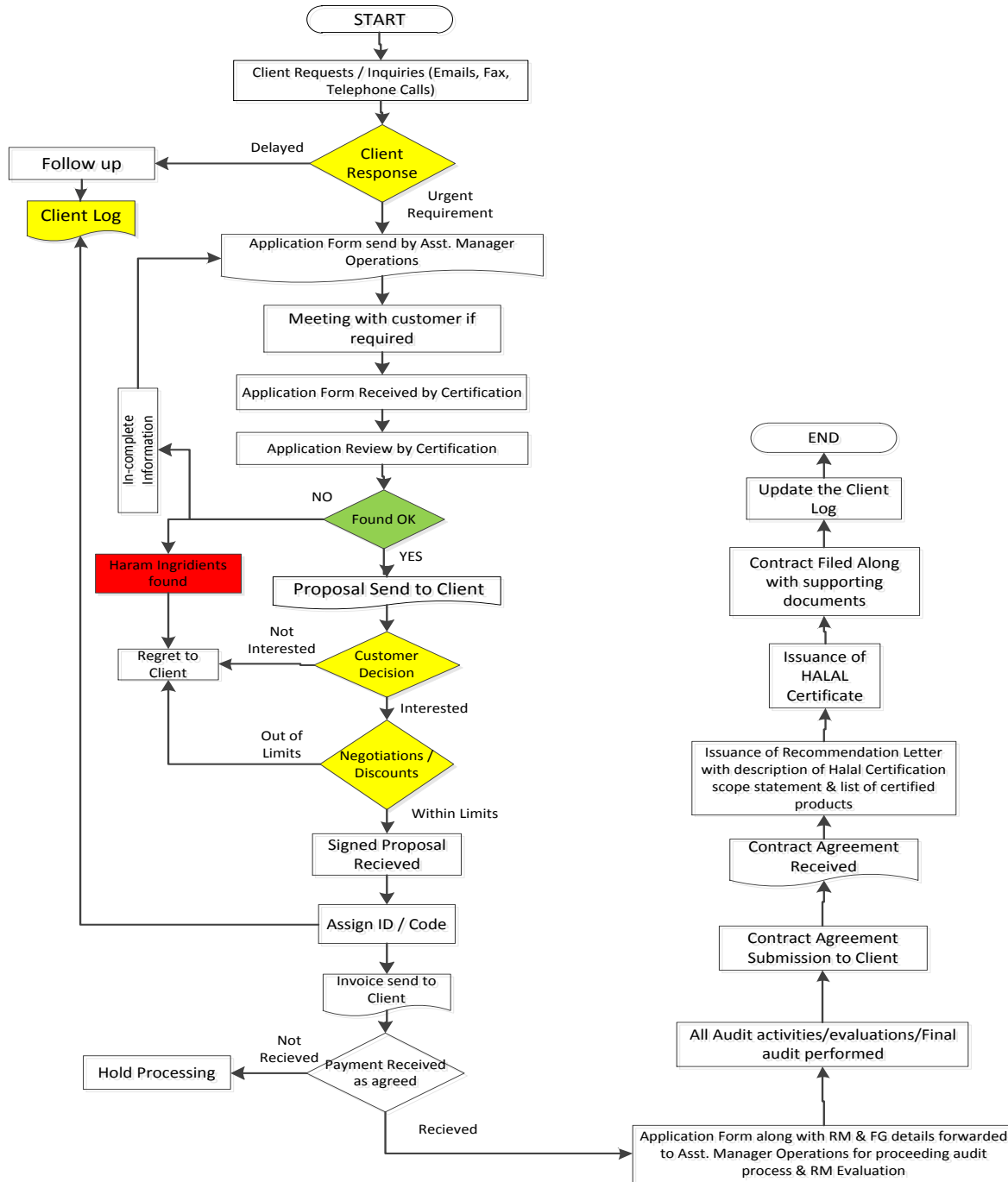
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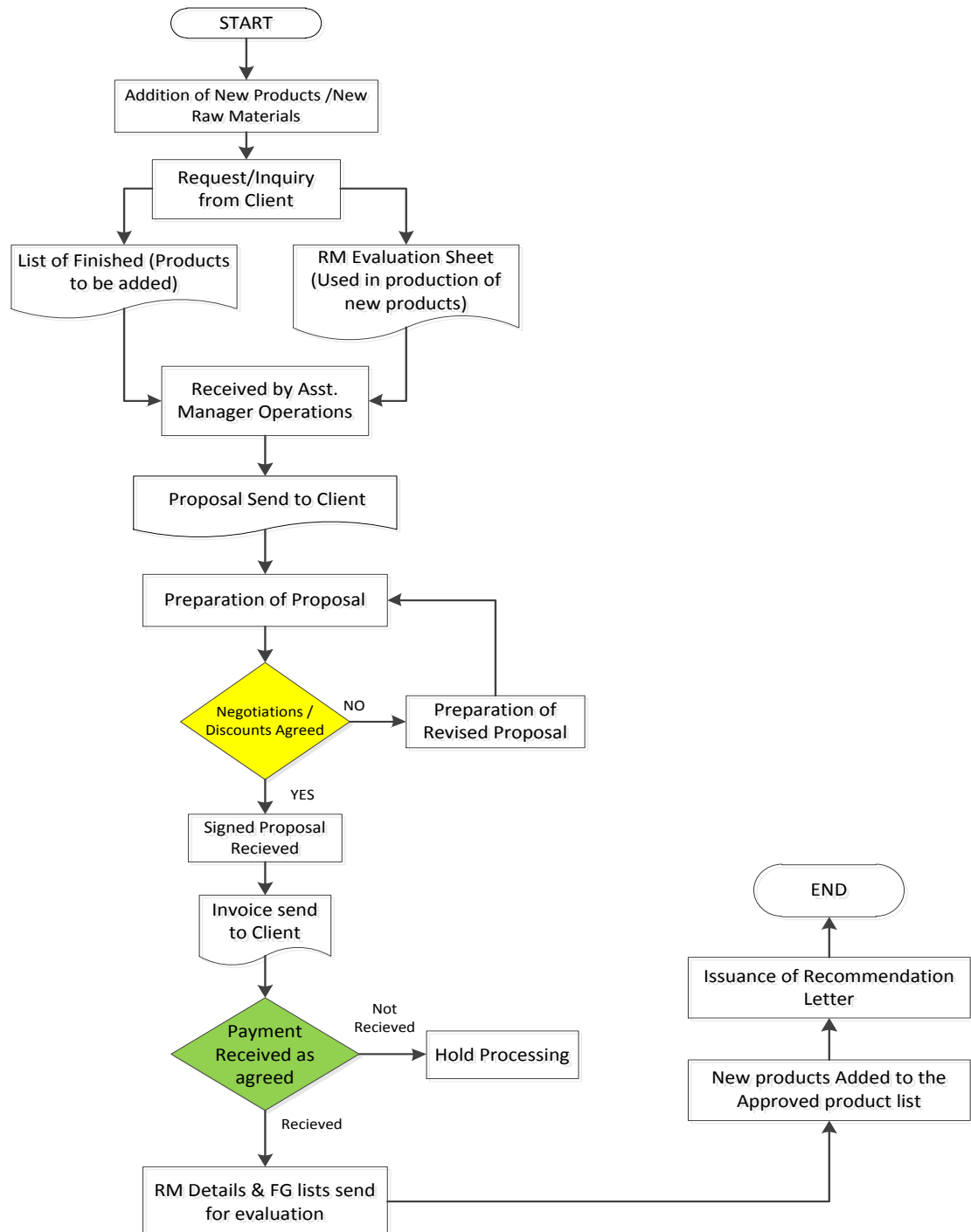
**4. Process Flow**

**i) New Client Certification**





ii) **Addition of New Products / New Raw Material**



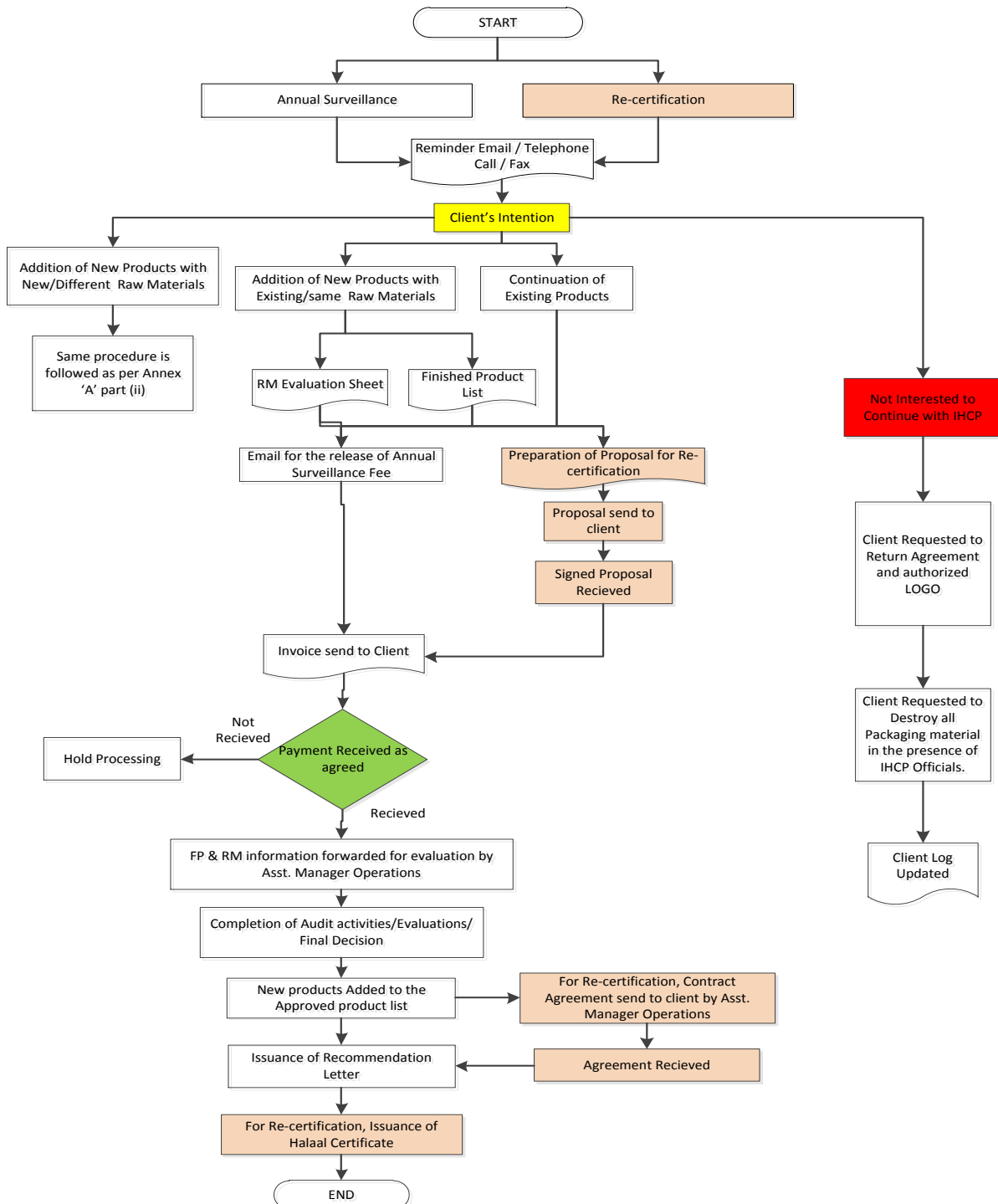


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iii) **Annual Surveillance / Re-certification**





iv) **Major Changes / Extensions to scope /Addition of New Sites**

