



Majlis Ugama Islam Singapura Halal Certification Conditions

This document is provided for the application for Halal
Certification by the Majlis Ugama Islam Singapura
with effect from 1 December 2023

POULTRY SCHEME



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3	3.0	<p>Third Issue</p> <ul style="list-style-type: none"> a) Foreword – Editorial change: removed “6011 0037” as number is no longer in use b) Clause 2.3 – Editorial changes: inserted “/ name of business entity” and “Name and/or” c) Clause 3.4 – Revised to include “In the event there is such contact, it shall be declared and subjected to ritual cleansing by Muis.” d) Clause 3.9, 3.10, 3.11 and Annex D – Revised to align with the Halal Competency Assessment requirements e) Clause 5.1 – Editorial changes: replaced “Duration” to “Commencement”, included a new condition on processing of new applications and disclaimer note on express application processing f) Clause 5.9 – New clause to charge applicants the full certification fee due to business relocation or cessation after the site audit has been conducted g) Clause 5.10 – New clause on debarment period after application rejection or certificate revocation h) Clause 6.5 – Editorial change: replaced “14” to “7” to be aligned with clauses on outlets i) Clause 7.1 – Editorial changes: inserted “(a) ...including any collaborations with non Halal-certified business entities”, 	10 November 2023

		<p>“(c) ...and uniform); and” and “(d) include elements that may offend or be insensitive towards any race or religion.”</p> <p>j) Clause 8.8 – Editorial changes: inserted “acknowledgement”</p> <p>k) Clause 9.5 – New clause on the participation of observers</p> <p>l) Annex D – Editorial changes: inserted “which include personnel employed by the Company / Establishment.” for definition of Applicant</p>	
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CONTENT

FOREWORD	5
HALAL APPLICATION PROCESS	7
HALAL CERTIFICATION CONDITIONS.....	8
1. GENERAL INFORMATION	8
2. APPLICATION REQUIREMENTS.....	9
3. GENERAL CERTIFICATION REQUIREMENTS.....	11
4. SPECIAL CERTIFICATION REQUIREMENTS	16
5. APPLICATION PROCESSING	17
6. POST CERTIFICATION.....	19
7. PUBLICITY	21
8. MUIS HALAL CERTIFICATE / CERTIFICATION MARK / HALAL POULTRY MARK	21
9. OTHER CONDITIONS	23
ANNEX A – SAMPLE HALMQ PLAN	25
ANNEX B – REQUIREMENT FOR PRINTING & USAGE OF HALAL POULTRY MARKS	26
ANNEX C – SPECIFICATION OF THE MUIS HALAL CERTIFICATION MARK.....	28
ANNEX D – GLOSSARY	29
TABLE A – IMPOSED CONDITIONS FOR APPROVED WAIVERS	33

FOREWORD

Majlis Ugama Islam Singapura

Majlis Ugama Islam Singapura (Muis), also known as the 'Islamic Religious Council of Singapore', was established in 1968 pursuant to the enactment of the Administration of Muslim Law Act. Muis is a statutory board under the Ministry of Culture, Community and Youth and administers Muslim affairs in Singapore. Among others, Muis issues Halal certificates and regulates the Singapore Halal industry. More information on Muis' roles and responsibilities is available at www.muis.gov.sg.

Administration of Muslim Law Act

88A – (1) The Majlis may issue halal certificates in relation to any product, service or activity and regulate the holders of such certificates to ensure that the requirements of the Muslim law are complied with in the production, processing, marketing or display of that product, the provision of that service or the carrying out of that activity.

(2) An application for a halal certificate shall be in such a form as the Majlis may require.

(3) The Majlis may, in issuing a halal certificate, impose such condition as it thinks fit and may at any time vary, remove or add to such condition.

(4) The Majlis may, by notification in the Gazette, specify any certification mark of the Majlis for use in relation to any product, service or activity in respect of which it has issued a halal certificate under subsection (1).

(5) Any person who, without the approval of the Majlis:

- (a) issues a Halal certificate in relation to any product, service or activity; or
- (b) uses any specified Halal certification mark or any colourable imitation thereof,

shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or both.

(6) The Majlis may, in granting approval to any person to issue any Halal certificate or to use any specified Halal certification mark, impose such condition as it thinks fit and may at any time vary, remove or add to such condition.

(7) The Majlis may revoke or suspend its approval granted to any person to issue any Halal certificate or to use any specified Halal certification mark if that person fails to comply with any condition imposed under subsection (6).

(8) Any person aggrieved by any decision of the Majlis made under this section may appeal to the Minister whose decision shall be final.

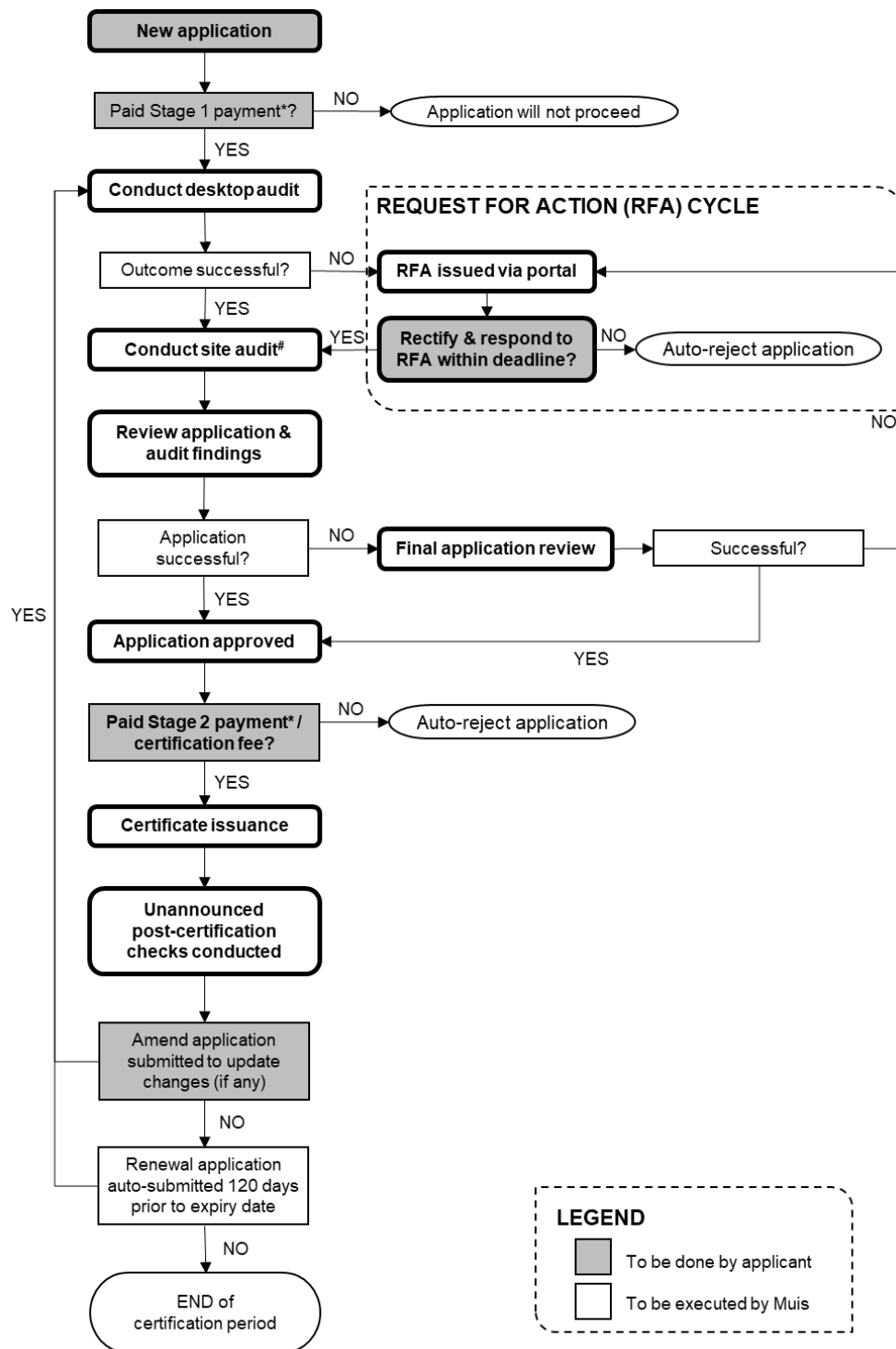
For More Information

Majlis Ugama Islam Singapura
(Islamic Religious Council of Singapore)
Singapore Islamic Hub, 273 Braddell Road,
Singapore 579702

Tel: (65) 6359 1199
Email: info@muiss.gov.sg
Website: www.muiss.gov.sg / www.halal.sg

Halal Development
23 Mayo Street
Singapore 208323

HALAL APPLICATION PROCESS



Note:

* For renewal applications, there are no Stage 1 / Stage 2 payments. Instead, certification fee will apply after application has been approved.

* In extraordinary circumstances, Muis may conduct a remote audit.

HALAL CERTIFICATION CONDITIONS

1. GENERAL INFORMATION		
1.1	The conditions set out in this document shall hereinafter be referred to as the “Muis Halal Certification Conditions”. All annexes to these Muis Halal Certification Conditions shall be deemed to be incorporated in and form an integral part hereof. Words or phrases in these Muis Halal Certification Conditions that are defined in Annex D – Glossary shall bear their defined meaning unless the context otherwise requires.	Muis Halal Certification Conditions
1.2	All companies / establishments applying for a Halal certification from Majlis Ugama Islam Singapura (Muis), may, upon fully complying to the Muis Halal Certification Conditions, be issued a Muis Halal certificate (the “Halal certificate”) and allowed the use of Muis Halal certification mark (the “Halal certification mark”) upon the terms and subject to conditions provided therein.	General information
1.3	The applicant is deemed to have agreed to share its company’s information to Muis upon submitting an application to Muis.	Agreement by applicant
1.4	All information submitted by the applicant will not be disclosed to any other person except for the purpose of determining the outcome of this application.	Confidentiality of application
1.5	The applicant shall ensure personnel representing the company / establishment (including the applicant): (a) does not use any indecent, threatening, abusive or insulting words or behaviour in communication with Muis; (b) does not collect, use or disclose personal data (which includes photographs, video and audio recordings) of Muis officers unless consent is given.	Protection for Muis officers
1.6	The Poultry scheme shall be applicable to selected fresh whole poultry which is slaughtered in Singapore.	Poultry Scheme eligibility
1.7	The Poultry scheme shall NOT be applicable to: (a) Poultry cut pieces* (b) Poultry slaughtered outside Singapore. *For cut pieces, applicant shall apply under <u>Product Scheme</u> .	Poultry Scheme eligibility

1.8	<p>The scope of certification shall include:</p> <ul style="list-style-type: none"> (a) poultry feed; (b) transporting, receiving, stunning, slaughtering, scalding, de-feathering, evisceration, labelling, sorting and storage of poultry. 	Scope of certification
2. APPLICATION REQUIREMENTS		
2.1	The applicant shall read, understand and agree to adhere to the Muis Halal Certification Conditions upon submission of the application.	Compliance at all times
2.2	Any request for waiver of the Muis Halal Certification Conditions shall be submitted in writing using the form provided by Muis or provision via online application system.	Request for waiver of Conditions
2.3	<p>The applicant shall submit a New application if:</p> <ul style="list-style-type: none"> (a) Its current location has not been previously Halal-certified by Muis; (b) It has expanded manufacturing operation in another location and intends to obtain Halal certification for the products manufactured in the other location; (c) There is a change in: <ul style="list-style-type: none"> i. Ownership / unique entity number (UEN) / name of business entity ii. Scheme or sub-scheme iii. Name and/or address of certified premises (d) Its Halal certificate has expired, and renewal application was not submitted when submission was due; (e) The renewal period for the existing Halal certificate has lapsed; (f) Its previously submitted application was rejected; (g) Its Halal certificate had been revoked. 	Submission of New application
2.4	The applicant shall ensure and provide documentation to prove the poultry are grain / corn fed and not injected with any hormones while breeding.	Poultry feed and breeding
2.5	<p>In addition to the Poultry scheme, the applicant shall also apply for:</p> <ul style="list-style-type: none"> (a) Product scheme if the business carries out processing, packing and selling of cut poultry pieces in prepacked form for retail sale; (b) Central Kitchen Scheme if the business carries out semi processing (e.g. marinating) of poultry to be supplied to its central kitchen and/or retail food establishments; (c) Storage Facility scheme if its raw materials and processing aids are stored in a self-managed facility outside of the premises that is to be certified. 	Application for multiple schemes

2.6	The applicant may be advised to change the scheme and/or subject to additional requirements as Muis deems fit. Where the applicant has applied for waiver of the Muis Halal Certification Conditions, this may include additional imposed conditions that will accompany the Muis Halal Certification Conditions waivers granted to applicant (refer to Table A).	Additional requirements if necessary
2.7	<p>Declaration of poultry for slaughtering shall include:</p> <ul style="list-style-type: none"> (a) Type of poultry; (b) Supplier of poultry. <p>Declaration of products to be certified by Muis shall include:</p> <ul style="list-style-type: none"> (a) Exact names printed on the packaging; (b) Product description (if product name does not reflect nature of product); (c) Brand name (if any); (d) Product code (if any). (e) Artwork of Halal poultry marks (and appointed printing company); (f) Artwork of product packaging. <p>Similar products bearing different brand names and/or product descriptions shall be treated as separate products.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u></p> <ol style="list-style-type: none"> Size or unit measure as part of product name: Whole Chicken (Big) and Whole Chicken (Small) are considered 2 separate products if the word 'big' or 'small' is indicated as part of product name. Different brand name: ABC Whole Chicken and XYZ Whole Chicken are considered 2 separate products. </div>	Declaration of poultry source and products to be certified
2.8	<p>For contract-slaughtered poultry sold as whole chicken & cut pieces:</p> <ul style="list-style-type: none"> (a) If the product packaging bears the details of both brand owner and contract manufacturer, either the <u>contract manufacturer</u> or <u>brand owner</u> shall be the applicant; (b) If the product packaging bears the details of brand owner only, the <u>brand owner</u> shall be the applicant; (c) If the brand owner distributes whole chicken with their brand name, the Halal poultry shall be tagged with Halal tags bearing the brand owner's name according to Muis' specifications in Annex B. 	Requirements for contract-manufactured products

	<p><u>Note:</u></p> <p>1. If the packaging reads as below, either the brand owner (ABC Poultry) or contract manufacturer (XYZ Pte Ltd) shall be the applicant:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Manufactured By : XYZ Pte Ltd Packed For : ABC Poultry</p> </div> <p>2. If the packaging reads as below, then the brand owner (ABC Poultry) shall be the applicant:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Packed For : ABC Poultry</p> </div>	
2.9	The applicant shall declare any other businesses operated by the applicant or its holding company to Muis.	Declaration of other businesses or holding company
2.10	The applicant shall take ownership and bear responsibility for its application at all times. The applicant shall communicate directly with Muis on all matters related to Halal Certification.	Ownership and responsibility
3. GENERAL CERTIFICATION REQUIREMENTS		
3.1	The applicant shall be adequately licensed by the competent food safety authority.	License by food safety authority
3.2	The scope of certification for the premises shall be identified and maintained as documented information (i.e. floor plan).	Demarcation of scope of certification
3.3	The applicant shall ensure that there is no cross-mixing of Halal and non-Halal food and ingredients.	No cross-mixing
3.4	The applicant shall ensure that equipment and utensils used in the handling of Halal-approved food and ingredients do not come into contact with pork or its derivatives. In the event there is such contact, it shall be declared and subjected to ritual cleansing by Muis.	Handling of food and ingredients
3.5	The applicant shall ensure that products are properly packed and sealed such that Clause 3.3 is always observed.	Proper packing and sealing

3.6	<p>The applicant shall ensure that all ingredients and products are labelled in English, minimally with the following information for traceability purpose:</p> <ul style="list-style-type: none"> (a) product name and description, (b) manufacturer/brand owner's name; (c) manufacturer/brand owner's address; (d) abattoir / plant number*; (e) Halal slaughtering and packing date*; (f) Halal mark or equivalent*. <p>*Only for high-risk items such as imported meat / poultry.</p> <p>Muis may also consider alternative documents to determine the traceability of a Halal certificate / documents to an ingredient / raw material.</p>	Proper labelling
3.7	<p>A laboratory analysis report according to Muis' requirements may be required by Muis to confirm that the products, raw materials, additives and/or processing aids are Halal. This may be during the initial audit and/or periodic inspections and/or renewal audit. The selection of the accredited laboratory and procedure for product sampling shall be decided by Muis. The applicant shall bear all costs of the laboratory testing.</p>	Laboratory analysis
3.8	<p>The applicant shall establish a Halal team for its premises. If it is part of a chain/franchise, only one Central Halal Team shall be established.</p> <ul style="list-style-type: none"> (a) The Halal team shall comprise the following roles*: <ul style="list-style-type: none"> i. Halal Team Leader (of a supervisory level; need not be a Muslim) ii. Halal Assurance Officer (Muslim) iii. Procurement / Sourcing personnel iv. Any other personnel that plays an integral role in ensuring the conditions laid out by Muis for Halal certification is met (b) Each Halal Team member shall be officially appointed in the form of an Appointment Letter. The Appointment Letter shall: <ul style="list-style-type: none"> i. list the roles and responsibilities that are directly related with the specific work activities of appointed Halal Team member; ii. signed by the Management, as proof of appointment; iii. signed by the appointed Halal Team member, as proof of acceptance. <p>* Note: Halal Team Leader shall not be concurrently appointed as Halal Assurance Officer. Notwithstanding that, the roles listed in (a) i - iv above may overlap for a particular Halal Team member.</p>	Singapore Muis Halal Quality Management System (HalMQ)

3.9	<p>The applicant shall ensure that at least the Halal Team Leader and Halal Assurance Officer have valid Halal Competency Assessment (HCA) certificates by the end of stipulated 2-stage transition period.²</p> <p>² For more information on this transition period for competency requirement, applicants may refer to https://www.muis.gov.sg/Halal/Halal-Certification/Halal-Competency.</p>	Competency Requirement
3.10	<p>The Halal Team appointed for the premises shall:</p> <ul style="list-style-type: none"> (a) supervise and inspect regularly, in the form of internal audits, to ensure operations done within the scope of certification is in accordance with all conditions stated in this document; (b) ensure employees are adequately trained (formally or informally) and updated with matters relating to Halal; (c) maintain the following documents and records: <ul style="list-style-type: none"> i. Licence issued by relevant food authority ii. Floor plan iii. Appointment letters of current Halal Team members iv. Proof of Halal competency (i.e. Halal Competency Assessment certificate) v. Proof of attendance for current Muslim personnel vi. Valid Halal slaughtering training certificates for all Muslim slaughterers vii. Daily slaughtering schedule for Halal and non-Halal poultry viii. Past records of endorsed Notice of Approval of Halal Poultry Marks verified by Halal Assurance Officer (hard or soft copies) ix. Past records of usage of Halal poultry marks x. Past records of Halal slaughtered poultry pertaining to: <ul style="list-style-type: none"> 1. Live poultry purchase & custom clearance record 2. Halal slaughtering batch date and time 3. Number of Halal poultry slaughtered in the respective batch 4. Number of poultries discarded as non-Halal due to improper slaughtering xi. List of products xii. Past records of delivery orders of poultry to customers xiii. Internal audit records (as mentioned in (a)) xiv. Declaration of all its existing chain or franchise outlets (if any) xv. Declaration of all trading items (if any) xvi. Halal periodic inspection reports (if any) xvii. Any communications from Muis (d) establish and implement the Singapore Muis Halal Quality Management System (HalMQ) plan (refer to Annex A). 	Responsibilities of Halal Team

3.11	The applicant shall engage at least 2 permanent Muslim personnel, one of whom shall be appointed as the “Halal Assurance Officer” with a supervisory role.	Muslim personnel / Halal Assurance Officer
3.12	<p>The Halal Assurance Officer shall:</p> <ul style="list-style-type: none"> (a) advise the food business on Halal food matters as well as cultural and religious sensitivities relating to them; (b) spearhead or assist in complying with the conditions stipulated in this document (c) verify all incoming Halal poultry marks to ensure that they have been prior-approved by Muis and indicate on the endorsed Notice of Approval of Halal Poultry Mark issued by Muis with – <ul style="list-style-type: none"> i. his / her signature ii. his / her name iii. date of verification (d) be responsible for the safe-keeping and usage of Halal poultry marks which are accessible only by authorised personnel; (e) ensure that the poultry marks are tagged in the Halal chicken immediately upon slaughter and that they are correctly dated. 	Responsibilities of Halal Assurance Officer
3.13	All Halal poultry shall be slaughtered by qualified Muslim slaughterers who have undergone a mandatory Halal slaughtering course and assessed to be competent.	Halal slaughterer eligibility
3.14	If for any reason, Muis finds any Halal slaughterer to be incompetent or fail to perform his / her duties in accordance to Islamic requirements, the slaughterer shall be removed from performing his / her Halal slaughtering duties immediately.	Removal from Halal slaughtering duties
3.15	<p>The applicant shall ensure that there are sufficient Muslim personnel to monitor these Halal Assurance Points:</p> <ol style="list-style-type: none"> 1. <u>Sorting of poultry</u> The Muslim personnel shall check before slaughtering takes place that the poultry is still alive. Dead poultry shall be properly segregated and disposed. 2. <u>Stunning of poultry</u> <ul style="list-style-type: none"> (a) Only water bath (electric) stunning shall be allowed. (b) The Muslim personnel shall ensure that the voltage is sufficient to stun the poultry but not kill it due to high voltage. The Muslim personnel shall periodically monitor the stunning voltage and assess the condition of the stunned poultry, where necessary. 	Monitoring of Halal assurance points

3. **Slaughtering of poultry**

Muis-trained and qualified Muslim slaughterers shall comply strictly with the Halal slaughtering methods by cutting completely the poultry's windpipe, gullet, carotid artery and jugular vein using a sharp object (e.g. knife) and to inflict a precise cut only once. The qualified Muslim slaughterers shall switch duties with other qualified Muslim slaughterers regularly to maintain full concentration.

Note:

Improperly slaughtered poultry shall be removed and tagged as non-Halal immediately.

4. **Before scalding**

Before the slaughtered poultry enters scalding area, the Muslim personnel shall ensure that the poultry is dead due to a deep cut in the windpipe, gullet and jugular vein. If the windpipe, gullet, carotid artery or jugular vein is not completely severed or if the poultry is not dead, then the poultry shall be removed before the scalding process.

5. **Removal of offals**

The Muslim personnel shall ensure that there is no cross-mixing of Halal and non-Halal offal. When alternating Halal and non-Halal slaughter, the offals of non-Halal slaughter shall be removed and segregated from the location before proceeding with the Halal slaughter. Packaging used for Halal offals shall be clearly distinguished with proper marking from those that are for the non-Halal offals.

6. **Tagging of poultry with Halal certification mark**

The Muslim personnel shall ensure that all Halal-slaughtered poultry are tagged with Muis-approved Halal poultry mark immediately after slaughtering. The Muslim personnel shall also ensure that the Halal poultry marks are correctly dated with the date of slaughter. There shall not be any non-Halal tags at the tagging station when Halal slaughtering is conducted.

7. **Transportation of Halal poultry**

The Muslim personnel shall ensure that all Halal slaughtered poultry is properly tagged, packed and sealed before placing them in the crates that are meant for Halal poultry transportation.

4. SPECIAL CERTIFICATION REQUIREMENTS		
4.1	<p>Applicant that deals with the trading of items shall comply with these additional requirements:</p> <ul style="list-style-type: none"> (a) Declare list of trading items using the form provided by Muis; (b) Ensure that they are placed in a dedicated and clearly demarcated area outside the scope of certification; <p>Ensure that none of the trading items involve pork, alcohol and/or their derivatives.</p>	Additional requirements for companies dealing with trading items
4.2	<p>Brand owners applying for Halal certification shall comply with the following additional requirements:</p> <ul style="list-style-type: none"> (a) The contract poultry abattoir engaged shall be Halal-certified or have applied for Halal certification; (b) Application shall be submitted under the Product scheme; (c) A copy of the contract with the contract poultry abattoir shall be made available; (d) Brand Owner is exempted from Clauses 3.8 – 3.15; (e) Brand Owner is required to comply with the applicable Muis Halal Certification Conditions including scope of certification, publicity and penalties, unless stated otherwise. (f) Brand Owner shall have dedicated poultry labels, separate from those belonging to the abattoir owner, that indicate the applicant's brand and establishment name as stated in Clause 2.8 (c). 	Requirements for brand owner (contract slaughtering)
4.3	<p>Any raw materials, food, equipment and/or utensils stored and used in the pantry and/or for R&D purposes shall not be:</p> <ul style="list-style-type: none"> (a) used for the handling of Halal-approved food; (b) handled and stored within the scope of certification. <p>Pantry shall not be used for cooking purposes.</p>	Staff pantry and R&D laboratory
4.4	<p>Applicant that engages an external storage facility provider to store the raw materials for which the Halal certification relates to shall be Halal-certified.</p>	Appointment of external storage facility provider

5. APPLICATION PROCESSING		
5.1	<p>The processing of application shall commence:</p> <ol style="list-style-type: none"> 1. <u>Within 14 working days</u> from the date of payment for New (normal) application; 2. <u>Within 7 working days</u> from the date of payment for New (express)* application; 3. <u>Within 14 working days</u> from the date of application submission for Amend application. <p>If there are any outstanding dues from past applications, processing of new applications will be put on hold.</p> <p>* Note: Express application will grant priority for the commencement of the application processing. However, the overall processing time is subjected to the complexity of the application.</p>	Commencement of application processing
5.2	<p>Upon successful transaction of stage 1 payment, the applicant shall:</p> <ol style="list-style-type: none"> (a) access the application portal regularly for information on application status and Request For Action notices. Email notifications will be sent to the applicant's email address indicated during application. (b) be prepared for a site audit by Muis after applicant has commenced operations. Repeat audits may be conducted, as and when necessary. (c) not make any Halal-related claims or advertisements that indicates he is applying, has applied or renewing for Halal certification for the related premises. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u> For contract slaughtering:</p> <ol style="list-style-type: none"> 1. The site audit shall be conducted at the contract poultry abattoir's premises. 2. The brand owner's representative shall be present during the certification audit. 3. If the brand owner is the applicant, they shall ensure the contract poultry abattoir is ready for the audit. </div>	Monitoring of application
5.3	<p>The applicant may be required to:</p> <ol style="list-style-type: none"> 1. Conduct a presentation on the company's / establishment's corporate profile, including its holding company, subsidiaries, nature of business, process flow chart, layout, composition of Halal Team, Halal system, etc.; 2. Submit relevant documentation for purpose of desktop audit, prior to the site audit. 	Requirement for additional information

5.4	<p>All members of the Halal Team shall be present during the site audit and ensure that all documentations required for the purpose of Halal certification are made available.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u> Brand owner's company representative who has been appointed to conduct regular audits at the contract poultry abattoir's premises and to ensure that the Muis Halal Certification Conditions are complied with shall be present during the audit at the contract poultry abattoir's premises.</p> </div>	Presence of Halal Team members
5.5	Muis shall, at its discretion, decide on the certification duration, type of scheme and other conditions for approval of the application.	Discretion by Muis
5.6	If there is additional payment required upon approval of application, payment shall be made within 30 working days from the date of payment advice. After payment has been received, the Halal certificate will be couriered out to the mailing address indicated in the application form. Failing such payment, the Halal certificate shall be automatically cancelled without further notice to the applicant.	Certificate issuance
5.7	<p>Payments shall be made through the application portal or any other mode of payment made available or agreeable by Muis, prior to courier of the certificate.</p> <p>All payments made for the purpose of Halal certification is NON-REFUNDABLE.</p>	Payment upon certificate issuance
5.8	<p>The application may be rejected under these circumstances:</p> <ul style="list-style-type: none"> (a) Application made via other means apart from the prevailing application portal; (b) Incomplete or inaccurate submission; (c) Failure to respond to the application's Request for Action within stipulated deadline; (d) Non-compliance with the Muis Halal Certification Conditions; (e) Pending outcome of investigation for suspected breach of the Law or Muis Halal Certification Conditions in relation to an earlier Halal certificate issued; (f) No fee paid within the stipulated deadline. 	Application rejection
5.9	In the event the applicant moves the business location or cease the business after the site audit has been conducted, the applicant shall be charged the full certification fee.	Business relocation or cessation during application processing

5.10	If an application for Halal certification is rejected or a Halal certificate is revoked, the premises will not be able to submit a new application for at least 90 days. This is called the "blackout period". Any new application submitted during this period will be automatically rejected, and any payment made for the application is non-refundable.	Blackout period after application rejection or certificate revocation
6. POST CERTIFICATION		
6.1	Muis shall conduct unannounced periodic inspections as and when necessary following the award of the Halal certificate, within the certificate validity period. Easy access to certified premises shall be granted to Muis officers for the purpose of conducting inspections.	Unannounced checks
6.2	In the event that non-compliance is found during the periodic inspection and/or during the certification audit of renewal application, the certificate holder shall ensure immediate rectification measures are carried out, put in place preventive actions to ensure non-recurrence of the non-compliance or any other required actions within the deadline as stipulated under the Post Certification Compliance (PCC) Report issued.	Rectification of non-compliances
6.3	<p>Any notice required to be given by either Muis or the certificate holder, in relation to a breach of the Muis Halal Certification Conditions or offence under the Law, shall be written and sent by electronic mail (effective upon receipt); inland post (effective 2 working days after posting or may be delivered personally (effective upon receipt) to the other party at the addresses set out below:</p> <ol style="list-style-type: none"> 1. If to the certificate holder – the email address and postal address submitted by the certificate holder in the most recent application; 2. If to Muis – Halal Development, 23 Mayo Street, Singapore 208323. <p>In proving the delivery of any letter, it shall be sufficient to prove that such letter was properly addressed, stamped and placed in the post or delivered or left at the address indicated if delivered by hand.</p>	Service of notice
6.4	<p>The applicant shall submit an Amend application if there is any of the following changes to the application submitted earlier:</p> <ol style="list-style-type: none"> (a) Contact information (b) Changes to personnel (c) Changes in particulars of personnel (d) Details of suppliers (e) Details of products to be certified (f) Artwork of product packaging 	Updated application details at all times

	<p>(g) Artwork of Halal poultry marks (and/or changes to appointed printing company)</p> <p>(h) Size and/or layout of premises</p> <p>Failure to declare the changes may affect the certification status of the related premises.</p>	
6.5	<p>Halal Certificate is not transferable.</p> <p>In the event the Halal certificate holder moves the business location:</p> <ol style="list-style-type: none"> 1. The existing Halal certificate is automatically cancelled / invalid. No Halal-related claims shall be made for this new location prior to obtaining a Halal certificate; 2. For chain or franchise outlets, the certificate holder shall submit a new application <u>within 7 working days</u> from the opening date of a new outlet or from the date of relocation; 3. For non-chain outlets or outlets that do not bear the same business name as their other Halal-certified outlets, related entities or businesses, the certificate holder may submit a new application should it wish to obtain certification for the premises in the new location. 	Change of address
6.6	No other operator or company shall be allowed usage of the certificate holder's premises without the prior written approval of Muis which approval may be refused absolutely or given on such terms Muis may at its discretion deems fit.	Usage of premises by external parties
6.7	In the event of public feedback, whether by way of a complaint or otherwise, the certificate holder shall account to Muis and provide a written explanation <u>within 3 working days</u> of Muis' written request.	Explanation on public feedback
6.8	Muis may collect relevant samples, photographs or other materials for the purpose of checks and verification.	Evidence collection
6.9	<p>Renewal applications will be <u>auto-submitted 120 days</u> prior to expiry of the Halal certificate. Certificate holders shall:</p> <ol style="list-style-type: none"> (a) access the application portal regularly for information on application status and Request For Action notices. Email notifications will be sent to the applicant's email address indicated during application. (b) be prepared for a site audit by Muis after applicant has commenced operations. Repeat audits may be conducted, as and when necessary. 	Automated submission of renewal application

	(c) be informed that no amend applications can be submitted once renewal application has been auto-submitted.	
6.10	Automated email reminders may be sent to the applicant's email address indicated during application subject to the systems functionality. However, Muis does not undertake any responsibility of ensuring that the automated email reminders reach and/or are communicated to the intended recipient.	Automated reminders to registered email address
7. PUBLICITY		
7.1	<p>The applicant must ensure that all packaging, advertising, signboards, and corporate materials (such as business cards and invoices) shall not:</p> <ul style="list-style-type: none"> (a) mislead customers about the Halal status of the company, establishment, ingredients, and products, including any collaborations with non Halal-certified businesses; (b) make false claims that premises beyond the scope of certification are Halal-certified; (c) resemble those belonging to non Halal-certified businesses entities, including logos and uniform; and (d) include elements that may offend or be insensitive towards any race or religion. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u> For example, company shall not:</p> <ul style="list-style-type: none"> a) Make Halal claims on non-Halal slaughtered poultry and / or their offals as Halal, regardless of who have slaughtered them; b) Display a Halal certification mark on the delivery vans, as the abattoir is not Halal certified; c) Display a Halal certification mark on the invoices, delivery orders, website, etc., as the abattoir is not Halal-certified. Use of the Halal certification mark shall be specific to the Halal-certified products only. </div>	Publicity
7.2	Muis shall publish a certification status and product listing of all certificate holders as it deems fit with such details as it deems fit.	Status and product listing of certificate holders
8. MUIS HALAL CERTIFICATE / CERTIFICATION MARK / HALAL POULTRY MARK		
8.1	The Halal certificate shall be issued upon approval of the application, full payment of fees and any outstanding dues as advised by Muis.	Issuance of certificate

8.2	<p>The original Halal certificate issued:</p> <ul style="list-style-type: none"> (a) is valid for the period stipulated on the certificate; (b) shall NOT be displayed outside the certified premises; (c) shall NOT be displayed by poultry retailers at retail premises; (d) shall NOT have copies provided to retail food establishments. (e) shall NOT be displayed beyond its expiry date; (f) shall NOT have copies made and advertised in any form that is misleading (online and offline); 	Validity of certificate
8.3	<p>The Halal certificate, Halal certification mark and/or any part of it is the property of Muis. The certificate holder shall:</p> <ul style="list-style-type: none"> (a) be held responsible for the certificate issued to him or her; (b) ensure the certificate, certificate mark and Halal poultry marks are not misused in any manner; (c) shall return the certificate to Muis <ul style="list-style-type: none"> i. Upon closure of certified premises before expiry date of certificate; ii. Immediately upon demand. 	Certificate is the property of Muis
8.4	<p>The certificate holder shall immediately lodge a police report for any loss of the Halal certificate and forward a copy to Muis via info@muis.gov.sg.</p>	Loss of certificate
8.5	<p>The Halal certification mark and/or any part of it is the property of Muis, the certificate holder shall ensure that all parties interested to use and reproduce the Halal certification mark and/or any part thereof in any kind or form shall obtain prior written approval from Muis before using or reproducing the same, which approval may be withheld absolutely or given on such terms as Muis deems fit.</p>	Approval before using or reproducing certificate / mark
8.6	<p>The certificate holder shall adhere to the specification of the Halal certification mark stipulated in Annex C.</p>	Adherence to specifications of mark
8.7	<p>The certificate holder shall adhere to the requirement for the printing and usage of Halal poultry mark stipulated in Annex B.</p>	Adherence to requirement of Halal poultry mark
8.8	<p>Muis reserves the right to suspend or revoke the Halal certificate with immediate effect upon acknowledgement / written notice to the certificate holder, in the event that the certificate holder is found to:</p> <ul style="list-style-type: none"> (a) have breached any of the Muis Halal Certification Conditions; (b) have made or caused to make any false or fraudulent declaration, certification or representation, either in writing or otherwise; 	Suspension / revocation of certificate

	<ul style="list-style-type: none"> (c) have its operating licence issued by the relevant food authority suspended; (d) have ceased to carry on its business or threatens to do so; (e) have appointed over all or any part of the assets or undertake a receiver, judicial manager or similar officer; (f) have filed or be the subject of a petition for judicial management; (g) have ceased to do business in the normal course for a continuous period of more than 30 days; (h) Have made any arrangement for the benefit of its creditors; (i) Have gone into liquidation or bankruptcy, save for the purposes of a genuine amalgamation or reconstruction; and/or (j) Have been convicted of any offence of such a nature that, in the opinion of Muis, is undesirable that the Halal certificate holder should continue to hold the Halal certificate 	
8.9	<p>Upon expiry, suspension or revocation of the Halal certificate, the certificate holder shall immediately:</p> <ul style="list-style-type: none"> (a) cease the display of the Halal certificate; (b) cease all further use of the Halal certification mark; (c) cease all publications, circulation of material and advertisements bearing the Halal certification mark; (d) cease all Halal-related claims in relation to the affected premises; (e) inform parties using or reproducing the Halal certification mark in relation to the affected establishment to cease usage and reproduction of the mark. <p>Further or in the alternative, should Muis' investigation into the breach of the Muis Halal Certification Conditions be on-going and/or until the certificate holder has made suitable recompense for the breach to the satisfaction of Muis, the certificate holder shall not make changes to the existing Halal certificate by submitting a change or renewal application and / or apply for a new Halal certificate.</p> <p>The applicant shall pass a one-time reinstatement audit if the suspension period ends before the certificate's expiry. Applicant shall set the audit date with Muis at least 2 weeks prior to the end of suspension. Failing the re-instatement audit, Muis may extend the suspension till the certificate's expiry.</p>	Cessation of use of certificate / mark upon suspension / revocation
9. OTHER CONDITIONS		
9.1	<p>The applicant / certificate holder shall at all times keep Muis fully indemnified against all claims, damages, expenses or costs (including those asserted by third parties) arising directly or indirectly from any breach by the certificate holder and/or applicant of any provision of the Muis Halal Certification Conditions or the Halal certificate or otherwise arising from or in connection with the unlawful use of the Halal certificate</p>	Muis to be fully indemnified

	or Halal certification mark or other activities associated therewith by the Halal certificate holder or applicant.	
9.2	The applicant / certificate holder shall accept Muis' decisions on all Halal related matters as binding. Muis' records of all matters relating to the certificate and application shall be binding on the Halal certificate holder or applicant.	Muis' decisions are binding
9.3	No exercise or failure to exercise or delay in exercising any right power or remedy vested in Muis under or pursuant to the Muis Halal Certification Conditions shall constitute a waiver by Muis of that or any other right power or remedy. The failure of Muis to insist upon or enforce strict performance by the certificate holder or applicant of any provision of the Muis Halal Certification Conditions or to exercise any right under the Muis Halal Certification Conditions shall not be construed as a waiver or relinquishment to any extent of Muis' right to assert or rely upon any such provision or right in that or any other instance; rather, the same shall be and remain in full force and effect.	Non-exercise of power shall not be construed as waiver
9.4	The applicant / certificate holder shall provide consent to forensic audit(s) of all its business records in the event of any breaches of the terms thereof.	Consent to forensic audit
9.5	The applicant / certificate holder shall provide consent and make necessary arrangements for the participation of observers, where applicable.	Consent to participation of observers
9.6	Muis may at any time, upon written notice to the applicant / certificate holder, vary, remove or add to any one or more of the Muis Halal Certification Conditions. Such change shall take effect from the date stated in the notice, unless otherwise specified in the notice.	Amendments to Muis Halal Certification Conditions
9.7	Muis may review all applications and/or approvals for Halal certificates as it deems necessary.	Review of applications
9.8	Muis reserves the right to not proceed with the processing of an application, if the nature of that application is deemed sensitive.	Applications deemed sensitive

ANNEX A – SAMPLE HALMQ PLAN

	HAP	Process Step	Halal Threat	Control Measure(s)	Allowable Limit / Prescribed Practice	Monitoring System				Corrective Action		Preventive Action
						What?	How?	When?	Who?	Immediate Correction	To prevent recurrence	To prevent occurrence
EXAMPLE	1	Procurement of raw materials (Step 1)	Procurement of non-Halal raw materials / processing aids (e.g. non-Halal chicken)	<ul style="list-style-type: none"> Obtain Halal certificates for meat / poultry items Obtain Halal certificates, product specifications, detailed Halal questionnaire and/or laboratory analysis report for non-meat and poultry raw materials Attain Muis' approval prior to procurement of ALL raw materials 	Zero tolerance	Halal status of raw materials	<ul style="list-style-type: none"> Check Halal certificates for meat / poultry items Check Halal certificates, product specifications, detailed Halal questionnaire and/or laboratory analysis report for non-meat and poultry raw materials Attain Muis' approval prior to procurement of ALL raw materials 	Procurement of raw materials	Purchasing Executive	<ul style="list-style-type: none"> Cancel order Call supplier Inform Purchasing Manager; Halal Team member) Fill up Halal Incident report form 	<ul style="list-style-type: none"> Retrain officer involved in the procurement step Establish approved supplier list 	<ul style="list-style-type: none"> Periodically audit suppliers Consider use of technology to prevent human error during order placement

Approved By : _____

Version No. : _____

Approval Date : _____

Effective Date : _____


Company Seal :

ANNEX B – REQUIREMENT FOR PRINTING & USAGE OF HALAL POULTRY MARKS

- 1 The Halal certificate holder shall adhere to the following specification for the Halal poultry marks:
 - (a) Self-adhesive tag bearing readable information that includes:
 - i. Muis Halal certification mark (official or outline version – Refer to Annex C);
 - ii. **Customer Code of the poultry abattoir** (e.g. C1234) assigned by Muis;
 - iii. Name of poultry abattoir;
 - iv. Contact details of poultry abattoir;
 - v. Unique serial number;
 - vi. Date of slaughter (Refer to specimen below)
 - (b) The tag shall be **tamper-proof** and be made from **waterproof** synthetic paper, plastic or aluminium.
 - (c) Every Halal poultry mark shall have its own unique serial number. The serial number printed on the Halal poultry marks shall run continuously irrespective of which printing company the certificate holder engages. It shall start with an alphabet A from 000000 to 999999; B from 1000000 to 1999999, C from 2000000 to 2999999 and so forth.
 - (d) The colour code is Pantone 355 and printing shall be done via direct or reverse printing method.
 - (e) Typesetting is as shown in specimen below.
Dimensions of tag is at the Halal certificate holder's discretion.

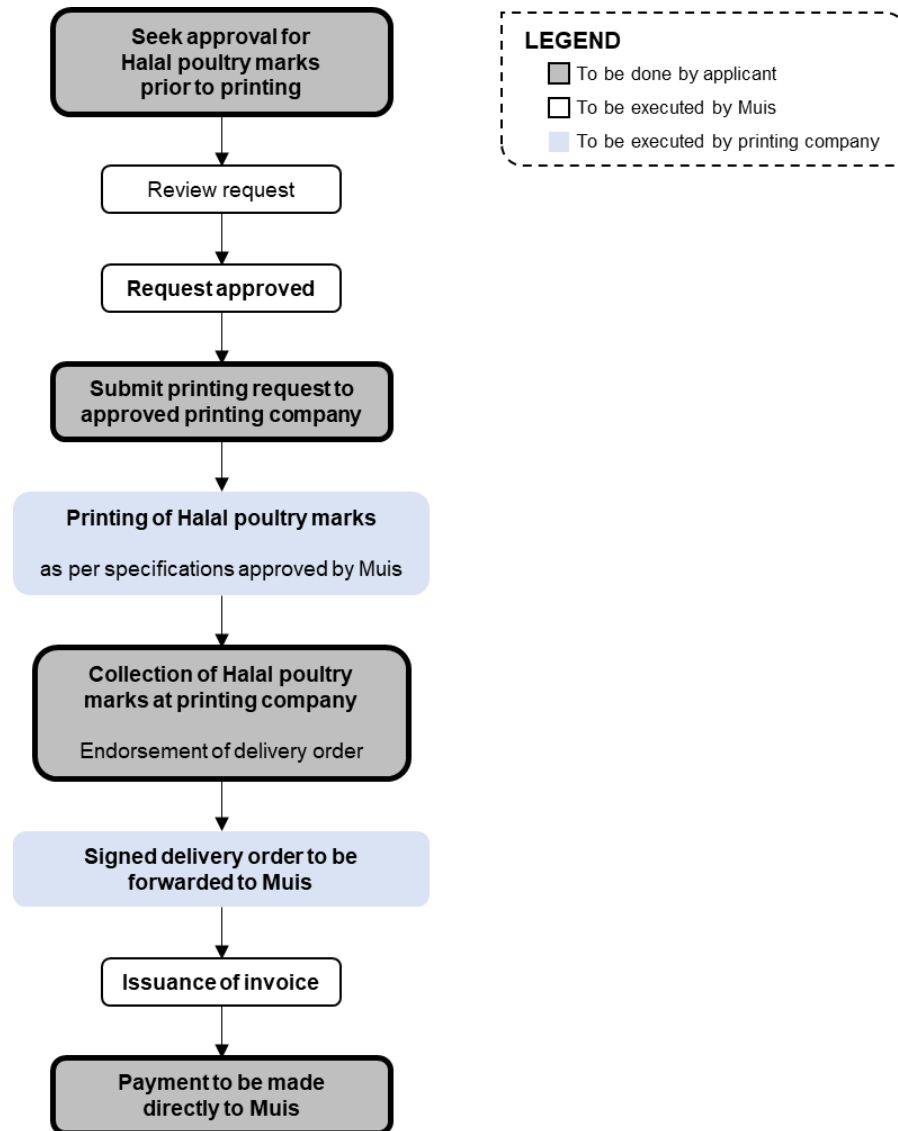
Specimen

Direct Printing

 FS HALAL CHICKEN C1234	ABC Poultry Pte Ltd Tel.: 6111 0000 Serial No.: A 0020000	Date of Slaughter: <div>DD MMM YYYY</div>
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- 2 The printing of Halal poultry marks shall be done in Singapore.
- 3 The cost of printing the Halal poultry marks shall be borne by the certificate holder.
- 4 The Halal poultry marks are NOT TRANSFERABLE.
- 5 The Halal certificate holder shall ensure that the Halal poultry marks are used only for the tagging of Halal-slaughtered poultry that are Halal-certified by Muis.
- 6 The Halal certificate holder shall use the serialised Halal poultry mark in ranking order, that is, from a smaller to a bigger number.

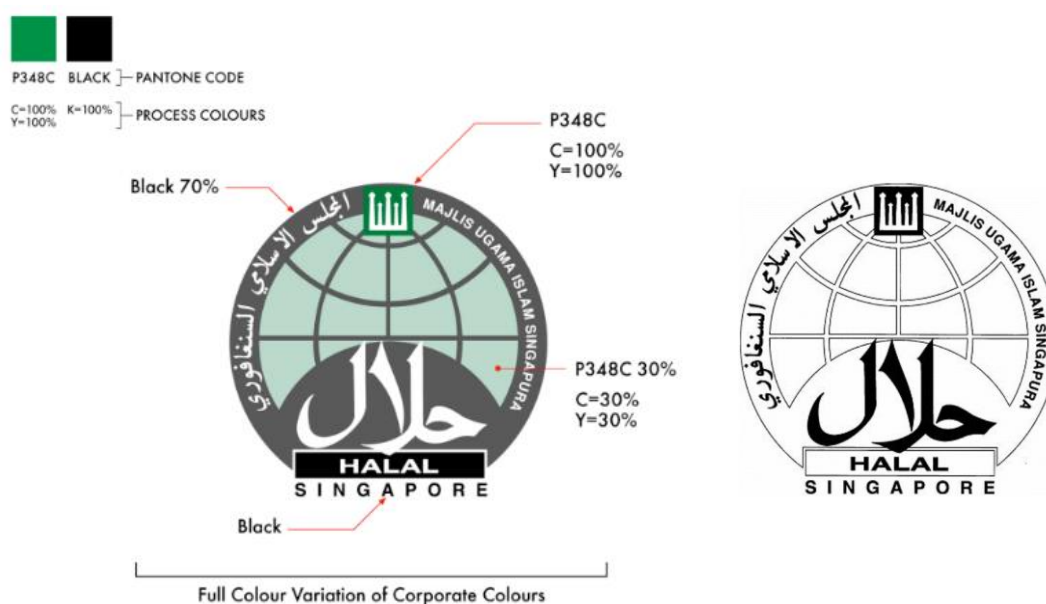
- 7 The Halal certificate holder shall discard all unused and/or damaged Halal poultry marks immediately and keep records of them.
- 8 The Halal certificate holder shall remind the poultry retailers to dispose of all used Halal poultry marks after the poultry have been cut into pieces and before handing over to the consumers.
- 9 The printing and delivery of Halal poultry marks shall adhere to the following process:



ANNEX C – SPECIFICATION OF THE MUIS HALAL CERTIFICATION MARK

The Muis Halal certification mark used for display shall be subject to the following specifications:

- 1 The Halal certification mark shall always be used in its original proportions and may be proportionately resized;
- 2 The resolution of the mark shall be sufficient such that the wordings on the mark is readable;
- 3 The mark shall be reproduced in its official colours as shown below or in black and white;
- 4 The Halal certification mark shall not be bigger and made more prominent than the company's branding.



- 5 The Muis Halal Certification Mark shall:
 - (a) be used only during the validity of the Muis Halal certificate;
 - (b) be used only for premises covered by certification;
 - (c) be placed in a location that will not be deemed as disrespectful;
 - (d) not be used in a manner that may result in misinterpretation on the scope of certification;
 - (e) not be used in a form that can be easily tampered (e.g. stickers or decals).

ANNEX D – GLOSSARY

Administration of Muslim Law Act (AMLA)	An Act relating to Muslims and to make provision for regulating Muslim religious affairs and to constitute a council to advise on matters relating to the Muslim religion in Singapore and a Syariah Court.
Additive	Substances added to food to preserve flavour or enhance its taste and/or appearance.
Amend Application	Application submitted via the application portal seeking approval for the changes to the previously approved Halal application.
Allowable Limit	The value of a monitored action which separates acceptable from the unacceptable. Examples include voltage for stunning of animal, amount of ethanol, etc.
Applicant	Company / Establishment submitting an application for the purpose of Halal certification which include personnel employed by the Company / Establishment.
Approved Printing Company	Local company approved by Muis to carry out printing of Halal poultry marks on behalf of Muis Halal certificate holders.
Brand Owner	Company which owns a product brand name. The company may manufacture or outsource the manufacturing of the product.
Contract-manufactured Product	Food or non-food product that is outsourced for manufacturing purpose.
Contract – Slaughterer	Abattoir which slaughters poultry on behalf of another party. Also known as Original Equipment Manufacturer (OEM).
Control Measure	Any action and/or activity required to eliminate Halal threats.
Corrective Action	Any action to be taken when the results of monitoring at the HAP indicate a loss of control.
Documentation	Written proof of step-by-step process documenting a routine or repetitive activity involved in the implementation of a Halal Quality Management System.
Express Application	Application processing shall be initiated within 7 working days upon submission of a New application and payment of the non-refundable application fees. It does not guarantee the issuance of a Halal certificate within 7 working days.

Food	Includes drinks.
Halal	<p>Means "Permissible".</p> <p>Halal, in relation to any product, service or activity, means the requirements of the Muslim law are complied with in the production, processing, marketing, display or carrying out, as the case may be, of that product, service or activity.</p> <p>Refer to the Singapore Muis Halal Standard on 'General Guidelines for the Handling and Processing of Halal Food' (MUIS-HC-S001) for more information.</p>
Halal Assurance Officer	A member of the Halal Team who is a Muslim, has successfully completed the mandatory HCA and have a valid HCA certificate.
Halal Assurance Point (HAP)	A step in an operation which, if controlled and monitored, shall eliminate the occurrence of a Halal threat. Examples include point of receiving of raw materials, point of animal slaughtering, etc
Halal Competency Assessment (HCA)	HCA is an assessment to recognise individuals' Halal competency as part of the requirement for certification. Upon passing the HCA, the individual will be awarded with HCA certificate.
Halal Poultry Mark	Refers to the tag, which is affixed with the Muis Halal certification mark, used on every whole chicken to indicate that they are Halal.
Halal Team	A group of appointed personnel responsible for implementing, monitoring and maintaining the Halal system, as well as ensuring that all requirements have been met in accordance with this document. The Team shall comprise management-appointed Halal Team Leader, Halal Assurance Officer and members from multi-disciplinary background, who possess relevant knowledge and expertise.
Halal Team Leader	Management-appointed representative who heads the Halal Team, has successfully completed the mandatory HCA and have a valid HCA certificate. The Halal Team Leader shall be someone who has the authority to implement the Muis Halal Certification Conditions and rectify any non-compliance immediately.
Halal Threat	The potential to render a product as non-Halal. Examples include cross-mixing of Halal and non-Halal raw materials, receiving of raw materials that are not prior-approved by Muis, etc.
Monitoring	The act of conducting a planned sequence of observations or measurements of control parameters to assess total conformance with specifications and requirements as stipulated in this document.

Muis Halal Certificate	A certificate issued by Muis under Section 88A of the Administration of Muslim Law Act (Cap 3). "Halal certificate", in relation to any product, service or activity, means a certificate to the effect that the requirements of the Muslim Law are complied with in the production, processing, marketing or display of that product, the provision of that service or the carrying out of that activity.
Muis Halal Certification Mark	Refers to any certification mark specified by Muis for use in relation to any product, service or activity in respect of which it has issued a Halal certificate under Section 88A (1) of the Administration of Muslim Law Act (Cap 3).
Muslim	A person who professes the religion of Islam in accordance with the Islamic Law.
New Application	Fresh application submitted for the purpose of Halal certification.
Non-Halal	Means "not permissible". Non-halal, in relation to any product, service or activity, means the requirements of the Muslim law are not complied with in the production, processing, marketing, display or carrying out, as the case may be, of that product, service or activity. For the purpose of Halal certification, food and ingredients which are not supported with the relevant documents will be regarded as non-Halal.
Normal Application	Application processing shall be initiated within 14 working days upon submission of a New application and payment of the non-refundable application fees. It does not guarantee the issuance of a Halal certificate within 14 working days.
Notice of Approval of Halal Poultry Marks	Approval notification issued by Muis to authorise its Halal certificate holder to print Halal poultry marks by the approved printing company.
Permanent Muslim Personnel	Staff of a company / establishment who is a Muslim and employed on a full-and/or part- time permanent basis. It includes the owner of a company / establishment who is a Muslim.
Prepacked Food	Food that is packed in advance for sale in a wrapper or container, and bears a label containing all the particulars required by food regulations stated in Sale of Food Act (Chapter 283, section 56(1)) (i.e. for retail sale). Food packed in non-retail containers (i.e. for supply to food manufacturers or food services for further use) is not considered as prepacked food.

Processing Aid	Any substance or material, not including apparatus or utensils, and not consumed as a food ingredient by itself, intentionally used in the processing of raw materials, foods or its ingredients, to fulfil a certain technological purpose during treatment or processing.
Product	Refers to any food and non-food substance or material, which may be unprocessed, semi-processed or fully-processed, that may be bought, used, manufactured and/or distributed by a company / establishment. Refers also to the stock-keeping unit.
Qualified Muslim Slaughterer	Slaughterer who professes the religion of Islam and has undergone a mandatory Halal slaughtering course and passed the assessment conducted by Muis Academy.
Raw Material	Crude or processed material that can be converted by manufacture, processing or combination into a new and useful product.
Renewal Application	Application auto-submitted to renew the status of the existing Halal certificate 120 days prior to its expiry.
Request For Action (RFA)	Non-compliance with the Muis Halal Certification Conditions that shall be addressed within the agreed deadline between Muis and applicant.
Retail Sale	A retail sale occurs when a business sells the product directly to consumers for his or her own use (including brick-and-mortar shops such as supermarkets, minimarts, and online platforms).
Singapore Muis Halal Quality Management System (HalMQ)	<p>A set of systems-based Halal certification requirements introduced in 2008. Pronounced as 'Hallmark', HalMQ is benchmarked against internationally-known standards such as ISO and HACCP.</p> <p>Refer to the Singapore Muis Halal Standard on 'General Guidelines for the Development and Implementation of a Halal Quality Management System' (MUIS-HC-S002) for more information.</p>
Staff Pantry	Refers to a dedicated room / area within the company used by staff for the preparation of food for personal consumption, and not for the purpose of storing or preparing products, menu items, raw materials, processing aids and packaging materials within the scope of certification.
Trading Item	Product that is not manufactured in the premises applied for Halal certification.
Whole Chicken	Refers to non-cut chicken with its parts intact.
Working day	Refers to any day except Saturday, Sunday and Public Holiday.

TABLE A – IMPOSED CONDITIONS FOR APPROVED WAIVERS

Pursuant to Clause 2.6, approvals granted to waivers of Muis Halal Certification Conditions may be subject to the following conditions:

Types of Waiver	Muslim Staff (Clause 3.11)	Subletting of premises (Clause 6.6)
Imposed Conditions	<ul style="list-style-type: none">• Muslim Halal assurance officer / roving supervisor undergo Level 1-2 course.• Roving supervisor to maintain a checklist/log of audit.• Applicant to employ a second Muslim staff within 6 months, where possible.• Roving Supervisor to hold at least a supervisory position.	<ul style="list-style-type: none">• Operations of certificate holder and tenant must be kept entirely separated.• Muis shall be informed of any changes to arrangement through an amend application submission.• The Halal application may be reviewed from time to time.

Note: The table above serves as a general guideline and not limited to and/or conclusive. Muis shall have the discretion to impose other conditions, if deemed necessary.

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