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|  | <b>Minhaj Halal Certification (Pvt.) Limited</b>                               | Doc #: MHC/ Doc-55         |             |
|   | <b>Rights and Duties of Clients and Applicants<br/>for Halal Certification</b> | Rev #: 00                  | Page #: 1/2 |
|   |  | Effective Date: 05 Oct, 24 |             |

### 1. Purpose:

The purpose of this document is to outline the rights and responsibilities of clients and applicants seeking Halal certification from Minhaj Halal Certification. This ensures a mutual understanding of both parties' obligations and entitlements throughout the certification process.

### 2. Rights of Clients and Applicants:

| Sr. No | Title                            | Description   |
|--------|----------------------------------|---|
| 1.     | Right to Fair Treatment          | Clients and applicants have the right to be treated with fairness, respect, and impartiality throughout the certification process.        |
| 2.     | Right to Confidentiality         | All client and applicant information is kept confidential and will not be shared without consent, except where required by law.           |
| 3.     | Right to Transparent Information | Clients and applicants have the right to receive clear and accurate information about the certification process, requirements, and fees.  |
| 4.     | Right to Appeal                  | Clients have the right to appeal any certification decision they disagree with, following the established appeals and complaints process. |
| 5.     | Right to Submit Complaints       | Clients and applicants can lodge complaints regarding the services provided, and these complaints will be addressed promptly.             |
| 6.     | Right to Withdraw Application    | Applicants may withdraw their application at any stage of the certification process.  |
| 7.     | Right to Corrective Actions      | Clients have the right to receive detailed instructions on corrective actions required to address nonconformities.                        |
| 8.     | Right to Access Records          | Clients can access their certification records and relevant documentation as part of their certification history.                         |

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### 3. Duties of Clients and Applicants:

| Sr. No | Title                               | Description   |
|--------|-------------------------------------|---|
| 1.     | To Provide Accurate Information     | Clients and applicants must provide complete, accurate, and current information required for the certification process. |
| 2.     | To Comply with Halal Standards      | Clients are responsible for complying with the relevant Halal standards applicable to their products or services.       |
| 3.     | To Facilitate Audits                | Clients must provide access to their facilities, records, and staff to facilitate audits and assessments.               |
| 4.     | To Implement Corrective Actions     | Clients must implement required corrective actions within the specified timeframe to maintain certification.            |
| 5.     | To Pay Certification Fees           | All certification-related fees must be paid promptly as per the agreed terms.   |
| 6.     | To Inform of Changes                | Clients must notify Minhaj Halal Certification of any significant changes to their products, processes, or operations.  |
| 7.     | To Use Certification Marks Properly | Clients must use certification marks appropriately and only on certified products, following the guidelines provided.   |
| 8.     | To Cooperate During Surveillance    | Clients are expected to cooperate during surveillance and monitoring activities to ensure continuous compliance.        |

Prepared by:

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