



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 June 2016

STORAGE FACILITY SCHEME



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FOREWORD

Majlis Ugama Islam Singapura

The 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 is in charge of Muslim affairs in Singapore. Among others, Muis issues Halal certificates and regulates the Singapore Halal industry. More information on Muis' roles and responsibilities are 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.

(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.

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

- i) issues a Halal certificate in relation to any product, service or activity; or
- ii) 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.

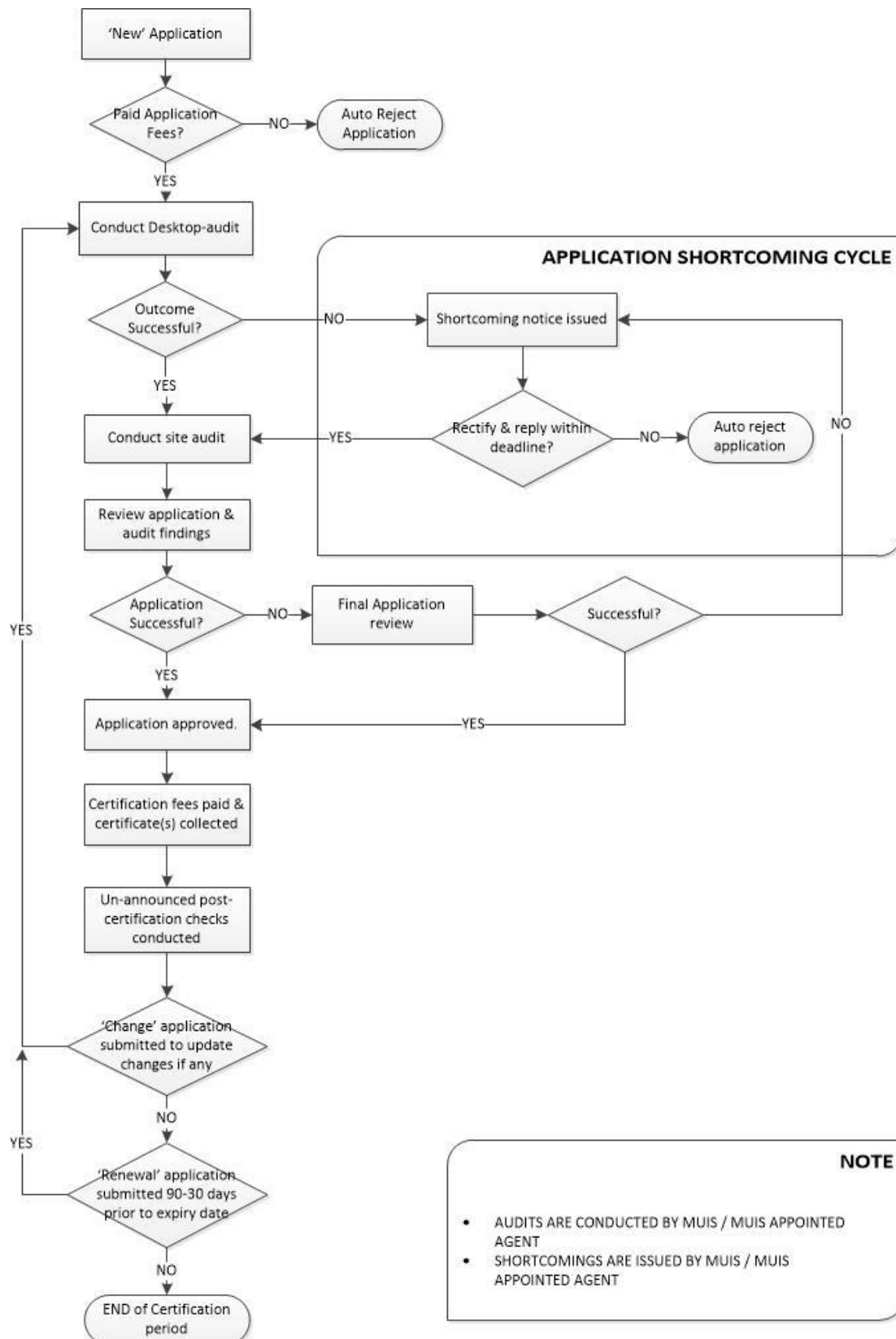
(7) The Majlis may revoke or suspend its approval granted to any person to issue any Halal certificate or to use any specified Halal certification mark if that person fails to comply with any condition imposed under subsection (6).

For More Information

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HALAL APPLICATION PROCESS



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 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	All applications are subject to the prevailing Muis Halal Certification Conditions.	Subject to Conditions
1.4	The applicant is deemed to have agreed to divulge its company's information to Muis and/or Muis-appointed agent and adhere to the Muis Halal Certification Conditions upon submitting an application to Muis.	Agree to comply on application submission
1.5	All applications shall be processed with strictest confidence.	Confidentiality of applications
1.6	The Storage Facility scheme shall be applicable to storage facility or warehouse or any section thereof in Singapore.	Storage Facility eligibility
1.7	The scope of certification shall include (without limitation) transportation, receiving, storage, handling and delivery of products.	Scope of certification
2. APPLICATION REQUIREMENTS		
2.1	The applicant shall read, understand and 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.	Request for waiver of Conditions

2.3	All applications for the issue of a Halal certificate by Muis shall be made through the Muis eHalal System (MeS) at https://www.halal.sg/ehalalv2/login.aspx . Incomplete and/or incorrect entries on the MeS shall disqualify the application.	Mode of application submission
2.4	The applicant shall submit a New application if: <ol style="list-style-type: none"> 1. Its current location has not been previously Halal-certified by Muis; 2. It has expanded storage operation in another location or section and intends to obtain Halal certification for that said section; 3. Its existing Halal certificate has expired; 4. It is not able to submit a Renewal application via the MeS. 5. Its previously submitted application was rejected; 6. Its Halal certificate has been cancelled. 	Submission of New application
2.5	The applicant shall submit a Change application if it is an existing Halal certificate holder and has updates to be made to the application details submitted earlier through the MeS (e.g. contact information, particulars of Muslim personnel, names of product or menu items, details of raw materials, processing aids, and / or additives, etc.)	Submission of Change application
2.6	The applicant shall submit a Renewal application if it intends to renew its Halal certificate. Submission of Renewal application is only accepted by the MeS <u>90 - 30 days before expiry</u> of the existing Halal certificate. The applicant shall, however, submit a New application if the application is made <u>less than 30 days</u> before the expiry of existing Halal certificate and this is subject to a NON-REFUNDABLE application fee.	Submission of Renewal application
2.7	The applicant shall pay a NON-REFUNDABLE application fee by cash or cheque at Muis office or online through the MeS or any other means made available by Muis within 7 days of submitting its New application. Failing this, the application shall be automatically rejected without further notice. No application fee is required for Change or Renewal application.	Payment of non-refundable application fee
2.8	Details of all products that are stored within the scope of certification shall be declared through the MeS. These details shall include, but not be limited to, the product description as well as names of the manufacturers, suppliers and Halal certification bodies.	Information required in Muis eHalal System
2.9	The applicant / certificate holder shall provide a declaration letter indicating the companies to whom they provide Halal storage services.	Declaration of companies who they provide

		services to
2.10	<p>All products shall be Halal and substantiated with any one or more of the following documents (Refer to <u>Annex A</u>):</p> <ol style="list-style-type: none"> 1. Halal certificates or Halal certification marks from Muis and/or Muis-recognised Halal certification bodies; 2. Product specifications; 3. Muis prescribed Halal questionnaire; 4. Laboratory analysis report according to Muis' requirements. 	Need to be Halal and substantiated with relevant documents
2.11	<p>In addition to the Storage Facility scheme, the applicant shall also apply for:</p> <ol style="list-style-type: none"> 1. The Catering Establishment / Central Kitchen Facility scheme if it provides catering or central kitchen service; 2. The Product / Whole Plant scheme if it carries out manufacturing and/or repacking of products; 3. Short Term sub-scheme if the applicant / Halal certificate holder operates a temporary food stall at a bazaar, exposition, etc. 4. Any other relevant scheme for related activities conducted offsite or onsite as deemed necessary by Muis. 5. Any other relevant scheme(s) as deemed necessary by Muis. 	Application for multiple schemes
2.12	<p>For submission of Halal application via the MeS, the applicant shall:</p> <ol style="list-style-type: none"> 1. Register a MeS account using the same company name in the ACRA business profile if the whole storage facility is applied for Halal certification; 2. Register a MeS account using the name format <Halal Section @ Name of Company> if only a section of the storage facility is applied for Halal certification (e.g. Halal Section @ ABC Co Pte Ltd); 3. Register separate MeS accounts or multiple sections if they are separated by a non-Halal certified section. 4. Submit multiple MeS tickets, under the same MeS account, for different certification schemes. 	Accounts / tickets created in Muis eHalal System
2.13	<p>The applicant shall declare any other businesses operated by the applicant or its holding company to Muis.</p>	Declaration of other businesses or holding company
2.14	<p>The applicant may be advised to change the scheme and/or subject to additional requirements as Muis deems fit.</p>	Additional requirements if necessary

2.15	The applicant shall take ownership and bear responsibility for its application at all times.	Ownership and responsibility
3. GENERAL CERTIFICATION REQUIREMENTS		
3.1	The applicant shall be licensed by the National Environment Agency (NEA), Agri-food & Veterinary Authority (AVA) or Health Sciences Authority (HSA), whichever is applicable.	License by NEA, AVA or HSA
3.2	The applicant shall clearly demarcate the scope of certification by labelling and submitting a copy of the floor plan to Muis and/or Muis-appointed agent. This shall also be kept at the premises at all times for audit purposes.	Demarcation of scope of certification
3.3	The applicant shall ensure the scope of certification is clearly segregated with proper partitions including the entrance, preparation area and/or storage area etc.	Segregation of scope of certification
3.4	Products, menu items, raw materials, processing aids, additives and packaging materials that are undeclared, doubtful, non-Halal and/or Najis according to Shariah law shall not be stored, used, sold, offered for sale and/or brought into the scope of certification.	No undeclared, doubtful and/or non-Halal items
3.5	There shall be no cross-mixing of Halal products, menu items, raw materials, processing aids, additives and packaging materials with those that are doubtful, non-Halal and/or Najis according to Shariah law.	No cross-mixing
3.7	Every product, raw material, processing aid and additive stored, used, sold and which is within the scope of certification shall be properly packed, sealed and labelled with the product description, product code (if any), manufacturer's name and plant address for traceability and audit purposes. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u> It is advisable that products that are Halal-certified bear a Halal certification mark on the packaging for ease of verification.</p> </div>	Proper packing, sealing and labelling
3.8	All products shall be placed in cartons that are labelled legibly in English with the following information: <ol style="list-style-type: none"> 1. Description of the product; 2. Brand name of the product; 3. Country of origin; 	Cartons labelling information

	<ol style="list-style-type: none"> 4. Batch number; 5. Date at which the product was manufactured or slaughter date; 6. Name and address of manufacturer / slaughterhouse; 7. Name and designated number of processing establishment, slaughterhouse and/or packing establishment;; 8. Weight of the product as contained in each packaging; 9. Number of basic packages in item count in each carton; 10. Halal certification mark, or its equivalent, bearing the name of the certifier and country of the issuer of Halal certificate; 11. Date of expiry (if any). 	
3.9	A laboratory analysis report according to Muis' requirements may be required by Muis and/or Muis-appointed agent to confirm that the products, raw materials, additives and/or processing aids are Halal. The selection of laboratory and procedure for product sampling shall be decided by Muis. The applicant shall bear all costs of the laboratory testing.	Laboratory analysis
3.10	All Halal products, menu items, raw materials, processing and aids additives shall be physically segregated from those that are non-Halal or doubtful during transportation to the premises to which Halal certification relates.	Physical segregation during transportation
3.11	The applicant shall comply with the Singapore Muis Halal Quality Management System (HalMQ), comprising these 10 principles:	Singapore Muis Halal Quality Management System (HalMQ)
	<p>1. <u>Establish a Halal Team</u></p> <ol style="list-style-type: none"> a. The Halal Team shall comprise the Halal Team Leader, the Muslim Representative and other members from multi-disciplinary background with relevant knowledge and expertise; b. Each Halal Team member shall be officially appointed and informed of his / her roles and responsibilities in the form of an Appointment Letter, which is signed by the Management and the Halal Team member as proofs of appointment and acceptance, respectively; c. The Halal Team Leader and Muslim Representative shall successfully complete a mandatory Halal training programme by Muis-appointed Training provider; 	HalMQ 1 – Halal Team

	<p>d. The Terms of Reference of the Halal Team shall include developing a HalMQ plan as well as implementing and maintaining an effective Halal system. It shall also be responsible in ensuring that the applicant's staff are aware of the Muis Halal Certification Conditions.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <ol style="list-style-type: none"> 1. Storage facility operator shall ensure their client's management representative is represented in the Halal team; 2. Unless otherwise advised by Muis, franchise or chain outlets, food stations, shall form only one Halal Team. </div>	
	<p>2. <u>Define the Product / Nature of Business</u></p> <p>The Halal Team shall maintain a list all products stored within the scope of certification such as the names of their manufacturers, suppliers and agencies that certify the items as Halal.</p>	<p>HalMQ 2 – Product / nature of business</p>
	<p>3. <u>Construct & Verify Flow Chart</u></p> <ol style="list-style-type: none"> a. The Halal Team shall clearly identify every step involved in the relevant operations; b. The Halal Team should incorporate all these steps in a flow chart and confirm it against the actual operation by conducting on-site inspections. 	<p>HalMQ 3 – Flow chart</p>
	<p>4. <u>Identify Halal Threats & their Control Measures</u></p> <ol style="list-style-type: none"> a. Using the flow chart, the Halal Team shall identify and list all possible Halal threats at every step in the relevant operations; b. The Halal Team shall also identify and list the necessary control measures to eliminate these Halal threats. 	<p>HalMQ 4 – Halal threats and control measures</p>
	<p>5. <u>Determine Halal Assurance Points (HAPs), their Allowable Limits & Prescribed Practices</u></p> <ol style="list-style-type: none"> a. The Halal team shall identify the HAPs in operations that are vital for ensuring the Halalness of products. b. Allowable limits and prescribed practices shall be established for all HAPs. 	<p>HalMQ 5 – Halal Assurance Points</p>
	<p>6. <u>Establish Monitoring System for each HAP</u></p>	<p>HalMQ 6 – Monitoring system</p>

	<ol style="list-style-type: none"> a. The Halal Team shall establish monitoring systems for each HAP, including who should act, when, how and what corrective actions shall be taken should there be a deviation from the specified allowable limits and prescribed practices. b. The monitoring system shall be able to detect any sign of loss of control at the HAP. Some HAPs may be monitored by quantitative measurements, e.g. voltage of stunning, or observation approach, e.g. Halal certification mark on packaging of raw material. c. Staff assigned at the HAPs, shall be given a proper briefing on the prevailing Muis Halal Certification Conditions for their information and strict compliance. 	
	<p>7. <u>Establish Corrective Actions for each HAP</u></p> <ol style="list-style-type: none"> a. Corrective action for each HAP has to be developed whenever monitoring indicates that a deviation from the allowable limit and prescribed practices has occurred. b. These corrective actions shall be able to control the HAP within its specified allowable limits and prescribed practices. c. A specific action plan shall also be developed to restore control and dispose of the affected product. Under such circumstances, it is essential that the Halal team is informed so that a clear chain of command can be issued. 	<p>HalMQ 7 – Corrective actions</p>
	<p>8. <u>Establish Documentation & Record-keeping System</u></p> <p>The Halal team shall establish and maintain the following documentations and records for purpose of audit:</p> <p>General -</p> <ul style="list-style-type: none"> • Licence from the National Environment Agency (NEA), Agri-Food and Veterinary Authority of Singapore (AVA) or Health Sciences Authority (HSA), whichever applicable. • Floor plan indicating the scope of certification. • Tenancy agreement where applicable. <p>Products -</p> <ul style="list-style-type: none"> • Updated MeS Masterprint listing the products stored within the scope of certification. • Product packaging and cartons. • Declared and approved valid Halal certificates, questionnaires, specifications and/or laboratory analysis report for all products 	<p>HalMQ 8 – Documentation and records</p>

	<ul style="list-style-type: none"> • 3 – 6 month records of purchase invoices and delivery orders for all products. These shall be endorsed (with signature, name & date) by the Muslim Representative. <p>Halal Team / Muslim Personnel -</p> <ul style="list-style-type: none"> • Terms of Reference of Halal Team • Appointment letters of Halal Team members stating their roles & responsibilities counter signed by the respective Halal Team members • Valid Halal training certificates for Halal Team Leader and Muslim Representative • Employment letters of at least 2 Muslim personnel <p>Halal System -</p> <ul style="list-style-type: none"> • Process flow chart • HalMQ plan (Refer to Annex B) • Records of compliance and any changes to HalMQ plan • Minutes of Halal Team meetings • Internal audit records <p>Others -</p> <ul style="list-style-type: none"> • Incident reports; • Any communications from Muis; • Halal periodic inspection reports, if any. 	
	<p>9. <u>Verify the Halal System</u></p> <p>Verification shall include checking records and operational compliance of the following:</p> <ol style="list-style-type: none"> a. Monitoring systems; b. Personnel compliance to the HAPs operations; c. Deviations and effectiveness of corrective actions taken; d. Random sampling; e. Audit reports. 	<p>HalMQ 9 – Verify system</p>
	<p>10. <u>Review the Halal System</u></p> <p>The Halal system shall be reviewed periodically, at least once every year. However, an immediate review of the system is necessary when any of the following occurs:</p>	<p>HalMQ 10 – Review system</p>

	<ul style="list-style-type: none"> a. Control measures are ineffective; b. Change in the Halal Team; c. Changes are made to the monitoring schedules; d. Change in the operations; e. Change in the allowable limits and prescribed practices within the HAPs; f. Internal audit findings. 	
3.12	<p>The applicant shall engage at least 2 competent permanent Muslim personnel assigned at the HAPs, one of whom shall be appointed as the “Muslim Representative”. The Muslim Representative shall hold at least a supervisory position.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Note:</u></p> <ul style="list-style-type: none"> 1. Appointment of Halal Consultant as Muslim personnel of the applicant is subject to Muis’ approval. 2. Halal Consultant if approved by Muis and employed as a Muslim personnel, may only be treated as the Muslim Representative of the applicant for only <u>one location</u>. 3. The Halal Consultant shall be employed on a permanent basis by the applicant for the duration of the validity period of the Halal certificate. The employment contract copy shall be kept in the Halal file. 4. A copy of the Halal Consultants duty roster & time sheet / card shall be maintained in the Halal file for at least 6 months commencing from [●]. </div>	Muslim personnel
3.13	<p>The Muslim Representative shall, among others, be responsible for the following:</p> <ul style="list-style-type: none"> 1. Advise the company / establishment on Halal food matters as well as cultural and religious sensitivities relating to them; 2. Spearhead or assist in complying with the Muis Halal Certification Conditions; 3. Monitor the Halal Assurance Points; 4. Endorse all incoming products to ensure that they are Halal and have been prior approved by Muis. As proof of this endorsement, the Muslim Representative shall insert his / her signature, name and date on the invoices and delivery orders of the products, raw materials and processing aids; 5. Attend to customers on Halal-related queries. 	Responsibilities of Muslim representative

4. SPECIAL CERTIFICATION REQUIREMENTS		
4.1	<p>The applicant shall comply with these additional requirements should it have a dedicated staff pantry and/or R&D laboratory within the premises applied for certification:</p> <ol style="list-style-type: none"> 1. The pantry and/or laboratory shall be clearly segregated and demarcated from with proper signage; 2. The pantry and/or laboratory shall be clearly indicated in the floor plan; 3. The pantry and/or laboratory shall not be included in the scope of certification but not excluded from the scope of audit; 4. Any non-Halal or doubtful food and/or products for staff consumption and/or R&D purpose shall not be placed within the scope of certification; 5. Any storage areas, equipment, crockery, utensils, dishwashing facilities, etc. used for the handling of food consumed in the pantry or for personal consumption or for R&D purpose shall be separated from the scope of certification. 	Staff pantry and R&D laboratory
4.2	<p>If the applicant provides storage facility services to other Halal certified establishment(s), a management representative shall be appointed by the certified establishment to be part of the Halal team of the storage facility operator.</p>	Halal team member appointment
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 receipt of the application fee for New (normal) application; 2. <u>Within 7 working days</u> from the date of receipt of the application fee for New (express) application; 3. <u>Within 14 working days</u> from the date of application submission for Change and Renewal applications. 	Duration of application processing
5.2	<p>The applicant shall give full co-operation at ALL times (Pre, During and Post Certification) by providing any information required by Muis and/or Muis-appointed agent for the purpose of Halal certification.</p>	Full cooperation by applicant
5.3	<p>The applicant shall, upon submission of application, access the MeS regularly for review of the application status, shortcoming notices and audit reports.</p>	Monitoring of application

5.4	<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
5.5	<p>The applicant shall prepare for a site audit by Muis and/or Muis-appointed agent upon submission of its application after the applicant has commenced operation. The site audit is conducted only upon successful outcome of the desktop audit. Repeat audits may be conducted, as and when necessary.</p>	Commencement of site audit
5.6	<p>The applicant is strongly advised to request for the auditor's / inspector's staff ID prior to allowing any person entry into their premises.</p>	Request for auditor's / inspector's staff ID
5.7	<p>During the site audit, there are a number of process steps undertaken:</p> <ol style="list-style-type: none"> 1. Opening meeting; 2. Documentation review; 3. Site tour; 4. Interview of Halal Team and Muslim personnel; 5. Checking of audit trails and further verification of documents; 6. Final evaluation of findings by the auditor; 7. Closing meeting. 	Site audit process
5.8	<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>Note: The company representative of the certificate holder, who has been appointed to conduct regular audits at the storage facility operator's premises and ensure that the Muis Halal Certification Conditions are complied with, shall be present during the audit at the Storage Facility.</p> </div>	Presence of Halal Team members
5.9	<p>The applicant shall be notified on its application status via the MeS or by any other modes of communications selected by Muis at its discretion.</p>	Notification on application status
5.10	<p>The applicant shall be notified of its application shortcomings via the Primary eMail Address that it has registered in the MeS.</p>	Shortcoming notices

5.11	The applicant shall rectify and <u>reply via MeS</u> all shortcomings within the deadline stipulated by Muis and/or Muis-appointed agent. Failing this, the application shall be rejected without further notice.	Rectification of shortcomings
5.12	For all shortcoming notices generated by the MeS, the applicant shall update the MeS within the deadline stipulated by Muis and/or Muis-appointed agent on the rectification measures taken. Failing this, the application shall be automatically rejected without further notice.	Updating of Muis eHalal System on rectifications made
5.13	Should the applicant require more time to rectify the shortcomings, the request shall be made to Muis and/or Muis-appointed agent via MeS before the given deadline. Muis and/or Muis-appointed agent shall at its discretion grant or refuse such requests.	Extension of shortcoming deadline
5.14	The application shall be approved only after considering the applicant's track record and Muis is satisfied that the applicant is able to adhere to Muis Halal Certification Conditions.	Application approval
5.15	Muis shall, at its discretion, decide on the certification duration, type of scheme and other conditions for approval of the application.	Discretion by Muis
5.16	Within 14 working days from the date of notice for collection of Halal certificate and invoice issued, the applicant shall collect the Halal certificate from Muis office, and in exchange therefor the applicant shall pay the full NON-REFUNDABLE certification fee. Failing such collection and payment, the Halal certificate shall be automatically cancelled without further notice to the applicant.	Certificate collection
5.17	The applicant shall be subjected to the full NON-REFUNDABLE certification fee should it decide to cancel the application / not collect the Halal certificate upon its approval.	Cancellation of application upon approval
5.18	Payments shall be made by cash, cheque or Nets or any other mode of payment made available or agreeable by Muis, during / prior collection of the certificate. Cheque payment shall be crossed and made payable to the 'Majlis Ugama Islam Singapura'.	Payment upon certificate collection
5.19	Where a cheque payment is dishonored by the bank, the applicant shall make the payment by cash or NETS <u>within 5 working days</u> from the date notice of dishonor is given to the applicant by Muis. Failing such payment, the Halal certificate shall be automatically cancelled without further notice to the applicant	Cancellation of certificate upon dishonor of cheque

	and the applicant shall return the cancelled Halal certificate to Muis <u>within 7 working days</u> from the date notice of dishonor.	
5.20	<p>The application shall be rejected under these circumstances, but not limited to:</p> <ol style="list-style-type: none"> 1. Application made via other means apart from the MeS; 2. Incomplete or inaccurate submission; 3. No fee paid within the stipulated deadline; 4. Failure to respond to the application shortcomings within stipulated deadline; 5. Non-compliance with the Muis Halal Certification Conditions; 6. Applicant is serving a suspension period imposed by Muis; 7. Pending outcome of investigation for suspected breach of the Law or Muis Halal Certification Conditions in relation to an earlier Halal certificate issued. 	Application rejection
5.21	If the application is rejected, the applicant may re-submit a fresh application, which shall be subjected to the prevailing non-refundable application fee, audit by Muis and/or Muis-appointed agent and the Muis Halal Certification Conditions.	Submission of fresh application after rejection
5.22	In the case of application for multiple products, franchise or chain outlets, food stations, central kitchens and their related entities or businesses, approval shall be granted concurrently. Non-compliance detected in any of the product, outlet, food station, central kitchen or their related entity or business may affect the approval of other related applications.	Implications on related applications if non-compliances detected
5.23	If the application(s) for multiple products, franchise or chain outlets, food stations, central kitchen and/or related entities or businesses are rejected, the applicant shall submit a New application for each of the rejected applications <u>within 7 working days</u> from the date of rejection. Failing which, the certification status of its other existing Halal-certified products, outlets, food stations, central kitchen and/or related entities or businesses may be affected. All such New applications shall be subjected to the prevailing non-refundable application fee, audit by Muis and/or Muis-appointed agent and the Muis Halal Certification Conditions.	Re-submission of New applications for related products, outlets, central kitchens or businesses that were earlier rejected
5.24	If the Halal certificate for any outlet belonging to a franchise or chain outlets, food stations, central kitchen and/or related entities or businesses is cancelled, the applicant shall submit a new application within 7 working days from the date of cancellation of the Halal certificate. Failing which, the certification status of its other existing Halal-certified outlets, food stations, central kitchen and/or related	Re-submission of New applications for related outlets, central kitchens or businesses that

	entities or businesses may be affected. All such New applications shall be subjected to the prevailing non-refundable application fee, audit by Muis and/or Muis-appointed agent and the Muis Halal Certification Conditions.	were earlier approved and cancelled.
6. POST CERTIFICATION		
6.1	The Muis Halal Certification Conditions have to be adhered to at all times.	Compliance at all times
6.2	Muis and/or Muis-appointed agent shall conduct unannounced periodic inspections as and when necessary following the award of Halal certificate.	Unannounced checks
6.3	If non-compliance is detected during the periodic inspection, the certificate holder shall conduct rectification measures and any other required actions within the stipulated deadline.	Rectification of non-compliances
6.4	All application details in the MeS shall be kept up-to-date at all times. Changes to the application details including contact information, particulars of Muslim personnel, and names of products as well as details of raw materials, processing aids, additives, suppliers and /or foreign Halal certifying bodies shall be submitted via the MeS under Change application.	Updated application details at all times
6.5	Pursuant to clause 5.10, the certificate holder shall update its Primary eMail Address in the MeS as and when there are changes. <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Note: Communications relating to Halal certification applications will be done only via email to the last known email address in the MeS.</div>	Updated contact details
6.6	The certificate holder shall inform Muis of any change in ownership, size of premises and layout <u>at least 30 working days before</u> the changes are implemented.	Change of ownership, premises size and layout
6.7	In the event of a change in the address and / or change of certified location within the premises of the certificate holder: <ol style="list-style-type: none">1. The existing Halal certificate is automatically cancelled / invalid and shall be returned to Muis <u>within 7 working days</u> from the date of relocation and / or a new location within the premises; No Halal related claims shall be made at this new location prior to obtaining a Halal certificate;2. A New application shall be submitted at least 30 working days before the relocation and / or change of location within the premises if the company provides logistic services to other certificate holders and intends to continue providing this service;	Change of address

	3. A new application may be submitted should it wish to obtain certification for the premises in the new location and / or new location within the same premises.	
6.8	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
6.9	In the event of a public feedback, whether by way of a complaint or otherwise, the certificate holder shall account to Muis and provide a written explanation <u>within 5 working days</u> of Muis' written request.	Explanation on public feedback
6.10	Muis and/or Muis-appointed agent may collect relevant samples, photographs or other materials for purpose of investigation.	Evidence collection
6.11	The certificate holder shall be solely responsible for monitoring the expiry date of the Halal certificate and submitting a Renewal application if he wishes to renew the Halal certificate. Any Renewal application shall be submitted <u>not earlier than 90 days and not later than 30 days before expiry</u> of the Halal certificate.	Monitoring of expiry date
6.12	Muis may send automated email reminders to the Primary eMail Address registered in the Muis Halal System (MeS) subject to the systems functionality. However, pursuant to Condition 6.11, Muis does not undertake any responsibility of ensuring that the automated email reminders to the registered Primary eMail Address in the MeS, reach and/or are communicated to the intended recipient.	Updated details for Change or Renewal applications
6.13	The certificate holder shall ensure that all information in the MeS are updated prior to submitting a Change or Renewal application.	Updated details for Change or Renewal applications
7. PUBLICITY		
7.1	Any packaging, publicity and advertising, menu card / board, corporate collateral (signboards, business cards, invoices, delivery orders, etc.), found online and offline, that may mislead on the Halal status of the company / establishment, products, menu items, raw materials and processing aids shall not be allowed.	Publicity

	<p><u>Note:</u> Company / establishment shall not claim that any premises, entities or businesses beyond the scope of certification are Halal-certified. For example, company / establishment shall not:</p> <p>a) Claim that the company is Halal-certified if the Halal certificate is only issued to a section of the premises;</p> <p>b) Claim that the products it stores are Halal-certified as the scope of certification covers only the storage, not manufacturing and /or repacking, of products;</p> <p>c) Display a Halal certification mark on the delivery vans if the Halal certificate is only issued to a section of the premises;</p> <p>d) Display a Halal certification mark on the invoices, delivery orders, website, etc., if the Halal certificate is only issued to a section of the premises.</p>	
7.2	No Halal-related claims shall be made prior to obtaining a Halal certificate, upon expiry or cancellation of Halal certificate or during the suspension or revocation of Muis' approval to issue any Halal certificate or use any specified Halal certification mark.	No misleading claim
7.3	The applicant / certificate holder shall not use any packaging, menu cards, posters, advertisements, and signboards, printed or published materials that resemble those belonging to their non Halal-certified business entities.	No usage of identical printed or published materials
7.4	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 to the applicant considering the applicant's track record and only if Muis is satisfied that the applicant is able to adhere to Muis Halal Certification Conditions, approval of the application, full payment of the certification fees in addition to any outstanding dues as advised by Muis and return of any expired Muis Halal Certificate.	Issuance of certificate
8.2	The Halal certificate issued is valid for the period stipulated therein, which is renewable and subject to the prevailing Muis Halal Certification Conditions.	Validity of certificate
8.3	The certificate holder shall be responsible in ensuring that the Halal certificate and Halal certification mark are not misused in any manner.	Responsibility to safeguard against misuse

8.4	The Halal certificate is the property of Muis. The certificate holder shall be held responsible for the certificate issued to him / her. The certificate holder shall return the Halal certificate to Muis immediately upon demand.	Certificate is the property of Muis
8.5	The Halal certificate and/or any part thereof is NOT TRANSFERABLE.	Non-transferable certificate
8.6	The Halal certificate issued shall not be displayed outside the certified premises.	No display of certificate outside premises
8.7	Photocopied and/or expired Halal certificate shall not be displayed at the Halal certified company premises and / or their customer's premises all times.	No display of photocopied / expired certificate
8.8	Expired Halal certificate shall be returned to Muis <u>no later than 7 working days</u> from the date of expiry.	Return of expired original certificate
8.9	The certificate holder shall immediately lodge a police report for any loss of the Halal certificate and forward a copy of the police report to Muis.	Loss of certificate
8.10	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.	'Certified True Copy' of certificate
8.11	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 written prior approval from Muis before using or reproducing the same, which appeal may be rejected absolutely or given on such terms as Muis deems fit.	Approval before using or reproducing certificate / mark
8.12	The certificate holder shall adhere to the specifications of the Halal certification mark provided by Muis upon request.	Adherence to specifications of mark
8.13	The certificate holder shall not use the Halal certification mark in forms that can be easily tampered (e.g. stickers, decals).	No usage of easily-tampered mark
8.14	Notwithstanding anything to the contrary herein, in the event that the certificate holder is found to: 1. Have breached any of the Muis Halal Certification Conditions;	Suspension / revocation of certificate

	<ol style="list-style-type: none"> 2. Have made or cause to make any false or fraudulent declaration, certification or representation, either in writing or otherwise; 3. Have its operating licence issued by NEA, AVA or HSA, whichever is applicable, suspended; 4. Have ceased to carry on its business or threatens to do so; 5. Have appointed over all or any part of the assets or undertake a receiver, judicial manager or similar officer; 6. Have filed or be the subject of a petition for judicial management; 7. Have ceased to do business in the normal course for a continuous period of more than 30 days; 8. Have made any arrangement for the benefit of its creditors; 9. Have gone into liquidation or bankruptcy, save for the purposes of a genuine amalgamation or reconstruction; and/or 10. 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. <p>Muis reserves the right to suspend or revoke the Halal certificate with immediate effect upon written notice to the certificate holder.</p>	
<p>8.15</p>	<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 may be delivered personally (effective upon receipt); sent by inland post (effective 2 working days after posting); sent overseas by airmail (effective 5 working days after posting); or sent by facsimile transmission (effective on the date of transmission as stated on the transmission report) to the other party at the address set out below:</p> <ol style="list-style-type: none"> 1. If to the certificate holder – the address and fax number submitted by the certificate holder in the MeS; 2. If to Muis – Singapore Islamic Hub, 273 Braddell Road Singapore 579702 (Fax No.: (65) 6259 4733). <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>	<p>Service of notice</p>
<p>8.16</p>	<p>The certificate holder shall cease to be entitled to use the Halal certificate and the Halal certification mark from the date of the suspension or revocation of the Halal certificate. Upon suspension or revocation of the Halal certificate, the certificate holder shall:</p>	<p>Cessation of use of certificate / mark upon suspension / revocation</p>

	<ol style="list-style-type: none"> 1. Forthwith deliver the Halal certificate to Muis; 2. Forthwith discontinue the use of the Halal certification mark; 3. Unless Muis otherwise directs, forthwith take such steps as are reasonable and necessary to have the Halal certificate or the Halal certification mark removed, cancelled or obliterated from every place of business, or from every product, sticker, label, packaging, brochure, advertisement online and or offline, vehicle, container or other article, whether within the certificate holder's possession, custody or control or not, to which he has applied a representation of the Halal certificate or Halal certification mark, as the case may be; 4. If required by Muis, deliver to Muis within such time as Muis may specify, all products, stickers, labels, packaging, brochures, advertisements and other similar articles, to which the certificate holder has applied a representation of the Halal certificate or Halal certification mark, as the case may be. <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 any changes to the existing Halal certificate, by submitting a change / renewal application and / or apply for a new Halal certificate.</p>	
8.17	The certificate holder shall cease to be entitled to use the Halal certificate and the Halal certification mark on expiry of the Halal certificate.	Cessation of use of certificate / mark upon expiry
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 final

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' decisions in respect of all matters shall be binding.	Muis decisions are binding

ANNEX A – SUPPORTING DOCUMENTS FOR PRODUCTS

TYPES OF HALAL-RISK	LOW	MEDIUM-LOW	MEDIUM-HIGH	HIGH
TYPES OF PRODUCTS	<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 E400s) 	<ul style="list-style-type: none"> • Enzymes • Cheese & byproducts • Food Additives (E400s) • 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"> • Product specification / label 	<ul style="list-style-type: none"> • Product specification • Halal questionnaire (if necessary) 	<ul style="list-style-type: none"> • Halal 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 Muis eHalal System prior to procuring the raw material / processing aid.

NOTE:

The above list serves as a general guideline and not limited to and/or conclusive. Muis and/or Muis-appointed agent shall at its discretion request for more information or documents on the raw materials / processing aids / additives.

ANNEX B – SAMPLE HALMQ PLAN

	HAP	Process Step	Halal Threat	Control Measure(s)	Allowable Limit / Prescribed Practice	Monitoring System				Corrective Action	
						What?	How?	When?	Who?	Immediate Action	Call / Report
EXAMPLE	1	Receiving of Products (Step 1)	Receiving of non-Halal products (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 products 	Zero tolerance	Halal status of products	<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 products 	Receiving of products	Logistics Executive	Return products	<ul style="list-style-type: none"> ▪ Call supplier ▪ Inform Ms Cheryl Lim (Logistics Manager; Halal Team member) ▪ Fill up Halal Incident report form

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.
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.
Certificate of Achievement	Certificate issued to someone who undergoes a Halal training programme organised by the Muis Academy and meets the assessment criteria designed for the programme.
Change Application	Application submitted via the MeS seeking approval for the changes to the previously approved Halal application.
Competent Muslim Personnel	Muslim personnel who has successfully completed the mandatory Halal training programme conducted by Muis Academy.
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.
Doubtful	Items whose Halal status cannot be established.
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.
Halal	Means "Permissible". Halal, in relation to any product, service or activity, means the

	<p>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 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 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, Muslim Representative 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 by the Muis Academy. 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.
MeS	Muis eHalal System which is the sole means of submitting an application for Halal certification.
MeS Account	Customer code generated by the Muis eHalal System (e.g. C1234). One business name generally has only one MeS account.
MeS Ticket	Ticket ID generated by the Muis eHalal System (e.g. T0123456). One business name generally has multiple MeS tickets.
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-appointed Agent	Refers to Warees Halal Limited, a not-for-profit public company limited by guarantee within the Muis Group.
Muis eHalal System (MeS)	Web-based software, launched in 2007, that manages both front- and

	<p>back-end processing of Muis Halal applications. Among others, the MeS allows for online submission of applications, update of application details, payment of certification fees, real-time information on application status and automatic renewal reminders.</p> <p>The MeS is available on https://www.halal.sg/ehalalv2/login.aspx</p>
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 Shariah Law.
Muslim Representative	A member of the Halal Team who is a Muslim and has attended a mandatory Halal training programme by the Muis Academy. The Muslim Representative may or may not be the Halal Team Leader.
Najis	<p>Means "filth".</p> <p>Substances considered as filthy cannot be consumed by Muslims.</p>
New Application	Fresh application submitted for the purpose of Halal certification.
Non-Halal	<p>Means "not permissible".</p> <p>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.</p>
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.

<p>Permanent Muslim Personnel</p>	<p>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.</p>
<p>Prescribed Practise</p>	<p>Religious procedures and/or norms that should be carried out and/or complied with. Example includes procedure of Halal slaughtering, etc.</p>
<p>Primary email address</p>	<p>Company email address in the profile page of the MeS and that of the Primary Halal Liaison officer in the Halal Liaison Officer page.</p> 
<p>Product</p>	<p>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.</p>
<p>Record-keeping</p>	<p>The act of retaining and maintaining data, files, evidence and/or past records.</p>
<p>Renewal Application</p>	<p>Application submitted to renew the status of the existing Halal certificate no less than 30 days prior to its expiry.</p>
<p>Scope of audit</p>	<p>Specifies the focus, extent, and boundary of a particular audit. The scope can be specified by defining the physical location of the audit, the organizational units that will be examined, the processes and activities that will be included, and the time period that will be covered.</p> <p>Range of activities and the period (months or years) of records that are to be subjected to an audit examination, including the details of the menu, ingredients / raw materials, additives, processing aids etc., to establish traceability and the scope of operations of the applicant.</p>
<p>Scope of certification</p>	<p>The scope shall include but not limited to the entire process of procuring raw materials, processing aids, additives, storage, preparation, packing, transportation and delivery of the products.</p>
<p>Shariah Law</p>	<p>Islamic Law that is based on the Al-Quran (i.e. holy book of Islam), Al-Hadith (i.e. traditions of Prophet Muhammad, Messenger of Allah), and Ijtihad (i.e. the process of Islamic idea of independent thought) according to the Shafi'i or any one of the Hanafi, Maliki or Hambali School of Thoughts. A particular food becomes Halal or non-Halal by Shariah Law or Islamic Law if it is considered so through one of the</p>

	abovementioned sources.
Shortcoming	<p>Non-compliance with the Muis Halal Certification Conditions.</p> <p>Shortcomings are usually sent via the Muis eHalal System (MeS) with a deadline to respond. All replies to shortcoming shall be replied via the MeS.</p>
Short-term Stall	<p>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.</p>
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	<p>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.</p>
Storage Facility	<p>Facilities used for the storage of food and non-food products, in which no manufacturing, processing and repacking of products takes place.</p>
Working day	<p>Refers to any day except Saturday, Sunday and Public Holiday.</p>

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