



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 *DD MMM YYYY*

EATING ESTABLISHMENT SCHEME (Category 2)



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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.

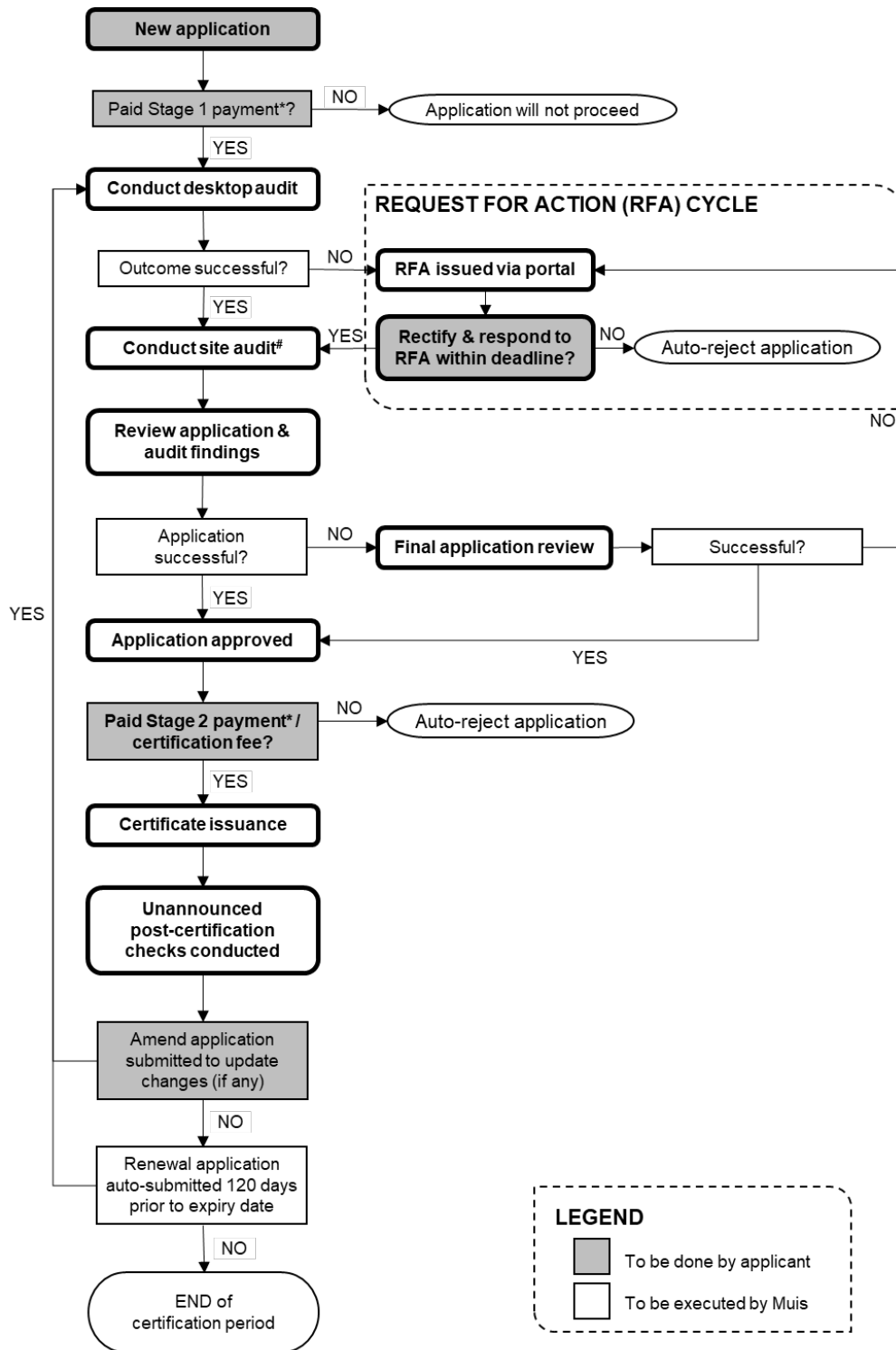
For More Information

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Halal Certification Strategic Unit
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 C – 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 with 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 the 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 applications
1.5	The applicant shall ensure personnel representing the company / establishment (including the applicant): <ul style="list-style-type: none"> (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 Eating Establishment scheme (Category 2) in this document shall be applicable to the operation of the following types of retail food establishments in Singapore: <ul style="list-style-type: none"> (a) Restaurants; (b) Halal Sections; (c) Food Stations; (d) Staff Canteen Stalls; (e) Kiosks; (f) Franchise or Chain Outlets. 	Types of businesses under Eating Establishment scheme (Category 2)

1.7	<p>The scope of certification shall include:</p> <ul style="list-style-type: none"> (a) Receiving, storage and handling of ingredients and prepared food; (b) Areas of storage, preparation, dishing, display and servery area of food and drinks; (c) Collection, handling, washing and storage of equipment and utensils; (d) Dining area (for restaurants only); (e) Packaging of food for takeaway. 	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.	Advice before submitting application
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	Applications for franchise or chain outlets, food stations, central kitchens and/or related entities or businesses bearing the same name shall be applied for Halal certification concurrently. Likewise, approval shall be granted concurrently and expiry dates shall be streamlined. Non-compliance detected in any of the above may affect the approval of other related applications.	Implications on related applications if non-compliances detected
2.4	A declaration of all its existing chain or franchise outlets shall be made to the auditor.	Declaration of all chain / franchise outlets
2.5	<p>The applicant shall submit a New application if:</p> <ul style="list-style-type: none"> (a) Its current outlet has not been previously Halal-certified by Muis; (b) It has a new outlet and its other chain or franchise outlet(s), bearing the same business name and/or branding, are already Halal-certified by Muis OR it has a new food station in which the other food station(s) in the same restaurant is / are already Halal-certified <ul style="list-style-type: none"> i. The application has to be done within 7 working days from the opening date of the new outlet / food station ii. If the previous application was rejected or cancelled, the new application shall be submitted within 7 working days from the date of rejection or cancellation (c) Its Halal certificate has expired, and renewal application was not submitted when submission was due; (d) The renewal period for the existing Halal certificate has lapsed; (e) Its previously submitted application was rejected; (f) Its Halal certificate had been revoked. 	Submission of New application

2.6	<p>In addition to the Eating Establishment scheme, the applicant shall also apply for:</p> <ul style="list-style-type: none"> (a) Food Preparation Area scheme if it is licensed to cater or distribute to other outlets from the Eating Establishment scheme; (b) Product / Whole Plant scheme if it provides prepacked food for retail sale; (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. (d) Short Term sub-scheme if the applicant / Halal certificate holder operates a temporary food stall at a bazaar, exposition, etc. 	Application for multiple schemes
2.7	<p>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, page 28).</p>	Additional requirements if necessary
2.8	<p>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.</p>	Ownership and responsibility
3. GENERAL CERTIFICATION REQUIREMENTS		
3.1	<p>The applicant shall be licensed by relevant food safety authority.</p>	License by food safety authority
3.2	<p>The scope of certification for the premises shall be identified and maintained as documented information (i.e. floor plan).</p>	Demarcation of scope of certification
3.3	<p>The applicant shall ensure that there is no cross-mixing of Halal and non-Halal food and ingredients.</p>	No cross-mixing
3.4	<p>The applicant shall only order, purchase, receive, store, prepare, cook, offer to sell and sell Halal food and ingredients that have been declared to Muis.</p> <p>Declaration of ingredients and menu items shall be done during the application.</p> <p>Naming of menu items shall take into account cultural and religious sensitivities, and may be subject to change if Muis deems that the menu item name is inappropriate.</p> <p>Details of ingredients' declaration shall include:</p> <p><u>For high-risk items (refer to Annex A)</u></p> <ul style="list-style-type: none"> (a) item name, brand and/or description (b) name of supplier (as reflected on invoice) (c) name of Halal certification body 	No undeclared and/or non-Halal items

	<p><u>For all other items</u></p> <p>(a) item name and/or description (b) name of supplier (as reflected on invoice)</p>	
3.5	<p>All ingredients and food products prior to purchase shall be substantiated with product specifications or labels. In addition, ingredients and food products which are categorised as Medium-Low, Medium-High or High Halal risk will require additional documents for approval (refer to Annex A):</p> <p>(a) <u>Medium-Low</u></p> <ul style="list-style-type: none"> - Muis general questionnaire (if necessary) <p>(b) <u>Medium-High</u></p> <ul style="list-style-type: none"> - Muis general questionnaire; - Muis-recognised Halal certificate or laboratory analysis report by an accredited laboratory (if necessary) <p>(c) <u>High</u></p> <ul style="list-style-type: none"> - Halal certificates or Halal certification marks from Muis and/or Muis-recognised Halal certification bodies. 	Need to be Halal and substantiated with relevant documents
3.6	<p>The applicant shall ensure that all ingredients are labelled in English, minimally with the following information for traceability purpose:</p> <p>(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> <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 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.</p>	Handling of food and ingredients

<p>3.9</p>	<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> <p>(a) The Halal team shall comprise the following roles:</p> <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 / Purchasing personnel iv. Any other personnel that plays an integral role in ensuring the conditions laid out by Muis for Halal certification is met <p>(b) Each Halal Team member shall be officially appointed in the form of an Appointment Letter. The Appointment Letter shall:</p> <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: The roles listed in (a) i - iv above may overlap for a particular Halal Team member.</p>	<p>Singapore Muis Halal Quality Management System (HalMQ)</p>
<p>3.10</p>	<p>The applicant shall ensure that at least the Halal Team Leader and Halal Assurance Officer:</p> <p>(a) attend Halal training course(s) mandated by Muis and/or assessed to be competent;</p> <p>(b) attend a refresher training course mandated by Muis every 5 years from the date of the previous assessment.</p>	<p>Halal Team</p>
<p>3.11</p>	<p>The Halal Team appointed for the premises shall:</p> <p>(a) ensure all ingredients and food products satisfy Clause 3.5 before initiating a purchase;</p> <p>(b) only accept ingredients and food products that satisfy along with their invoices or delivery orders verified by the Halal Assurance Officer;</p> <p>(c) 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;</p> <p>(d) ensure employees are adequately trained (formally or informally) and updated with matters relating to Halal;</p> <p>(e) maintain the following documents and records:</p> <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 (e.g. certificate of attainment or competency) v. Proof of attendance for current Muslim personnel vi. List of menu items 	<p>Responsibilities of Halal Team</p>

	<ul style="list-style-type: none"> vii. List of ingredients, and their supporting documents viii. Past records of original invoices and delivery orders verified by Halal Assurance Officer ix. Internal audit records (as mentioned in (c)) x. Declaration of all its existing chain or franchise outlets (if any) xi. Halal periodic inspection reports (if any) xii. Any communications from Muis <p>(f) establish and implement the Singapore Muis Halal Quality Management System (HalMQ) plan (refer to Annex B).</p>	
3.12	<p>The applicant shall engage at least 2 competent permanent Muslim personnel, one of whom shall be appointed as the “Halal Assurance Officer” with a supervisory role.</p> <p>*Note: For chain/franchise outlets, applicant shall</p> <ul style="list-style-type: none"> (a) form one main Halal team, unless advised otherwise (b) engage at least 2 competent permanent Muslim personnel without the need to appoint a Halal Assurance Officer for EACH outlet. (c) declare these 2 personnel's details during application. 	Muslim personnel / Halal Assurance Officer
3.13	<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) endorse the original invoices and delivery orders mentioned in Clause 3.11(e)(viii) with – <ul style="list-style-type: none"> i. his / her signature ii. his / her name iii. date of verification 	Responsibilities of Halal Assurance Officer
4. SPECIAL CERTIFICATION REQUIREMENTS		
4.1	<p>Food Station sub-scheme is applicable only to restaurants within a hotel. The applicant under Food Station sub-scheme shall comply with the following requirements:</p> <ul style="list-style-type: none"> (a) All food stations shall – <ul style="list-style-type: none"> i. be Halal-certified; ii. serve food and drinks prepared in a kitchen that is Halal-certified under Food Preparation Area scheme. (b) Food sold shall not be labelled or advertised in a manner that is misleading or is likely to create an erroneous impression. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>*Note: No claim shall be made that the restaurant is Halal-certified as Halal certification applies only to the food stations.</p> </div>	Additional Conditions for Food Station sub-scheme

	<p>(c) Menu cards for alcoholic beverages (if any) shall –</p> <ol style="list-style-type: none"> i. be differentiated from menu cards of food stations; ii. be given upon request by customers. <p>(d) Collection & washing of soiled utensils of alcoholic beverages shall be washed separately outside the restaurant.</p> <p>(e) Any equipment, bar and/or counter for alcoholic beverages shall be located externally (i.e. outside of restaurant).</p> <p>(f) Food sold shall not be labelled or advertised in a manner that is misleading or is likely to create an erroneous impression of its Halal status.</p>	
4.2	<p>Applicant may allow guide dogs accompanying a blind or visually-impaired customers to be brought into the certified premises. Within the certified premises, the guide dog shall:</p> <ol style="list-style-type: none"> (a) Be kept under proper control; (b) Be restrained from straying or causing annoyance or nuisance, or from damaging any property; (c) Be held in a leash; (d) Not be fed within the food establishment, unless it is a pet café. <p>For more information, applicants may refer to http://www.guidedogs.org.sg/programme/guide-dogs/guide_dog_access/.</p>	Entry of guide dogs
4.3	Applicant that engages an external storage facility provider to store the raw materials for which the Halal certification relates to shall be Halal-certified.	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 of the application fee for New (normal) application; 2. <u>Within 7 working days</u> from the date of payment of the application fee for New (express) application; 3. <u>Within 14 working days</u> from the date of application submission for Amend and Renewal applications. 	Duration 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. 	Monitoring of application

	(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.	
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	All members of the Halal Team shall be physically present during the site audit and ensure that all documentations required for the purpose of Halal certification are made available.	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	<p>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.</p> <p>Note: For chain outlets, all certificates will be couriered out to the headquarters of that chain outlets regardless of the mailing address that has been declared in the application.</p>	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 prior to courier of certificate
5.8	<p>The application may be rejected under these circumstances:</p> <ol 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 to the Muis Halal Certification Conditions; 	Application rejection

	<ul style="list-style-type: none"> (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. 	
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 Periodic Inspection Report (PIRe) 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> <ul 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 Certification Strategic Unit, 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 with exception for Limited Time Offer (LTO) items and Research & Development (R&D) purposes:</p> <ul style="list-style-type: none"> (a) Contact information (b) Changes to personnel (c) Changes in particulars of personnel (d) Details of medium- and high-risk ingredients (refer to Annex A) (e) Details of suppliers (f) Details of menu (g) Size and/or layout of premises (h) Establishment of a virtual brand 	Updated application details at all times

	<p>Failure to declare the changes may affect the certification status of the related premises.</p> <p>For LTO items, the applicant shall submit the relevant supporting documents via email at least 4 weeks before to Muis and obtain Muis' approval before marketing for LTO items is done.</p> <p>For R&D purposes, the applicant shall submit the relevant supporting documents via email to Muis and obtain Muis' approval before R&D process is embarked.</p>	
6.5	<p>The certificate holder shall inform Muis via info@muis.gov.sg of any change in ownership, premises size and layout <u>at least 30 working days before</u> the changes are implemented.</p>	Change of ownership, premises size and layout
6.6	<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 14 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
6.7	<p>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.</p>	Usage of premises by external parties
6.8	<p>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.</p>	Explanation on public feedback
6.9	<p>Muis may collect relevant samples, photographs or other materials for the purpose of checks and verification.</p>	Evidence collection
6.10	<p>Renewal applications will be <u>auto-submitted 120 days</u> prior to expiry of the Halal certificate. Certificate holders shall:</p>	Automated submission of renewal application

	<p>(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.</p> <p>(b) be prepared for a site audit by Muis after applicant has commenced operations. Repeat audits may be conducted, as and when necessary.</p>	
6.11	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>Any form of advertising, signboard, menu card / board and corporate collaterals (business cards, invoices, etc.) shall -</p> <p>(a) not mislead on the Halal status of the establishment, menu items, products sold;</p> <p>(b) not make claims that premises beyond the scope of certification are Halal-certified;</p> <p>(c) not resemble those belonging to their non Halal-certified business entities (including logos).</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Note: For example, company / establishment that applies for Halal certification under the:</p> <ol style="list-style-type: none"> 1. Halal Section sub-scheme shall not claim that the supermarket is Halal-certified; 2. Food Station sub-scheme shall not claim that the restaurant is Halal-certified; 3. Staff Canteen Stall sub-scheme shall not claim the operating company is Halal certified; 4. Food Kiosk sub-scheme shall not claim that its convenience store is Halal-certified. </div>	Publicity
7.2	Muis shall, at its discretion, publish a certification status listing of all certificate holders as it deems fit with such details as it deems fit.	Status listing of certificate holders
8. MUIS HALAL CERTIFICATE / CERTIFICATION 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 be displayed for easy public viewing within the certified premises only; (c) shall NOT be displayed beyond its expiry date; (d) 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 and certificate mark are not misused in any manner; (c) shall return the certificate to Muis 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>In the event of a loss or damage of Halal certificate or any other reasons requiring additional certificate, the certificate holder shall submit a request for 'Certified True Copy' of the Halal certificate using the form provided by Muis, subject to approval and service fee.</p>	'Certified True Copy' of certificate
8.6	<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
8.7	<p>The certificate holder shall adhere to the specification of the Halal certification mark stipulated in Annex D.</p>	Adherence to specifications of mark
8.8	<p>Muis reserves the right to suspend or revoke the Halal certificate with immediate effect upon 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; (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; 	Suspension / revocation of certificate

	<ul style="list-style-type: none"> (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	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 or Halal certification mark or other activities associated therewith by the Halal certificate holder or applicant.	Muis to be fully indemnified
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	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
9.6	Muis may review all applications and/or approvals for Halal certificates as it deems necessary.	Review of applications
9.7	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 – TYPES OF INGREDIENTS

Pursuant to Clause 3.5, all ingredients and food products prior to purchase shall be substantiated with product specifications or labels.

Types of Halal Risk	Low	Medium – Low	Medium – High	High
Types of ingredients	<ul style="list-style-type: none"> • Plant materials • Pure seafood • Legumes & lentils • Rice • Ice • Spices • Synthetic Chemicals 	<ul style="list-style-type: none"> • Soy Bean pdts • Olive Oil • Sesame Oil • Vegetable Oil • Synthetic vinegar • Noodles • Pasta • Food additives (excl animal-derived E400s) 	<ul style="list-style-type: none"> • Enzymes • Cheese & byproducts • E400s Food Additives (animal-derived) • Canned Foods • Confectionery & Pastry • Dairy Products • Processed seafood • Sauces & Condiments • Pure vinegars 	<ul style="list-style-type: none"> • Meat & meat-based items • Poultry & poultry-based items • Beef extracts • Beef tallow • Chicken skin • Chicken fat • Flavourings • Gelatine
Types of Documents Required		<ul style="list-style-type: none"> • General questionnaire (if necessary) 	<ul style="list-style-type: none"> • General questionnaire • Muis-recognised Halal certificate* or laboratory analysis report (if necessary) 	<ul style="list-style-type: none"> • Muis-recognised Halal certificate*

* All applicants / certificate holders are strongly advised to check the updated list of Muis-recognised Halal certification bodies from the prevailing application portal prior to procuring the ingredients.

NOTE

The above list serves as a general guideline and not limited to and/or conclusive. If necessary, Muis shall have the discretion to request more information or documents on the ingredients.

ANNEX B – 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 C – 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.
Central Kitchen	Kitchen which prepares semi- / fully- processed items and transports to its retail outlets for further processing or use, prior to sale of the finished items or for sale as is condition.
Chain Outlets	More than one outlet bearing the same business name and/or management.
Competent Muslim Personnel	Muslim personnel who have successfully completed the mandatory Halal training programme mandated by Muis or have been assessed to be competent by Muis via a competency assessment.
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.
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.
Food Kiosk	Takeaway food kiosk at petrol station. It shall apply for the Food Kiosk sub-scheme under the Eating Establishment scheme.

Food Station	Compartmentalised station serving food or drinks located in a hotel restaurant, that (i) conducts minimal preparation / cooking, and (ii) has an external Halal-certified kitchen within the hotel for the preparation of food or drinks. It shall apply for the Food Station sub-scheme under the Eating Establishment scheme.
Franchise Outlets	The right or license granted by a company to an individual / company to operate a business / establishment at a specific location using their name and system.
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 and has attended a mandatory Halal training programme mandated by Muis or have been assessed to be competent by Muis via a competency assessment. The Halal Assurance Officer may or may not be the Halal Team Leader.
Halal Assurance Point (HAP)	A step in an operation which, if controlled and monitored, shall eliminate the occurrence of a Halal threat. An example of this is the point of receiving of raw materials.
Halal Section	Designated area in supermarket. It shall apply for the Halal Section sub-scheme under the Eating Establishment scheme.
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 and has attended a mandatory Halal training programme mandated by Muis or have been assessed to be competent by Muis via a competency assessment. 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.
Limited Time Offer (LTO)	A special menu item or set of menu items available for a defined short period of time.
Menu Item	Refers to any item sold or offered to sell by an eating establishment, catering company or a central kitchen.
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 Muslim 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 as shown in Annex A 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

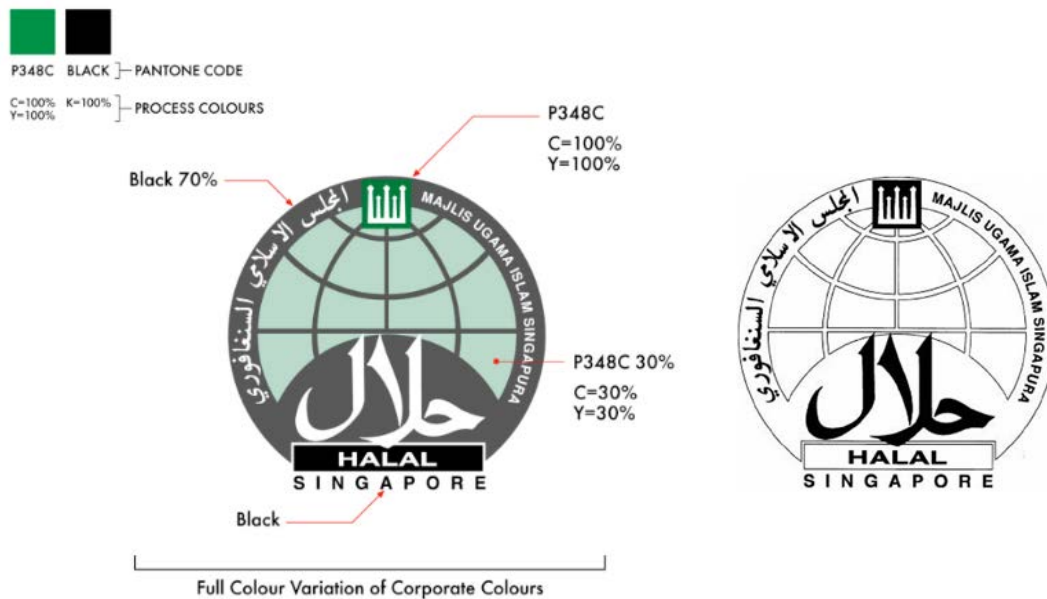
	application fees. It does not guarantee the issuance of a Halal certificate within 14 working days.
Permanent Muslim Personnel	Staff of a company / establishment who is a Muslim and employed on a full-and/or part-time permanent basis. It includes the owner of a company / establishment who is a Muslim.
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.
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.
Research & Development (R&D)	Development of new food products or menu offerings.
Restaurant	Food shop with self-managed preparation and dining area. It shall apply for the Restaurant sub-scheme under the Eating Establishment scheme.
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).
Short-term Stall	Temporary food stall at a bazaar, expositions, etc for which its principal premises / central kitchen is Halal-certified. It shall apply for the Short-term Stall sub-scheme under the Eating Establishment scheme.

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 Canteen Stall	<p>Foods stall operating in staff canteen. It shall apply for the Staff Canteen Stall sub-scheme under the Eating Establishment scheme.</p> <p>Note: This sub-scheme is applicable only to a stall located in a staff canteen or a similar setup with a common dining area.</p>
Sub-scheme	<p>Refers to the type of Eating Establishment scheme, depending on the nature of business of the company / establishment. For example, a food-stall in a food court or wet-market shall apply for the Hawker sub-scheme under the Eating Establishment scheme.</p>
Virtual brand	<p>Refers to a "brand" of eating establishment (EE) or food preparation area (FPA) that does not have a physical (brick and mortar) shop bearing a signage with the said branding.</p>
Working day	<p>Refers to any day except Saturday, Sunday and Public Holiday.</p>

ANNEX D – 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) not be used in a manner that may result in misinterpretation on the scope of certification;
 - (d) not be used in a form that can be easily tampered (e.g. stickers or decals).

TABLE A – IMPOSED CONDITIONS FOR APPROVED WAIVERS

Pursuant to Clause 2.7, approvals granted to waivers of Muis Halal Certification Conditions may be subject to the following conditions:

Types of Waiver	Muslim Staff (Clause 3.12)	Subletting of premises (Clause 6.7)	Substantiation of Halal ingredients (Clause 3.5)
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. 	<ul style="list-style-type: none"> • The ingredients have been declared and approved by Muis. • The ingredients shall bear Halal certification mark (HCM) on the product packaging, unless otherwise stated. • The purchase receipts are verified and endorsed by the Muslim employee. • Purchase receipts of ingredients shall not include items meant for personal use.

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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