

#### **Halal Certification Activities**

#### 1. Application for Certification

- 1.1. Certification Applications are received via related Application Form
- 1.2. If the application is not in the scope of SZUTEST, the case shall be conveyed to the COMPANY.
- 1.3. If the application is suitable for the scope of certification, SZUTEST plans the certification or conformity assessment activities in accordance with the classification conditions specified in the relevant standard. It prepares the relevant proposal/contract in accordance with the audit period and pricing conditions for the determined activities.

According to the conditions that may occur in violation of the contract during the audit, may extend, shorten or cancel the audit by contacting the Lead auditor, Department Manager and/or the Halal Technical Officer.

#### 2. Certification Audits

2.1. Performing the audits in accordance with the audit plan that SZUTEST will send to the COMPANY; The organization conducts mutual negotiations to confirm whether the relevant certification is applied in an acceptable way according to the applied standard, scope and documentation created within the organization. In these evaluations, it is ensured that the documents and records are examined by sampling method, it is carried out by observing the studies and conditions in the relevant departments. In product compliance audits, it is examined whether the conditions related to the product are applied in an appropriate way according to the relevant directive.

Certification audits are carried out in two stages. Stage 1 audit can be performed at the office / remote audit methods or on site as well. There may be a maximum of 6 months between Stage 1 and Stage 2. It should be ensured that the nonconformities detected in the stage 1 audit are closed before the stage 2 audit.

Nonconformity; is a description of any clause / condition of standard has not met. (For instance: Nonconformities that affect the ability of the Halal Certification system to achieve its intended results. It is a case that any clauses or its sub-clauses of standard that may affect the continuous implementation of the system and / or adversely affect the implementation of the service or product offered under the desired conditions to the customer, are not adequately defined and / or not applied systematically.)

- 2.2.During the audit, if there are deviations from the relevant standard, the legal legislation requirements of the product and the organization documentation according to the scope of the Halal Certification audit, these deviations are reported to the COMPANY with a non-conformity report.
- 2.3.The audited COMPANY's are obliged to notify SZUTEST of the corrective actions to be carried out by the COMPANY regarding the nonconformities detected in the audit, with a nonconformity report within 10 working days. The permitted period required to close nonconformities in certification audits is 90 days. If the COMPANY cannot close the mentioned nonconformities within the

permitted period, it is expected to justify the reason of delay. If it can not be justified, the Stage 2 audit is re-conducted. If the COMPANY may provide appropriate justification, an additional 3 months to close the nonconformities, are permitted. If the nonconformities are still not removed at the end of this period as well, certification cycle is restarted.

- 2.4. If the follow-up audit is not deemed necessary by the relevant audit team for nonconformities, the corrective action evidences are sent by the COMPANY, to the audit team within the time defined within the SZUTEST procedures.
- 2.5. Following the elimination of nonconformities, the audit report prepared by the audit team and recommendation decision do not mean the final decision for certification, but serves as an opinion for the certification committee. Whether the certification decision will be taken or not, is obtained after the meeting held by the certification committee and the final decision is notified to the COMPANY.

#### 3. Follow-up Audits

- 3.1. Follow-up audits are carried out to monitor non-conformities that occur during Stage 2, surveillance, renewal, transfer, change, and extraordinary audits through on-site visits. These audits are carried out in order to determine whether the corrective actions related to obtained nonconformities, are being implemented effectively.
- 3.2. Follow-up audit activity is carried out on a date as planned common with the COMPANY after the corrections determined in the nonconformity report.

Following the Stage 2 audit, if the COMPANY cannot complete the preparations in the time given to the COMPANY for the follow-up audit and / or cannot prove that obtained nonconformities has been appropriately removed, during the follow-up audit, the application of the COMPANY is cancelled.

### 4. Surveillance Audits

4.1. These are periodic audits performed to verify that the certified organization maintains its compliance with the certification requirements. Surveillance audits are planned with reference to the last day of the certification decision date.

Surveillance audit periods are decided in accordance with the PR.SB.02 Application Review And Contracting Procedure. It is suspended from the date of expiration due to surveillance audits that cannot be carried out in the specified periods.

In case the postponement requests for temporary situations received from organizations for surveillance audit (for example, Fair, Conference, Business Trip, Heavy Workload, Temporary Health Problems, Temporary Cessation of Production and Service), can be accepted at most to three months if the appropriate justification is stated by the company. The postponement request is received in writing (e-mail or fax).



4.2 . Surveillance audit frequencies of Halal Certification audit activities are planned not to exceed 12 months. The surveillance audit is obtained by the COMPANY, and the frequency can be increased in accordance with the customer complaints reached to SZUTEST, degree of nonconformities obtained and the opinions of the certification team. In Halal Certification, by taking into account the complaints received regarding the halal product / service, surveillance activities are carried out at specific time intervals to check whether the halal product / service are continued to comply with the requirements of the certification. Surveillance audit frequencies to be carried out within the framework of Halal Certification audit activities are based on the risk class table below.

Complexity Class	Business Sector	Surveillance Control Frequency
Very High	not elsewhere classified (n.e.c.) chemicals and pharmaceuticals, processed meat products, genetically modified products, food additives, bio cultures, cosmetics, processing aids and	Once in 12 months
High	slaughtering meat and poultry; cheese products; biscuits; snacks; oil; beverages; hotels; restaurants; dietary supplements; cleaning agents; packaging material, textile, Islamic finance,	Once in 12 months
Medium	milk products; fish products; egg products; beekeeping; spices; horticultural products; preserved fruits; preserved vegetables; canned products; pasta; sugar; animal feed; fish feed; water supply; development of product, process and equipment; veterinary services; process equipment; vending machines, leather products	Once in 12 months
Low	fish; egg production; milk production; fishing; hunting; trapping; fruits; vegetables; grain; fresh fruits and fresh juices; drinking water; flour; salt; retail outlets; shops; wholesalers, transport and storage;	Once in 12 months

Note :The risk classes to which the product groups in the table above belong are specified on the basis of TS OIC / SMIIC 2 standard.

In case of a complaint regarding the certification scope of the relevant client organisation, an unannounced audit can be planned immediately by the evaluation of Halal Technical Responsible on behalf of SZUTEST. SZUTEST reserves the right to perform unannounced audit when any risk is obtained regarding the certified client who has received and certified Halal Food Certification service.

4.3. Realisation of audit, reporting, closing and monitoring of nonconformities are carried out as well as performed in the certification audit.

4.4.On-site verification of nonconformities that were obtained in the previous audits and closed without verification, and control of certificate and brand use are carried out during the surveillance audit. If an inappropriate use is detected as a result of on-site verification, this will be considered as non-conformity.

4.5.If the nonconformities cannot be closed before the specified date, the certificate of the COMPANY is suspended. The continuation of the validity of the certificates of the COMPANIES, which closed all non-conformities before the specified dates, is decided by the certification committee, unless there is a situation contrary to the certification.

## 5. Certificate Renewal Audits

5.1. Certificate renewal audit is the audits performed to re-certify the companies before the validity period of the certificate expires. If the COMPANY requests to continue the certification cycles, it needs to apply to SZUTEST at least 3 months before the expiry of the certificate. If no application is received, the certificate loses its validity at the end of the expiry date of the certification.

5.2. A re-contract is made with the COMPANY according to the pricing list published by SZUTEST before recertification. Planning the recertification audit, appointment of the auditors, performing the audit, reporting the audit, closing the nonconformities and making the certification decision are the same as in the certification audit. If the organization wants to be certified again after the validity period of the certificate, the application is considered as certification, not re-certification.

5.2.1. Under the circumtances of provided that the re-certification activities are completed within 6 months following the expiry date of certification cycle, the certificate can be activated. If a recertification assessmet could not be carried out within 6 months, it is accepted as a new application and the process is started from the beginning. The validity date on the certificate must be the recertification date or later, and the previous certification cycle has been based on while validity period is obtained.

5.3. During re-certification, nonconformities and corrective actions identified in the previous audit are assessed. The scope of the audit, new documents, brand and certificate use are checked and the action is taken as in the surveillance audit. As a result of the audit, the assessment is performed as well as in the certification audit.

### 6. Private Audits

2

6.1.Amendment Audits

6.1.1. These are the audits carried out for the purpose of controlling changes such as the change of the COMPANY title, the scope of the COMPANY, the change of the COMPANY address and branches. Prior to realisation of amendment audits, if the official status of the COMPANY has changed (address, title, etc.), the service contract is renewed.

6.1.2. Amendment requests are received from the COMPANIES in writing with a certification amendment form, a decision is made whether to conduct a document review or onsite assessment and is noted on the form. Beside of document review in scope

FR.24 (HELAL) R.03

# **SZUTEST**

#### **GENERAL CONDITIONS TEXT - HALAL CERTIFICATION**

amendment and address amendment audits, on-site audit can be carried out in the required time depending on the scope and production location and is recorded within audit report.

If the documents and audit report are deemed appropriate by the certification committee, the requested changes are made. If the certification change is not deemed appropriate, the COMPANY is notified in writing. In amendment audits, the validity period of current certificate belongs to COMPANY, will not be changed as a result of amendment.

#### 6.1.3. Short Notice Audits

In the case of complaints containing objective evidence against the COMPANY, a decision to carry out an extraordinary audit can be taken by contacting the COMPANY, even though it is not in the program. In such audits, the COMPANY is informed (maximum 1 day before) and the audit is carried out in a time that will not allow the COMPANY to change the current situation.

If the COMPANY does not accept the audit, the certificate is suspended and the situation is notified to the COMPANY in an official letter in writing.

If SZUTEST determines that the conditions form the basis of the certificate, are not available and it is obtained as a result of audit; the certificate has been suspended or cancelled basing on the nature / quality of nonimplemented requirements.

#### 7. Transfer Audits

- 7.1 Transfer audits are audits made for transfer applications. If this audit is decided, the process is considered as a new application. In this case, all departments are audited without excluding any.
- 7.2 In transfer audits, the COMPANY must provide evidence of corrective actions to SZUTEST for all nonconformities, regardless of nonconformity categories.
- 7.3 In transfer audit applications, SZUTEST may request from the COMPANY and the previous Notified Body and/or Conformity Assessment Body to conclude a transfer agreement that has no financial value.
- 7.4 SZUTEST may contact the previous Notified Body/Conformity Assessment Body of the COMPANY for transfer applications and may reject the COMPANY's application according to the information provided. If information cannot be obtained from the previous notified body, SZUTEST may consider the application as a new application or reject it.
- 7.5 If the COMPANY intends to transfer any certificate issued by SZUTEST to another Notified Body/Conformity Assessment Body, it must submit all declarations and documents requested by SZUTEST within 10 working days at the latest.

7.6 If the COMPANY requests to transfer any certificate issued by another Notified Body/Conformity Assessment Body to SZUTEST, it must submit the documents requested by SZUTEST within 10 working days at the latest. In case of such a certificate transfer request, it must agree that SZUTEST can contact the existing Notified Body/Conformity Assessment Body. According to the information given by the Notified Body/Conformity Assessment Body, it must also accept that SZUTEST can terminate the

contract during the application evaluation phase. If the Notified Body/Conformity Assessment Body does not respond within 15 working days at the latest, SZUTEST may suspend the certificate transfer process.

### 8. Issuance and Issuance of the Certificate

- 8.1. After the audit result of the applicant COMPANY is found in accordance with the conditions specified within the scope of Halal Certification and the certification decision is made by the Certification Committee, the COMPANY is entitled to receive a product / service conformity certificate within the scope of the relevant Halal Certification and the COMPANY is registered in the list of certified companies.
- 8.2. The validity period of the certificates is determined by the relevant standards or related regulations. Certificates are valid as long as surveillance audits are performed and compliance of practices is confirmed. Certificate amendment audits do not affect this period. The COMPANY that gains the certificate can only use the certificate for the production and service locations whose address details are written on it and its annex. It is given for the scope written on the document and does not reflect other fields of activity and products and cannot be used for this purpose.

It has been given to the COMPANY named on the certificate and cannot be transferred to another institution or legal entity under no circumtances. The use of the SZUTEST Halal brand and certificate is made in accordance with the PR.10 Certificate and Mark Usage Procedure.

## 9. Suspension or Restriction of the Scope of the Certificate:

9.1.In case of the conditions below, the COMPANY may suspend all or part of the scope of the certificate, provided that it does not exceed six months from the date of the certification committee decision.

Finding non-conformities detected during the audits and not resolved within the specified period,

Detection that non-standard requirements or legal sanctions (such as the Occupational Health and Safety Law, the Law on the Protection of Personal Data, or special requests required by the relevant product or service) regarding the product/service within the scope of the audit are not fulfilled,

The COMPANY 's voluntary written request for the suspension of the certificate.

Misuse of SZUTEST certificate and brand,

Failure to comply with the certification rules,

Failure to fulfill financial obligations,

Failure to notify SZUTEST about important changes in the organization of the COMPANY,

Failure to apply the Halal Certification processes for the relevant product / service as certificated and audited,

Detection of situations by SZUTEST in the management system / product or in the opinion that they will have negative effects on the system / product,



The COMPANY does not allow surveillance and re-certification audits to be performed as often as required, except for force majeure (fire, natural disaster, etc.),

Failure to notify SZUTEST about the important changes made in the products subject to the certificate,

In case of misuse of the certificate in any case,

Failure to carry out the necessary actions regarding the complaints made to it about the activity or products certified by SZUTEST.

Failure to submit the information requested by SZUTEST regarding the certification scope to SZUTEST.

Determining that it is not notified within 15 days that there are changes in the raw material list, which is notified in the application and approved as a result of the audit for the certified product, and changes in the technical personnel in cases limited by the rules.

When the organization continuously or seriously fails to meet the certification requirements for a part of the certification scope, SZUTEST narrows the customer's certification scope so that the part that does not meet the requirements is excluded.

9.2.The decision to suspend the certificate is taken by the Certification Committee. In all cases where technical evaluation is not required, such as not accepting the surveillance audit, not fulfilling financial obligations, and not closing the non-conformities in a timely manner, the suspension decision is taken without the need for a meeting of the committee. The COMPANY that the certificate has been suspended and the suspension has been lifted is notified in writing by SZUTEST.

In the event that the certified organization cannot solve the problems within the given time, the certificate of the COMPANY is canceled by the certification committee or its scope is narrowed. In case the certificate is suspended or cancelled, the name of the COMPANY is transferred to the list of suspended or canceled COMPANIES. The COMPANY is obliged to stop the use of the certificate, brand and / or Halal mark from the date the certificate is suspended. The COMPANY 's certificate cannot be used by the COMPANY while it is suspended.

#### 10. Withdrawal of Certificate Suspension Status:

10.1 COMPANY's whose certificates are suspended notify SZUTEST in writing that the grounds for suspension have been removed. An audit is carried out by SZUTEST when deemed necessary in the COMPANY in order to confirm that the reason for the suspension has been eliminated. The type, content and duration of the audit performed within the scope of suspension are determined depending on the reason for suspension of the certificate. However, this period cannot be less than the surveillance audit period and more than the recertification audit period. The certificate of the COMPANY, whose conformity is verified at the end of the audit, is suspended with the decision of the Certification Committee.

10.2 In case the reasons for the suspension are not eliminated, the certificate is revoked.

#### 11. Cancellation of Certificate and Its Results:

11.1. The certificate is canceled under the following conditions:

If the COMPANY does not accept the reasons for the suspension or does not resolve it within the specified period,

Bankruptcy of the COMPANY, termination of its activities or change of legal personality,

The COMPANY does not use the certificate for the scope and address specified on it,

If the COMPANY provides false or misleading information during the audit.

It is determined in the audits that the COMPANY management system has completely lost its conformity,

Falsification of certificate and annexes by the COMPANY,

The COMPANY's willing to terminate the contract.

The certificate can be revoked without the need for a committee decision in cases where there is no need to evaluate the system efficiency, such as failure to remedy the grounds for suspension within the specified period, the COMPANY bankruptcy or termination of its activities, or the COMPANY terminates the contract. In other cases, the certificate is canceled with the decision of the certification committee.

11.2. In case the certificate is cancelled, the name of the COMPANY is removed from the list of certified companies and transferred to the list of companies whose certificate has been cancelled. Following the cancellation of the certificate, the organization is responsible for stopping the use of the certificate and the use of all kinds of documents and promotional materials referring to the certificate and sending the original certificate to SZUTEST and fulfilling its financial obligations.

Re-applications of companies whose contracts and certificates have been cancelled can be processed at least 30 days following the termination date. When re-application of organisation occurs, all certification procedures & stages are applied as well as it is done for initial certification applicants.

SZUTEST publishes the certificate status on <a href="www.szutest.com">www.szutest.com</a> in case of there is change in certificate status such as suspension, withdrawal of suspension or cancellation of the certificate. Status of certificate is notified to relavant Halal Accreditation Agency.

SZUTEST also provides the necessary information for the market surveillance and audit to the relevant Competent Authority, and to the Competent Authority of European Union member countries, if stipulated in the relevant technical regulation. If it is requested, it provides information about the evaluation procedures to the commission.

### 12. SZUTEST's Duties and Responsibilities:

4

12.1 SZUTEST and all its employees; It keeps all kinds of written and verbal information received from companies and related parties regarding halal certification activities confidential and does not share it with third parties under any circumstances. However, this information can be shared with the relevant institution when requested by the institution that accredited SZUTEST (Halal Accreditation Agency), authorized bodies of the relevant ministries (Republic of Turkey Ministry of Commerce). Unless the law is prohibited, when SZUTEST has to provide information to third



parties due to legal reasons, it will definitely inform the relevant COMPANY.

SZUTEST will not discriminate against religion, language, and race in all its activities, including evaluation of application.

12.2. SZUTEST has taken its employees under control with the Impartiality and Confidentiality Agreement as a requirement of the accredited standards and impartiality and confidentiality;

12.3. SZUTEST has a Professional Liability Insurance against risks that may cause or result in damage within the scope of Halal Certification activities, and the scope and limits of its liability are specified in this insurance. SZUTEST has no responsibility if the issued certificates are not recognized by third parties.

12.4. SZUTEST is obliged to announce the important changes that may occur in the Halal certification system (standards, procedures or rules) as soon as possible, in order to make the necessary arrangements within the transition period to be determined by the certified companies. For this purpose, web site, e-mail, etc. can be used.

12.5. SZUTEST has the right to make changes in Halal certification procedures and pricing instructions. However, the rights acquired before the change are valid and the application of the changes is based on the date of change in the relevant documents. SZUTEST Halal certification is obliged to announce the changes in the reference documents to all COMPANIES that have been certified and applied via website, fax or e-mail.

If the changes that occur are in favor of the previous COMPANIES, the change is applied in a way to cover the previous COMPANIES.

12.6. SZUTEST is responsible for keeping a list of certified COMPANIES whose certificates have been suspended and whose certificates have been revoked, and publishing and updating them on the website.

12.7. In case SZUTEST gives up its accreditation activities at its own discretion or is stopped by the relevant authorities, COMPANIES certified by SZUTEST will be left under the supervision of a certification body accredited by the Halal Accreditation Agency. SZUTEST will not charge its customers for this transaction.

12.8. In the event that SZUTEST gives up its Halal accreditation activities at its own discretion or is stopped by the relevant competent authorities; It is ensured that the COMPANY files are transferred to the other accredited organization determined under the supervision of the Halal Accreditation Agency.

12.9. SZUTEST undertakes to comply with the standards, regulations, HAK Guide Documents and OIC / SMIIC standards regarding Halal certification activities, except for the conditions stated above.

12.10. SZUTEST reserves the right to change the provisions in the certificates issued in connection with this revision and the validity periods of the certificate in the event of a relevant directive, regulation, legislation, standard revision.

SZUTEST may request an interpreter and any kind of document translation if the team assigned for Conformity Assessment,

including the committee members, does not know the local language of the company.

12.11. SZUTEST will not use or be part of any logo / sign / symbol / slogan of any non-Muslim organization or any other reminder of the beliefs of non-Muslims or their institutions.

12.12. SZUTEST will have an Islamic presence and will have a deep belief that the halal product / service / process and / or management system for Muslims should be properly procured and will take all necessary steps to ensure that Islamic responsibility is observed in all activities. SZUTEST has the responsibility to comply with all Islamic requirements.

12.13. SZUTEST, at <a href="www.szutest.com.tr">www.szutest.com.tr</a>, for each certified product, the product can be identified with the unique code defined by SZUTEST.

12.14 SZUTEST provides a secure and non-replicable tracking and traceability system for the traceability of the product sproduced within the scope of Halal by the organizations that carry out Halal Certification activities. For this purpose, a specially defined code for each product for which a Halal certificate is given and only for that product is given by SZUTEST. In addition, when the Halal Certified Organization requests, it can use the SZUTEST Halal brand, which is specifically defined for each product in the box at the bottom of the SZUTEST Halal brand and consists of a code belonging only to that product, in accordance with the conditions specified in the PR.10 Certificate and Mark Usage Procedure.

### 13. Duties and Responsibilities of COMPANIES:

13.1. It is obliged to comply with all kinds of written-verbal information and instructions received from SZUTEST for the operation of the Halal Certification system.

13.2. Based on the Halal certification management system, the COMPANY whose product has been certified, appoints a management representative in order to ensure the implementation and continuity of the system it has established, allowing the audit team to enter all necessary areas during working hours, and the existing legal requirement, apart from the management system standard regarding the product / service covered by the certificate or to guarantee that it is provided in special requests.

13.3. Observers and guides may accompany the audits or unplanned visits within the scope of Halal Certification to be carried out by SZUTEST in the field of the customer. Observers may be the person observing a member of the audit/examination/experiment team, or they may be an official of the client, accreditation agency, or a relevant ministry officer. Guides are persons accompanying the audit team to assist the audit team. A guide can be assigned to each member of the audit team. The responsibilities of the guide may be to provide communication, arrange interviews, organize field visits, ensure the implementation of field safety rules, witness the audit on behalf of the client, or provide information requested by the auditor. The customer and audit team members are first informed about the participation of the guide and observers in the audit and the client's

5

# **SZUTEST**

#### **GENERAL CONDITIONS TEXT - HALAL CERTIFICATION**

approval is obtained. Guides or observers do not interfere with the audit.

13.4. The COMPANY is obliged to provide all kinds of written and verbal information needed regarding the audit, experiment or audit activities, including the representatives of the Halal Accreditation Agency or ministry officials, together with the SZUTEST personnel. 13.5. The COMPANY 's Halal Certification system or the product certified in the Halal field should notify SZUTEST within 1 month of any changes in the COMPANY 's system or the product covered by the certificate, and changes in the organizational structure that will affect the system. Examples for the aforementioned changes are as follows; The address / addresses of the COMPANY, the scope, the number of employees, the number of branches and the address / addresses of these branches / branches, the change of the partnership structure, the change of the commercial status, the change of the religious views of the COMPANY officials and critical personnel, the change of the raw material / packaging list in the relevant product, if determined by the rules, change of technical personnel, change of production process depending on the product.

13.6. Traceability is required to track halal certificate/logo usage. The Halal Certified Organization is responsible for obtaining documents (The traceability of packaging materials is checked by SZUTEST according to the conditions of the OIC/SMIIC 33 standard, and the traceability of the raw materials is checked according to the conditions of the OIC/SMIIC 24 standard.) from its suppliers specifying the properties and contents of all inputs, including primary packaging (analysis, product specification, MSDS, etc.) And ensuring traceability.

13.7 When the Halal Certified Organization uses the SZUTEST Halal Brand or does not use the SZUTEST Halal Brand (only when it uses the product code), in both cases, in order to maintain the traceability system, the shipment date of the halal certified product, the warehouse exit, the final control, the machine where the product is produced, the operator using the machine, intermediate controls, entry of raw materials and auxiliary materials used into the warehouse and input controls, and even the supplier companies from which those raw materials and auxiliary materials (including halal conformity evidence) are purchased, production date and place, expiry date, allergens, ingredients, product description: (brand, etc.), ISO/IEC 17025- ISO/IEC 17020 accredited laboratory test and audit results, halal certification authority and halal certificate number, The importer is obliged to create all retrospective records within itself, up to the label validity and label serial number, and submit them to SZUTEST when requested. When the Halal Certified Organization chooses not to use a code defined by SZUTEST and only for that product on the packaging, it must inform SZUTEST by which method it provides traceability (date, origin, supplier, etc.) of the raw materials used in the final product and other contents of the primary packaging. For example: Batch / Lot No, production date can be used as a method.

13.8 SZUTEST may also request traceability records from its Halal Certified customer in all product groups for control purposes. Halal Certified customers are obliged to transmit the traceability records to SZUTEST within 48 hours from the moment of request. Based on the traceability records it examines, SZUTEST may request analysis to be carried out within 48 hours in possible cases.13.8 The COMPANY is obliged to keep all records (agreement, report, CPA records, etc.) regarding the activities performed by SZUTEST throughout the validity period of the certificate.

13.9. The COMPANY is obliged to deliver all documents and documents requested for the application to SZUTEST before their audit, experiment, and audit.

13.10. In order to evaluate the effect of the changes made on the system or the product, SZUTEST may perform additional audits against a fee when necessary. COMPANY; SZUTEST must make important changes that may occur in the Halal certification and audit system (standard procedures or rules) within the transition period notified to him.

13.11. The COMPANY is obliged to record the objections or complaints received from the customer or third parties within the scope of the certificate and to report it to SZUTEST during the audit. It should take the necessary actions regarding these complaints.

13.12 SZUTEST instructions, procedures, related regulations, related standards, such as PR.10 Certificate and Mark Usage Procedure, Certification Procedure and this text (General Conditions Text) published on <a href="https://www.szutest.com.tr">www.szutest.com.tr</a>, in accordance with these regulations and standards. is obliged to comply with all other relevant legal documents and to keep up to date.

13.13. The organisation shall be obliged to pay the fee defined in the pricing instructions and service agreement as well as shall be responsible for payment of special or follow-up auditing anticipated by the relevant standards and regulations.

13.14. The organisation shall be obliged to stop using each kind of document and promotion materials that refer to the certificate after suspension and withdrawal of the certificate and shall immediately send the certificate to the SZUTEST.

13.15. The COMPANY shall be responsible to work in accordance with the local legal regulations, laws and legislations towards its activities. The COMPANY's which wants to have certificate in the scope of the product conformity shall be obliged to act with regard to the all rules including the Halal marking about the products.

13.16 After the certification audit, if any changes occur in the external processes of the COMPANY to be audited, the certified COMPANY must inform the SZUTEST about the changes.

13.16. The COMPANY raises an objection according to PR.04 Evaluation of Complaints and Appeals Procedure and if the COMPANY does not accept (not pleased) the decision of Appeal Committee, relevant competent authority (Halal Accreditation Agency or Relevant Ministries) is consulted. When the period of appeal resolution for Szutest exceeds, the COMPANY can apply to

FR.24 (HELAL) R.03

6



relevant competent authority (Turkish Accreditation Agency or Relevant Ministries) likewise. The COMPANY can object to any decision of Szutest about itself in a month (30 days).

13.17. The COMPANY is any natural or legal person who manufactures a product or has a product designed or manufactured, and places it on the market under his/her own name or trademark.

13.18. The COMPANY is responsible for the production and management of certified products and systems in accordance with legal regulations.

13.19. The firm is responsible for designing and manufacturing the product(s) in accordance with essential or other legal requirements laid down by the relevant European Union harmonization legislation and for carrying out conformity assessment in accordance with the procedure(s) laid down by the European Union harmonization legislation.

13.20. The COMPANY can use the certificate only for the scope and address mentioned on the certificate; otherwise accepts all sanctions to be imposed.

13.21. The COMPANY is supposed to protect the integrity of certification documents (certificates, reports, etc.) in case of reproduction for other parties.

13.20. The COMPANY agrees that SZUTEST will not provide consultancy services to the COMPANY in any way within the scope of conformity assessment or on issues related to this scope, and will not make a request in this direction.

13.23. The Accreditation Body, when it's necessary and applicable, may visit SZUTEST's customer on site for the purpose of reviewing an accredited (accredited from Halal Accreditation Agancy) service provided by SZUTEST and request information about the audit performed by SZUTEST.

# 14. Audits and Tests within the Scope of Halal Certification Service

14.01 During the Halal Food certification process, it is possible that the need to perform sample analysis and determination before and during the audit of the products to be included in the certification may arise. Laboratories conducting audit and / or analysis that will be required in the process of providing Halal Certification service by SZUTEST must be accredited in accordance with ISO / IEC 17025 or approved by the authorized halal authority (Units such as faculties, research centers, institutes affiliated to the Presidency of Religious Affairs, HAK, TURKAK, Turkish Standards Institute and Higher Education Institution (YOK) and which do academic studies on halal issues or foreign universities accepted by YOK). When the presence of an accreditation body in countries other than Turkey is not detected or when there is a rule above this rule, the laboratories authorized by the authorized Halal institutions will be selected from the countries that have restricted the accreditation requirement with a different rule.

This text is composed of six pages and it is the indispensable part of the SZUTEST Service Contract. When signing the SZUTEST Service Contract, it shall be considered that rules, rights and responsibilities in this text have approved by the relevant parties. The changes that could be occurred in the text shall be announced through the website of www.szutest.com.tr.

If any changes have been made in the published documents, this amendment shall be announced for 1 month in the website. The changes in the document could be monitored on our website.

FR.24 (HELAL) R.03

7