



**CLIENTS MANUAL MC 01**

**D007**

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## 1 - INTRODUCTION

### CDIAL HALAL CLIENT MANUAL

Welcome!!!

This CDIAL Halal Certification Client Manual was designed to present to our Clients the premises used in Halal Certification activities performed by CDIAL HALAL in partnership with our customers.

All emphasis is given to processes of continuous improvement, that is, development of activities, in order to increase the capacity to meet customer requirements.

Our Objective is to seek the Quality and Competitiveness of our Business together with Customers and Partners seeking Halal Certification,

**Ibrahin Khalil El Saifi**

**Board of Directors Representative**

**Ali Ahmad Saifi**

**Director – Vice-President**

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## 2 – Who we are

Mr. Ahmad Ali Saifi's Professional History in Brazil began in 1965, in the city of São Paulo - SP, where, along with friends, he was one of the creators and founders of the Young Muslim Movement.

After more than a decade of dedication and work, in 1977 Mr. Saifi assumed the leadership of the Islamic Entity – Sociedade Beneficente Muçulmana Mesquita Brasil-SP and in 1978, with the support of the Muslim Youth Movement, the Abu Baker Al Sedeek Society was founded with the purpose of representing and involving the growing Islamic community in Brazil and Latin America, as well as disseminating the religion through social activities, camps, classes and international seminars that counted on the participation of members from throughout the Continent, where it offered books, pamphlets and materials of diffusion in the Portuguese, Spanish and Arabic to these communities.

In 1987, 22 years after the beginning of his professional history in Brazil, Mr. Saifi founded the Center for the Dissemination of Islam for Latin America (Centro de Divulgação do Islam para América Latina) - CDIAL, where he realized the need to expand the dissemination and spread of Islam in other Latin American countries .

Since its foundation, CDIAL has become increasingly important, mainly in its collaboration with the Islamic Assistance Board and the Islamic World League, and other international entities which were located in countries such as Egypt, Kuwait and the United Arab Emirates. In Latin America, the work of dissemination and Islamic teaching was performed by Sheikhs and teachers in more than 14 Latin countries.

The Center for the Dissemination of Islam to Latin America holds annual congresses related to the international Islamic community, participating in the founding of several Islamic societies in several worldwide countries and in Latin America.

Also in the 1980s, Mr. Ahmad Ali Saifi had a request from Kuwait to provide Services related to Muslim religious slaughter in Brazil, and together with a group of administrators, developed the Halal Slaughter Group (Grupo de Abate Halal), which operated directly in

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factories and slaughterhouses, thus developing a system of halal slaughter and inspection of Halal production. Leaving them open to visits of great Islamic personalities from the Arab world.

In 1990, there was a decision between the governments of Kuwait and Saudi Arabia, where, due to the expertise in the Services, they determined that CDIAL HALAL would be the exclusive Service Provider of Halal Certification in food for these markets, standardizing the procedures of the activity.

With a much respected family and professional background, Mr. Ahmad Ali Saifi has prepared his Children for Family Business Administration, where Mr. Ziad Ahmad Saifi is responsible for the management of the Islam Dissemination Center, now a nonprofit philanthropic establishment and Mr. Ali Ahmad Saifi manages CDIAL HALAL, where he holds the position of Executive Officer / Vice-President.

CDIAL HALAL grew focused on its business, took advantage of market opportunities to diversify and innovate and currently has approximately 500 direct employees, certifying 95 manufacturing plants in Brazil, with activities related to the slaughter of chickens, turkeys, ducks and cattle, including also Industrialized products.

Today CDIAL HALAL is a global reference in Halal Certification and maintains strategic partnerships with World Class Food Companies. A relevant part of its investments is directed to the preparation and qualification of the Employees, Quality Management, Food Safety, animal welfare, in addition to the constant increase of the productive capacity to meet the market demands.

The company's mission is: To offer the Muslim consumer halal food products, being recognized worldwide as a company in excellence in the certification of halal food and slaughter of animals according to Islamic religious requirements, always generating business and value opportunities, shared with Brazilian society.

**Ali Ahmad Saifi**

**Director – Vice-President**

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### 3 – Vision, Mission, Management Politics and Commitment

The four characteristics of the CDIAL HALAL, which are recognized and followed by all employees, in order to achieve their objectives, are presented below.

#### 3.1 - Vision:

To be chosen and recognized by its customers as the best Halal Certifier of Units and Products

#### 3.2 - Mission:

Offer to the (Muslim) consumer Halal Food Products, being recognized worldwide as a Company in excellence in the certification of Halal Foods according to Islamic religious requirements, always generating business opportunities and value, shared with international society.

#### 3.3 – Management Policy



#### Management Policy – CDIAL HALAL

##### CDIAL HALAL

The following guidelines are kept:

- **To respect the premises of Islamic religion.**
- **Client satisfaction** through the compliance with the hired requirements.
- Provide **well-being and physical integrity of our partners**, promoting occupational safety and health.
- Provide the partners with **adequate training and orientation** to support the Management policy and to perform their tasks in a safe way.
- **Reduce the sources of environmental pollution** generated by our activities, establishing and implementing preventive and control actions on significant environmental aspects.
- **Reduce sources of waste** of natural and energetic resources (paper, water, electricity, materials).
- **Comply with legal requirements** (laws, decrees, standards, resolutions).

- **Implement continuous improvement actions**, promoting activities that aim mainly to optimizing the processes, the operational control and personnel awareness.
- **Place necessary resources** to comply with the management policy in force.

Approved in review 00 in December 12th, 2016 by:

Ali Saifi  
CDIAL HALAL Vice-President.

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### 3.4 – Commitments

CDIAL HALAL is responsible for complying with Islamic Legislation.

CDIAL HALAL is responsible for permanently meeting customer needs. Focusing on the development of new services. Continuously investing in the development of the people of its team of partners. Knowing all its strategic audience, seeking the best interactions with them.

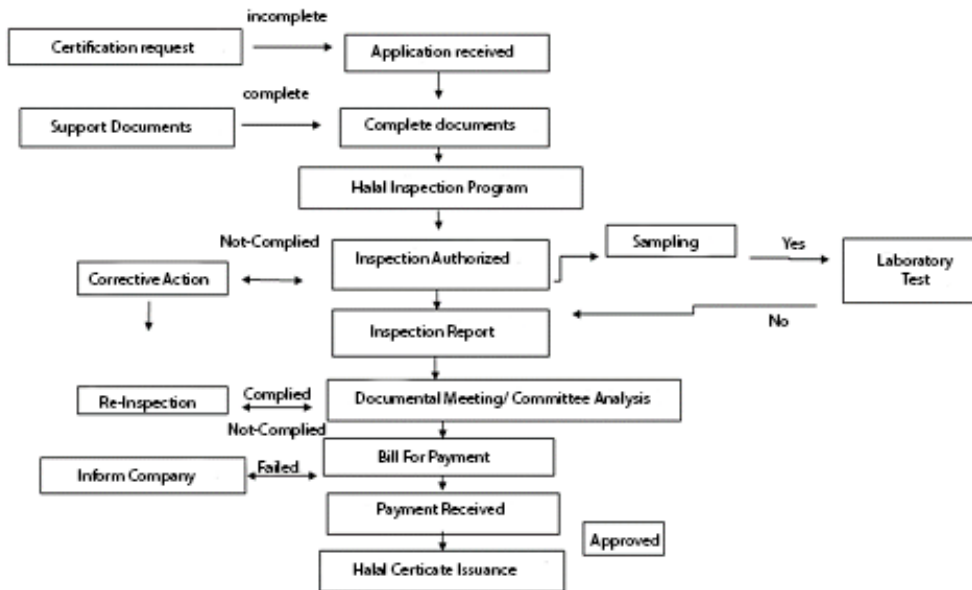
CDIAL HALAL is responsible for certification decisions and maintains authority for its decisions regarding certification, including granting, maintaining, renewing, extending, reducing, suspending, and canceling the certification.

CDIAL HALAL exercises control over certification scheme on ownership, use and display of licenses, certificates, conformity marks, and any other mechanisms indicating that the product is certified.

Incorrect references to certification or improper use will be subject to appropriate action.

#### 4 - Certification Flux and Scheme, Supreme Committee and Impartiality Committee

### Halal certification Procedure



#### 4.2 - Critical Analysis of Contract

The number of man / days for certification, periodic and recertification audits (which occurs after the contract terminates) follows the routines below, according to Attachment B1 Halal Products - Part two: General Requirement for Halal Certification Bodies.



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Attachment B1 Minimum initial certification audit time

Category See attachment A)	B Basic In place Audit Time (In audit days)	H* Addition al for each HACCP study (In audit days)	FTE Number of employees (In audit days)	CC Complexit y by Class (Multiplier factor)	PV ** Variety of Products (In audit days)	Task For each visited additional unit (In audit days)
A	1.0	0.25	1 a 19 = 0,5 20 a 49 = 1,0 50 a 79 = 1,5 80 a 199 = 2,0 200 a 499 = 2,5 500 a 899 = 3,0 900 a 1299 = 3,5 1300 a 1699 = 4,0 1700 a 2999 = 4,5 3000 a 5000 = 5,0 > = 5000 = 5,5	Low CC = 1	1 to 3 = 0,25 4 to 6 = 0,50 7 to 10 = 0,75 11 to 20 = 1 > 20 = 2	50 % of the minimum time of in loco audit
B	1.0	0.25				
C	1.75	0.50				
D	1.25	0.50		Average CC = 1,25		
E	1.75	0.50				
F	1.75	0.50		High CC = 1,50		
G	1.25	0.50				
H	1.25	0.50				
I	1.25	0.25		Very High CC = 1,75		
J	1.25	0.25				
K	1.25	0.25				
L	1.75	0.50				
M	1.25	0.25				
N	1.75	0.50				

\* H is applied only for products / services in the food chain.

\*\* PV is only used for products and services.

The categories are specified in Attachment A Halal Products - Part two: General Requirements for Halal Certification Bodies, where CDIAL HALAL uses the table to:

- Define Work Range
- Identify the necessary Technical qualification for the Auditors
- Select the Time Auditor

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**Attachment A - Halal product / service categories**

<b>Categories Code</b>	<b>Categories</b>	<b>Sectors Examples</b>
A	Livestock (Animals)	Animals: fish; Egg production; Milk production; Beekeeping; fishing; hunting;
B	Agriculture (Plants)	Fruits; vegetables; cereals; Spices; horticulture
C	Processing 1 (Products of perishable animal origin)	Includes all activities after breeding slaughter animals, poultry, eggs, dairy and fish.
D	Processing 2 (Products of perishable vegetable origin)	Fresh fruits, fresh juices; Canned fruits; Fresh vegetables; Canned vegetables
E	Processing 3 (Products with long shelf life in room temperature)	Canned products; cookies; snacks; oil; potable water; beverages; pastas; flour; sugar; salt.
F	Feed production for animals	Animal feeding; Fish feed
G	Food service	Hotels, restaurants
H	Distribution	Outlets; stores; Wholesalers
I	Services	Water supply; cleaning; Sewer; Trash deposit; Development of products, processes and equipment; Veterinary services, Islamic financial services.
J	Transport and storage	Transport and storage
K	Manufacture of equipment	Industrial equipment; Vending Machines
L	Chemical and Biochemical Industry	Food additives; Dietary supplements; Cleaning agents; Technological auxiliaries, microorganisms
M	Packaging and Manufacture of packaging materials	Packaging and packing material
N	Manufacture of other materials	Cosmetics, textiles, leather products etc.

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**4.3** - The Customer requests the Certification for CDIAL HALAL, requesting a Certification of Unit and / or Product (To certify a product, the unit must already be HALAL certified).

**4.4** - The person in charge of the commercial area of CDIAL HALAL sends a proposal request form for the client to complete.

**4.5** - The Technical Department of CDIAL HALAL analyzes the request of the Client to ensure that the information is sufficient, that the range of certification is defined and that the CDIAL Halal is able to carry out the Certification in question and, based on Attachment A and Attachment B1 of Halal Products - Part two: General Requirements for Halal Certification Bodies, verifies the number of Auditors / Day required for Audits Stage 1, Stage 2 and Periodic Audits and, in accordance with Taxes and prices policy (held by CDIAL HALAL Financial Department), elaborates the Technical Commercial Proposal.

Template for Standard Proposal is available in attachment 2.

**4.6** - With the Client's Acceptance, a Contract is issued between CDIAL and the Client, and Initial Audit Stage 1 and Stage Audit 2 are planned and scheduled in accordance with the availability of CDIAL Professionals to perform the Audit and Customer's availability.

**4.7** - The Initial Audit Stage 1 and the Audit of Stage 2 Certification are formalized by issuing a confirmation letter of Audit and sending the Audit plan to the Client.

**4.8** - The Audit Team performs the audit in accordance with its planning, and after the termination, it issues the Initial Audit Report Stage 1 and sends it to CDIAL HALAL, after performing the Certification Audit Stage 2, proceeds in the same way.

**4.9** - Non-Compliance, Observation and Recommendation

Any non-conformities, observations and / or recommendations evidenced during the audit process are classified as follows:

Major nonconformity - Type A (Note: to be corrected within 90 days prior to submission of the process for certification, recertification or range extension or next audit performance);

Minor Note - Type B (Note: to be corrected until the next audit is performed);

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Recommendation - Type C (Note: to be monitored for its implementation at the next audit);

Recommendations for certification, recertification, or extension of certification range are not granted by the lead auditor in cases of major nonconformity occurrence (type A). In case of major nonconformity (type A), the lead auditor shall record them in the audit report and set a deadline for the Organization to take the necessary corrective action (maximum 90 days).

In case of major nonconformity (type A), it is the responsibility of the lead auditor to record the form of verification of the implementation of the corrective actions in the CDIAL HALAL form, it may be carried out through a supplementary audit in the Organization or through verification of documentary evidence presented by the Organization to CDIAL Halal. If the major nonconformity (type A) is fully closed, the lead auditor proceeds with the recommendation for certification, re-verification or range extension, and if not, the audit process is terminated.

Occurrence of major nonconformity (type A) during periodic audits will prevent the validity of the certificate from remaining valid. If the major nonconformity (type A) is fully closed, the lead auditor proceeds with the recommendation to maintain the validity of the certificate and, if not, the certificate will be suspended and / or canceled, as defined by CDIAL.

The certification body shall require the customer to analyze the cause and describe the correction and the specific corrective action taken or planned to be taken to eliminate the detected nonconformities within the defined time frame.

Before taking a decision, the certification body shall confirm that

A) the information provided by the audit team is sufficient in relation to the requirements and the scope for certification,

B) it analyzed, accepted and verified the effectiveness of corrections and corrective actions for all nonconformities that are represented

1) failure to meet one or more requirements of the management system standard, or

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2) a situation that raises significant doubt as to the ability of the customer management system to achieve planned results,

C) it reviewed and accepted the client's planned corrections and corrective actions for any other non-conformities.

#### **4.10 - Supreme Certification Committee**

The Supreme Committee is responsible for the opinion on the certification of the audited Organizations, through the technical analysis of reports prepared by the audit team.

The committee is composed by three neutral, impartial, independent members who know halal certification issues. Its composition and attributions are set forth in the Supreme Committee Installment Minutes and the activity records are in the minutes of committee meetings.

All premises of the committee's activities are based on NBR ISO 17065: 2013

Responsibility for the issuance and renewal of certificates, as well as suspension, cancellation and reinstatement of certificates, motivated by technical reasons, is attributed with reference to the installation of the Committee and training.

CDIAL Vice President and Auditor are responsible for the suspension, cancellation and reinstatement of certificates, due to administrative reasons.

Meetings of the Committee may only be held with the attendance of at least two-thirds of its members. The decision must be taken unanimously.

The members of the Committee are informed on the outcome of the meeting, being the documentation available for consultation until the next meeting.

At all stages of the evaluation process, members are barred from having access to any information that allows the identification of the Organization requesting certification, and the name of the Organization, disclosed only after approval of the certification. They may not participate in the discussions and decisions regarding the issuance of the certification, members directly involved in the audit activity or who have direct interests in the

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Organization, and the members must also sign a confidentiality and absence of conflict of interest agreement.

The meetings are scheduled in advance by CDIAL Commercial Area.

To the members who are unable to attend it, the proposed certificate issuance may be sent with its formal communication of transmission; these members may, prior to the meeting, their written comments on the matters to be discussed.

At the meetings, members designated by CDIAL Vice President may also participate, with a verification and control function of the certification activity. Auditors or specialists may also participate, if necessary, for the purpose of clarifying doubts of the members, arising from the audit reports.

#### **4.11 - Certificate**

Confection and Emission

Certificates have content such as range, Certificate number, Customer, SIF number, Product description, Certificate expiration date, Security seals and Signature of CDIAL HALAL Vice President or President.

They are issued by CDIAL HALAL and sent to Customers. The certificates are valid for 3 years from the date of approval by the client and semi-annual or annual monitoring audits are carried out, according to the agreement with the client.

#### **4.12 – Appeal Committee**

If the Applicant is prejudiced by any resolution, determination or action by CDIAL in any manner relating to certification and in accordance with the provisions of the Certification Rules and Conditions, the Applicant shall appeal to CDIAL HALAL and such appeals shall be forwarded by the organization and, finally, to CDIAL HALAL President, until a solution is obtained. If the remedy can not be reached, the Claimant may refer the matter to arbitration (see General Terms and Conditions under Contract).

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#### 4.13 – Logo Use

4.13.1 Authorization - The certified company is authorized to use CDIAL HALAL logo and the logos of the accreditors indicated in the company certificate. The Rules for the use of Logos and Certificates are sent to the certified company. Authorized electronic reproductions of the logos are sent to the certified company upon request, subject to verification of the current certification situation by CDIAL HALAL.

4.13.2. Conditions - The following table provides a guide for the use of the Logos for various types of packages and printed matter.

Reference	On Products (note 1)	On Packages (note 2)	In folders and websites for advertising
<b>Logo use without declaration (note 3)</b>	Non Authorized	Non Authorized	Authorized (note 5)
<b>Logo Use with Declaration (notes 3 and 4)</b>	Non Authorized	Authorized (note 5)	Authorized (note 5)
<b>Certificate Declaration Use</b>	Authorized	Authorized (note 6)	Authorized (note 6)

**Note 1:** It represents the tangible product or a product in an individual packaging, container, etc.

**Note 2:** The product package is deemed as the one that can be removed without product disintegration or damage. Accompanying information is considered to be available separately or easily detachable. Labels or identification signs are considered as part of the product.

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**Note 3:** Applies to Logos that have a specific configuration, including some basic descriptions of their applicability. A statement only in words is not a logo in that sense, if such expression is correct and not misleading.

**Note 4:** It may be a clear statement that "(This Product) was manufactured in a plant whose system is certified in accordance with HALAL requirements."

**Note 5:** When symbols or logos are used, special attention must be given to avoid breaching the use of logos in a non-permissible, misleading or otherwise unqualified manner

**Note 6:** The statement shall not in any way imply that the product, process or service is certified by this means. The statement shall include a reference to:

- identification (for example, brand or name) of the certified customer;
- the type of management system (HALAL Certification) and the applicable standard;
- the certification body issuing the certificate

4.13.3 CDIAL HALAL grants permission for the use and reproduction of its certificate and logos for use as described below. The certified company is prevented from using the CDIAL certificate or parts of the CDIAL certificate to generate its own version / representation of a certificate of compliance. Such action constitutes a misuse of the Logos.

4.13.4 The Logos may be used by the certified company and must always be used in conjunction with the applicable standard.

4.13.5 All Accreditors' Logos shall be used originally in the colors shown on the certificates of conformity.

4.13.6 All logos shall be used in a size that keeps all their features clearly distinguishable.

4.13.7 The Accreditors' Logos shall be used in conjunction with CDIAL HALAL logo. The Accreditors' Logo Size must not be different from the size of CDIAL HALAL logo.



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4.13.8 The Certified Company shall undertake to discontinue any use of the Logos that are unacceptable to CDIAL HALAL and any form of declaration that - in CDIAL HALAL's opinion - may be misleading.

4.13.9 Upon termination of certification for any reason, the Certified Company undertakes to immediately discontinue all use of the Logos and destroy any stock of material in which they appear.

4.13.10 The Halal certification body performs proper control over ownership, license submissions, Halal certificates and Halal compliance marks.

4.13.11 Incorrect references to Halal certification system or misleading use of licenses, Halal Certificates or trademarks found in advertisements, catalogs, etc., will be treated in an appropriate manner.

4.13.12 The Halal mark shall meet the required specifications in accordance with the approved standard.

4.13.13 Halal trademark can be printed clearly on all Halal certified products and label each box / package.

4.13.14 Halal mark / certificate may be displayed at the entrance of the certified establishment.

4.13.15 The holder of the certificate shall not copy the granted Halal certificate preventing its readability or alter the original copies or photocopies of the certificate. It shall not translate the certificate and / or test reports to others without prior review and consent from Halal certification body.

## **5 – Confidentiality Instrument**

*Whereas the parties will be exchanging information in a variety of ways, with the aim of*

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*establishing a service provision contract between the parties;*

*Whereas that the Parties will be exchanging Information, some of which are Confidential, as defined below;*

*Whereas the parties wish to establish conditions for the disclosure of Confidential Information, as well as to define how they may be used and shall be protected;*

*Whereas the duty of fidelity and loyalty of the Customer to its Supplier is mainly translated into two (2) obligations: the duty to keep professional secrets and to abstain from acts of unlawful competition;*

### **5.1 Confidential Information Concept**

*"Confidential information" shall be considered, according to the clauses and conditions of this Instrument, any information, know-how, corporate, financial-economic, commercial and other data in general, whether of a technical nature or not, that is held by Party, hereinafter referred to as the "Disclosing Party", and which is disclosed to the other Party, hereinafter referred to as the "Receiving Party". It shall also be considered "information", any and all information developed by the Receiving Party that contains the disclosed information, in part or entirely.*

*The information may be in any way, either oral, written, or otherwise, either corporeal or otherwise, such as, but not limited to, formulas, algorithms, processes, designs, sketches, photographs, plans, drawings, product concepts, Specifications, idea samples, price lists, business plans, production plans, marketing and business practices, specific computer programs, customer relationships, supplier relationships and their price lists, financial reports and balance sheets, management reports, technology and production etc.*

*From now on, the Parties agree that all information exchanged between them, either written, oral or electronically, will be considered and classified as confidential information, even if it is not marked with the expression "CONFIDENTIAL".*

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## **5.2 Limitations on Confidentiality**

*Confidential Information for the purposes of this Instrument shall not be deemed as that which is (I) public domain at the time of disclosure or after disclosure, except as a result of an act or omission of the Receiving Party; (II) is already held by the Receiving Party, as a result of its own research, provided that the Receiving Party can prove this fact; (III) has been legitimately received from third parties; (IV) is revealed by virtue of a valid order or a court order, only up to the extent of such orders, provided that the Receiving Party has given notice of the existence of such order, in advance and in writing, to the Disclosing Party, granting it, as far as possible, time to plead protective measures that it deems appropriate.*

*The information contained in the Halal Certificates is in the public domain, without the need to be kept confidential.*

*Except as required by this Standard, information about a particular customer or individual shall not be disclosed to third parties without the written consent of the customer or person involved. When the certification body is required by law to disclose confidential information to third parties, the client or person concerned shall, unless regulated by law, be notified in advance of the information provided.*

*Customer information from sources other than the customer itself (e.g., claimant, regulators) should be treated as confidential, consistent with the certification body's policy.*

*Personnel, including any members of committees, suppliers, personnel of external bodies or external persons acting on behalf of the certification body, shall keep all information obtained or generated during the activities of the certification body confidential.*

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*The certification body shall have available and use equipment and facilities to ensure the safe handling of confidential information (e.g., documents, records).*

*When confidential information is disclosed to other bodies (e.g., accreditation body, peer evaluation scheme agreement group), the certification body shall inform its client of such action.*

### **5.3 Duties and Obligations**

*In this act, both Parties commit and undertake to use the confidential information disclosed by the other Party exclusively for the purposes of this Instrument, always maintaining strict secrecy about such information.*

*The Receiving Party commits not to make any copies of the confidential information without the prior express consent of the other Party.*

*This consent, however, shall not be necessary for copies, reproductions or duplications intended for internal use, for the purposes mentioned above, by the employees who need to know such information, for the purposes of this Instrument.*

*Both Parties commit and undertake to take all necessary measures to protect the confidential information of the other Party in the same manner as they take in the handling and use of their own confidential information, as well as to avoid and prevent disclosure to third parties unless duly authorized in writing by the Disclosing Party. In any event, disclosure is permitted for affiliated companies, thus considering the companies that directly or indirectly control or are controlled by the Party in this Instrument. In addition, each Party shall have the right to disclose the information to its employees who need to know it for the purposes of this Instrument; such employees shall be duly advised of the confidential nature of such information and shall be bound to the terms of this Confidentiality Instrument. The parties shall remain jointly liable for acts of their employees.*

*Each Party shall remain the sole owner of any and all information that may be disclosed to the other Party in the light of this Instrument.*

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*This Instrument does not imply the granting by the Revealing Party to the Receiving Party of any license or any other right, express or implied, in relation to any patent right, editing right or any other right relating to intellectual property.*

*The Receiving Party commits not to take any action aiming to obtain the intellectual property rights relating to the confidential information, for itself or for third parties, that may be disclosed.*

*The Parties agree that the breach of this Instrument by the use of any confidential information belonging to the Disclosing Party without its proper authorization will cause damages that are difficult or impossible to repair. Then, the Disclosing Party shall immediately be considered as the legitimate holder of the right to take all extra-judicial and judicial measures, including of a precautionary character, as an anticipation of judicial relief, which it deems appropriate for the defense of its rights.*

*Exchange of information between a certification body and its customers*

*The certification / registration body shall provide and update its clients on the following information:*

- a) a detailed description of the initial and continuous certification activity, including the request, initial audits, supervisory audits and the process for granting, maintaining, reducing, extending, suspending, canceling the certificate, and recertifying;*
- b) the normative requirements for certification;*
- c) information on fees charged for request, initial certification and maintenance;*
- d) the requirements of the certification body so that potential customers*
  - 1) meet the certification requirements,*

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2) *take all necessary steps to carry out the audits, including provisions for analysis of documentation and access to all processes and areas, records and personnel for initial certification, supervision, recertification and dispute settlement purposes, and*

3) *take steps, where applicable, to accommodate the presence of observers (e.g., accreditation auditors or training auditors);*

e) *documents describing the rights and duties of certified customers, including requirements when referring to their certification in any type of communication according to the requirements of 8.4;*

f) *information on procedures for handling complaints and appeals.*

#### **5.4. Information Return**

*The Confidential Information disclosed by the Parties shall remain the property of the party that discloses it and shall be immediately returned to the Party that disclosed it, when so requested in writing or upon termination of this Agreement, and no copy shall be withheld by the receiving Party or its Representatives. The Revealing Party may accept evidence of destruction of the confidential information exchanged from the Receiving Party.*

#### **5.5 The principles to inspire confidence include**

*– impartiality,*

*– competence,*

*– responsibility,*

*– transparency,*

*– confidentiality,*

*– Capacity to answer to complains.*

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## 5.6 Notification of changes by the certification body

The certification body must duly inform its certified customers of any changes in their certification requirements. The certification body shall verify that each certified customer meets the new requirements.

NOTE Contractual arrangements with certified customers may be needed to ensure the implementation of these requirements. A model of license contract for the use of certification, including aspects related to the notification of changes, to the extent applicable, may be obtained in Attachment E of ABNT ISO / IEC Guide 28: 2005.

## 5.7 Notification of alterations by the client

The certification body shall have legal and effective agreements to ensure that the certified client informs the certification body immediately of any issues that may affect the ability of the management system to continue to meet the requirements of the standard used for certification. These issues include, for example, alterations regarding

- a) legal, commercial, organizational situation or property,
- b) organization and management (e.g., key personnel, such as managers, decision-makers or technical personnel),
- c) contact address and locations,
- d) scope of operations covered by the certified management system,
- e) significant changes to the management system and procedures.

NOTE A model of license agreement for the use of certification, including aspects related to notification of alterations, as applicable, may be obtained in Attachment E of ABNT ISO / IEC Guide 28: 2005.

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### ATTACHMENT 1

#### Company Registration Form/ Halal Certification Request

Corporate Name:		State record Number:
Cnpj:	Municipal Record Number:	Site:
Commercial Telephone:		
E-mail:		

#### Head of the company:

Name:		
E-mail:	Tel:	Position/Dept:

#### Billing Adress:

Adress:		
City:	State:	Zip Code:

#### Certified factory Adress:

Adress:		
City:	State:	Zip Code:

#### Subsidiary adress

1)

Adress:		
City:	State:	Zip Code:

2)

Adress:		
City:	State:	Zip Code:



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**Company sectors:**

**\*\* Please attach company register data.**

**Yes      No      OBS:**

Operation permit:			
Sanitary Surveillance Permit:			

**Products for certification:**

**Product Origin**

**Feedstock Origin:**

**OBS:**

We declare the information given herein is true.

Date: \_\_/\_\_/\_\_

\_\_\_\_\_

Legal Representative

\_\_\_\_\_

Responsible for the record

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## Attachment 2

### Technical Commercial Proposal

#### 1) Halal System certification Range

Stages and processes of annual audits	Audit Days	Values (R\$)
<b>A1 - Certification</b>		
Audit Planning		To combine
Phase 1 - Documentary	1	To combine
Phase 2 - Certification audit	4	To combine
Report analysis and certification decision		To combine
Publication of the certificate		To combine
Auditor's price per day (A / D)		To combine
Total A		To combine
<b>B1 - 1st semester maintenance</b>		
Annual maintenance audit	3	To combine
Annual audit report		To combine
<b>B2 - 2nd semester maintenance of the certification</b>		
Annual maintenance audit	3	To combine
Annual audit report		To combine
Total (B)		To combine
Total for 3 year contract		To combine

#### **Business Conditions**

##### **Travel expenses:**

In case the client does not choose to directly provide the logistics of the project (stay, transport and food for the auditors), CDIAL HALAL, after conducting the audit, will issue an invoice corresponding to the expenses of the services rendered plus 20% for reimbursement of taxes and administrative expenses.

##### **Cancellation of Audits:**

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For audits canceled less than 30 (thirty) days from the agreed date, an invoice with a value corresponding to 50% (fifty percent) of the amount budgeted for that step will be issued (see table 1. Process Steps).

#### Readjustments

The values of the services mentioned above will be adjusted annually, as permitted by current legislation, using the IGP-M variation index of the Getúlio Vargas Foundation. If, during this period, legal provisions that allow for the inclusion of clauses providing for monetary updating / remuneration for the term of payments and / or price readjustment in period of less than 12 (twelve) months are created, such provisions will be inserted in the contract herein.

Proposal Valid For 30 days.

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### **Attachment 3**

#### **Receiving Protocol - Client Manual:**

Dear Sirs:

The contents of this CDIAL HALAL Client Manual firm our commitment to maintain our Quality standard aiming our Services and to strengthen our Partnerships with Your Company

Client:

Contact:

Departament:

Date:

Signature:

We ask you to scan this page to - [cdial@cdialHalal.com.br](mailto:cdial@cdialHalal.com.br)

**Ibrahin Khalil El Saifi**

**Board of Directors Representative**

**Ali Ahmad Saifi**

**Director – Vice-President**

São Bernardo do Campo, April 2017