CERTIFICATION SCHEME FOR MANAGEMENT SYSTEMS

Gitchia Institute of Global Certification (Private) Limited

www.gitchia.com

Issued By:	Approved By:
Manager Operations	Chief Executive Officer
	

(Distribution To)

1. CEO (Chief Executive Officer)
2. Manager Business Development
3. Manager Operation's
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Manual Amendment History Sheet

Date	Amendment Details	Revision
01-01-2025	Overall system changed after Full Assessment of Halal management system by PNAC	02

Introduction

This Certification Scheme addresses the requirements of (ISO/IEC 17021-1:2015, ISO/IEC 17021-3, ISO/IEC 17021-2 & ISO/IEC 17021-10), ISO 22003-1, IAF MD 09, 10 IAF MD 01, 03, 05, 11, 13, IAF MD 22 & 17 and PS: 4992-2022 (R)/OIC/SMIIC 2: 2019. It either details how the company meets the requirements of individual clauses or makes references to procedures, policies or other documents which address the clauses. This Certification Scheme will be applicable to Gitchia for the PNAC Accreditation held for HFMS, QMS, EMS, OH&S FSMS, MD-QMS by Gitchia Institute of Global Certification (Private) Limited.

This Certification Scheme and all associated procedures and documents have been produced fully taking into account the principles outlined in ISO 17021 & PS: 4992-2022 (R) OIC/SMIIC: 2:2019 and ISO 22003-1. For ease of use this Certification Scheme follows the headings and paragraph numberings laid down in ISO 17021 & PS: 4992-2022 (R)/OIC/SMIIC 2:2019 starting at 5 General requirements. This Certification Scheme is designed to be viewed as soft and hard document and have been built into this document to procedures, policies, documents etc.

GITCHIA'S TRACK RECORD

Gitchia has certified organizations on different Management System standard and the number is growing daily. More and more companies are not only realizing the benefits of being a 'quality assured firm', but also the benefits of using Gitchia services. Its dislike of bureaucracy and its philosophy of being approachable mean that nearly all Gitchia's contracts system from recommendations by quality previously certified businesses. As well as ISO 9001 Quality Systems, more and more of our clients are taking advantage of our growing service portfolio and becoming certified against other standards including, amongst others, ISO 14001 - the environmental standard, ISO 45001 - the health and safety standard and ISO 22000 – Food safety Management system and ISO 13485 Medical devices Quality Management system, PS 3733 Halal Food Management System. This is currently resulting in the company experiencing a period of unprecedented growth. Gitchia is formed in June, 2020. Gitchia started its journey providing certification services in Pakistan. Gitchia has penetrated the Pakistan Market providing certification services in QMS, EMS, HFMS, OH&S, FSMS and MD-QMS.

5 General Requirements

5.1 Legal and contractual matters and Islamic Responsibility

5.1.1 Legal responsibility

Gitchia based at Lahore is the legal entity responsible for all its certification activities. The relationship between Gitchia Institute of Global Certification (Private) Limited (hereby referred as Gitchia) and its Principals is explained on organisation charts. Gitchia is an Islamic entity and have profound belief in the necessity of proper supply of halal product/service/process and management system for Muslims and took all relevant steps to ensure Islamic responsibility has been observed in all activities. Gitchia has ensured in its system to have the responsibility for conformity with all Islamic requirements.

Ref:
Annexure 1 Organisation Chart
Legal documentation file
Letter of Incorporation

5.1.2 Certification agreement

Gitchia has established a legally enforceable agreement for the provision of certification activities to its clients and all the sites covered by the scope of certification. Where there are multiple sites of a client, the agreement covers all the sites covered by the scope of the certification. Certification terms and condition also mentioned on Certification Proposal & Contract.

For ISO 13485 additional requirements:

Gitchia establishes appropriate agreements with their clients to release audit report information to regulators that recognize ISO 13485:2016.

For ISO 45001 additional requirements:

Gitchia establishes the legally enforceable arrangements that require that the certified client informs the Gitchia, without delay, of the occurrence of a serious incident or breach of regulation necessitating the involvement of the competent regulatory authority

Ref:
F082 Certification Proposal and Contract

5.1.3 Responsibility for Certification Decisions

Gitchia retains both responsibility and authority for its decisions relating to certification including the granting, refusing, maintaining, renewing the certification, expanding or reducing the scope of certification, suspending or restoring following suspension and withdrawing of certification.

Decisions for all clients are made by the Certification Decision Committee (CDC) which is two members for Management system certification and for Halal 3-member committee of Gitchia who are deemed competent and appointed by the top management of Gitchia (where necessary in consultation with other ‘experts’ whose technical expertise is required to make a judgement and those individuals possess the necessary competence).

Ref:
QP10 Procedure for Certificate issue, suspension and withdrawal
Certification Decision Committee (CDC)

5.1.4 Use of license, certificates and marks of conformity

5.1.4.1 Gitchia have proper control as specified by the certification scheme over ownership, use and display of licenses, certificates, marks of conformity, and any other mechanisms for indicating a product is certified.

5.1.4.2 Gitchia deal with suitable action in case of incorrect references to the certification scheme, or misleading use of licenses, certificates, marks, or any other mechanism for indicating a product is certified, found in documentation or other publicity.

5.1.4.3 Gitchia does not allow to use the name or brand name cover any irrelevant item related to Islam or against Islamic values or rules.

5.1.4.4 Gitchia has ensured that its client organizations cannot use any name, logo/mark/symbol or brand name or advertisement or slogan against Islamic values beliefs. This will be guaranteed in Halal certification agreement.

5.1.4.5 Gitchia will not be part of or use any other non-Muslim organization's logo/mark/symbol/slogan and or any other ones reminding non- Muslims' beliefs or organizations.

5.2 Management of impartiality

5.2.1 Gitchia, its Management and staff are fully committed to ensuring that all management system certification activities are impartial and does not allow commercial, financial or other pressures to compromise impartiality.

Any relationships between Gitchia or individuals employed by Gitchia or sub-contractors to Gitchia with other organisations or individuals will be declared, reviewed, documented and risk assessed. Where any threats of impartiality occur Gitchia document and demonstrate how it minimizes or eliminates such threats and document any residual risk and this will be reviewed by the Top Management if it is within level of acceptable risk. This will cover all potential threats whether they arise within Gitchia or from activities of other persons, bodies or organisations.

If a relationship poses an unacceptable threat to impartiality, then Certification will not be provided.

E.g. wholly owned subsidiary of Gitchia requesting certification

In addition to a publicly accessible statement (Organization Policy Statement – displayed at Gitchia Office and its website), Gitchia has detailed the functions of the Impartiality Committee and its role in maintaining impartiality, monitoring the laid down impartiality norms and its adequacy.

Ref:

Annexure 2 Organization Policy Statement

Annexure 3 Impartiality Statement

Annexure 4 Impartiality Committee – Constitution, roles and responsibilities, chairman of impartiality committee, fields of impartiality committee members

Risk Assessments

Meeting minutes of the Impartiality Committee

Personnel Files

F062 Confidentiality and Impartiality Declaration (staff and sub-contractors)

Sub-contractor Agreement

Gitchia website

5.2.2 & 5.2.3 Gitchia has no relationship (formal or informal) with any other company or organisation which may result in a conflict of interest arising from its certification activities. In case Gitchia at a later date has a wholly owned subsidiary then it will not offer certification to that subsidiary. Gitchia has identified and analysed (risk assessed) all relationship (formal or informal) with other organisations or individuals which may result in a conflict of interest arising from its certification activities.

Gitchia does not offer any incentive bounce to any consultant, individual and its own staff for business generation or new agreements. Gitchia does not offer in-house training/ client specific solution etc. Gitchia has conducted a risk assessment for all its own as a part of its internal audit process. The residual risk from this process is reviewed by the Top Management to determine if it is within the acceptable level. If the company propose to enter into any relationship with another company or organisation or enter into any new area of business; that relationship or new area of business will be reviewed by Gitchia and the Impartiality Committee to ensure that impartiality can be demonstrated and the integrity of the Certification process assured. Any conflict of interest arising from existing or past relationships between employees or sub-contractors and Gitchia clients (including potential clients), is required to be declared. All staff and sub-contractors are made aware of the need to declare any such conflict of interest and sign to acknowledge the obligation (contract of employment and sub-contractors' agreement). Gitchia and any part of the same legal entity will not offer or provide halal consultancy or management system consultancy.

Annually once such declarations are taken. Periodically the Impartiality Committee will review the activities of the company to ensure that impartiality continues to be demonstrated. Where a possible or potential conflict of interest is declared e.g. an Auditor has worked in the past as a consultant or employee of the client, the Auditor will not be asked to undertake an audit at that client nor he/she will be asked to undertake any work concerning that client until a minimum period of time has elapsed (minimum 2 years). Even if the 2-year period has passed the relationship between the company and the individual auditor will be determined and a decision made as to the suitability of that auditor to undertake the work.

Threats to impartiality are also reviewed at time of accepting a client during the contract review process. Where the conflict of interest is not clear it is still a requirement of the individual to declare that interest, however the Managers will establish the nature of that possible conflict of interest and make a decision based upon the individual circumstance and will refer the matter to the Impartiality Committee if required.

The Gitchia and its auditors shall be impartial and free from engagements and influences which could affect their objectivity, and in particular shall not be: involved in the design, manufacture, construction, marketing, installation, servicing , or any associated parts and services; involved in the design, construction, implementation or maintenance of the quality management system being audited; an authorized representative of the client organization, nor represent the parties engaged in these activities; the auditor having a financial interest in the client organization being audited (e.g. holding stock in the organization).

Ref:

F062 Confidentiality and impartiality declaration
Annexure 2 Impartiality Committee – Constitution, roles and responsibilities
Annexure 3 Certification Committee
PY01 – Quality Policy
PY02 – Confidentiality Policy
PY03 – Impartiality Policy
Risk Assessments
Meeting minutes of the Impartiality Committee
Personnel Files
F062 Confidentiality and Impartiality Declaration (company, staff and sub-contractors)
Sub-contractor Agreement

5.2.4 As required by ISO/IEC 17021 & PS 4992 Gitchia will not certify another certification body for its management system certification. Gitchia does not have any other organisation under its control.

5.2.5 As required by ISO/IEC 17021 & PS 4992 Gitchia does not offer or provide management system consultancy.

5.2.6 Gitchia does not offer to provide Internal Audits (nor has it) to any of its certified clients. In case Gitchia provides internal audit services to clients not certified by Gitchia, in such cases Gitchia will not certify the Management Systems of such client for a minimum of two years after the completion of internal audits.

5.2.7 Gitchia as a company does not and has not provided a consultancy service to its customers or potential customers therefore no risk to the impartiality of the Certification process is posed. However, individuals or sub-contractors may have provided a consultancy service, internal audit services, been employed or through other means have an association with clients of Gitchia, in such cases the individual will be required to declare any such current or past relationship and will not be allowed to undertake Audits or other work with that client. At the discretion of the Managers the individual may be allowed to conduct an Audit, or take part in other certification activities or undertake other work with a client when a minimum of 2 years has elapsed since the end of the management system consultancy or other relationship. This is also verified as part of accepting a client and allotting the possible auditors during the contract review process. Any such relationships or conflicts of interest will be recorded within the personnel records of the individual and the responsibility to declare any such conflicts stated in contracts of employment and sub-contractor agreements.

Ref:

F060 Contracts of Employment

F061 Sub-contractor Agreements

Personnel Files

QP-06 Procedure for Human Resource

F062 Confidentiality and Impartiality Declaration (staff and sub-contractors)

5.2.8 As required by ISO/IEC 17021 & PS 4992, Gitchia does not outsource Audits to a Management Consultancy Organisation. Audits (and the use of Technical Experts) are only outsourced (sub-contracted) to individuals.

5.2.9 Gitchia does not in its marketing, publications; website, correspondence etc. state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organisation were used. Gitchia has no links with any consultancy organisation nor does it approve consultancy organisations, Should Gitchia become aware of any claims stating or implying that certification would be simpler, easier, faster or less expensive if a specified consultant was used it will be referred to the Managers for appropriate action. Gitchia does not have any marketing tie ups for lead generation.

Ref

F081 All publicity material and website

5.2.10 No individual including those acting in Managerial Capacity will be used by the Certification Body to take part in any Audit or Other Certification Activities when they have been involved in Management System Consultancy prior for that client. At the discretion of the Managers an individual may be allowed to participate in an Audit if more than 2 years has elapsed following the end of the consultancy (also refer clause 5.2.2 & 5.2.3).

Ref:

F060 Contracts of Employment

F061 Sub-contractor Agreements

Personnel Files & Contracts of Employment

F062 Confidentiality and Impartiality Declaration (staff and sub-contractors)

5.2.11 any threats to its impartiality arising from the actions of other persons, organisations will be referred to the Managers and Impartiality Committee (if necessary) to determine the appropriate actions (including legal actions) to be taken.

5.2.12 The Impartiality Committee (IC), CEO, and Managers of Gitchia will ensure that all personnel either internal, external or committees act impartially and shall not allow commercial, financial or other pressures to

compromise impartiality. Appropriate action will be taken by the Impartiality Committee or Managers where any such pressures are identified. Undertakings shall be taken on an annual basis from the IC members, Managers and staff and subcontractors of Gitchia for its compliance/ adherence to Gitchia Impartiality norms.

5.2.13 all personnel both internal and external are required to reveal any situation known to them that may present them or Gitchia with a conflict of interest. This requirement will be established during the recruitment process and will also be an on-going requirement of the individuals to declare such conflict of interest once annually. Threats to impartiality are also reviewed at time of accepting a client during the contract review process. In case of any conflict of interest declared by internal or external personnel, the same would be reviewed by Managers of Gitchia and necessary actions would be initiated to mitigate the conflicting issues prior to use of such persons for audits or other certification activities. However, the same issues and action would also be reviewed with the IC members.

Ref: Personnel records, Sub-contractor agreement

For ISO 13485 additional requirements:

The Gitchia and its auditors are impartial and free from engagements and influences which could affect their objectivity, and in particular are not : involved in the design, manufacture, construction, marketing, installation, servicing or supply of the medical device, or any associated parts and services; involved in the design, construction, implementation or maintenance of the quality management system being audited; an authorized representative of the client organization, **nor represent the parties engaged in these activities**; the auditor having a financial interest in the client organization being audited (e.g. holding stock in the organization). the auditor being employed currently by a manufacturer producing similar/competitive medical devices. the auditor being a member of staff from a research or medical institute or a consultant having a commercial contract or equivalent interest with the manufacturer or manufacturers of similar medical device.

For ISO 45001 Additional requirements:

In addition to ISO/IEC 17021-1, additional services provided in the field of Occupational Health and Safety are also considered as management systems consultancy.

These include, but are not limited to: i) performing the role of Occupational Health and Safety coordinator, ii) safety reporting, iii) performing risk assessments, iv) communication with regulatory authorities on behalf of the client, and v) accident and incident investigation.

5.3 Liability and Financing

5.3.1 Gitchia ensures that it has taken adequate steps to ensure that potential liabilities/risks arising from its certification operations are covered and the amount of cover reflects the risks. Levels and types of cover are set and agreed following a full disclosure of all information to the Insurance Representative. It will cover all geographic locations and hence all activities of Gitchia operations are covered.

Regular accounts review meetings are held between the Manager Finance & Taxation to ensure that the finances of the company are such that adequate resources are always available to meet any liabilities.

Ref:

- Professional Indemnity Insurance,
- NTN Certificate

5.3.2 Gitchia produces independently audited accounts which together with the accountants report and includes sources of income are examined in detail by CEO to both ensure that the finances of the company are on a sound basis and to establish as far as possible that commercial, financial or other pressures do not compromise the company's impartiality.

Ref:

Internal balance sheet, Financial Audit Report

5.4 Operations

Gitchia took all steps necessary to evaluate conformance with the relevant halal product standards according to the requirements of specific halal product certification system. Gitchia specify the relevant standards or parts thereof and any other requirements such as sampling,testing and inspection requirements which form the basis for the applicable halal certification system.

In conducting its halal certification operations, Gitchia observe, as appropriate, the requirements for the suitability and competence of or persons carrying out testing, inspection and halal certification as specified in ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17021-1, ISO/IEC 17065 and/or ISO/TS22003. For the specific sector different standard by PSQCA/ OIC/SMIIC is used to to evaluate conformance with the relevant halal product standards according to the requirements of specific halal product certification system like PS:3733-2022 (R) OIC/SMIIC 1: 2019 – Second Edition, (Modified adoption) Pakistan Standard – General Requirements for Halal Food PS OIC/SMIIC 9: 2022,(Direct adoption) (OIC/SMIIC 9: 2019 First Edition) Pakistan Standard – Halal Tourism Services – General Requirements PS OIC/SMIIC 17-1: 2022,(Direct adoption) (OIC/SMIIC 17-1: 2020 First Edition) Pakistan Standard – Halal Supply Chain Management System – Part 1: Transportation – General Requirements, PS OIC/SMIIC 17-2: 2022,(Direct adoption) (OIC/SMIIC 17-2: 2020 First Edition) Pakistan Standard – Halal Supply Chain Management System – Part 2: Warehousing – General Requirements, PS OIC/SMIIC 17-3: 2022,(Direct adoption) (OIC/SMIIC 17-3: 2020 First Edition) Pakistan Standard – Halal Supply Chain Management System – Part 3: Retailing – General Requirements, PS OIC/SMIIC 18: 2022,(Direct adoption), (OIC/SMIIC 18: 2021- First Edition) Pakistan Standard – Halal Quality Management System – Requirements, PS OIC/SMIIC 24: 2022,(Direct adoption) (OIC/SMIIC 24: 2020 First Edition) Pakistan Standard – General Requirements for Food Additives and Other Added Chemicals to Halal Food, PS: 5442-2019 Pakistan Standard – General Requirements for Halal Pharmaceuticals and Health Care Products, PS: 5420-2018 Pakistan Standard – Guidelines for Settling Disputes over Analytical (Test) Results, PS: 5400-2017 Pakistan Standard – Guidelines for the exchange of information between countries on rejections of imported food, PS: 5401-2017 Pakistan Standard – Principles for food import and export inspection and certification, PS: 5319-2014 Pakistan Standard – General Guidelines for Halal Cosmetics and Personal Care Products.

5.5 Non-discriminatory Conditions

Gitchia has ensured non-discriminatory conditions as follows;

5.5.1 The policies and procedures under which the Gitchia operates, and the administration of them, are non-discriminatory. Procedures not be used to impede or inhibit access by applicants, other than as provided for in PS: 4992-2022 (R)/OIC/SMIIC 2: 2019.

5.5.2 Gitchia has made its services accessible to all applicants whose activities fall within the scope of its operations.

5.5.3 Gitchia has given Access to the certification process not be conditional upon the size of the client or membership of any association or group, nor certification be conditional upon the number of certifications already issued. There are no be undue financial or other conditions.

5.5.4 Gitchia confine its requirements, evaluation, review, decision and surveillance to those matters specifically related to the scope of certification.

Ref:

Different Committees of Gitchia.

5.6 Traceability

5.6.1 Gitchia has maintained a secure tracking and traceability system used for traceability. In the certification scheme, each are marked separately. This marking mechanism includes non-copiable security features. The system ensure that the product/ service is original and Halal at both stages of the supply chain, and that it can be accessed by both customers and consumers. At the same time, the system also allows the relevant authority to make more detailed checks for market surveillance.

5.6.2 Gitchia made it mandatory for all unit packages of halal products and outer shipping packages to be marked with a unique identifier.
5.6.3 Gitchia has developed its exclusive identifiers and is secure, stamped/glued, inaccessible and indelible, and not cause any or all of the opening of the package, including the product identifier label and the price tag, to be completely or partially covered by the identifiers.
5.6.4 With respect to imported products, it is not possible to use halal marks for products that do not comply with the obligations set forth in PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 standards and other Halal related normative documents. If the manufacturer or exporter has used a suitable marking mechanism with these rules, no further marking will be required for the import of these products.
5.6.6 The exclusive identifiers enable the determination of:
The date and place of production, expiration date, allergens, the contents, product description; (Brand, etc.), laboratory test results (if applicable and available), certificate authority and certificate number, importer, the validity of the label, label serial number or unique identification number.

Ref:

QP 11 Procedure for traceability.

5.7 Transparency

Gitchia has made its services accessible to all applicants whose activities fall within the scope of its operations. Gitchia has made its fee policy publicly available, can be seen on www.gitchia.com.
Gitchia has made its account records accessible when requested by Accreditation Body i.e. PNAC. Gitchia kept its income and expense report related to Halal Certification activities including all income, profit/loss statements and personnel and other type of payments and where thoseare going to.

Ref:

Gitchia website and other publicity material.

6 Structural Requirements

6.1.1 Organizational Structure & Top Management

Gitchia has defined an organizational structure showing duties, responsibilities and authorities of management, staff and all involved in the certification process., the organizational structure include the line of authority and the relationship to other parts within the same legal entity.
6.1.3 Gitchia has identified the board, group of persons, or person having overall authority and responsibility for each of the following:
Development of policies relating to the operation of the Gitchia, supervision of the implementation of the policies and procedures, supervision of the finances of the Gitchia, development of certification activities, development of certification requirements, evaluation, review, decisions on certification, delegation of authority to committees or personnel, as required, to undertake defined activities on its behalf, contractual arrangements, provision of adequate resources for certification activities, responsiveness to complaints and appeals;

Ref:
Annexure 1 Organisational Chart

6.1.2 Gitchia has structured and managed its Certification activities so as not to have any conflict of interests, threats to it impartiality and these incudes annual impartiality review, annual declaration from all personnel associated with certification activity, impartiality review at time of client contract review etc.

6.1.3 The following shows the responsibilities for areas of activities:

Area of responsibility	Responsibility	Overall authority
Development of policies relating to the operation of Gitchia	CEO, Managers of Departments	CEO, Managers for Scheme related Developments
Supervision on implementation of the policies and procedures	MO and Operations Staff	CEO
Ensuring Impartiality	CEO, Managers	Impartiality Committee
Supervision of the finances	Manager Finance & Taxation	CEO
Development of management system certification services and schemes	MO	CEO
Performance of audits and certification, and responsiveness to complaints	Lead Auditor, Manager Operations	CEO
Decisions on certification Delegation of authority to committees or individuals, as required, to undertake defined activities	Certification Decision Committee Managers of Departments	Impartiality Committee CEO
Contractual arrangements	Manager Business Development	CEO
Provision of adequate resources for certification activities	Human Resource Manager/ Admin	CEO
Shariah Compliance including Ingredients evaluation	Islamic Affairs Experts	Certification Decision Committee

6.1.4 Gitchia has established formal rules for the appointment, terms of reference and operation of any committees that are involved in the certification activities. In principle the Managers have the authority and according to the requirements of ISO 17021 / PS:4992-2022 (R) OIC/SMIIC 2-2019 to determine the constitution terms of reference etc. of any committee involved in certification activities.

- Impartiality Committee
- Complaint and Appeals Committee
- Certification Decision Committee

No certificate will be issued, refused (deferrals), amended, suspended or withdrawn without the signature of CEO.

For halal Certification

Halal certificate will be issued with the signature of CEO and Islamic Affairs Expert

6.2 Committee for safeguarding impartiality

6.2.1 The Impartiality Committee is the committee established by Gitchia to safeguard the impartiality of the company and its certification process, The Islamic authority recognized in the country in which the Gitchia operations is represented in the mechanism for safeguarding impartiality. Gitchia play an active role in reviewing in the light of Islamic principles the impartiality of the halal certification activities that are executed by the Gitchia and determining rules, procedures and policies with regard to Islamic aspects of the halal certification. Its remit includes:

- To assist in developing the policies relating to impartiality of its certification activities.

- To advise on matters affecting confidence in certification, including openness and public perception
- To counteract any tendency on the part of a Gitchia to allow other considerations to prevent the consistent objective provision.
- To conduct a review, at least annually of the impartiality of the audit, certification and decision-making process of Gitchia.

Ref:

F062 Confidentiality and impartiality declaration

Annexure 2 Impartiality Committee – Constitution, roles and responsibilities

Annexure 3 Certification Committee

PY01 – Quality Policy

PY02 – Confidentiality Policy

PY03 – Impartiality Policy

Minutes of the Impartiality Committee

6.2.2 The composition, terms of reference, duties, authorities, competence of members and responsibilities of the Impartiality committee and Appeals Committee are fully documented and authorised by the CEO of Gitchia to ensure that:

- The committee represents a balance of interest such that no single interest predominates. The composition of the Impartiality Committee is predominately non Gitchia employees.
- The Impartiality Committee will be supplied with all information necessary in order to fulfil its remit and has the authority to ask for any additional information it deems necessary.
- Gitchia choose not to respect the advice of the Impartiality Committee, then it has the right to take independent action (e.g. informing authorities, accreditation bodies etc.) whilst respecting its obligation to respect confidentiality.

Ref:

QP10 Procedure for Certificate issue, suspension and withdrawal

QP07 Procedure for complaints and appeals

Minutes of Impartiality Committee Meetings

6.2.3 Gitchia has make every effort to ensure that the Impartiality Committee represents key interests. Impartiality Committee members will typically be drawn from clients, customers, industry trade associations, regulatory bodies or other governmental services or representatives of non-governmental organisations, including consumer organisations.

Ref:

List of Impartiality Committee members and their CVs

Minutes of Impartiality Committee meetings

6.2.4 Gitchia have an agreement whenever it enters into an agreement with another entity in any geographical location to act as a partnership, agents, franchisees, branch offices and this agreement will include the controls that will be affected by Gitchia to have an effective control on the certification activities delivered by these entities. The risk these entities will possess to the competency, consistency and impartiality of Gitchia will be reviewed prior to any such appointments and on a regular frequency during the impartiality meetings. The appropriate level and method of control of activities undertaken including its processes, operational season technical areas of

certification bodies' operations, competence of personnel, lines of management control, reporting and remote access to operations including records will also form a part of the agreement.

Ref:
Procedure for Control of Entities Operating on Behalf of Gitchia QP-17
Gitchia Franchise Risk Assessment Plan DCN: F613-B
Partnership Agreement F117

6.2.5 Gitchia signs an agreement with the client to facilitate the audit team along with the translator, in case of language barriers on the client remote sites (if applicable), for effective control on operations. Moreover, competence of auditors is assessed based on geographical location and language for subsequent auditing in the relevant geographical locations.

6.3 Operational Control

Gitchia operational control is carried out through following;

6.3.1 Gitchia has an agreement whenever it enters into an agreement with another entity in any geographical location to act as a partnership, agents, franchisees, branch offices and this agreement will include the controls that will be affected by Gitchia to have an effective control on the certification activities delivered by these entities. The risk these entities will possess to the competency, consistency and impartiality of Gitchia will be reviewed prior to any such appointments and on a regular frequency during the impartiality meetings.

The appropriate level and method of control of activities undertaken including its processes, operational season technical areas of certification bodies' operations, competence of personnel, lines of management control, reporting and remote access to operations including records will also form a part of the agreement. All the processes are controlled by Gitchia Lahore Office.

6.3.2 Gitchia signs an agreement with the client to facilitate the audit team along with the translator, in case of language barriers on the client remote sites (if applicable), for effective control on operations. Moreover, competence of auditors is assessed based on geographical location and language for subsequent auditing in the relevant geographical locations.

6.3.3 Gitchia has developed and implemented a process for the effective control of certification activities delivered by branch offices, partnerships, agents, franchisees, etc., irrespective of their legal status, relationship or geographical location. Gitchia consider the risk that these activities pose to the competence, consistency and impartiality of the company.

6.3.4 Gitchia consider the appropriate level and method of control of activities undertaken including its processes, technical areas of certification bodies' operations, competence of personnel, lines of management control, reporting and remote access to operations including records.

7 Resource Requirements

7.1 Competence of Management and Personnel

Gitchia has developed a process to ensure that personnel have appropriate knowledge relevant to the categories by using Annex A in which it operates and Gitchia has defined competence criteria with regard to the requirements halal standard, for each technical area, and for each function in the certification process.

7.1.1 Gitchia has established processes and procedures to ensure that personnel (both employees and sub-contractors) have appropriate knowledge relevant to the types of management systems and geographic area in which it operates. The process and procedure determine the competence required for each technical area and for each function in the certification activity.

The competence requirements of all Managers and staff who undertake management or administrative functions are established.

Ref:
QP06 Procedure for Human resources
WI 061 Auditor Qualification Summary
F610 - A to K Competency Measurement
Training Records
Staff and Subcontractors CVs

7.1.2 Gitchia has documented the process for determining the competence criteria for all personnel involved in the audit and certification process. These include all Managers auditors, sub-contractors, certification committee members, impartiality committee members, complaint & appeals committee members, marketing and administration staff. The criteria is determined with regard to the requirements of the management system standard and includes required knowledge (product, process and applicable statutory & regulatory requirements) and skills for the job assigned.

Ref:
QP06 Procedure for Human resources
WI 061 Auditor Qualification Summary
F610 - A to K Competency Measurement
Staff and Subcontractors CVs

7.1.3 Gitchia has documented processes for initial competence evaluation and on-going annual competence measurement for all its personnel, applying the determined competence criteria. The competence of personnel involved for competence evaluations is measured. The evaluation includes performance review, feedbacks / complaints received and results of witness audits.

Gitchia evaluate, in particular, the individual's knowledge relating to food safety, including knowledge of specific prerequisite programmes (PRPs), food safety hazards and control measures related to the categories within which Gitchia personnel operate. These shall have been identified for these categories under the requirements of 7.1.2.

Evaluators shall have knowledge of (one or more) evaluation methods (see ISO/IEC 17021-1:2015, Annex B) and shall demonstrate the ability to apply them.

Ref:
QP06 Procedure for Human resources
F610 - A to K Competency Measurement
Staff and Subcontractors CVs

7.1.4 Gitchia has access to technical expertise (either from within the company or from an external source) to advise on matters relating to certification for types of management systems or geographic areas. The competence of individuals or companies have been assessed and recorded. Where a need for Technical Expertise is identified and Gitchia do not have access to that expertise (no previous experience of that individual), Gitchia will source an individual and ensure their competence and independence prior to being asked/contracted to provide Technical Expertise or advice.

The level and type of technical expertise will be determined at Application Review stage and therefore the appropriate competence requirements for the technical expert determined. Gitchia will ensure that the technical expert has the appropriate expertise to undertake the role of technical expert at the audit through qualifications, experience, interview etc. Where the technical expert is not an Auditor, he/she will not be allowed to work unsupervised or to raise any non-conformances.

Access to Industry Expertise via Lahore Chamber of Commerce (LCCI) Network:

- Gitchia is a member of the Lahore Chamber of Commerce (LCCI), which grants access to a wide network of companies across diverse industries such as manufacturing, food safety, IT, healthcare, and more.
- While individual professionals are not be LCCI members, the companies themselves are members, and these companies employ qualified industry professionals in relevant fields.
- Gitchia can approach these LCCI-member companies for technical guidance and connect with industry professionals who have the required expertise in specific technical areas.
- Networking opportunities provided by LCCI enable Gitchia to easily reach out to the professionals employed within these companies, ensuring access to up-to-date industry expertise.

Access to Academic Expertise via University Links:

- Gitchia also maintains formal links with multiple universities, granting access to faculty members, research departments, and specialized academic resources.
- University experts offer research-based insights and advanced knowledge on emerging technologies, innovative management systems, and complex technical areas that may require theoretical or academic expertise.
- Gitchia can approach faculty members or research teams to seek academic guidance for certification processes, audits, or when dealing with specialized areas that require cutting-edge knowledge.

Ref:
QP06 Procedure for Human resources
Training Records
Staff and Subcontractors CVs

7.2 Personnel Involved in the Certification Activities

7.2.1 & 7.2.2 Gitchia has sufficient employees with sufficient competence to manage the type and range of audit programmes and other certification work performed. Gitchia also has sufficient auditors, team leader's employees or sub-contractors to cover all its activities, the volume of audit work it has and the volume and type of audit work it anticipates. Staffing levels are kept under constant review and are reviewed during management meetings (normally held once in twelve months).

7.2.1.2 Gitchia has ensured that all personnel involved in the audit and certification activities are Muslims and they are technically competent and ethically committed to Islamic work ethics.

7.2.1.3. In order to ensure that audit and certification are carried out effectively and uniformly, the minimum relevant criteria for the competence of personnel is defined by the Gitchia considering Annex C. These criteria include training on PS: 4992-2022/OIC/SMIIC-2: 2019 related documents for halal certification, PS: 4992-2022/OIC/SMIIC-2: 2019 halal standards and related documents, quality management system, product certification and food safety management system (FSMS) and any other relevant management systems.

7.2.1.4 The personnel of the Gitchia include individual auditors who work for the company on a contract basis, or other externalresources. Gitchia in a position to manage, control and be responsible for the performance of all its personnel and maintain comprehensive records controlling the competence of all the staff it uses in particular areas, whether they are employees, employed on contract or provided by external bodies.

7.2.1.5 Gitchia require its personnel involved in the halal certification to sign a contract or other documents by which they commit;

- To comply with the rules defined by the Gitchia, including those relating to confidentiality and independence from commercial and other interest,
- To declare any prior and/or present association on their own part, or on the part of their employer, with a designer, producer or supplier of products to the halal audit or certification of which they are to be assigned.

7.2.1.6 Records on the relevant qualifications, training and experience of each member of the personnel involved in the halal certification process is maintained by the Gitchia.

7.2.2 Personnel Carrying out Contract Review

Gitchia has sufficient employees with sufficient competence and to manage the type and range of audit programmes and other certification work performed.

Gitchia also has sufficient auditors, team leader's employees or sub-contractors to cover all its activities, the volume of audit work it has and the volume and type of audit work it anticipates. Staffing levels are kept under constant review and are reviewed during management meetings (normally held once in 12 months).

7.2.2.2 Food Safety & Halal Related Training

Gitchia ensure that personnel carrying out contract review have successfully completed training in;

- OIC/SMIIC halal standards and related documents for halal certification,
- Quality management system and product certification,
- Relevant management system standards (e.g. ISO 22000, ISO 22716).

7.2.2.3 Audit training

Gitchia have ensured that personnel carrying out contract review have completed training in audit processes based on the guidance given in ISO 19011 and any other suitable recognized Halal auditing program.

7.2.2.4 Competences

Gitchia has ensure that personnel carrying out contract review demonstrate the ability to apply knowledge and skills in the following areas:

- classification of applicants in food chain categories and other sectors
- assessment of applicant products and/or services, processes and practices
- deployment of halal certification auditor competences and requirements
- determination of audit time and duration requirements
- Gitchia's policies and procedures related to contract review.

Ref:
QP05 Procedure for Management Review
Management meeting agenda and minutes

7.2.3 All Gitchia members are made aware of their roles, responsibilities and authority on joining the company and when changing roles. All Gitchia members have access to job descriptions, company policies and procedures. All staff have appraisals and audit staff are subject to being witnessed and assessed regarding their competence.

Ref:
Role, responsibility and Authority - Annexure 1
Quality Management System, policies and procedures published.

7.2.4 Gitchia has developed processes and procedures which define the requirements for selecting, training and authorising auditors. Recruitment is based on the qualifications and experience of the individual together with the perceived ability to carry out the duties in the professional manner required. The training process require the individual to demonstrate the required competence, personal attributes / traits and application of knowledge required of an auditor. The evaluator of an auditor's competence will be suitably qualified and experienced to determine the auditor's competence.

In principal each auditor will need to have

- The required background and expertise
- Passed the relevant training courses for each standard e.g. ISO 9001
- Demonstrated (witnessed and assessed) competence as an auditor
- Demonstrated technical competence

Technical experts when used for an Audit (or to provide advice at any point in the certification process) will have been assessed as competent from their background, qualifications experience, interview etc. prior to being engaged. The Lead Auditor or other suitable individual will assess the competence of the technical expert as a part of the audit and will place their view to the relevant authority in the organisation. Decisions on future use of the individual technical expert will be based upon this evaluation.

Ref:
QP06 Procedure for Human resources
WI061 Auditor Qualification Summary
Personnel records of auditors (incl. witnessed audit reports)

7.2.5 Gitchia has a process and procedure for achieving and demonstrating effective auditing, including the use of auditors and audit team leaders possessing generic auditing skills and knowledge, as well as skills and knowledge appropriate for auditing in specific technical areas as defined in procedure. Auditors will be witnessed (and periodically re-witnessed) by authorised members of staff both for their competence to audit and to audit particular standards, the requirements of ISO 19011 will be used for guidance when assessing audit competence.

Ref:
ISO 19011
QP06 Procedure for Human resources
WI061 – Auditor Qualification Summary

7.2.6 All auditors (including sub-contractors) when under training will receive training and instruction regarding the audit and certification process and requirements. All staff including auditors/ sub-contractors/ experts will have access to the Quality Management System, policies and procedures relevant to all certification activities. One set of latest hard or softcopy of the documents will be kept at Gitchia, revisions to policies and procedures will be notified to auditors following the Document Control procedure. Gitchia Portal Login consists of a group named Auditor database in which they have access to up-to-date set of documented procedures giving audit instructions and all relevant information on the certification activities.

Ref:
QP06 Procedure for Human Resources
QP01 Procedure for Document and Data Control
Personnel records of auditors

7.2.7 The competence of each auditor to conduct an audit against a standard and IAF Code/ Category is determined based upon experience, knowledge and/or qualifications. All auditors are

'signed off' by an authorised member of management against specific standards and for specific IAF/ Technical Area codes. The criteria for selection of auditor are based on "F067 QMS Auditor Qualification Summary" in line with ISO 19011 requirements as detailed in WI061- Auditor Qualification. This is followed by a period of training and witnessed audit activities. Periodically the competence of the Auditor will be re-assessed.

Training needs for all staff are identified from many sources i.e. new standards, changes to standards, changes in procedure, change to regulations, complaints, non-conformance, appraisals, evaluations of competence (witnessed audits), request of auditors or management etc. The staffs training procedures documents the training process and procedure.

Ref:
QP06 Procedure for Human resources
WI061 Auditor Qualification
Training records

7.2.8 & 7.2.9 The CDC take the decisions on granting, refusing, maintaining, renewing, expanding or reducing scopes, suspension, restoring or withdrawing certificates. Prior to being authorized to make certification decisions, the experience and knowledge of the proposed members will be reviewed and the individual will be required to demonstrate to the CEO / AM that he/she understands the applicable standard and certification requirements, and have demonstrated competence to evaluate the outcomes of the audit processes including related recommendations of the audit team. The approved member will receive training in respect of the certification process. Where changes to standards, processes etc. are made the competence and knowledge of the Committee members are assessed and an appropriate method of training undertaken. Gitchia is maintaining a competence record for the auditors and provide trainings, when necessary, after reviewing their competency.

Ref:
Personnel records
F610C Competency measurement (Auditors, Subcontractors)

7.2.10 & 7.2.11 Gitchia ensures the satisfactory performance and competence of those involved in the audit and certification activities as follows:
Auditors and Gitchia employees

- Through an appropriate member of management witnessing audit activities (frequency of witnessing depend on the experience in auditing and if any negative feedbacks received from the other monitoring criteria mentioned in this section).
- Through feedback from customers regarding the performance of individuals
- Through the individuals appraisal process
- By examining complaints and internal non conformances
- Through the internal checking and quality assurance measures
- Through feedback from the Certification decision makers regarding the performance of individuals (gained from examination of reports)

Emphasis will be placed when examining the feedback from the above sources on identifying training needs.

Ref:
QP06 Procedure for Human resources
WI 061 Auditor Qualification Summary
Training records
Personnel records

7.2.3 Personnel granting certification

7.2.3.1 General

Gitchia ensure that the personnel (Technical Reviewer of CDC) who will take the decision on granting certification have the same education, training on halal certification, and audit and work experience as required for an auditor in one category as mentioned in competence criteria.
The personnel taking the certification decision consist of three persons, one to be employed by the Gitchia one of whom is an Islamic affairs expert. Decisions are taken unanimously, not by majority of votes.

7.2.3.2 Competences

Gitchia has ensured that team granting certification demonstrate the ability to apply knowledge and skills in the following areas:

- current principles of OIC/SMIIC for halal certification,
- Islamic rules related to halal certification,
- current principles and understanding of relevant management systems,
- identification and assessment of risks for halal requirements,
- corrections and corrective actions to be taken with regards to halal matters,
- any laws and regulations relevant to the halal product/service/process,
- products, processes and practices,
- assessment and review of an audit report for accuracy and completeness,
- assessment and review of the effectiveness of corrective actions,
- the certification process,
- Good understanding of the fundamental rules and conditions related to halal foods especially the slaughter of animals according to Islamic rules and the requirements of OIC/SMIIC standards and guidelines and other relevant standards.

7.2.4 Technical auditors For Halal

Gitchia technical auditors have relevant knowledge of Islamic rules with regard to halal certification and have received training on the OIC/SMIIC halal certification documents and studying specifications and technical documentation.

7.2.4.1 Education

7.2.4.2 Gitchia has ensured that technical auditors have the knowledge, the higher or corresponding to a post-secondary education that includes courses in the related industry categories (in Table A1, see Annex A) in which they conduct halal certification audits.

7.2.4.3 Special trainings

7.2.4.3.1 Gitchia ensure that technical auditors have successfully completed training in;

- relevant management principles,
- regulations on relevant sector,
- OIC/SMIIC halal standards and guidelines,
- Sector-specific training.

7.2.4.3.2 The training course related to Halal issues should be recognized by the halal competent authority as being appropriate and relevant. The approval or certification of the training courses by an independent body with the relevant expertise can provide some assurance that the course meets specified criteria of OIC/SMIIC halal certification.

7.2.4.4 Audit training

Gitchia ensures that technical auditors have completed training in audit techniques based on ISO 19011 or any other internationally recognized training or personnel certification scheme.
Besides have successfully completed training in;

- Relevant management or GMP standards (e.g. ISO 22000, ISO 22716),
- Halal certification based on PS: 4992-2022/OIC/SMIIC-2 halal standards.

For ISO 13485 additional requirements:

Each auditor shall undertake a minimum of 8 hours of CPD activities per year such as training, participation in scientific meetings, and self-study for Table A.1.7 of IAF MD 9 (– Parts and Services) and a minimum of 16 hours of CPD for Tables A.1.1 – A.1.6.

7.2.4.5 Work experience

For being technical auditor, Gitchia has defined criteria of 4 years of work experience and at least 2 years should have been carried out in the field of halal certification.

7.2.4.6 Audit experience

Gitchia ensures that within the last three years the technical auditor has performed at least ten certification audit days (ISO 22200 or product/service/process certification systems) in at least three organizations as a third-party auditor or under the leadership of a qualified auditor acting as a third party or as second party auditor.

7.2.4.7 Competences

7.2.4.7.1 The competences of technical auditors is recorded for each category and sector (see Annex A). Gitchia provide evidence of a successful evaluation.

7.2.4.7.2 Gitchia has ensured that technical auditors demonstrate the ability to apply knowledge and skills in the following areas as being competent;

- Audit principles, procedures and techniques: to enable the auditor to apply those appropriate to different audits and to ensure that audits are conducted in a consistent and systematic manner. A technical auditor should be able; to apply audit principles, procedures and techniques, to plan and organize the work effectively, to conduct the audit within the agreed time schedule, to prioritize and focus on matters of significance, to collect information through effective interviewing, listening, observing and reviewing documents, records and data, to understand the appropriateness and consequences of using sampling techniques for auditing, to verify the accuracy of collected information, to confirm the sufficiency and appropriateness of audit evidence to support audit findings and conclusions, to assess those factors that can affect the reliability of the audit findings and conclusions, to use work documents to record audit activities, to prepare audit reports, to maintain the confidentiality and security of information, and to communicate effectively, either through personal linguistic skills or through an interpreter.
- Product/service/process certification and/or management system and other reference documents i.e. OIC/SMIIC Halal Standards and other OIC/SMIIC Standards: to enable the auditor to comprehend the scope of the audit and apply audit criteria.
- Organizational situations: to enable the technical auditor to comprehend the organization's operational context.
- Applicable laws, regulations, and other legal and halal requirements relevant to the discipline: to enable the technical auditor to work within, and be aware of, the requirements that apply to the organization being audited.

7.2.4.7.3 Gitchia ensure that technical auditors demonstrate the ability to apply terminology, knowledge and skills in sector specific and the following areas:

- Products, processes and practices of the specific sector(s) (see Annex A),
- Relevant management system requirements if applicable,
- Relevant product/service standards;
- Relevant halal requirements.

7.2.5 Technical experts

7.2.5.1 Education

Gitchia has defined criteria of same qualification for technical expert as mentioned of technical auditor.

7.2.5.2 Work experience

Gitchia ensure that technical experts have at least 4 years work experience in the relevant technical area.

7.2.5.3 Competences

Gitchia ensure that technical experts demonstrate the ability to provide expertise in their technical area.

7.2.6 Islamic affairs experts

7.2.6.1 Education

Gitchia ensure that Islamic affairs experts have the knowledge corresponding to at least post-secondary education in the Islamic rules & recognized by the halal competent authority.

7.2.6.2 Work experience

Gitchia ensure that Islamic affairs experts have at least 2 year work experience in the Islamic work area.

7.2.6.3 Competences

Gitchia ensure that Islamic affairs experts demonstrate the ability to provide expertise in the Islamic rules related to halal certification area.

7.2.7 Selection of the audit team

7.2.7.1 Gitchia ensure that the halal certification audit team have competences in the specific sector required by the audit.

7.2.7.2 The audit team consist of two personnel. One of them consist be technical auditor who has lead auditor qualification and competence or authorization and the other one an Islamic affairs expert.

7.3 Use of individual external technical auditors and external technical experts/Islamic affairs experts

Gitchia requires external auditors and external technical experts to have a written agreement by which they commit themselves to comply with applicable policies and implement processes as defined by the company. The agreement address aspects relating to confidentiality and impartiality and require the external auditors and external technical experts to notify the company of any existing or prior relationship with any organization they may be assigned to audit. For (Halal) additionally, all requirements for individual technical experts also apply for Islamic affairs experts.

7.4 Personnel Record

Gitchia maintains up-to-date personnel records for all staff and sub-contractors that complies with regulations concerning retention of records and includes amongst other items, relevant qualifications, training, experience, affiliations, professional status, and competence.

7.5 Outsourcing

7.5.1 & 7.5.2 & 7.5.3 & 7.5.4 Gitchia does not outsource (sub-contracting to another organisation to provide part of the certification activities such as decisions for granting, maintaining, renewing, extending, reducing, suspending or withdrawing certification) any aspect of its certification activities, except for audits / technical expertise where that organization / personnel has a sub-contractor agreement signed with Gitchia.

Gitchia may use sub-contractors / technical experts for audit of its clients and prior to such appointment they will need to sign the sub-contractor agreement and complete the confidentiality and impartiality declarations.

8 INFORMATION REQUIREMENTS

The certification documents identify in detail what process, service or product is certified, referring to sectors.

8.1 Publicly accessible information

Gitchia maintain (through publications, electronic media or other means), and make available upon request, the Information about the certification scheme, including evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification; A description of the means by which the Gitchia obtains financial support and general information on the fees charged to applicants and to clients; A description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the Gitchia's name and certification mark and on the ways of referring to the certification granted; Information about procedures for handling complaints and appeals, impartiality policy, Quality policy and fee policy for halal.

8.1.1 & 8.1.2 For ISO 17021 Gitchia makes public (principally through the Gitchia website,) information regarding its audit processes and certification processes for granting, refusing, maintaining, renewing, expanding or reducing scope of certification, suspending, restoring or withdrawing certification, and about the certification activities, types of management systems and certification scheme areas in which it operates, the use of certification body’s name and certification mark or logo, process for handling requests for information, complaints and appeals, impartiality policy. Information in hard copy format will also be supplied on request.

Gitchia will provide upon request information about the geographical areas in which it operates, status of given certificates, the name, related normative documents, scope, geographical location (city and country) for a specified client. However, in exceptional cases on request by certain clients, access to information can be limited.

For ISO 13485 Additional Requirements: where it is required by law or by relevant Regulatory Authority, Gitchia provides the information about certifications granted, suspended, or withdrawn to the Regulatory Authority.

For ISO 13485:2016 Certification: The client organization shall ensure ongoing compliance with all applicable statutory and regulatory requirements relevant to the safety and performance of medical devices. The maintenance and evaluation of legal compliance is the responsibility of the client organization. However, Gitchia is responsible for verifying, through the audit that the client organization: has evaluated statutory and regulatory compliance and shows that appropriate action has been taken in cases of non-compliance with relevant legislation and regulations, including the notification to the Regulatory Authority of any incidences that require reporting.

Ref:

Gitchia Website,
Information and publicity material

8.1.3 Periodically the information made available to the public and clients (website, brochures, advertising etc.) is checked to ensure that it is current, correct and not misleading.

8.2 Certification documents

Certification documents (Certificate), is shared with client however provision exists for the certificate to be sent electronically in a format that prevents alteration.
Gitchia provide the client with formal certification documentation that clearly conveys, or permits identification of the following:
For Halal:

- Name and address of Gitchia
- Date of certification is granted
- Name and address of the client
- Scope of certification documentation
- The term or expiry date of certification, if certification expires after an established period
- Any other information required by the certification scheme.
- Signature or other defined authorization of the person(s) of Gitchia assigned such responsibility.

For ISO 17021 Certification documents shall identify the following:

- The name and geographic location of each client whose management system has been certified (or the geographic location of the headquarters and any sites within the scope of a multi-site certification).
- The dates of granting, expanding / reducing the scope of certification or renewing certification. The effective date on a certificate will in all such cases be the date on or after certification decision was taken. All corrective action must be effectively closed out prior to a certification decision being made.
- The expiry date or recertification due date consistent with the recertification cycle
- A unique identification code
- The standard and /or other normative document, including issue number and/or revision, used for audit of the certified client
- The scope of certification with respect to the type of activity, product and service as applicable at each site.
- The name, address and certification mark of Gitchia, other marks – e.g. Accreditation Symbol, PNAC, UAF Logo, and Client Logo can be used provided they are not misleading.
- Any other information required by the standard and/or normative document used for certification
- In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

  For ISO 13485 additional Requirements:
  Gitchia precisely document the scope of certification. Gitchia does not exclude part of processes, products, or services (unless allowed by regulatory authorities) from the scope of certification when those processes, products or services have an influence on the safety and quality of products.

  For ISO 22000 Additional Requirements:
  The certification documents shall identify in detail the categories and subcategories in which FSMS applies.
  The defined scope of certification shall not:
  •be misleading;

•exclude activities, processes, products or services from the scope of certification when those activities, processes, products or services can have an influence on the food safety of the end products as defined by the legal responsibility of the organisations' activities;
•include any promotional statements, brands or claim

Ref:
QP10 Procedure for Certificate issue, suspension and withdrawal
F100 Individual certificates

Gitchia maintains a directory of valid certificates (available on request) that as minimum will show the name, relevant normative document, scope and geographic location (e.g. city and country) for each certified client (or the geographic location of the headquarters and any sites within the scope of multi-site certification). The directory will be available on request and will be responded timely and swiftly.

Ref:
QP10 Procedure for Certificate issue, suspension and withdrawal
Issued certificates

8.3 Directory of certified clients

Gitchia maintain information on certified products which contains the following:
Identification of the product, the standard and other normative document to which conformity has been certified, identification of the client. The parts of this information that need to be published or made available upon request in a directory (through publications, electronic media or other means) are stipulated by the relevant scheme. Gitchia provide information, upon request, about the validity of a given certification. Scope of certification, production and service site of client, geographical location, city and country.
For halal list of certified clients contains company name, address, scope, category, standard, issue date, expiry, and status e.g. (valid, suspended)

8.4 Reference to halal certification and use of halal marks/licenses

8.4.1 Gitchia exercise proper control over ownership, use and display of licenses, halal certificates and halal marks of conformity.

8.4.2 Guidance on the use of halal certificates and halal marks permitted by the Gitchia may be obtained from related PS: 4992-2022 OIC/SMIIC 2:2019 documents.

8.4.3 Incorrect references to the halal certification system or misleading use of licenses, halal certificates or marks, found in advertisements, catalogues, etc., is dealt with by suitable action.

8.4.4 Halal certificate owners who failed to renew their halal certificates will not be allowed to use the halal mark at the premises or on the manufactured halal products/services or inside the grocery shop or supermarkets corridors.

8.4.5 The halal mark should meet the required specifications which are approved by the PS: 4992-OIC/SMIIC.

8.4.6 The halal mark should be printed clearly on all certified halal products and labelled on each box/package.

8.4.7 Companies are allowed to print the color of the mark suitable to its packaging as long as it does not change the original specification of the mark.

8.4.8 The halal mark/certificate for certified halal services should be exhibited only at the entrance of the establishment which has been certified.

8.4.9 The certificate holder will not reproduce a halal certificate granted in part and/or in a way that would hinder the legibility, nor will be tamper with the original copies or

photocopies of the halal certificate; he will not translate the certificate and/or test reports in other languages without the control and consent of the company.

8.1.3 Periodically the information made available to the public and clients (website, brochures, advertising etc.) is checked to ensure that it is current, correct and not misleading.

8.4 Reference to certification and use of Marks

Gitchia have proper control over ownership, use and display of licenses, halal certificates and halal marks of conformity, Management System certificates (ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 13485) and Certification marks. Guidance on the use of certificates and marks permitted by the Gitchia may be obtained from F103-Rules for use of Certification Mark/logo. Incorrect references to the certification system or misleading use of licenses, halal certificates or marks, found in advertisements, catalogues, etc., will be dealt with by suitable action. Halal certificate owners who failed to renew their halal certificates will not be allowed to use the halal mark at the premises or on the manufactured halal products/services or inside the grocery shop or supermarkets corridors. Gitchia rules governing any mark it authorises clients to use assures amongst other things, traceability back to Gitchia. The rules have provision for instructions on ensuring that no ambiguity, in the mark or accompanying text, as to what has been certified and that Gitchia has granted the certificate. The rules also cover the prohibition of using the mark on a product nor product packaging or in any other way that may be interpreted as denoting product conformity. The rule is available both on website and as hard copy; all certified companies receive a copy of the rules with their certificate. The rules will make clear that Gitchia mark is not permitted to be applied to laboratory test, calibration or inspection reports or certificates.

Rules for use of certification mark also governs the use of any statement on product packaging (product packaging is considered as that which can be removed without the product disintegrating or being damaged) or accompanying information (accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product) that the certified client has a certified management system. The statement will in no way imply that the product, process, service is certified. The statement include reference to

- Identification of the certified client.
- Type of Management System and Applicable Standard.
- Gitchia issuing the certificate.

Ref:
F103 Rules for use of certification marks

Gitchia requires through its agreement and rules that the client organisation when certified will:

- Conform to the requirements of Gitchia when making reference to its certification status in communication media such as the internet, brochure or advertising or other documents
- Does not make or permit any misleading statement regarding its certification.
- Does not use or permit the use of a certification document or any part thereof in a misleading manner.
- Upon suspension or withdrawal of its certification, discontinues its use on all advertising matter that contains a reference to certification, as directed by Gitchia.
- Amend all advertising matter when then the scope of certification has been reduced
- Does not allow reference to its management system certification to be used in such a way as to imply that the Gitchia certifies a product (including services) or process.

- Does not imply that the certification applies to activities that are outside the scope of certification,
- Does not use its certification in such a manner that would bring the certification into disrepute and lose public trust.

Use of certification marks will be checked during each surveillance or triennial visit.

Gitchia will take action and deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports. The action may include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and if necessary legal action. Clients are notified of the actions that may be taken should the client transgress the rules of certification in the use of certification mark policy. Any reported transgression of the use of certification marks will be treated as a complaint.

For ISO 22000 FSMS Additional Requirements:

Gitchia does not authorize the use of the FSMS certification mark on the product nor the product packaging. In the context of this document, product packaging referred to in ISO/IEC 17021-1:2015, 8.3, shall cover all product packaging, both primary packaging (which contains the product) and any outer or secondary packaging

Gitchia does not permit the use of any statement on product packaging that the client has a certified FSMS. This includes all product packaging, both primary packaging (which contains the product) and any outer or secondary packaging.

Ref:
F082 Certification Proposal and Contract
F103 Rules for use of certification marks

8.5 Confidentiality

In order to ensure that all information gathered in the course of any activity concerned with the certification process i.e. auditing, Gitchia has established confidentiality agreements for all staff, impartiality committee members and sub-contractors which establishes the obligations placed upon them.

Some information obtained from clients is in the public domain. Clients will be informed in the agreement document what information will be made public. No information (unless required by the standard and accreditation board) will be disclosed to any third party without the written consent of the client or individual. Where Gitchia is legally required to release confidential information (unless regulated by law) such as with accreditation body, client or individual concerned will be notified in advance of the information provided. The client information can be accessed by accreditation board. Information received from outside sources about a certified client i.e. complaints, regulatory bodies or other interested parties will be treated as confidential.

In order to ensure that all information gathered in the course of any activity concerned with the certification process i.e. auditing, file reviews, committee reviews etc., Gitchia has established confidentiality agreements for all staff, committee members and sub-contractors which establishes the obligations placed upon them. All confidential information relating to a client will be retained in appropriate secure filing cabinets; the offices are secure. Access to information stored electronically either from using computer equipment in the offices or via the website is password controlled and measures taken to prevent unauthorised access.

Ref:
F062 Confidentiality and impartiality declaration
QP07 Procedure for complaints and appeals

8.6 Information exchange between Gitchia and its clients

Information on the certification activity and requirements

Gitchia will provide information and update clients on the following:

- A detailed description of the initial and continuing certification activity, including the application, initial audits, surveillance audits, recertification audits and the process for granting, refusing, maintaining of certification, expanding or reducing the scope of certification, suspending or restoring, withdrawing certification.
- The normative reference for certification
- Information about the fees for application, initial certification and continuing certification
- Gitchia requirements for prospective clients to
    1. Comply with certification requirements
    2. To make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance and resolution of complaints.
    3. To make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation auditors or trainee auditors)
- Documents describing the rights and duties of certified clients, including requirements, when making reference to its certification in communication of any kind in line with the requirements in for the use of certification marks. Paragraph 8.3.
- Information on procedures for handling complaints and appeals.

Ref:

QP08 Marketing, Contract and Contract Review
F082 Certification Proposal and contract
F103 Rules for the use of certification marks

8. 5.2 Notice of changes by Gitchia

Gitchia give due notice to its certified clients of any changes to its requirements for certification. Gitchia will ensure that it verifies that each client complies with the new requirements and will amend procedures accordingly.

8.5.3 Notice of changes by a client

Gitchia has established legally enforceable arrangements to ensure that the certified client will informs the Gitchia, 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 (but are not limited to) -

- The legal, commercial, organisational status or ownership,
- Organisation and management (e.g. key managerial, decision-making or technical staff)
- Contact address and sites
- Scope of operations under the certified management system, and
- Major changes to the management system and processes.
- Breaches of legal obligations

Ref:

F082 Proposal and Agreement Form

9 Process requirements

9.1 General requirements

Gitchia has defined the scope of certification of halal product/service categories i.e. production, food processing, packaging material production etc. Gitchia not exclude part of the processes, sectors, products or services from the scope of certification when those processes, sectors, products or services have an influence on the halal requirements of the end products.

Gitchia have a process for choosing the audit day, time and season so that the audit team has the opportunity of auditing the organization operating on a representative number of product lines, categories and sectors covered by the scope. If the subject of the certification is halal product certification, Gitchia review the results of all laboratory analysis in regards to halal status for the product that is produced or offered.

The audit programme includes a two-stage initial audit, surveillance audit inthe first and the second year, and a recertification audit in the third year prior to expiration of certification. The three years certification cycle begins with the certification or recertification decision. The determination of the audit programme and any subsequent adjustments considering the size of the client organization, the scope and complexity of its management system, products and processes as well as demonstrated level of management system effectiveness and the results of any previous audits. Where Gitchia is taking account of certification or other audits already granted to the client, it also collect sufficient, verifiable information to justify and record any adjustments to the audit programme. The validityof certificate is determined by the halal product, process and services certification scheme and will be suspended or cancelled at any time when the certified organization is found to contravene the OIC/SMIIC halal standards and related requirements.

Gitchia have established a documented procedures for determining audit time, and for each client Gitchia determine the time needed to plan and accomplish a complete and effective audit of the client's product/service and/or FSMS. The audit time determined by the company, and the justification for the determination, is recorded. In determining the audit time, Gitchia consider the following aspects: requirements of the PS:4992-2022 (R) OIC/SMIIC 2-2019 halal standards, size and complexity of the organization, technological and regulatory context, any outsourcing of any activities included in the scope of the production orprocess or FSMS, results of any prior audits, number of sites and multi-site considerations.

Each site of a multisite organization to be certified needs a separate assessment and certification. Gitchia provide a written report for each audit. The report is based on relevant guidance provided in ISO 19011. The audit team identify opportunities for improvement but not recommend specific solutions perceived as consultancy. Ownership of the audit report will be maintained by the Gitchia. In case if the product/service is in the food-chain operations, the report will include references to issues relevant to the FSMS.

9.1 Pre-certification activities

9.1.1 Application

Gitchia has developed a form (F080 Certification Application) to receive all the data required for Gitchia to submit a certification agreement. Gitchia require the applicant to provide detailed information concerning legal status/entity, raw materials, process lines, FSMS related issues i.e.

HACCP studies, the number of shifts and employee numbers in each shift etc. This data will be filled by the authorized representative of client organization and will include –

a) The desired scope of the certification;

b) relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(s) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;

c) Identification of outsourced processes used by the organization that will affect conformity to requirements;

d) The certification standards or other requirements for which the applicant organization is seeking certification;

e) Whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

For ISO 13485 If the applicant organization uses outsourced processes, Gitchia determines and document whether specific competence in the audit team is necessary to evaluate the control of the outsourced process

Ref:

QP08 Procedure for Marketing, contract and contract review

9.1.2 Application review

Before agreeing to proceed with the audit Gitchia will review the application and any supplementary information to ensure that as a minimum:

- The information about the applicant organization and its management is sufficient to develop an audit program.
- The requirements for certification are clearly defined and documented, and have been provided to the applicant organization and Gitchia has the requisite accreditation to assess against that standard or requirement.
- Any known difference in understanding between Gitchia and the applicant organisation is resolved
- Gitchia has the competence and ability to perform the certification activity.
- The scope of certification sought, site(s) of the applicant organisations operations, time required to complete audits and any other points influencing the certification activity are taken into account (i.e. language, safety conditions, threats to impartiality etc.)
- A record of the justification to undertake the order is maintained.

Following the review of the application, Gitchia will either accept or decline an application for certification. Gitchia will inform the client if it decides to decline the application and the reasons will be recorded. Gitchia will submit a contract agreement where it decides to accept the application.

Based on the application review (contract review) the competences required by the audit team to conduct the audit will be determined for the certification decision.

Gitchia will determine the composition of the audit team (audit team leader, auditors, and if required experts) based upon the review and will ensure that the totality of competences identified as a requirement for the audit team are held. The composition of the audit team will be in accordance with requirements for independence, impartiality and competencies detailed elsewhere in this Certification Scheme or procedures.

Ref:

QP08 Procedure for Marketing, contract and contract review

QP06 Procedure for Human resources

QP 10 Procedure for Certificate issue, suspension and withdrawal

9.3 Initial certification

Gitchia has developed processes for carrying out initial certification audit (QP09). The initial certification audit of a management system will be conducted in two stages: stage 1 and stage 2.

Planning will ensure that the objectives of stage 1 can be met and the client will be informed of any "on site" activities during stage 1.

The objectives of stage 1 are to:

a. review the client's management system documented information;
b. evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2;
c. review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
d. obtain necessary information regarding the scope of the management system, including:
    1. the client's site(s);
    2. processes and equipment used;
    3. levels of controls established (particularly in case of multisite clients);
    4. applicable statutory and regulatory requirements;
e. review the allocation of resources for stage 2 and agree the details of stage 2 with the client;
f. provide a focus for planning stage 2 by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document;
g. Evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for stage 2.

The stage 1 audit is normally done on-site. However, an offsite audit may be considered if the auditor is familiar with the client's activities (e.g. certified to other management system standards), provided the objectives of Stage 01 are met.

Documented conclusions with regard to fulfilment of the stage 1 objectives and the readiness for stage 2 is communicated to the client, including identification of any areas of concern that could be classified as non-conformity during stage 2. Gitchia has developed a report format to be used for preparing and submitting the report to the client.

There is no fixed time interval between stage 1 and stage 2 depend on the client's readiness and areas of concerns / NC identified during stage 1. The auditor discuss the findings with the client at the end of stage 1 audit and finalize stage 2 audit arrangements. If any significant changes which would impact the management system occur, Gitchia may consider the need to repeat all or part of Stage 1. Client will be informed that the results of Stage 01 may lead to postponement or cancellation of Stage 02.

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 will take place at the site(s) of the client. It will include the auditing of at least the following:

- Information and evidence about conformity to all requirements of the applicable management system standard or other normative documents;

- Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);
- The client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;
- Operational control of the client's processes;
- Internal auditing and management review;
- Management responsibility for the client's policies.

The audit team analyse all information and audit evidence gathered during stage 1 and stage 2 to review the audit findings and agree on the audit conclusions.

For ISO 13485 additional requirements:

When Gitchia has audited a client against a regulatory scheme that includes or goes beyond the requirements of ISO 13485, it does not need to repeat the audit for conformity with the elements of ISO 13485 previously covered, provided Gitchia can demonstrate that all the requirements of this document have been complied with. Some examples of regulatory schemes that include or go beyond the requirements of ISO 13485 are European Medical Device Regulations. Additionally, other countries are adopting or considering adopting ISO 13485 into their Medical Device Regulations.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.3.2.1 Stage-1 Audit

The objectives of stage 1 are to:
a) review the client's management system documented information; b) evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2; c) review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system; d) obtain necessary information regarding the scope of the management system,
b) including: — the client's site(s); — processes and equipment used; — levels of controls established (particularly in case of multisite clients);
c) — applicable statutory and regulatory requirements; e) review the allocation of resources for stage 2 and agree the details of stage 2 with the client; f) provide a focus for planning stage 2 by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document; g) evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for stage 2.

Where an organization has implemented an externally developed combination of control measures, the stage 1 audit will review and the documentation included in halal requirements and the ISO 22200 to determine if the combination of control measures is suitable for the organization, and if they were developed in compliance with the requirements of PS: 4992-2022/OIC/SMIIC-2 standards, and is kept up to date. The availability of relevant authorizations should be checked when collecting the information regarding the compliance to national or international regulatory aspects. The objectives of the stage 1 audit are to provide a focus for planning the stage 2 audit by gaining an understanding of the FSMS or Halal production or manufacturing in the context of the organization's food safety hazard or Halal identification, analysis, HACCP or Halal Controls plan and PRPs, policy and objectives, and, in particular, the organization's state of preparedness for audit by reviewing the extent to which

whenever applicable, the organization has identified PRPs that are appropriate to the business (e.g. regulatory and statutory requirements), whenever applicable, the FSMS or Halal management system includes adequate processes and methods for the identification and assessment of the organization's food safety hazards, and subsequent selection and categorization of control measures (combinations), food safety legislation is in place for the relevant sector of the organization, if applicable, the FSMS or Halal management system is designed to achieve the organization's food safety policy, if applicable, the FSMS or Halal management system or relevant Halal standard implementation programme justifies proceeding to the stage 2 audit , the validation, verification and improvement programmes conform to the requirements of the FSMS or Halal management system standard, if applicable, the FSMS or Halal management system documents and arrangements are in place to communicate internally and with relevant suppliers, customers and interested parties, and additional documentation needs to be reviewed and/or what knowledge needs to be obtained in advance. For halal certification, the stage 1 audit can be carried out at the premises of Gitchia or at the applicant's organization premises according to complexity of production or service in order to achieve the objectives stated above. In categories A, B, E, F, G, H, and J, it is not necessary that the stage 1 audit is an on-site audit. However, it is at the discretion of the audit team to decide to carry out an on-site audit. In categories C, D, I, K, and L it is obligatory that the stage 1 audit is on-site.

Where the stage 1 audit has not been performed on-site, the duration of stage 1 audit may not exceed 20% of the total audit duration. Where it covers an on-site work, then the duration of the stage 1 audit may not exceed 30% of the total audit duration. Stage 1 audit findings are documented and communicated to the client, including identification of any areas of concern that could be classified as nonconformity during the stage 2 audit. The applicant is informed that the results of the stage 1 audit may lead to postponement or cancellation of the stage 2 audit. Any part of the FSMS or Halal management system or relevant Halal standard that is audited during the stage 1 audit and determined to be fully implemented, effective and in conformity with requirements, may not need to be re-audited during the stage 2 audit. However, the Gitchia ensures that the already audited parts of the FSMS continue to conform to the certification requirements. In this case, the stage 2 audit report include these findings and is clearly state that conformity has been established during the stage 1 audit. The formula is used for time Ts=TD+TH+(TPV+TFTE)*CC (Application review)

In determining the interval between stage 1 and stage 2, consideration is given to the needs of the client to resolve areas of concern identified during stage 1. Gitchia may also need to revise its arrangements for stage 2. If any significant changes which would impact the management system occur, the Gitchia consider the need to repeat all or part of stage 1. The client is keep informed that the results of stage 1 may lead to postponement or cancellation of stage 2. The interval between stage 1 and stage 2 audits is reasonably expected to be not longer than 6 months. The stage 1 audit will be repeated if a longer interval is needed.

For FSMS, Gitchia conducts stage 1 at the client's premises in order to achieve the objectives stated above. In exceptional circumstances or events, all or part of stage 1 can take place off-site or remotely through the use of ICT and shall be fully justified.

For ISO 13485 additional Requirements:

Where higher risk medical devices (e.g., GHTF C and D) are concerned, the stage 1 should be performed on-site

9.2.3.2 Stage 2

9.2.3.2 Stage 2

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 take place at the site of the client. It includes the auditing of at least the following; information and evidence about conformity to all requirements of the applicable management system standard or other normative documents, performance monitoring, measuring,

reporting and reviewing against key performance objectives and targets, client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements, operational control of the client's processes, internal auditing and management review; management responsibility for the client's policies.

9.2.4 Initial Certification Audit & Conclusion

Gitchia assigned audit team analyse all information and audit evidence gathered during stage 1 and stage 2 to review the audit findings and agree on the audit conclusions.

9.2.5 Information for granting initial certification

The information provided by the audit team to the Gitchia for the certification decision includes,

- the audit report
- comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client
- confirmation of the information provided to the Gitchia used in the application review
- confirmation that the audit objectives have been achieved
- A recommendation whether or not to grant certification, together with any conditions or observations.

If the Gitchia is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, Gitchia conduct another stage 2 prior to recommending certification. When a transfer of certification is envisaged from one body to another, the accepting Gitchia have a process for obtaining sufficient information in order to take a decision on certification.

9.2.6 Sampling

Gitchia audit team take samples in sufficient quantities from production/service premises for the performance of the required inspections andtests where necessary. If certification of halal products is based on testing/inspection of batches of the halal product, it will be in accordance with a defined sampling schedule utilizing statistically proven techniques with stated confidence levels. In specifying any requirements for sampling, the Gitchia has established documented procedures for the selection and control of samples to ensure traceability, and that they are representative of halal production. Samples taken by the audit team are sent for analysis to the laboratory accredited under ISO/IEC 17025 or recognized upon the approval of halal competent authority.

For ISO 13485 additional requirements:

Sites involved in design, development, and manufacturing of medical devices (Table A.1.1-1.6) cannot be sampled.

9.2.7 Inspections and Test.

Inspections and tests on the halal product/service are determined in accordance with the requirements of the halal product/service and the national and/orregional or international legal provisions. Laboratories that undertake inspections and/or analyses must be accredited under ISO/IEC 17025 and ISO/IEC 17020 or be recognized upon the approval of halal competent authority. Where independent testing facilities are not available, the Gitchia has ensure that specified controls are in place at the supplier's testing facilities, that they are managed in a manner which provides confidence in the resultsobtained from that records are available to justify the confidence.

9.2.8 Audit Report

Gitchia supply a written audit report for each audit to the client organization. The audit team may clarify opportunities for improvement but not suggest particular solutions. Possession of the audit report is be kept by the Gitchia.

The audit team leader is responsible for its content. The team leader ensure that the audit report provides an exact, brief and clear record of the auditto enable an accurate certification decision to be made. It should contain or refer to the following:

- name or symbol of the Gitchia,
- the name and address of the client and the client's representative,
- the type of audit (e.g. initial, surveillance or recertification audit or special audits or certification audit for a batch of products),
- the type of certification e.g. for a batch, for an unique product or process, for serial production or manufacturing,
- the audit standard or normative document or criteria,
- the audit scope, particularly identification of the organizational or functional units or processes audited and the time of the audit,
- any deviation from the audit programme or plan and their reasons,
- identification of roles in the audit team e.g. the team leader, team members, technical expert(s), Islamic affairs expert and any accompanying persons (observer(s) from HAB and/or regulatory authorities and/or Halal certification scheme owner, etc.),
- the dates and locations where the actions covered by Halal certification audit (on-site or off-site, permanent or temporary sites) were done,
- remote audit activities, if applicable or available,
- audit findings reference to objective evidence and conclusions, abide by the requirements of the audit or standard or relevant normative documents,
- a disclaimer statement indicating that auditing is based on a sampling process of the available information,
- the use of the Halal/FSMS/QMS/OH&SMS/EMS/MDQMS certification documents and marks or symbols, ifapplicable,
- confirmation of effectiveness of conducted corrective actions regarding previously identified nonconformities, if applicable,
- whenever applicable a statement on the conformity and the effectiveness of the management system together with a summary of the evidence relating to:
  - the capability of the Halal/FSMS/QMS/OH&SMS/EMS/MDQMS management system to meet applicable requirements and expected outcomes,
  - the internal audit and management review process,
- a conclusion on the appropriateness of the certification scope,
- Proposal for next audit e.g. significant or critical points to be handled or concernsto be taken into account etc.
- Halal/FSMS/QMS/OH&SMS/EMS/MDQMS certification suggestion from the audit team including granting, maintenance, renewal, scope extension or reduction, suspension or withdrawal etc.

For ISO 13485 additional requirements:

Identifying and recording audit findings Examples of major nonconformities which require the acceptance and the verification of the effectiveness of correction and corrective actions are as follows: a) failure to fully address applicable requirements and implement an entire process for quality management systems (e.g., failure to have a complaint handling or training system) b) failure to implement applicable

requirements for quality management systems c) failure to implement appropriate corrective and preventative action when an investigation of post market data indicates a pattern of product defects d) products which are put onto the market and cause undue risk to patient and/or users when the device is used according to the product labelling e) the existence of products which clearly do not comply with the client's specifications and/or the regulatory requirements f) repeated nonconformities from previous audits.

9.3 Surveillance Audit & activities

Gitchia has defined the process for surveillance activities so that representative areas and functions covered by the scope of the management system are monitored on a regular basis, and take into account changes to its certified client and its management system. Gitchia conduct surveillance at certain time intervals as it deems necessary in order to check the continuing compliance of halal product/service with the requirements of the certification, giving due regard to the requirements of the halal product/service standard to which the certification has beenconducted and taking account of the nature of halal product/service in question, requirements of the certification, any nonconformities detected in the halal product/service or halal production/service premises or any complaints received with regard to certified halal product/service. Where halal production/service premises are audited and where nonconformities that directly affect halal product/service safety are detected, samples may be taken for surveillance purposes. In all cases, the procedures with regard to reports issued as a result of surveillance is determined by decision maker.

Surveillance activities include on-site auditing of the certified client's management system for fulfilment of specified requirements with respect to the standard to which the certification is granted. Other surveillance activities include:

a. Inquiries from Gitchia to the certified client on aspects of certification;
b. reviewing any certified client's statements with respect to its operations (e.g. promotional material, website);
c. requests to the certified client to provide documented information (on paper or electronic media);
d. Other means of monitoring the certified client's performance like website and market information.

Surveillance audits are on-site audits, but are not necessarily full system audits, and are planned together with the other surveillance activities so that Gitchia can maintain confidence that the client's certified management system continues to fulfil requirements between recertification audits.

Each surveillance for the relevant management system standard include:

a. internal audits and management review;
b. a review of actions taken on nonconformities identified during the previous audit;
c. complaints handling;
d. effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s);
e. progress of planned activities aimed at continual improvement;
f. continuing operational control;
g. review of any changes;
h. Use of marks and/or any other reference to certification.

For ISO 13485 additional requirements:

i. In addition to above requirements of the surveillance programme shall include a review of actions taken for notification of adverse events, advisory notices, and recalls

Ref:
QP09 Procedure for audit – planning, conducting and reporting
QP10 Procedure for Certificate issue, suspension and withdrawal

9.4 Recertification

The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification. Gitchia has planned and conduct recertification audit to evaluate the continued fulfilment of all of the requirements of the relevant management system standard or other normative document. This is planned and conducted in due time to enable for timely renewal before the certificate expiry date.

The recertification activities include the review of previous surveillance audit reports and consider the performance of the management system over the most recent certification cycle. Recertification audits may require having a stage 1 in situations where there have been significant changes to the management system, the organization, or the context in which the management system is operating (e.g. changes to legislation). Such changes can also occur at any time during the certification cycle and Gitchia might need to perform a special audit, which might or might not be a two-stage audit.

In the case of multiple sites or certification to multiple management system standards being provided by Gitchia, the planning of the audit is ensured adequate on-site audit coverage to provide confidence in certification. The recertification activity will be renewed unless the halal certificate is suspended or withdrawn. Halal certificate owners who failed to renew their certificates will not be allowed to use the halal mark at the premises or on the manufactured products.

Recertification audit

The recertification audit include an on-site audit that addresses the following:

a. the effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification;
b. demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
c. The effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system.

Gitchia has defined the time limits for correction and corrective action, for any nonconformity identified during the audit. The correction and corrective actions are implemented and verified prior to the expiration of certification.

When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification can be based on the expiry date of the existing certification. The issue date on a new certificate is ensured on the date of recertification decision.

If Gitchia has not completed the recertification audit or the Gitchia is unable to verify the implementation of corrections and corrective actions for any nonconformity prior to the expiry date of the certification, then recertification will not be recommended and the validity of the certification will not be extended. The client is informed and the consequences are explained.

Following expiration of certification, Gitchia can restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 is conducted. The effective date on the certificate is issued on the date of recertification decision and the expiry date is based on prior certification cycle.

Ref:

QP09	Procedure for audit – planning, conducting and reporting
QP08	Procedure for Marketing, contract and contract review
QP10	Procedure for Certificate issue, suspension and withdrawal
F086	Certification Process

9.5 Special Audit

Gitchia in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit or a special audit for scope expansion may be conducted.

Short-notice audits

It is be necessary for the Gitchia to conduct audits of certified clients at short notice or unannounced to investigate complaints, or in response to changes, or as follow up on suspended clients.

In such cases:

a. Gitchia describe and make known in advance to the certified clients the conditions under which such audits will be conducted through the certification process which forms a part of the client agreement or proposal;

b. Gitchia exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.

For ISO 13485 additional requirements:

c. Short notice or unannounced audits may be required when:

d. External factors apply such as:

e. devices in scope of certification indicate a possible significant deficiency in the quality management system

f. . significant safety and performance related information becoming known to Gitchia

g. Significant changes occur which have been submitted as required by the regulations or become known to Gitchia, and which could affect the decision on the client's state of compliance with the regulatory requirements

j. When required by legal requirements under public law or by the relevant Regulatory Authority

k. An unannounced or short-notice audit may also be necessary if Gitchia has justifiable concerns about implementation of corrective actions or compliance with standard and regulatory requirements.

Ref:

QP09	Procedure for audit – planning, conducting and reporting
QP08	Procedure for Marketing, contract and contract review
QP10	Procedure for Certificate issue, suspension and withdrawal
F082	Certification Proposal and Contract

9.6 Suspending, Withdrawing or Reducing the Scope of Certification

Gitchia has defined procedure (QP10 Procedure for Certificate issue, suspension and withdrawal) that details the actions to be taken if such case arises. Gitchia suspends certification in cases when, for example:

- the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- The certified client has voluntarily requested a suspension.
- The certified client fails to meet the commercial obligations towards the services rendered

Under suspension, the client's management system certification is temporarily invalid.

The Gitchia restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in maximum of six months' time will result in withdrawal or reduction of the scope of certification.

Gitchia will reduce the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction will be in line with the requirements of the standard used for certification.

9.7 Complaint & Appeals

Gitchia is responsible for all decisions at all levels of the complaints handling process. Submission, investigation and decision on complaints will not result in any discriminatory actions against the complainant. Applications in the case of any appeals or complaints regarding halal certification services are made to the Gitchia. A committee for appeals and complaints is established and is responsible for resolving such cases and inform the related parties accordingly. The members of this committee are independent from any phase of the halal certification related to the subject of the complaint or appeal. This committee consist of three persons, one of whom is an Islamic affairs expert. Decisions regarding appeals is taken unanimously, not by majority of votes. Complaints by consumers regarding a certified halal product/service is evaluated by the Gitchia, which is responsible for making the necessary investigations. If, as a result of such evaluations, the complaint is found to be justified, the certificate holder is required to compensate for the damage caused under the relevant provisions of the contract.

Upon receipt of a complaint, Gitchia will confirm whether the complaint relates to its certification activities and if so, will deal with it. If the complaint relates to a certified client, then examination of the complaint is consider the effectiveness of the certified management system. Any valid complaint about a certified client will also be referred by Gitchia to the certified client in question at an appropriate time. Gitchia has documented procedure (QP07) to receive, evaluate and make decisions on complaints. This process is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

The complaints-handling process includes the following elements and methods:

a. an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it;
b. tracking and recording complaints, including actions undertaken in response to them;
c. Ensuring that any appropriate correction and corrective action are taken.

Gitchia on receiving the complaint is responsible for gathering and verifying all necessary information to validate the complaint. Whenever possible, Gitchia will acknowledge receipt of the complaint, and will provide the complainant with progress reports and the result of the complaint.

The review of the appeal will be linked with the impartiality committee for further analysing the nature in order to avoid prejudice.

The decision regarding the complaint is made, reviewed, approved and communicated by individuals not previously involved in the subject of the complaint. Wherever possible, Gitchia will give formal notice of the end of the complaints handling process to the complainant.

Gitchia will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution is made public.

Gitchia has defined and documented procedure to receive, evaluate and make decisions on appeals.

Gitchia is responsible for all decisions at all levels of the appeals-handling process. It ensures that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions.

Submission, investigation and decision on appeals will not result in any discriminatory actions against the appellant. The appeals-handling process includes the following elements and methods:

a. an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;
b. tracking and recording appeals, including actions undertaken to resolve them;
c. Ensuring that any appropriate correction and corrective action are taken.

Gitchia on receiving the appeal is responsible for gathering and verifying all necessary information to validate the appeal. Gitchia acknowledge receipt of the appeal and provide the appellant with progress reports and the result of the appeal.

The review of the appeal will be linked with the impartiality committee for further analysing the nature in order to avoid prejudice.

The decision to be communicated to the appellant are made, reviewed and approved by Manager Operations or CEO (who is not previously involved in the subject of the appeal). Gitchia gives formal notice to the appellant of the end of the appeals handling process.

Ref:
QP07 Procedure for complaints and appeals
QP04 Procedure for Corrective and Preventive Actions

9.8 Client records

Gitchia Institute of Global Certification (Private) Limited will maintain records on the audit and other certification activities for all clients, including all organisations that submitted applications, and all organisations audited, certified or with certification suspended or withdrawn. Records on certified clients as a minimum include:

- application information and initial, surveillance and recertification audit reports;
- certification Proposal and Contract;
- justification of the methodology used for sampling of sites, as appropriate;
- justification for auditor time determination;
- verification of correction and corrective actions;
- records of complaints and appeals, and any subsequent correction or corrective actions;
- committee deliberations and decisions, if applicable;
- documentation of the certification decisions;
- certification documents, including the scope of certification with respect to product, process or service, as applicable;
- related records necessary to establish the credibility of the certification, such as evidence of the competence of auditors and technical experts;
- Audit programmes.

Gitchia will ensure that it keeps the records on applicants and clients secure to ensure that the information is kept confidential. Records will be transported, transmitted or transferred in a way that ensures that confidentiality is maintained.

Gitchia has established a procedure on the retention of records. Records is retained for the duration of the current cycle plus one full certification cycle for certified clients and previously certified clients. Retention of records will also adhere to the requirements of legislation or regulation.

9.1.3 Audit Program

The audit program includes two-stage audit, surveillance audits in the first and second years, and a recertification (triennial) audit in the third year (individual standards may have differing requirements) prior to expiration of certification. The three-year certification cycle begins with the certification or recertification decision. The determination of the audit programme and any subsequent adjustments will consider the size of the client organisation, the scope and complexity of its management system, products and processes as well as demonstrated level of management system effectiveness and the results of any previous audits. In addition, Gitchia also consider other inputs like complaints received by Gitchia, whether the audit is combined / integrated / joint (various standards), changes to certification / accreditation requirements, changes to legal requirements, organizational performance and concerns from relevant interested parties.

Where Gitchia is taking account of certification or other audits already granted to the client (i.e. transfers) it collects sufficient, verifiable information (like reports and documentation on corrective actions to any NC) to justify and record any adjustments to the audit programme. The corrective action is followed-up where necessary.

Gitchia will ensure that an audit plan is established for each audit and a three-year audit plan is established to cover the complete management system requirements during the entire certification cycle to provide the basis for agreement regarding the conduct and scheduling of the audit activities is provided with the audit report. The audit plan is based on documented requirements (procedures).

Gitchia ensures that Surveillance audits will be conducted at least at 12 months interval and that the first surveillance is conducted within 12 months from the certification decision date. However, in case the frequency of surveillance audits is required to be adjusted to accommodate seasonal product's etc., the same is recorded.
Where the client operates shifts, the activities that take place during shift working is considered when developing the audit programme and audit plans.

The requirements are addressed through the processes and procedures referenced below.
Ref:

QP08	Procedure for Marketing, contract and contract review
QP09	Procedure for audit – planning, conducting and reporting
QP10	Procedure for Certificate issue, suspension and withdrawal

9.1.4 Determining audit time

Gitchia has documented the procedure for determining audit time based on IAF MD 05. Gitchia determines the time needed to plan and accomplish a complete and effective audit. The following aspects are considered in determining the audit time:

a. the requirements of the relevant management system standard;
b. complexity of the client and its management system;
c. technological and regulatory context;
d. any outsourcing of any activities included in the scope of the management system;
e. the results of any prior audits;
f. size and number of sites, their geographical locations and multi-site considerations;

g. the risks associated with the product's, processes or activities of the organization;
h. Whether audits are combined, joint or integrated.

The travel time is not considered during the audit time calculation. Also time spent by technical experts, translators, interpreters, observers and trainee auditors is not considered.

For ISO 13485 additional requirements:

For time determination for ISO 13485 Table D.1 (– Determination of Audit Time (Initial Audit Only)) of IAF MD 9 is used.

Factors used to determine the audit time

a) Some factors which may increase the audit time from table D.1 are:

i) When more than one main technical area is required to be audited, the audit time shall be increased to address any additional Requirements related to the additional main technical area(s)

ii) Complexity of medical devices

iii) Manufacturers using suppliers to supply processes or parts that are Critical to the function of the medical device and/or the safety of the User or finished products, including own label products. When the Manufacturer cannot provide sufficient evidence for conformity with Audit criteria, then additional time may be allowed for each supplier to be audited

iv) Manufacturers who install product on customer's premises

Note: Time may be required for customer site visits or installation records review

v) Poor regulatory compliance by the manufacturer

vi) Multiple shifts, number of production lines etc. may increase audit time

b) Some factors that may reduce the audit time but not by more than 20% in total from table D.1 are:

i) The organization's scope does not include manufacturing and is activities such as wholesale, retail, transportation, or maintenance of equipment, etc.

ii) Reduction of the manufacturer product range since last audit

iii) Reduction of the design/or production process since last audit

Audit times performed solely for the certification scope of Distribution or Transportation Services" may be reduced up to 50% in total from table D.1.

9.1.5 multi-site sampling

Gitchia has developed a sampling plan for clients having same activity in various geographical locations. Gitchia follows IAF MD 1:2023 to determine the sampling program to ensure proper audit of the management system. The rationale for the sampling plan is documented as part of the contract review for each client. Sampling may not be appropriate where multiple sites are not covering the same activity.

For ISO 22000 Additional Requirements:

The use of multi-site sampling is permitted for categories A and B. Sampling may be applied to multi-site organizations, with the minimum sample size being the square root of the total number of sites: $\sqrt{(x)}$, rounded up to the next whole number. The square root sample shall be taken per risk category based on production complexity of the sites (e.g. open field plant production, perennial plant production, indoor production, open field livestock production, indoor livestock production). The use of multi-site sampling is permitted for categories F and G, and only for re-heating-type facilities (e.g. event catering, coffee shops, pubs) for category E and only for facilities with limited preparation or cooking (e.g. re-heating, frying) (see Table A.1). For organizations with 20 sites or fewer, all sites shall be audited. For organizations with more than 20 sites, the minimum number of sites to be sampled shall be 20 plus the square root of the total number of other sites: $y = 20 + \sqrt{(x - 20)}$, rounded up to the next whole number. This applies to the initial certification, to surveillance and to recertification audits. The use of multi-site sampling is not permitted for any other categories other than above.

For ISO 13485 additional requirements:

Sites involved in design, development, and manufacturing of medical devices (Table A.1.1-1.6 of IAF MD 9) cannot be sampled

9.1.6 Multiple Management System Standards

Gitchia has defined the process for determining the audit man-days required for clients requiring certification to multiple management system standards. This will be in accordance with IAF MD11:2023

For ISO 13485 additional requirements:

Conducting ISO 9001 and ISO 13485 Together When determining the required time for conducting an ISO 9001 and ISO 13485 audit together, a minimum of 25% will be added to the minimum number of audit days calculated per Annex D (IAF MD 9). Conditions where additional time may be required include differences in scope, effective number of personnel, etc. This applies whether Gitchia is conducting an integrated audit or a combined audit.

9.2 Planning Audits Program.

9.2.1 Determining audit objectives, scope and criteria

Gitchia determines the audit objectives, scope and criteria after discussion with the client. The audit objectives include -

a. Determination of the conformity of the client's management system, or parts of it, with audit criteria;
b. Determination of the ability of the management system to ensure the client meets applicable statutory, regulatory and contractual requirements;
c. Determination of the effectiveness of the management system to ensure the client can reasonably expect to achieving its specified objectives;
d. As applicable, identification of areas for potential improvement of the management system.

The audit scope describes the extent and boundaries of the audit, such as sites, organizational units, activities and processes to be audited. Where the initial or re-certification process consists of more than one audit (e.g. covering different sites), the scope of an individual audit may not cover the full certification scope, but the totality of audits is consistent with the scope in the certification document.

The audit criteria are used as a reference against which conformity is determined, and include:

- the requirements of a defined normative document on management systems;
- The defined processes and documentation of the management system developed by the client.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.2.2 Audit team selection and assignments

9.2.2.1 General

Gitchia has established procedures for selecting and appointing the audit team, including the audit team leader, taking into account the competence needed to achieve the objectives of the audit and requirements for impartiality. If only one auditor is required for the audit, the auditor having the the competence to perform the duties of an audit team leader applicable for that audit. The audit team

have the totality of the competences identified by the Gitchia as set out in 9.1.2 above for the audit. In deciding the size and composition of the audit team, consideration is given to the following:

a. audit objectives, scope, criteria and estimated audit time
b. whether the audit is a combined, joint or integrated
c. the overall competence of the audit team needed to achieve the objectives of the audit
d. certification requirements including any applicable statutory, regulatory or contractual requirements
e. Language and culture.

Where combined or integrated audits are planned, Gitchia ensures that the team leader has in-depth knowledge of at least one standard and an awareness of other standards used for the specific audit.

In addition to audit team, where required, Gitchia may appoint technical experts, translators and interpreters for a specific audit. They operate under the direction of an auditor. Where translators or interpreters are used, they will be selected such that they do not unduly influence the audit.

Auditors-in-training may participate in the audit, provided an auditor is appointed as an evaluator. The evaluator is competent to take over the duties and have final responsibility for the activities and findings of the auditor-in-training.

The audit team leader, in consultation with the audit team will assign to each team member responsibility to audit specific processes, functions, sites, areas or activities and will take into account the competency, effective and efficient use of audit team as well as roles and responsibilities of auditors, technical experts, and auditors in training. Changes to the work allocation can be made as the audit progresses to ensure achievement of audit objectives.

The documented requirements (procedures referenced below) take into account the guidance provided by ISO 19011.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.2.2.2 Observers, technical experts and guides

9.2.2.2.1 Observers

Gitchia agreement with client includes a statement allowing the presence of observers during an audit. Gitchia inform the client of such a situation prior to conduct of audit and seek client concurrence. The audit team ensures that observers do not unduly influence or interfere in the audit process or outcome of the audit. Observers can be members of the client's organization, consultants, witnessing accreditation by personnel, regulators or other justified persons.

Technical experts

Gitchia agreement with client includes a statement allowing the presence of technical experts during an audit.

Gitchia informs the presence of technical experts to the client while planning the audit. A technical expert does not act as an auditor in the audit team and is accompanied by an auditor.

Guides

During the opening meeting, the team leader requests the client organization to provide guides for each auditor to facilitate the audit. The team leader explains the role of guide ensuring that guides do not influence or interfere the audit process or outcome. Where appropriate the auditee can also act as guide.

The responsibilities of a guide can include:

a. Establishing contacts and timing for interviews;
b. Arranging visits to specific parts of the site or organization;
c. Ensuring that rules concerning site safety and security procedures are known and respected by the audit team members;
d. Witnessing the audit on behalf of the client;
e. Providing clarification or information as requested by an auditor.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.2.3 Audit plan

Gitchia ensure that an audit plan is established prior to each audit identified in the audit programme to provide the basis for agreement regarding the conduct and scheduling of the audit activities. However, a Stage 01 Audit will not require a formal audit plan.

The audit plan is appropriate to the objectives and the scope of the audit. The audit plan at least includes or refers to the following:

a. the audit objectives;
b. the audit criteria;
c. the audit scope, including identification of the functional units or processes to be audited;
d. The dates and sites where the on-site audit activities will be conducted, including visits to temporary sites and remote auditing activities, where appropriate.
e. The expected duration of on-site audit activities;
f. The roles and responsibilities of the audit team members and accompanying persons, such as observers or interpreters.

The tasks given to the audit team are defined, and require the audit team to;

a. Examine and verify the structure, policies, processes, procedures, records and related documents of the client relevant to the management system standard.
b. Determine that these meet all the requirements relevant to the intended scope of certification.
c. Determine that the processes and procedures are established, implemented and maintained effectively, to provide a basis for confidence in the client's management system.
d. Communicate to the client, for its action, any inconsistencies between the client's policy, objectives and targets.

The audit plan is communicated and the dates of the audit are agreed upon, in advance, with the client. Gitchia provides the name of and, when requested, make available background information on each member of the audit team, with sufficient time for the client to object to the appointment of any particular audit team member and for the Gitchia to reconstitute the team in response to any valid objection.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.4 Conducting audits

Gitchia has developed and defined the process for conducting onsite and offsite audits (QP09). The process includes an opening meeting at the start of the audit and a closing meeting at the conclusion of the audit. Where any part of the audit is made by electronic means (e.g. CCTV, video conference

etc.) or where the site to be audited is virtual, Gitchia ensure that such activities are conducted by personnel with appropriate competence. The evidence obtained during such an audit are ensured that they are sufficient to enable the auditor to take an informed decision on the conformity of the requirement in question.

For ISO 45001 additional Requirements:

The audit team shall interview the following personnel:

i) the management with legal responsibility for Occupational Health and Safety,

ii) employees' representative(s) with responsibility for Occupational Health and Safety,

iii) personnel responsible for monitoring employees' health, for example, doctors and nurses. Justifications in case of interviews conducted remotely shall be recorded,

iv) managers and permanent and temporary employees.

Other personnel that should be considered for interview are:

i) managers and employees performing activities related to the prevention of Occupational Health and Safety risks, and

ii) contractors' management and employees.

Gitchia has procedure detailing the actions to be taken in the event that it discovers a non-compliance with relevant regulatory requirements. These procedures include a requirement that any such non compliances are immediately communicated to the organization being audited.

9.4.2 Conducting the opening meeting

A formal opening meeting, is held with the client's management and, where appropriate, those responsible for the functions or processes to be audited. The purpose of the opening meeting, usually conducted by the audit team leader, is to provide a short explanation of how the audit activities will be undertaken. The degree of detail will be consistent with the familiarity of the client with the audit process and may include the following:

a) Introduction of the participants, including an outline of their roles
b) Confirmation of the scope of certification
c) Confirmation of the audit plan (including type and scope of audit, objectives and criteria), any changes, and other relevant arrangements with the client, such as the date and time for the closing.
d) Meeting, interim meetings between the audit team and the client's management
e) Confirmation of formal communication channels between the audit team and the client
f) Confirmation that the resources and facilities needed by the audit team are available
g) Confirmation of matters relating to confidentiality
h) Confirmation of relevant work safety, emergency and security procedures for the audit team
i) Confirmation of the availability, roles and identities of any guides and observers; the methods of reporting, including any grading of audit findings
j) Information about the conditions under which the audit may be prematurely terminated
k) Confirmation that the audit team leader and audit team representing the Gitchia is responsible for the audit and are in control of executing the audit plan including audit activities and audit trails
l) Confirmation of the status of findings of the previous review or audit (if applicable)
m) Methods and procedures to be used to conduct the audit based on sampling
n) Confirmation of the language to be used during the audit
o) Confirmation that, during the audit, the client will be kept informed of audit progress and any concerns
p) Opportunity for the client to ask questions.

9.4.3 Communication during the audit

Gitchia has developed and defined the process for conducting audit. This includes exchange of information between the audit team and with the client. The audit team leader periodically reviews the audit progress and reassigns the work, if required. The changes in planned arrangements is recorded in the report and also communicated to the client.

The audit team leader communicates with client where the team has evidence that the audit objectives are unattainable or suggests the presence of an immediate and significant risk (e.g. safety), this is also communicated to Gitchia office to determine appropriate action. Such action may include reconfirmation or modification of the audit plan, changes to the audit objectives or audit scope, or termination of the audit. The audit team leader reports the outcome of the action taken to Gitchia office.

The audit team leader review with the client any need for changes to the audit scope which becomes apparent as on-site auditing activities progress and report this to the Gitchia.

9.4.4 Obtaining and verifying information

Gitchia has defined procedures (QP09) for conducting audits. The procedure addresses obtaining information relevant to the audit objectives, scope and criteria (including information relating to interfaces between functions, activities and processes) during the audit and verifying the same through appropriate sampling, to be recorded as audit evidence. The various methods to obtain information include:

a. interviews;

b. observation of processes and activities;

c. Review of documentation and records.

9.4.5 Identifying and recording audit findings

Audit findings summarizing conformity and detailing nonconformity are identified, classified and recorded to enable an informed certification decision to be made or the certification to be maintained. Gitchia has defined the process for conducting audit which encourages the audit team to identify and record opportunities for improvement however any non-conformity identified is not be recorded as opportunity for improvement. The audit reports are also reviewed to ensure compliance to this requirement.

The non-conformity identified is recorded against a specific requirement of the standard audited and will detail the objective evidence. All non-conformities are discussed with the client for clarity and understanding. Auditor will not suggest the cause or solution to the non-conformity.

The audit team leader will attempt to resolve any diverging opinions between the audit team and the client concerning audit evidence or findings, and unresolved points are recorded.

For ISO 13485:2016 MDQMS Additional Requirements:

Identifying and recording audit findings Examples of major nonconformities which require the acceptance and the verification of the effectiveness of correction and corrective actions are as follows: a) failure to fully address applicable requirements and implement an entire process for quality management systems (e.g., failure to have a complaint handling or training system) b) failure to implement applicable requirements for quality management systems c) failure to implement appropriate corrective and preventative action when an investigation of post market data indicates a pattern of product defects d) products which are put onto the market and cause undue risk to patient and/or users when the device is used according to the product labelling e) the existence of products which clearly do not comply with the client's specifications and/or the regulatory requirements f) repeated nonconformities from previous audits.

9.4.6 Preparing audit conclusions

Prior to the closing meeting, the audit team under responsibility of team leader will:

a. Review the audit findings, and any other appropriate information obtained during the audit, against the audit objectives and audit criteria and classify the nonconformities;

b. agree upon the audit conclusions, taking into account the uncertainty inherent in the audit process;

c. agree any necessary follow-up actions;

d. Confirm the appropriateness of the audit programme or identify any modification required for future audits (e.g. scope of certification, audit time or dates, surveillance frequency, team competence).

9.4.7 Conducting the closing meeting

A formal closing meeting, where attendance is recorded, is held with the client's management and those responsible for the functions or processes audited. The purpose of the closing meeting, usually conducted by the audit team leader, is to present the audit conclusions, including the recommendation regarding certification. Any non-conformities are presented in such a manner that they are understood, and the timeframe for responding are agreed.

The agenda points are detailed in QP 09 (Procedure for audit – planning, conducting and reporting) and include:

a. Advising the client that the audit evidence obtained was based on a sample of the information thereby introducing an element of uncertainty

b. The method and timeframe of reporting, including any grading of audit findings

c. The Gitchia's process for handling nonconformities including any consequences relating to the status of the client's certification

d. The timeframe for the client to present a plan for correction and corrective action for any nonconformities identified during the audit

e. Gitchia's post audit activities

f. Information about the complaint and appeal handling processes.

The client is given opportunity for questions. Any diverging opinions regarding the audit findings or conclusions between the audit team and the client are discussed and resolved where possible. Any diverging opinions that are not resolved are recorded and referred to the Manager Operations, Gitchia.

For ISO 45001 Additional Requirements:

Gitchia audit Team request to the organization representative to invite the management legally responsible for occupational health and safety, personnel responsible for monitoring employees' health and the employees' representative(s) with responsibility for occupational health and safety to attend the closing meeting. Justification in case of absence shall be recorded.

9.4.8 Audit Report

Gitchia has defined a template for preparing the audit report. The ownership of the report is with Gitchia.

The audit team leader ensures that the audit report is prepared and is responsible for its content. The audit report provides an accurate, concise and clear record of the audit to enable an informed certification decision to be made and include the following:

a. Gitchia logo, address etc.

b. Client details like name, address and name of the client's representative
c. Audit details like type of audit (e.g. initial, surveillance or recertification audit or special audits), audit criteria, audit objectives, audit scope and time of audit.
d. Identification of the organizational or functional units or processes audited and the time of the audit;
e. Any deviation from the audit plan and their reasons;
f. Any significant issues impacting on the audit programme;
g. Identification of the audit team leader, audit team members and any accompanying persons;
h. The dates and places where the audit activities (on site or offsite, permanent or temporary sites) were conducted.
i. Audit findings with reference to evidence and conclusions, consistent with the requirements of standard.
j. Significant changes, if any, that affect the management system of the client since the last audit
k. Any unresolved issues, if identified;
l. Where applicable, whether the audit is combined, joint or integrated;
m. A disclaimer statement indicating that auditing is based on a sampling process of the available information;
n. Recommendation from the audit team
o. The audited client is effectively controlling the use of the certification documents and marks, if applicable;
p. Verification of effectiveness of taken corrective actions regarding previously identified nonconformities if applicable.

The report also contain:

a. A statement on the conformity and the effectiveness of the management system together with a summary of the evidence relating to:
    i. the capability of the management system to meet applicable requirements and expected outcomes
    ii. the internal audit and management review process
b. A conclusion on the appropriateness of the certification scope
c. Confirmation that the audit objectives have been fulfilled.

For ISO 45001 Additional Requirements:

Gitchia ensures that its audit reports contain a statement on the conformity and the effectiveness of the organization's OH&SMS together with a summary of the evidence with regards to the capability of the OH&SMS to meet its compliance obligations.

9.4.9 Cause analysis of nonconformities

Gitchia requires the client to analyse the cause and describe the specific correction and corrective actions taken, or planned to be taken, to eliminate detected nonconformities, within a defined time.

9.4.10 Effectiveness of corrections and corrective actions

Gitchia review the corrections, identified causes and corrective actions submitted by the client to determine if these are acceptable. Gitchia verify the effectiveness of any correction and corrective

actions taken. The evidence obtained to support the resolution of nonconformities is recorded. The client is informed of the result of the review and verification. The client is informed if an additional full audit, an additional limited audit, or documented evidence (to be confirmed during future audits) will be needed to verify effective correction and corrective actions.

Verification of effectiveness of correction and corrective action may be carried out based on a review of documented information provided by the client, or where necessary, through verification on-site. The verification is made one by a member of the audit team.

Ref:
QP09 Procedure for audit – planning, conducting and reporting

9.5 Certification decision

Gitchia has defined the procedure for Certificate issue, suspension and withdrawal (QP 10). This ensure that the persons that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are different from those who carried out the audits. Gitchia ensures that the individuals involved in the certification decision have appropriate competence.

All personnel (excluding members of committees) assigned by Gitchia to make certification decision are employed / contracted (legally enforceable contract) by Gitchia. All personnel fulfil the requirements of ISO/IEC 17021/ PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 (MOD). The Gitchia organizational control is with the Board of Managers.

Gitchia records each certification decision including any additional information or clarification sought from audit team, client or other sources.

9.5.2 Actions prior to making a decision

Gitchia has a defined process to conduct an effective review prior to making a decision for granting certification, expanding or reducing the scope of certification, renewing, suspending, restoring or withdrawing of certification, including, that

a. The information provided by the audit team is sufficient with respect to the certification requirements and the scope for certification;
b. For any major nonconformities, it has reviewed, accepted and verified the correction and corrective actions;
c. For any minor nonconformities it has reviewed and accepted the client's plan for correction and corrective action.

9.5.3 Information for granting initial certification

The information provided by the audit team to Gitchia for the certification decision include, as a minimum:

a. the audit report;
b. comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client;
c. confirmation of the information provided in the application review;
d. confirmation that the audit objectives have been achieved;
e. A recommendation whether or not to grant certification, together with any conditions or observations.

If Gitchia is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, Gitchia conducts another stage 2 prior to recommending certification.

Gitchia has defined the process to be followed for transfer of certification from another certification body to Gitchia. This includes obtaining sufficient information prior to taking the certification decision.

9.5.4 Information for granting recertification

Gitchia makes decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

Ref:
QP10 Procedure for Certificate issue, suspension and withdrawal

9.6 Maintaining Certification

Gitchia maintain certification based on demonstration that the client continues to satisfy the requirements of the management system standard.

Gitchia may maintain a client's certification based on positive conclusion by the audit team leader without further independent review and decision provided that. For any major nonconformity or other situations which will lead to suspension or withdrawal of the certification, Gitchia has a system that requires the audit team leader to report to Gitchia AM to initiate a review by competent personnel who will not be a part of the audit team to determine whether certification can be maintained.

Competent personnel of Gitchia will monitor the Surveillance Activities including the reporting by Gitchia Auditors to confirm that the certification activity is operating efficiently.

For ISO 45001 Additional Requirements:

Independently from the involvement of the competent regulatory authority, a special audit may be necessary in the event that Gitchia becomes aware that there has been a serious incident related to occupational health and safety, for example, a serious accident, or a serious breach of regulation, in order to investigate if the management system has not been compromised and did function effectively. Gitchia will document the outcome of its investigation.

Information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client, or directly gathered by the audit team during the special audit, shall provide grounds for Gitchia to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements. Such requirements are part of the contractual agreements between the Gitchia and the organization.

10 Management system requirements for certification bodies

10.1 Options

Gitchia has established, documented, implemented and maintain a management system which supports and demonstrates the consistent achievement of the requirements of this International Standard. In addition to meeting the requirements of clauses 5 to 9, Gitchia has implemented a management system in accordance with the requirements for general management systems as determined in clause 10.2 (option A). Option B has not been addressed in this Certification Scheme and has been omitted.

10. Option A: General Management System Requirement

10. 2.1 Gitchia has documented, implemented and maintains a management system that supports and demonstrates the consistent achievement of the requirements of this standard.

The Managers of Gitchia have established and documented policies and objectives for its activities. The Managers can provide evidence of their commitment to the development and implementation of the management system in accordance with the requirements of this standard.

The Managers will ensure that the policies are understood, implemented and maintained at all levels within Gitchia.

The Management will have responsibility and authority that include:

- Ensuring that processes and procedures needed for the management system are established, implemented and maintained, and
- Performance of the management system and any need for improvement.

Ref:
Certification Scheme
All procedures and Policies

10.2.2 Management System Scheme

The requirements of ISO/IEC 17021-1:2015, PS:4992-2022 (R) OIC/SMIIC 2-2019 have been addressed in the Certification Scheme/Manual and in associated procedures, policies and documents, all of which are accessible to all personnel.

10.2.3 Control of Documents

Gitchia has established a procedure which details how documents are controlled (internal and external) that relate to the fulfilment of this International Standard. The procedures define the controls needed:

- To approve documents for adequacy prior to issue
- To review and update as necessary and re-approve documents
- To ensure that changes and the current revision status of documents are identified
- To ensure that relevant versions of applicable documents are available at point of use
- To ensure that documents remain legible and readily identifiable
- To ensure that documents of external origin are identified and their distribution controlled,
- To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Ref:
QP01 Procedure for document and data control

10. 2.4 Control of records

Gitchia has established procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfilment of this International Standard. Gitchia has also included in the procedure retention consistent with legal and contractual obligations. Access to records will be consistent with confidentiality arrangements.

Ref
QP02 Procedure for record management

10. 2.5 Management Review

The Managers have established procedures to review its management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this International Standard. The reviews will be conducted at least once 12 months.

Review Inputs

The input to the management review as minimum include information relating to:

- Results of internal and external audits
- Feedback from clients and interested parties related to the fulfilment of this International Standard
- Safeguarding impartiality
- The status of corrective actions
- The status of actions to address risks
- Follow up actions from previous management reviews
- The fulfilment of objectives
- Changes that could affect the management system, and
- Appeals and complaints

Ref:
QP05 Procedure for Management Review

Review outputs

The outputs from the management review include decisions related to:

- Improvement of the effectiveness of the management system and its processes
- Improvement of the certification services related to the fulfilment of this International Standard
- Resource needs
- Revisions of policies and objectives

Ref:
QP05 Procedure for Management review

10. 2.6 Internal Audits

Gitchia has established procedures for conducting Internal Audits to verify that it fulfils the requirements of ISO/IEC 17021/ PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 (MOD) and that the management system is effectively implemented and maintained. An audit programme is planned (covering all activities and all clauses of ISO 17021/ PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 (MOD)), taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.

Internal audits will be performed at least every 12 months. The frequency of internal audits may be reduced if Gitchia demonstrates that its management system continues to be effectively implemented according to ISO/IEC 17021/ PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 (MOD) and has proven stability.

Gitchia will ensure that:

- Internal audits are performed by qualified personnel knowledgeable in certification, auditing and the requirements of ISO/IEC 17021/ PS: 4992-2022 (R)/OIC/SMIIC 2: 2019 (MOD).
- Auditors do not audit their own work
- Personnel responsible for the area audited are informed of the outcome of the audit
- Any actions resulting from internal audits are taken in a timely and appropriate manner, and
- Any opportunities for improvements are identified.

Ref:
QP03 Procedure for Internal audit

10. 2.7 Corrective actions

Gitchia has established procedures for identification and management of nonconformities in its operations. Gitchia where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions must be appropriate to the impact of the problems encountered. The procedure defines requirements for:

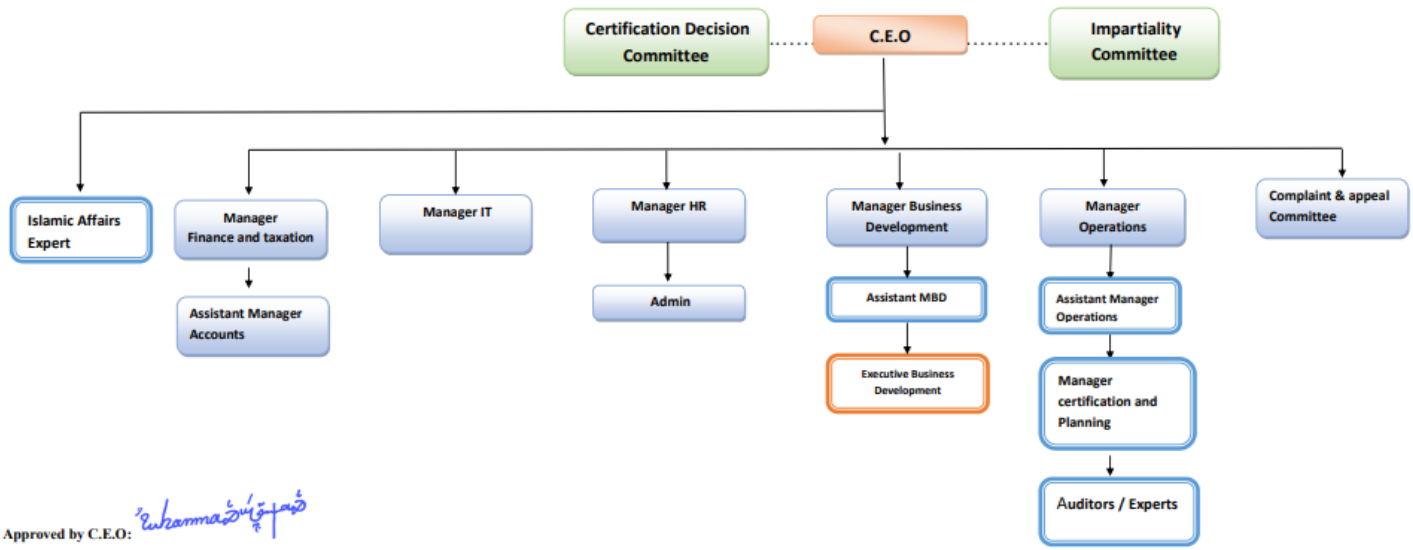
- Identifying nonconformities arising from whatever source (e.g. from complaints or internal audits)
- Determining the causes of nonconformity
- Correcting nonconformities
- Evaluating the need for actions to ensure that nonconformities do not recur
- Determining and implementing in a timely manner, the actions needed
- Recording the results of actions taken, and
- Reviewing the effectiveness of corrective actions

Ref:
QP04 Procedure for Corrective and Preventive actions

Reference:
(ISO/IEC 17021-1:2015, ISO/IEC TS 17021-3, ISO/IEC TS 17021-2 & ISO/IEC 17021-10), ISO 22003-1, IAF MD 09, 10 IAF MD 01, 03, 05, 11, 13,22 and 17.

8.8 Preventive actions (Option A)
Gitchia has established a procedure for taking preventive actions to eliminate the causes of potential nonconformities. Preventive actions taken should be appropriate to the probable impact of the potential problems. The procedures for preventive actions should define requirements for the following;
Identifying potential nonconformities and their causes, evaluating the need for action to prevent the occurrence of nonconformities, determining and implementing the action needed, recording the results of actions taken, reviewing the effectiveness of the preventive actions taken.

Annexure 1



Approved by C.E.O:

Annexure 2
Impartiality Committee

Constitution, Roles, Competencies and responsibilities

Impartiality Committee (IC) is established for safeguarding the independence of the certification process as detailed in and required by ISO 17021/ PS:4992-2022 (R) OIC/SMIIC 2-2019. IC is responsible to ensure that Gitchia's Impartiality Policy is fully implemented and adhered to. IC ensure that all the risks to the impartiality of certification process have been identified and appropriate measures implemented to mitigate any such identified risks.

IC members are consulted with on an as-needed basis and meet once every 12 months. The CEO. Acts as a convener of the Impartiality Committee. The voting group consists of external industry specialists, client representatives, and other experts selected on the basis of their capability to represent the industries in which they are employed, through trade associations or similar organizations. The qualifications and experience of the IC members is aligned with Gitchia Scope of Accreditation (Annexure 5).

The IC will nominate the Chairman. The Chairman will be re-appointed based on the Committee decision every 3rd IC Meeting. The Chairman will be responsible to ensure smooth functioning of the Impartiality Committee and the Certification services provided by Gitchia, appropriateness on actions based on Appeal Committee decision, if any.

Composition, duties, terms of reference, authority education, experience and competence of the committee —

The Impartiality Committee will consist of a minimum of 3 independent members a minimum of 2 members being required to form a quorum.

- Criteria (competence requirements) for membership of the Committee:
    - Not a current employee of Gitchia
    - Working knowledge of Quality Management Systems.
    - Working knowledge of ISO 17021/ PS:4992-2022 (R) OIC/SMIIC 2-2019.
    - Working knowledge of Gitchia's certification processes
    - Working or retired from a position at senior management level in areas of commerce, industry or government agencies for a minimum of five years
    - Minimum 16 years of education / Graduate
    - Working Knowledge as a Sharia Advisor in the Halal Management system
- The Committee will determine the agenda, meeting format, method of recording minutes, actions and the general conduct of the meeting.
- Members may be drawn from trade associations, clients of Gitchia, government or non-government organisation, consumer organisation etc.
- Only independent members of the Committee will make decisions. Managers or member of staff will attend the meetings at the invitation of the independent members but will have no authority to determine a course of action. Nor will they have a vote.
- Once appointed the members of the Committee may not be removed by the Managers but may be removed should the majority of the other members require it.

- New members of the Impartiality Committee will be approved by the existing members of the Committee although the Managers or staff of Gitchia may under instruction from the Committee source potential new members.
- Members of the Committee will not be remunerated for attending meetings but may be reimbursed reasonable expenses.
- The committee will have access to all relevant information
- No single interest will predominate; the committee will represent a balanced view.
- The committee have the right to take independent action if top management do not respect their decision. This action may include contacting authorities, accreditation bodies, stakeholders etc.

THE COMMITTEE'S VERDICT IS FINAL

- The committee will evaluate, review and ensure that all possible impartiality threats to the certification process have been covered including any financial threats.
- The committee will agree and authorise all of the impartiality policies, relating to auditors, sub-contractors and experts.
- The committee will require a senior member of Gitchia management to undertake a risk assessment of threats to the Impartiality of the Certification Process and will also direct a member of Gitchia's senior management to undertake investigations into any aspect of the Company where a perceived threat to impartiality exists.
- The committee will have the authority to require the Managers to instigate measures to reduce or remove any threats to impartiality.
- Decisions will be by majority, however a difference of opinion should occur at a meeting where only 2 members are present the 3rd member of the Committee will be consulted or the matter deferred until a meeting can be convened where all 3 members are present.
- IC will provide recommendations on Gitchia policy issues to the CEO.
- IC will be provided with copies of Management Review meeting minutes including the results of internal audits, client complaints and suggestions, and such other information as is deemed necessary to establish the credibility of the practice.
- As needed, members of the IC may participate on internal audits.
- The Manager Operations will report on the technical aspects of the Certification service.
- After approval by the CEO, IC recommendations will be implemented by Gitchia Implementation will be monitored by the IC.

Impartiality is achieved by the establishment of an Impartiality Committee which is given complete authority to approve the audit, certification and Certification policy by the CEO. IC decisions which are considered to be against the interests of the business unit policy may be rejected by the CEO, but alternative policy may only be implemented with IC approval.

Responsibilities of Impartiality Committee Members

- CEO will communicate with IC members periodically. There will be at least one formal meeting of the IC each year. Additional meetings may be called by the CEO on an as-needed basis.
- Members must be available for consultation to the CEO and other members of Gitchia.

- Members must inform the CEO of any information which may impact Gitchia operations, including any issues concerning how Gitchia services are being conducted with respect to the industry sector the member is associated with.
- Members must be familiar with Gitchia documented quality management system and ISO 17021/ PS:4992-2022 (R) OIC/SMIIC 2-2019 requirements.
- Members must keep themselves current with developments in the quality management field.
- Members will fill the annual confidentiality, impartiality and competency format (F062) at time of appointment and on an annual basis during the meeting (for members present)

Agenda

Each meeting follows an agenda drawn according to the members' submitted subjects for discussion, together with the following mandated items:

Opening address	Welcome to the members CEO report Review of open action items from last meeting
IC Changes	Membership Roles and responsibilities
Organizational review	Structural Personnel New branches and offices Review of sources of Finance and Income Conflict of Interests and Risk Assessments
Operations	Scheduling capabilities (resource capacity) Training status and requirements Internal / external complaints / suggestions / appeals Conflict of Interests and Risk Assessments
New Business	Business risk assessment and mitigation Addition of new sectors
Quality system review	Changes to documentation Accreditation audit / surveillance reports and findings Internal audit findings Management review reports Performance improvement
Open discussion	Any topic by the permission of the chair

Rejection of CEO Decisions

In the event that the Committee considers decisions made by the CEO to be against the interests of the Certification process, a veto is issued to the CEO, suspending implementation. The IC has a right to give unsolicited advice to the CEO and the authority to determine if such advice is binding. In the case of advice which is considered to be binding, the CEO has the option to:

- Adopt the advice integrally;
- Not to adopt the advice and give up any (further) certification activities concerning the subject of advice;
- Modify the advice and present it to the IC;
- The decision action may not be reinstated until the veto is lifted by a majority vote of the members following agreement with the CEO.

Minutes of the meeting are taken by and distributed to the membership, CEO and all Managers.
Ref: PY 04 – List of Impartiality Committee Members Rev 00

Certification Decision Committee (CDC)

Certification Decision committee includes 2 members for Management system certification and for Halal certification there will be 3 persons in CDC third person is Islamic affairs expert. (Depending on the number of ISO standards applied for certification and relevant competence of committee members), the competence criteria for the IC members is as follows:

- Minimum 16 years of education
- Having knowledge of ISO standards & PS: 4992-2022/OIC/SMIIC-2: 2019
- 02 years of minimum working experience in the organization having system implemented

The CDC performs a technical review of Audit reports where a new or change to existing Certification is requested by the client. This review is performed to verify that the audit was planned and executed in accordance with Gitchia Policies and procedures which are designed to ensure compliance with the requirements for accreditation. Also, the committee performs technical review and make a decision with regard to surveillance audit, special audits for scope extension, re certification audits etc. to verify compliance to procedural requirements**.**

Organization of the CDC

The CDC is an operating committee within the Certification practice.

The CDC is selected at the time of application review and varies from case-to-case basis. The certification Decision committee is not a fixed team to review each case every time. The auditors involve in the audit is not a part of the certification Decision committee.

Purpose and Objectives of the certification Decision committee (CDC)

The certification Decision committee reviews audit reports from audits to establish that the audit team recommendations for Certification are arrived at through adherence to prescribed procedures and are supported by the evidence gathered during the audit. These reviews may include:

- Reviewing audit team support documentation with respect to recommendations for new or changes to an existing Certification.
- Hearing appeals from clients who do not accept the audit team recommendations.
- Reviewing audit team or other recommendations for Certification suspension or withdrawal.
- Identifying the need for training of personnel where repetitive errors are made, or client appeals are found to be justified.
- Providing feedback to audit teams where deviations from the prescribed procedures are found.
- Review of audit reports from visits subsequent to the Initial Certification which recommend a change to the Certification status.
- Audit reports from visits subsequent to the Initial Certification which recommend a change to the Certification status, are also subject to review by the certification Decision committee.
- All certification decisions, including granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring Certification, withdrawing certification or renewing certification are made by the CDC.
-

For routine surveillance, the review process TORs of CDC

- Review of the client case file along with all support documentation i.e. Application, Application review, Certification Proposal & contract, Stage 01 & stage 02 reports, Audit report review checklist, with respect to recommendations for new or changes to an existing Certification by the audit team.
- Review of effectiveness of correction and corrective actions.
- Decision for award of certification / re-certification to client
- Review the recommendations for Certification suspension, withdrawal or reduction in scope of certification.
- Hearing appeals from clients who do not accept the audit team recommendations.
- Identifying the need for training of personnel where repetitive errors are made, or client appeals are found to be justified.
- Providing feedback to audit teams where deviations from the prescribed procedures are found.
- Review of audit reports from visits subsequent to the Initial Certification which recommend a change to the Certification status.

Rules of Procedure

The Impartiality Committee is responsible for approving these rules and determining that they are adequate and appropriate to assure the impartiality of the Certification decision process. Certification Committee members are individually responsible for declaring personal or other known circumstances which may constitute a conflict of interest and bringing this to the attention of the AM or excluding themselves from taking any part in the proceedings.

Criteria for Selection of Reviewers

The competence criteria of CDC Members (Administrator reviewer and technical reviewer and for halal Islamic affairs expert) is given in Document CC-01.

Decision Process

The audit team submits the report to the Manger planning and certification. The Manger planning and certification submit this report to CDC. For halal CDC is three-member committee (Administrator reviewer, technical reviewer and Islamic affairs expert). Any member of this committee must not has been a part of the audit in which he/she is Reviewer in CDC. The administrator reviewer of CDC performs administration review for completion of report and usage of right forms. Audit Report Review (T& A) & Certification Decision Form (F101) is used to record the review in case of initial certification, Follow Up, Scope Extension, Special Audit, Recertification Audit and any cases where a certificate change is involved).

CDC member (administrator reviewer) issues a deviation note against the team leader (F102 Deviation note) if he / she finds during the administration review. Audit Report Review (T& A) & Certification Decision Form (F101 is also used by administrator reviewer.

For technical review "Audit Report Review (T& A) & Certification Decision Form (F101)" is used. Technical review includes review of the information provided by the audit team is sufficient with respect to certification requirements, scope of certification and effectiveness of corrections and corrective actions are effective for all major and minor non-conformances raised. Client's plan for correction and corrective action is reviewed and accepted for all minor and major non-conformances raised during the audit.

CDC members provided shall not have participated in the audit and has not declared any conflict w.r.t. the client. Assigned Technical reviewer will be the one who does not have any conflict of interest. It is the responsibility of the auditor to pro-actively declare any conflict. The technical review may lead to

a deviation note (F102), which is issued against the team leader, if a deviation is found. In cases where technical expert is used for the audit, the technical reviewer may discuss with the technical expert on the NC / observations used.
The reviewer may also discuss any particular part of the report with the team leader / specific auditor.
The reviewer also identifies if correction to deviation note (F102) issued needs to be completed prior
Prior to decision making the following will be verified,

For Halal
Islamic affair expert will also review the all-audit pack.
Then depending upon the standard like halal (3-member committee) or ISO standards (2-member committee) take certification decision. This decision is taken unanimously not by majority of votes.
The decision taken is recorded on Audit Report Review (T& A) & Certification Decision Form (F101.

The reviewers may consult with each other and obtain advice if necessary. Members of the Impartiality Committee may be consulted.

Records

The Audit Report Review (T& A) & Certification Decision Form (F101) represents the objective evidence that the Certification process was implemented. This form is attached to the audit report and placed in the client file where it is retained until the Certification expires or is otherwise terminated.

The Audit report review must be completed within a month from the date of audit. If Certification committee differs with the recommendation given by the Team Leader for the Surveillance Audit, then the client will be informed of the same.

Annexure 4

Scope of Accreditation

IAF Code	Description	Standard		
		QMS	EMS	OH&S
3	Food Product's, Beverages, Tobacco	●	●	●
13	Pharmaceuticals	●	●	●

Sr. No.	Cat. Code	Category	Category Example
1-	Food Manufacturing	CI	Halal slaughtering & Processing of perishableanimal products
2-	Food Manufacturing	CII	Processing of perishableplant products
3-	Food Manufacturing	CIII	Processing of perishableanimal and plant products (Meat based food,mixed products)
4-	Food Manufacturing	CIV	Processing of ambient stable products
5-	Production of Food Packaging and Packaging Material	I	Production of food packaging material
6-	Catering	E	Preparation, storage and, where appropriate, delivery of Halal food for consumption, at the place of preparation or at a satellite unit, restaurants

Annexure 5

Document Map

QP 01 Procedure for Document and data control
- F010 Document matrix
- F011 Document change request form
- F012 Master documents list

QP 02 Procedure for Record Management

QP 03 Procedure for Internal Audits
- F030 Internal audit schedule
- F031 Internal audit report

QP 04 Procedure for Corrective and Preventive Action
- F041 Corrective / Preventive Action Request

QP 05 Procedure for Management Review
- F051 Attendance Form
- F052 Notification of Management Review Meeting
- F053 Minutes of Management Review Meeting

QP 06 Procedure for Human Resources
- F060 Contract for employment
- F061 Subcontractor agreement
- F062 Confidentiality and impartiality declaration
- F063 Training Record

F064 Auditor training plan
F065 Witness Assessment form
F066 Initial competence evaluation
F067 Auditor Qualification summary
F068 Quality Objective
F069 Orientation
F610 Competency Measurement (F610A TO K)
F611 Training Need Identification
F612 Training Calendar
F613 Organizational Impartiality Risk Assessment Sheet.
F614 New Standard and EAC Application Form
F615 Continuing Proficiency development
F051 Attendance Form

- WI 061 Work instruction for auditor qualification
- WI 062 Sub-Contractor Job Responsibility

Annex 1 Job Descriptions

QP 07 Procedure for Complaints and appeals

F070 Incident Report

QP 08 Procedure for Marketing, Contract and Contract review

F080 Certification Application
F081 Marketing brochures
F082 Certification Proposal and contract
F085 Contract review checklist
F087 Change to Contract
F088 Triennial / Renewal Audit Review Format

- WI 081 Work instruction for Man-day Estimation

QP 09 Procedure for Audit planning, conducting and reporting

- WI 092 Guidelines for ISO 9001 Audit

F090 Audit Plan
F091 Stage 1 Audit report
F092 Stage 2 & Surveillance Audit report
F093 Audit Summary report

QP 10 Procedure for Certificate issue, suspension and withdrawal

F100 Certificate format
F101 Audit report review checklist
F102 Deviation note
F103 Rules for use of Certification Mark
F104 Customer Feedback form
F105 Register of approved firms/withdrawn firms/suspended firms

MANUAL DISTRIBUTION LIST

1	All Managers of Gitchia	Manager's Copy- 01 Nos
2	Reference Copy for Auditors/ Sub Contractors/ Other Members- Lahore	To be maintained by – 01 Nos
4	Accreditation Body Copy	To be maintained - 01 Nos
5	Reference Copy for IC Members	To be maintained - 01 Nos