



**CERTIFICIRANJE HALAL KVALITETE**  
**PRAVILNIK O HALAL CERTIFIKATIMA**

**Halal Quality Certification**  
**Rules on halal certificates**

**PR-07**

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	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

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	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

## Sadržaj/ Content

1.	OSNOVNE ODREDBE / <i>BASIC PROVISIONS</i> -----	4
2.	IZGLED CERTIFIKATA / <i>LAYOUT OF THE CERTIFICATE</i> -----	4
3.	ULOGA CERTIFIKATA / <i>THE ROLE OF THE CERTIFICATE</i> -----	6
4.	KORISNICI CERTIFIKATA / <i>USERS OF CERTIFICATES</i> -----	7
5.	PRAVILNA UPOTREBA CERTIFIKATA/ <i>PROPER USE OF THE CERTIFICATE</i> -----	7
6.	UVJETI I PROCEDURA IZDAVANJA CERTIFIKATA / <i>TERMS AND PROCEDURES FOR ISSUING THE CERTIFICATES</i> -----	9
7.	PRAVA I OBAVEZE/ <i>RIGHTS AND OBLIGATIONS</i> -----	11
8.	BATCH (LOT) CERTIFIKAT / <i>BATCH (LOT) CERTIFICATE</i> -----	16
9.	CERTIFIKAT ZA AUDITORE / <i>CERTIFICATE FOR AUDITORS</i> -----	17
10.	ZLOUPOTREBA CERTIFIKATA I SPOROVI/ <i>MISUSE OF CERTIFICATES AND DISPUTES</i> -----	19
11.	NEJASNOĆE I ODSUPANJA / <i>AMBIGUITIES AND DEVIATIONS</i> -----	20
12.	ZAVRŠNE I PRELAZNE ODREDBE / <i>FINAL AND TRANSITIONAL PROVISIONS</i> -----	21

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

## 1. OSNOVNE ODREDBE / BASIC PROVISIONS

Ovim Pravilnikom se utvrđuju: izgled, uloga, korisnici, način upotrebe, izdavanje, prava i obaveze, prestanak važenja, nejasnoće i odstupanja, zloupotreba i sporovi Halal certifikata ( u daljem tekstu: certifikat) kojeg izdaje Islamska zajednica u BiH-Agencija za certificiranje Halal kvalitete (u daljem tekstu: Agencija).

*This Rulebook determines: appearance, role, users, manner of use, issuance, rights and obligations, termination of validity, uncertainty and deviations, abuse and disputes related to the Halal certificate (hereinafter: certificate) issued by the Islamic Community in BiH, Agency for Halal quality Certification (hereinafter: the Agency).*

### 1.1. Pojmovi i definicije / Terms and definitions

**Halal certifikat:** Dokument koji izdaje Agencija kojim se potvrđuje da je proizvod i/li usluga u skladu sa zahtjevima Halal standarda BAS 1049:2023 – Halal hrana zahtjevi i mjere i/li UAE.S GSO 2055- 1: 2015, OIC SMIIC 1:2019, MS 1500:2019 (u daljem tekstu: Halal standard) i Procedurom certificiranja halal kvalitete PR-01 ( u daljem tekstu: Procedura certificiranja).

***Halal Certificate:** A document issued by the Agency that certifies a product and/or service as compliant with the requirements of the Halal standard BAS 1049:2023 – Halal Food Requirements and Measures and/or UAE.S GSO 2055-1:2015, OIC SMIIC 1:2019, MS 1500:2019 (hereinafter referred to as the Halal standard) and the Procedure for Halal Quality Certification PR-01 (hereinafter referred to as the Procedure for certification).*

#### **Zaštitni znak za halal kvalitetu**

Agencija za certificiranje halal kvalitete je izradila Halal znak koji je zaštitni logo Agencije i služi za obilježavanje halal proizvoda. Halal znak Agencije je registrovan kod Instituta za intelektualno vlasništvo BiH, odlukom broj: IP-08335/07-07DI, 2007. godine, na osnovu Zakona o industrijskom vlasništvu BiH („Službeni glasnik BiH“ broj 3/02). Halal znak je upisan u registar žigova kod Instituta za intelektualno vlasništvo BiH pod brojem BAZ0711273.

*The Agency for Halal Quality Certification has developed a Halal trademark that is the logo of the Agency and serves to label the halal products. The Halal trademark of the Agency is registered with the Institute for Intellectual Property of B&H, by decision No. IP-08335 / 07-07DI, 2007, based on the Law on Industrial Property of B&H ("Official Gazette of B&H" No. 3/02). The Halal trademark was entered in the register of stamps at the Institute for Intellectual Property of B&H under the number BAZ0711273.*

## 2. IZGLED CERTIFIKATA/ LAYOUT OF THE CERTIFICATE

### 2.1. Halal certifikat sadrži sljedeće podatke / The Halal Certificate contains the following information:

- a) **Logotip Islamske zajednice u Bosni i Hercegovini i Agencije** – garantuje autentičnost certifikata i povezuje ga s institucijama koje sprovode nadzor nad halal certificiranim kompanijama i proizvodima.



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- b) **Puni naziv Agencije sa adresom sjedišta, broj telefona, adresa internet stranice i e-mail adresa** – omogućava kontakt i dodatne informacije o Agenciji koja izdaje certifikat, što povećava transparentnost.
- c) **Puni naziv Klijenta sa adresom sjedišta** – jasno identifikuje organizaciju koja je dobila halal certifikat, što je ključno za sljedljivost i odgovornost.
- d) **Logotip Klijenta** – omogućava vizuelnu identifikaciju kompanije ili organizacije koja poseduje certifikat, što povećava prepoznatljivost kod potrošača.
- e) **Opseg proizvoda/usluga koje su certificirane** – specificira tačno koje proizvode ili usluge obuhvata certifikat, što osigurava potpunu transparentnost za potrošače.
- f) **Standardi prema čijim zahtjevima je sprovedeno certificiranje** – definiše norme i propise koji su ispunjeni, čime se garantuje usklađenost sa odgovarajućim halal standardima.
- g) **Broj Liste halal certificiranih proizvoda koja se dodjeljuje uz certifikat** – omogućava brzu referencu na detaljan popis svih proizvoda koji su prošli provjeru.
- h) **Registarski broj certifikata** – pruža jedinstvenu identifikaciju za svaki certifikat, što olakšava praćenje i verifikaciju.
- i) **Broj Odluke na osnovu kojeg se dodjeljuje halal certifikat** – potvrđuje pravni osnov za izdavanje certifikata, čime se osigurava formalnost i usklađenost.
- j) **Certifikacijski ciklus** – označava period važenja certifikata i učestalost re-certificiranja, što je ključno za kontinuiranu usklađenost.
- k) **Datum izdavanja i datum važenja halal certifikata** – precizira vremenski okvir validnosti certifikata.
- l) **Akreditacijski broj Agencije dodijeljen od EIACA i/li drugih akreditacijskih tijela** – potvrđuje da je Agencija akreditovana od strane relevantnih akreditacijskih tijela, što povećava povjerenje i međunarodnu prihvaćenost.
- m) **QR code oficijalne stranice Agencije** – omogućava brzi digitalni pristup dodatnim informacijama o certifikatu i proveru autentičnosti.
- n) **VKB (veterinarski kontrolni broj)** svakog objekta koji ga posjeduje, a koji je halal certificiran – identifikuje specifične objekte s halal certifikatom, što olakšava kontrolu i slijedi sigurnosne standarde.
- o) **Potpisi ovlaštenih osoba uz pečat Agencije** – potvrđuju pravnu valjanost certifikata, čime se osigurava autentičnost i zvanična validacija.

***The Halal Certificate contains the following information:***

- a) ***Logo of the Islamic Community in Bosnia and Herzegovina and the Agency*** – guarantees the authenticity of the certificate and connects it with the institutions that oversee halal-certified companies and products.
- b) ***Full name of the Agency with the address of its headquarters, telephone number, website address, and email address*** – allows for contact and additional information about the Agency that issues the certificate, increasing transparency.
- c) ***Full name of the Client with the address of its headquarters*** – clearly identifies the organization that has received the halal certificate, which is crucial for traceability and accountability.

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- d) **Client's logo** – enables visual identification of the company or organization that possesses the certificate, increasing recognition among consumers.
- e) **Scope of certified products/services** – specifies exactly which products or services are covered by the certificate, ensuring complete transparency for consumers.
- f) **Standards under which the certification was conducted** – defines the norms and regulations that have been met, ensuring compliance with the relevant halal standards.
- g) **Number of the List of halal-certified products issued with the certificate** – provides a quick reference to a detailed list of all products that have passed the verification.
- h) **Registration number of the certificate** – provides a unique identification for each certificate, facilitating tracking and verification.
- i) **Decision number based on which the halal certificate is issued** – confirms the legal basis for issuing the certificate, ensuring formality and compliance.
- j) **Certification cycle** – indicates the validity period of the certificate and the frequency of re-certification, which is crucial for ongoing compliance.
- k) **Date of issuance and date of validity of the halal certificate** – specifies the timeframe of the certificate's validity.
- l) **Accreditation number of the Agency assigned by EIACA and/or other accreditation bodies** – confirms that the Agency is accredited by relevant accreditation bodies, enhancing trust and international recognition.
- m) **QR code of the official website of the Agency** – allows quick digital access to additional information about the certificate and verifies authenticity.
- n) **Veterinary Control Number (VKB) of each facility that possesses it and is halal certified** – identifies specific facilities with halal certification, facilitating oversight and adherence to safety standards.
- o) **Signatures of authorized persons along with the Agency's seal** – confirm the legal validity of the certificate, ensuring authenticity and official validation.

**2.2.** Certifikati koji se dodjeljuju Klijentima čije je sjedište izvan BiH, mogu sadržavati potpis i pečat ovlaštenih predstavnika za halal certificiranje iz države u kojoj se certifikat izdaje.

*Certificates which are issued to the Clients whose headquarters are outside B&H can contain the signature and stamp of the authorized representatives for halal certification from the country in which the certificate is issued.*

### **3. ULOGA CERTIFIKATA/ THE ROLE OF THE CERTIFICATE**

Uloga halal certifikata je da potvrdi da proizvod ili usluga zadovoljava islamske propise i halal standarda. Na taj način, certifikat služi kao zvanična potvrda da su svi sastojci, procesi, rukovanje, skladištenje i distribucija proizvoda u skladu s halal standardima, što znači da su dozvoljeni i sigurni za konzumaciju ili korištenje od strane muslimana.

*The role of the halal certificate is to confirm that a product or service meets Islamic regulations and halal standards. In this way, the certificate serves as an official confirmation that all ingredients, processes, handling, storage, and distribution of the product are in accordance with halal standards, meaning that they are permissible and safe for consumption or use by Muslims.*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

#### 4. KORISNICI CERTIFIKATA/ USERS OF CERTIFICATES

##### 4.1. Certifikat mogu koristiti Klijenti koji ispunjavaju sljedeće uvjete:

- a) Imaju potpisan važeći ugovor s Agencijom.
- b) Uspješno su implementirali zahtjeve Halal standarda i Procedure certificiranja te su za to dobili pisanu potvrdu od Agencije i važeći Halal certifikat.

##### *The certificate may be used by Clients who meet the following conditions:*

- a) *Have a valid signed contract with the Agency.*
- b) *Have successfully implemented the requirements of the Halal standards and the Certification Procedure, and have received written confirmation from the Agency for their compliance and valid Halal certificate.*

4.2. Certifikat se može koristiti isključivo uz prethodno odobrenje Agencije i u skladu s odredbama ovog Pravilnika. Upotreba Certifikata bez saznanja i odobrenja Agencije je strogo zabranjena.

*The certificate may be used only with prior approval from the Agency and in accordance with the provisions of this Regulation. The use of the Certificate without the knowledge and approval of the Agency is strictly prohibited.*

Agencija, u skladu sa svojom važećom procedurom certificiranja provjerava i utvrđuje da li Klijent ispunjava sve zahtjeve relevantnog Halal standarda. Nakon što Klijent ispuni sve neophodne zahtjeve, Agencija donosi Odluku o dodjeli certifikata i izdaje Halal certifikat Klijentu.

*The Agency, in accordance with its Procedure for certification, verifies and determines whether the Client meets all the requirements of the relevant Halal standard. After the Client fulfills all necessary requirements, the Agency makes a Decision on the issuance of the certificate and issues the Halal certificate to the Client.*

#### 5. PRAVILNA UPOTREBA CERTIFIKATA/ PROPER USE OF THE CERTIFICATE

##### 5.1. Upotreba Halal certifikata dozvoljena je na osnovu sljedećih kriterija/ The use of the Halal certificate is permitted based on the following criteria.:

- a) Postojanja važećeg Ugovora između Agencije i Klijenta.
- b) Implementiranih zahtjeva Halal standarda, kao i Procedure za certificiranje, što se potvrđuje Odlukom o dodjeli Halal certifikata, na osnovu koje Agencija Klijentu dodjeljuje certifikat.
- c) Upotrebe certifikata čiji je rok važenja validan (Agencija izdaje certifikat na period od jedne godine).

*The use of the Halal certificate is permitted based on the following criteria:*

- a) *The existence of a valid contract between the Agency and the Client.*
- b) *The implementation of the Halal standard requirements, as well as the Certification Procedure, which is confirmed by the Decision on the issuance of the Halal certificate, based on which the Agency grants the certificate to the Client.*

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- c) *The use of the certificate whose validity period is current (the Agency issues the certificate for a period of one year).*

**5.2.** Klijentima koji ispunjavaju navedene zahtjeve dozvoljeno je koristiti certifikat u svojim objektima i prodajnim mjestima, kao i za sudjelovanje na javnim tenderima i u marketinške svrhe.

*Clients who meet the specified requirements are permitted to use the certificate in their facilities and sales points, as well as for participation in public tenders and for marketing purposes.*

**5.2. Nepravilna i nedozvoljena upotreba certifikata/ Improper and unauthorized use of the certificate.**

Nepravilna upotreba certifikata uključuje:

- Isticanje certifikata bez važeće Liste halal certificiranih proizvoda na prodajnim mjestima gdje se nalaze i proizvodi koji nisu halal certificirani (Lista se dodjeljuje uz certifikat).
- Upotrebu certifikata na način koji može zbuniti korisnike halal proizvoda (npr. ako Klijent ima certificiran samo dio svojih proizvoda ili usluga, a promovira se kao da je cjelokupna proizvodnja ili usluga halal certificirana).
- Korištenje certifikata čiji je datum važenja istekao (upotreba isteknutih certifikata je zabranjena poslovnim jedinicama, radnjama, kao i za javne tendere ili marketinške svrhe).

*Improper use of the certificate includes:*

- Displaying the certificate without a valid List of halal-certified products at sales points where non-halal-certified products are also present (the List is issued with the certificate).*
- Using the certificate in a way that may confuse consumers of halal products (e.g., if the Client has only part of their products or services certified, but promotes them as a fully halal-certified production or service).*
- Using a certificate that has expired (the use of expired certificates is prohibited for business units, stores, as well as for public tenders or marketing purposes).*

**5.3. Nedozvoljena upotreba certifikata je/ Unauthorized use of the certificate includes::**

- Korištenje Halal certifikata od strane klijenata čiji je ugovor sa Agencijom prestao da važi, a nije potpisan novi ugovor.
- Korištenje Halal certifikata od strane trećih fizičkih i pravnih lica koja nemaju odobrenje Agencije za njegovu upotrebu.
- Svaka izmjenu Halal certifikata ili njegovih sastavnih elemenata, uključujući promjene boje ili proporcija, teksta i ostalo.

*Improper use of the certificate includes:*

- Using the certificate by clients whose contract has expired.*
- Using the certificate by third parties, both individuals and legal entities, that do not have permission from the Agency to use it.*
- Any alterations to the certificate or its components, including changes in color or proportions.*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

#### **5.4. Obaveze klijenta nakon isteka ugovora i certifikata/ *Obligations of the client after the expiration of the contract and certificate***

**5.4.1** Nakon isteka validnosti Halal certifikata i ugovora, klijenti su obavezni preduzeti sljedeće korake:

- Ukloniti sve Halal certifikate iz poslovnih prostorija i prodajnih mjesta.
- Ukloniti Halal znak sa svih svojih proizvoda, poslovnih i marketinških materijala, kao i sa poslovnih vozila.
- Obavijestiti kupce o tome da klijent više nije Halal certificiran.

*After the expiration of the validity of the Halal certificate and contract, clients are required to take the following steps:*

- Remove all Halal certificates from their business premises and sales points.*
- Remove the Halal logo from all their products, business and marketing materials, as well as from business vehicles.*
- Notify customers that the client is no longer Halal certified.*

#### **5.5 Obaveze Klijenta čiji Halal certifikat je suspendiran/ *Obligations of the client whose Halal certificate has been suspended***

**5.5.1.** Nakon što Agencija klijentu dostavi Odluku o suspenziji certifikata, obavezan je uraditi sljedeće:

- Ukloniti Halal certifikate iz svih svojih objekata, prostorija i vidljivih mjesta.
- Ukloniti Halal znak sa svih proizvoda i prestane koristiti dokumente na kojima je Halal znak istaknut.
- Odmah obavijestiti klijente sa kojima surađuje o suspenziji certifikata.
- Prestati se pozivati na halal certifikaciju u svim svojim predstavljanjima do okončanja suspenzije.

*After the Agency provides the client with the Decision on the suspension of the certificate, the client is required to take the following actions:*

- Remove Halal certificates from all of their facilities, premises, and visible locations.*
- Remove the Halal logo from all products and cease using documents that display the Halal logo.*
- Immediately notify clients with whom they collaborate about the suspension of the certificate.*
- Cease referring to Halal certification in all representations until the suspension is resolved.*

## **6. UVJETI I PROCEDURA IZDAVANJA CERTIFIKATA/ *TERMS AND PROCEDURES FOR ISSUING THE CERTIFICATES***

Nakon završetka procesa certificiranja i provedenog audita halal kvalitete, te nakon što Komisija za certificiranje potvrdi da Klijent ispunjava sve zahtjeve Halal standarda, Agencija donosi

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

odluku o dodjeli certifikata za halal kvalitetu proizvoda i/ili usluga, čime se omogućava korištenje halal oznake na odobrenim proizvodima."

*After completing the certification process and conducting the halal quality audit, and once the Certification Committee confirms that the Client meets all Halal standard requirements, the Agency issues a decision to grant the halal quality certification for products and/or services, thereby authorizing the use of the halal label on approved products*

Agencija izdaje Klijentu certifikat kojim se potvrđuje da su njegovi proizvodi halal certificirani. Detaljan popis proizvoda, uključujući njihove pune nazive i sastav, naveden je u Listi halal certificiranih proizvoda, koja čini sastavni dio certifikata, a dostupna je i na zvaničnom portalu Agencije: [www.halal.ba](http://www.halal.ba).

*The Agency issues a certificate to the Client which confirms that Halal products are certified by the Client. List of Halal Certified Products is an integral part of the certificate and also on the official website of Agency [www.halal.ba](http://www.halal.ba).*

Po isteku perioda važenja certifikata, Agencija izdaje novi certifikat Klijentu za svaku narednu godinu sve do isteka važećeg Ugovora koji se potpisuje na period od 3(tri) godine.

*Upon expiration of the period of validity of the certificate, the Agency will issue a new certificate to the Client for each subsequent year until the expiration of Contract which is signed for a period of 3 (three) years.*

Agencija zadržava pravo da odbije izdavanje certifikata Klijentu koji nakon provedenog audita nije u potpunosti implementirao zahtjeve Halal standarda i Procedure certificiranja ili nije ispunio sve obaveze preuzete Ugovorom, uključujući plaćanje ugovorene cijene i poštovanje dogovorenih rokova plaćanja.

*The Agency reserves rights to not issue and deliver a certificate to the Client who after the conducted audit failed to fully implement Halal Standard and Procedure of certification, or if he has not fulfilled all the obligations from the Contract, such as fulfilling the payment of the agreed price and respecting the payment deadline.*

Klijent kojem je dodijeljen certifikat dužan je odmah obavijestiti Agenciju o svim promjenama povezanim s opsegom certifikacije, kao što su promjena vlasništva, naziv ili adresa firme, te izmjene u certificiranim proizvodima.

Ove promjene mogu uključivati:

- pravni ili organizacijski status,
- komercijalni status ili vlasništvo,
- organizaciju i/ili upravljanje (uključujući pojedinačne promjene ključnog osoblja),
- kontakt adrese i adrese lokacija,
- područja primjene (branše) i djelatnosti u okviru certificiranog sistema upravljanja, i
- veće promjene unutar sistema upravljanja i procesa koje uključuju i planirane promjene ukoliko to zahtijeva Agencija.

*The Client to whom the certificate has been awarded must immediately notify the Agency of any changes that are in any relation to the scope of certification such as, change of ownership, change of company name and address, changes of certified products.*

*These changes may include:*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- *legal or organizational status,*
- *commercial status or ownership,*
- *organization and / or management (including individual key personnel changes),*
- *contact addresses and location addresses,*
- *areas of application (industry) and activities within a certified management system, and*
- *major changes within management systems and processes that include planned changes as required by the Agency.*

**Napomena:** Agencija ne preuzima odgovornost ako treća strana u cijelosti ili djelomično ne priznaje Agencijin certifikat.

**Note:** *The Agency does not assume responsibility if a third party does not fully or partially recognize the Agency's certificate.*

## 7. PRAVA I OBAVEZE/ RIGHTS AND OBLIGATIONS

### 7.1. Prava Klijenta nakon dobijanja certifikata su/ *The rights of the Client after receiving the certificate are:*

- a) da može istaknuti certifikat u poslovnim prostorijama i prodajnim mjestima;
  - b) da može koristiti certifikat za promociju vlastitih halal proizvoda u svim vidovima marketinškog predstavljanja;
  - c) da može priložiti certifikat na javnim tenderima i drugim konkursima;
- a) *To display a certificate in business premises and points of sale;*
  - b) *To use a certificate for promotion of their own halal products in all aspects of marketing presentation;*
  - c) *To use a certificate in public tenders and other vacancies;*

U slučaju kada Klijent kojem je izdat certifikat promijeni naziv firme, ili bude prodat, spojen ili pripojen sa drugim pravnim licem, Klijent - pravni sljednik ima pravo korištenja certifikata, ali uz prethodnu provjeru i dozvolu od Agencije.

*In the case if the Client to whom the certificate is issued changes the name of the company, or is sold or merged with another legal entity, the Client - legal successor has the right to use the certificate, but with prior verification and permission from the Agency.*

### 7.2. Obaveze Klijenta nakon dobijanja certifikata su/ *Client's obligations after obtaining the certificate are:*

Klijent kojem je izdat certifikat preuzima punu odgovornost za upotrebu i zakonitost svih izjava vezanih za izdani certifikat, halal znak i/ili izvještaj o auditu certificiranog sistema/proizvoda, kao i za ispravnu primjenu/promociju od strane svojih kupaca.

Klijent se također obavezuje da:

- a) neće davati niti dopustiti da se daju netačne izjave o svojoj certifikaciji;
- b) neće stvoriti ili dopustiti dojam da certifikat pokriva aktivnosti izvan njegovog opsega certificiranja;
- c) neće koristiti niti dozvoliti upotrebu certifikata na način koji bi diskreditirao Agenciju ili narušio povjerenje javnosti;



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

d) Neće koristiti certifikacijsku dokumentaciju ili njene dijelove na neovlašten način.

*The client to whom the certificate is issued assumes full responsibility for the use and legality of all statements related to the issued certificate, the halal trademark and / or audit report of the certified system / product, as well as the correct application / promotion by its customers.*

*The Client also undertakes that:*

- a) *will not give or allow any wrong statements on their certification;*
- b) *will not allow the impression that the certificate relates to activities that are outside its scope;*
- c) *will not use or permit the use of certificates in a way that would discredit the Agency or jeopardize the public's trust;*
- d) *Will not use the certification documentation or its parts in unauthorized way.*

### **7.3. Prava nakon izdavanja certifikata/ Rights after the certificate issuance.**

**7.3.1.** Prava Agencije nakon izdavanja certifikata Klijentu su:

- a) da vrši provjeru i nadzor nad poštovanjem i primjenom zahtjeva Halal standarda putem audita i uzorkovanja proizvoda s tržišta;
- b) da upozorava Klijenta na sva uočena odstupanja od ugovorenih obaveza;
- c) da donosi odluku o suspenziji i/ili oduzimanju certifikata i zabrani daljnjeg korištenja znaka halal kvalitete u slučaju kršenja ugovorenih obaveza od strane Klijenta.

*The rights of the Agency after issuing the certificate to the Client are:*

- a) *to inspect and monitor the compliance and fulfillment of requirements of Halal Standard through audits and sampling of products from the market;*
- b) *to warn the Client if any deviation from the contracted obligations is noticed;*
- c) *to issue a decision on suspension and / or withdrawal of the certificate and prohibit further usage of the halal quality trademark if the Client violates the contractual obligations.*

**7.3.2.** Agencija ima pravo, u svrhu informiranja klijenata i potrošača, kao i za marketinške potrebe, javno objaviti nazive nositelja certifikata, certificirane proizvode i auditirane sisteme. Agencija smatra svim čuvanim zapisima o Klijentima, certificiranim proizvodima i sistemima povjerljivima, osim ako je od strane suda ili ovlaštenog tijela (npr. nadležnog državnog organa) drugačije naloženo. U tom smislu, obaveza čuvanja poslovne tajne primjenjuje se na sve uposlenike i saradnike Agencije.

*The Agency shall be entitled, in order to inform clients and consumers, and for marketing purposes, to publicly announce the names of the certificate holders, the certified products and audited systems. The Agency considers confidential all stored records of Clients, certified products and systems, unless otherwise ordered by a court or an authorized body (for example, a competent state authority). In this sense, the obligation to keep business secrets apply equally to all employees and associates of the Agency.*

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

Ukoliko dođe do povrede ili nepoštivanja odredbi važećeg Ugovora od strane Klijenta, Agencija će raskinuti Ugovor i povući certifikat. Sredstva uložena za dobijanje certifikata i druge naknade plaćene Agenciji o tom slučaju ne vraćaju se Klijentu.

*In case of violation or non-compliance with the provisions of the Agreement by the Client, the Agency shall terminate the Agreement and withdraw the Certificate. Funds invested in obtaining certificate and other fees paid to the Agency on this case shall not be returned to the Client.*

Osim u slučajevima nastalim kao posljedica postupanja s lošom namjerom i grube nepažnje Agencija nije odgovoran za bilo kakvu štetu po Klijenta nastalu zbog neizdavanja, suspenzije, povlačenja, ograničavanja ili obustavljanja certifikata.

*The Agency shall not be liable for any damage to the Client because of withdrawing, suspending or restrict the certificate, except in cases resulting from misconduct and gross negligence by Agency.*

#### **7.4. Prestanak važenja certifikata/ Termination of certificate validity**

##### **7.4.1 Certifikat ističe automatski ukoliko:**

- ako istekne naznačeni period validnosti,
- ako Klijent prestane ispunjavati zahtjeve Halal standarda i Procedure certificiranja,
- ako dođe do promjene propisa standarda, a Klijent više ne može ispuniti izmijenjene zahtjeve za svoje proizvode i/ili usluge..

##### ***The certificate expires automatically if:***

- *the indicated validity period of certificate expires;*
- *The client ceases to meet the requirements of Halal Standards and Certification Procedures;*
- *if the requirments of the Halal standard changes, and the Client can no longer meet the requirements of the amended standard requirements for its products and / or services.*

**7.4.2.** Na osnovu razloga koji su navedeni u 7.4.1 certifikati se mogu vremenski i sadržajno ograničiti ili suspendirati.

*For the reasons given above, the certificates can be temporarily and substantially restricted or suspended.*

#### **7.5. Suspenzija i oduzimanje certifikata/ Suspension and withdrawal of the certificate**

**7.5.1.** Agencija će suspendovati certifikat svog klijenta ukoliko:

- a) kontinuirano i/li ozbiljno krši zahtjeve Halal standarda i Procedure za certificiranje, uključujući zahtjeve za efikasnost sistema upravljanja,
- b) klijent ne dozvoljava Agenciji i njenim saradnicima obavljanje audita, obavljanje pojedinih procesa audita i pregled dokumentacije klijenta, a koja je neophodna da bi se utvrdilo da li klijent ispunjava zahjeve standarda i Procedure certificiranja, i
- c) klijent dobrovoljno zatraži suspenziju svog certifikata.

*The Agency will suspend the certificate of its client if:*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- a) *Continuously and/or seriously violates the requirements of Halal Standards and Procedures of certification, including requirements for the effectiveness of the management system,*
- b) *the client does not allow the Agency and its associates to perform audits, perform certain audit processes, and review the client documentation, which is necessary to determine whether the client meets the requirements of the Halal Standards and Procedures of certification, and*
- c) *the client voluntarily requests the suspension of his certificate.*

**7.5.2.** Halal certifikat se suspenduje do otklanjanja uzroka za suspenziju, a najviše na period do 6 mjeseci od dana pronalaska neusklađenosti.

*The Halal certificate is suspended until the cause of the suspension is eliminated, and most for a period of up to 6 months from the date of certificate suspensions.*

**7.5.3** Nakon što Agencija klijentu dostavi odluku o suspenziji certifikata, klijent se obavezuje da provede sljedeće mjere:

- a) Popuni obrazac o neusklađenostima i dostavi ga Agenciji.
- b) Odmah ukloni Halal certifikate iz svih svojih objekata, prostorija i vidljivih mjesta.
- c) Ukloni Halal znak sa svih proizvoda i prestane koristiti dokumente na kojima je znak istaknut.
- d) Odmah obavijesti klijente sa kojima surađuje o suspenziji certifikata.
- e) Prestane se pozivati na halal certifikaciju u svim svojim predstavljajima do okončanja suspenzije.

*After the Agency submits to their client a decision on the suspension of the certificate, the client must do the following measures:*

- a) *Fill out the form of non-compliances and submit it to the Agency.*
- b) *Immediately remove Halal certificates from all of its facilities, premises and visible places.*
- c) *Remove Halal trademark from all their products and stop using the documents on which the trademark is highlighted.*
- d) *Immediately notify their clients, with whom it cooperates, on the suspension of the certificate.*
- e) *To stop advertising on their halal certification in all of its representations until the suspension is terminated.*

**7.5.4.** Dok traje suspenzija klijenta, njegova certifikacija i halal certifikat su privremeno nevažeći. Agencija ima pravo da putem svoje službene webstranice obavijesti javnost o suspenziji svog klijenta i poduzeti druge mjere koje smatra odgovarajućim.

*While the client's suspension is ongoing, its certification and the halal certificate are temporarily invalid. The Agency has the right to inform the public on its client's suspension through its official web site and take other measures which considers appropriate.*

**7.5.5.** Ako je certifikacija ponovo uspostavljena nakon suspenzije, Agencija će izvršiti sve potrebne izmjene u zvaničnim dokumentima certifikacije, javnim informacijama i ovlaštenjima za korištenje halal znaka, kako bi osigurala da su sve relevantne indikacije dostupne i da proizvod nastavlja da bude certifikovan. Ukoliko je donijeta odluka o sužavanju predmeta i područja certifikacije kao uslov za ponovnu uspostavu certifikacije, Agencija će također izvršiti sve potrebne izmjene u zvaničnim dokumentima, javnim informacijama i ovlaštenjima, kako bi osigurala da suženi predmet i područje certifikacije budu jasno komunicirani Klijentu i precizno navedeni u dokumentaciji i javnim informacijama.



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*If the certification is reinstated after the suspension, the Agency will make all necessary changes to the official certification documents, public information and the permissions for usage of the halal trademark, etc., to ensure that all relevant indications exist that the product continues to be halal certified. If a decision is to decrease the subject and area of certification scope as a condition for re-establishing the certification, the Agency will make all necessary changes to official certification documents, public information the permissions for usage of halal trademark, etc., to ensure that the narrowed subject and area of certification scope are clearly communicated to the client and clearly specified in the certification documentation and public information.*

**7.5.6.** Agencija će smanjiti opseg certifikacije klijenta te isključiti one proizvode/usluge koji ne zadovoljavaju zahtjeve Halal standarda i Procedure certificiranja.

*The Agency will reduce client's certification scope and exclude those products/services which don't meet the requirements of Halal Standards and Procedures of certification.*

## **7.6. Trajno povlačenje certifikata/ withdrawal of the certificate**

### **7.6.1 Agencija će trajno oduzeti certifikat Klijentu u sljedećim slučajevima**

- ako Klijent ne otkloni neusklađenosti koje su dovele do suspenzije u roku od 6 mjeseci,
- ako Klijent zloupotrebljava halal znak ili certifikat,
- ako Klijent koristi halal znak i certifikat na neprimjeren način,
- ako Klijent ugasi pravno lice (likvidira firmu),
- ako Agencija, putem najavljenog ili nenajavljenog audita, utvrdi da certificirani proizvod i/ili usluga Klijenta nije u skladu sa zahtjevima standarda ili procedure,
- ako Klijent ne uskladi proizvode ili sistem halal certifikacije sa izmijenjenim izdanjem standarda u roku koji odredi Agencija,
- ako Klijent ne izmiri svoje novčane obaveze prema Agenciji i nakon dobijenih opomena za plaćanje od Agencije.

***The Agency will permanently withdraw the certificate to the Client in the following cases:***

- If the client does not resolve within 6 months nonconformities which led to the suspension,*
- if the Client misuses the halal trademark or certificate,*
- if the Client is advertising with halal trademark and certificate in an inappropriate way,*
- in the case when Client declares bankruptcy or stop with work,*
- if the Agency determines by an announced or unannounced audit that the certified product and/or services of the Client are not in accordance with the requirements of the standard or procedure,*
- If the Client has not aligned the products or system with the amended Standard edition within the time period determined by the Agency.*
- In case when the client does not pay the contracted amount to the Agency.*

## **7.7. Prava i obaveze nakon isteka, suspenzije ili oduzimanja certifikata/ Rights and obligations after the expiration, suspension or withdrawal of the certificate**

**7.7.1.** Agencija ima pravo javno objaviti detalje o isteku, povlačenju/opozivu ili suspenziji certifikata. U svim takvim slučajevima, daljnje reklamiranje ili upotreba certifikata ili Halal znaka od klijenta se zabranjuje.

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*The Agency has the right to publicly disclose details of the expiration, withdrawal or suspension of the certificate. In all such cases, further advertising or the use of a certificate or trademark from a client is prohibited.*

**7.7.2.** Certifikat koji je suspendovan ili oduzet, prema Odluci Agencije će se odmah vratiti Agenciji i/ili uništiti. Unaprijed plaćene naknade za certificiranje se neće vraćati; one koje nisu još plaćene za već obavljene poslove se moraju platiti u cjelosti.

*A certificate that has been suspended or withdrawn, according to the Decision of the Agency, will be immediately returned to the Agency and/or will be destroyed. Pre-paid certification fees will not be refunded; those that are not yet paid must be paid in full.*

**7.7.3.** Klijent mora ukloniti certifikate iz svih svojih poslovnih prostorija, te gubi pravo upotrebe certifikata u svrhu reklamiranja i promocije. Također, zabranjeno je koristiti certifikate u javnim konkursima, počevši od dana prijema Odluke o suspenziji ili oduzimanju certifikata.

*The client must remove the certificates from all of his business premises, it is forbidden further usage of certificate for the purpose of advertising and promotion. Also, it is prohibited to use certificates in public vacancies, from the day of receiving the Decision on suspension or withdrawal of the certificate.*

**7.7.4.** U slučajevima kada se suspenduje ili oduzme certifikat Klijentu, oduzimaju se i certifikati internih auditora halal kvalitete čiji su propusti bili uzrok (ili jedan od uzroka) oduzimanja certifikata Klijenta.

*In cases when Client's certificate is suspended or withdrawn, the certificates of internal quality halal quality auditors are also withdrawn, whose omissions were the cause of the Client certificate withdrawal.*

**7.7.5.** Klijent će po suspenziji, isteku važenja ili oduzimanju certifikata prekinuti korištenje svojih reklamnih materijala koji se pozivaju na njihov halal certifikacijski status, u skladu sa uputama primljenim od strane Agencije.

*After the certificate is suspended, expired or the withdrawn, the client shall stop the usage of his advertising materials referring to their halal certification, in accordance with the instructions received by the Agency.*

## **8. BATCH (LOT) certifikat /BATCH (LOT) certificate**

**8.1.** BATCH (LOT) certifikat se izdaje Klijentima u svrhu dokazivanja halal statusa za određenu količinu proizvoda. LOT certifikat zahtijevaju pojedine države prilikom uvoza halal proizvoda na njihovu teritoriju. U većini slučajeva, izgled, tekst i forma BATCH (LOT) certifikata je propisana od strane nadležne državne institucije u koju se vrši uvoz. U takvim slučajevima Agencija izdaje BATCH (LOT) certifikat na takvim obrascima. BATCH (LOT) certifikat izdaje Agencija na osnovu ranijih provjera audita. U specifičnim situacijama obavezno je obaviti audit na dan proizvodnje proizvoda koji se izvoze, kao u slučajevima proizvoda mesa i mesnih prerađevina i kozmetike, za količinu za koju se izdaje transportni certifikat.

*Agency is issuing BATCH (LOT) certificates to their certified Client's for the purpose of proving the halal status for a certain amount of product. The BATCH (LOT) certificate is required by some*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*specific countries when Agency's client are importing halal products into their territory. In most cases, the appearance, text and form of the LOT certificate is prescribed by the competent country institution where the import is carried out. In such situation, the Agency will issue a BATCH (LOT) certificate on already defined forms. The BATCH (LOT) certificate is issued by the Agency on the basis of previous audits. In specific cases is necessary to carry out audit checks on the day of production of halal products for the quantity for which the BATCH (LOT) certificate is issued, such as for meat and meat products and cosmetics.*

**8.2.** BATCH (LOT) certifikatom se potvrđuje halal status samo onih proizvoda koji su navedeni u certifikatu.

**8.3.** BATCH (LOT) certifikat se izdaje na engleskom i službenom jeziku države u koju se roba izvozi i obično sadrži slijedeće informacije:

- Broj i datum izdavanja dokumenta
- Količina
- Neto i bruto težina proizvoda
- Mjesto slanja i mjesto isporuke
- Puni naziv i adresa Organizacije za čije proizvode se izdaje Transportni certifikat
- Datum proizvodnje i rok upotrebe
- Ime i prezime supervizora

*The LOT certificate confirms the halal status of those products listed in the certificate.*

*The LOT certificate is issued in English and the official language of the country where the goods are exported and usually contain the following information:*

- *Number and date of issuing the document*
- *Quantity*
- *Net and gross weight of the product*
- *Place of shipment and place of delivery*
- *Full name and address of the Client for whose products LOT certificate is issued*
- *Date of manufacture and shelf life*
- *Supervisor's name and surname*

## **9. CERTIFIKAT ZA AUDITORE/ CERTIFICATE FOR AUDITORS**

### **9.1. Certifikat za interne auditore halal kvalitete/ Certificate for internal auditors of halal quality**

**9.1.1.** Klijent je obavezan da odredi osobe koje će biti zadužene za interni monitoring proizvodnje halal proizvoda (broj osoba ovisi o veličini, složenosti i obimu proizvodnje). Obuka predstavnika Klijenta zainteresiranog za halal kvalitetu vrši se prema Planu obuke (OB P1-06), a izvodi je tim za obuku Agencije. Nakon uspješno završene edukacije Agencija izdaje Certifikat za internog auditora halal kvalitete (OB P1-07). Izgled, formu i sadržaj certifikata utvrđuje Agencija na osnovu svojih internih akata. Certifikat se izdaje na period važenja od tri godine i dodjeljuje se prilikom dodjele certifikata klijentu.

*The client is obliged to determine the persons who will be responsible for the internal monitoring of the production of halal products (the number of persons depends on the size,*



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*complexity and extent of production). Training of representatives of the Client interested in halal quality is done according to the Training Plan (OB P1-06), and is conducted by the the Agency. Upon successful completion, the Agency issues the Halal Quality Internal Audit Certificate (OB P1-07). The appearance, form and content of the certificate shall be determined by the Agency on the basis of its internal acts. The certificate's are issued for a period of three years, and will be delivered along with Client's certificate.*

**9.1.2.** Obuka se vrši s ciljem osposobljavanja radnika Klijenta za uvođenje halal kvalitete. Planom obuke se preciziraju neophodni sadržaji prilagođeni veličini firme, vrstama proizvoda koji se certificiraju kao i zahtjevima organizacije za certifikat proizvoda odnosno certifikat sistema halal kvaliteta.

*The training is conducted with the aim of training the Client's employees for the introduction of halal quality requirments. The training plan specifies the necessary content adapted to the size of the company, the types of products that are certified as well as the requirements of the organization for the certification of products, ie the certificate of the halal quality system.*

**9.1.3.** Rješenje o imenovanju internih auditora izdaje Klijent svojim uposlenicima koji su završili obuku za interni audit halal kvalitete kako bi postojala zvanična potvrda o tome da je Klijent ovlastio ili zadužio pojedine uposlenike za stalni interni monitoring proizvodnje. Rješenje daje značaj internim auditorima i precizira njihova ovlaštenja i odgovornosti. Rješenje je, pored prisustvanja obuci, osnova za izdavanje certifikata internim auditorima.

*The Decision on the appointment of internal auditors shall be issued by the Client to its employees who have completed the internal quality audit of the halal quality in order to have an official confirmation that the Client has authorized or assigned individual employees for permanent internal monitoring of halal production. The decision gives importance to internal auditors and specifies their rights and responsibilities. The Decision, in addition to attending training, is the basis for issuing certificates to internal auditors.*

**9.1.5.** Certifikat za interne auditore halal kvalitete može biti opozvan tj. oduzet u dva slučaja:

- ukoliko se osoba kojoj je dodijeljen certifikat ne ponaša odgovorno prilikom provođenja internog audita i osiguranja halal kvalitete proizvoda u Klijentu u kojem radi
- ukoliko Klijent izgubi halal certifikat a dio odgovornosti snosi i osoba kojoj je dodijeljen certifikat.

*The certificate for internal halal quality auditors can be revoked in two cases:*

- *if the person to whom the certificate is awarded does not behave responsibly when conducting an internal audit and ensuring the halal quality of the product in the Client in which it operates.*
- *If the Client loses the certificate and the part of the responsibility is borne by the person to whom the certificate was awarded.*

## **9.2. Certifikat za eksterne auditore halal kvalitete/ Certificate for external auditors of halal quality**

**9.2.1.** Agencija izdaje certifikate za auditore halal kvalitete osobama koje su uspješno završile obuku za eksterne auditore organizovanu od strane Agencije, kao i nakon što su položile teoretski i praktični dio ispita.

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*The Agency issues certificates for halal quality auditors to persons who have undergone training organized by the Agency for external auditors, and after successfully passing the theoretical and practical part of the training.*

**9.2.1.** Certifikat za auditora halal kvalitete nosi oznaku AHK – 001, itd. Agencija i auditor potpisuju ugovor o obavljanju poslova za potrebe audita halal kvalitete.

*The certificate for halal quality auditor's are marked AHK-001, etc. The Agency and the auditor shall sign a contract on performing the work for the needs of halal quality audit on behalf of the Agency.*

**9.2.3.** Agencija i auditor potpisuju ugovor na godinu dana i može se automatski produžiti za godinu dana. Certifikat za auditora halal kvalitete može biti povučen (opozvan) i prije isteka važenja certifikata ukoliko dođe do grubog kršenja ugovora (ugovor između Agencije i auditora) od strane auditora.

*The Agency and the auditor sign a contract for one year, which can be automatically renewed for another year. The halal quality auditor certificate can be revoked before its expiration if there is a gross violation of the contract (the contract between the Agency and the auditor) by the auditor*

### **9.3. Certifikati za savjetnika/konsultanata halal kvalitete/ Certificates for consultants of halal quality**

**9.3.1.** Agencija izdaje certifikate za savjetnike/konsultante halal kvalitete osobama koje su prošle obuku za savjetnike/konsultante halal kvalitete koju organizuje Agencija. Savjetnici /konsultanti moraju položiti teoretski i praktični dio ispita.

- Certifikati savjetnicima/konsultantima halal kvalitete dodjeljuju se na svečanosti koju organizira Agencija ili se savjetnicima/konsultantima dostavljaju putem preporučene pošte.
- Certifikat za savjetnika/konsultanta halal kvalitete nosi oznaku S/KHK – 001, itd.
- Certifikat za savjetnika/konsultanta halal kvalitete se izdaje za period od 4 godine.

*The Agency issues certificates for consultants of halal quality to persons who have passed training for consultants of halal quality organized by the Agency. Consultants must pass the theoretical and practical part of the exam.*

- *Certificates for halal quality consultants are awarded at a ceremony organized by the Agency or are delivered by official post.*
- *The certificate for a consultant of halal quality bears the mark S / KHK-001, etc.*
- *The certificate for a consultant of halal quality is issued for a period of 4 years.*

## **10. ZLOUPOTREBA CERTIFIKATA I SPOROVI/ MISUSE OF CERTIFICATES AND DISPUTES**

**10.1.** Zloupotrebom certifikata smatra se svaka upotreba koja je u suprotnosti s ovim Pravilnikom i važećim ugovorom, uključujući:



	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

- a) korištenje certifikata nakon isteka naznačenog perioda važenja,
- b) upotrebu certifikata na način koji može zbuniti korisnike halal proizvoda i usluga
- c) korištenje certifikata u izmijenjenim oblicima koji su izvršeni bez znanja i odobrenja Agencije,
- d) upotreba halal certifikata od strane pravnih ili fizičkih lica koja nisu nosioci (vlasnici) halal certifikata izdatog od strane Agencije, čime mogu dovesti u zabludu kupce o halal statusu njihovih proizvoda ili usluga.

*Abuse of the certificate is considered any use that is contrary to these Regulations and the valid contract, including:*

- a) *using the certificate after the indicated validity period has expired,*
- b) *using the certificate in a manner that may confuse users of halal products and services,*
- c) *using the certificate in modified forms that have been made without the knowledge and approval of the Agency,*
- d) *using the certificate by unauthorized persons,*
- e) *using halal certificates by legal or natural persons who are not the holders or owners of the halal certificate issued by the Agency, which may mislead customers about the halal status of their products or services.*

**10.2.** U slučaju zloupotrebe certifikata od strane Klijenta ili drugih lica, Agencija ima pravo zaštititi svoja prava i interese te pokrenuti pravne postupke pred nadležnim državnim institucijama. Ako zloupotreba certifikata dovede do materijalne ili nematerijalne štete trećim pravnim ili fizičkim licima, strana koja je prouzrokovala štetu obavezna je da nadoknadi štetu. U slučaju bilo kakvog spora u vezi s upotrebom certifikata, primjenjivat će se odredbe definirane ovim Pravilnikom, važećim ugovorima te pozitivnim zakonskim propisima.

*In case of misuse of the certificate by the Client or other persons, the Agency has the possibility to protect its rights and interests and to initiate lawsuits at the competent state institutions. In the cases when the misuse of a certificate produces some material or non-material damage to third parties, the party that caused the damage is obliged to make compensation.*

*In the case of any dispute concerning the usage of the certificate, it shall be subject to the provisions defined in this Ordinance, applicable contracts and positive legal regulations.*

## **11. NEJASNOĆE I ODSUPANJA/ AMBIGUITIES AND DEVIATIONS**

**11.1.** U slučaju bilo kakvih nejasnoća ili odstupanja od Pravilnika i ugovora o korištenju halal certifikata, Klijenti, proizvođači i prodavači su dužni odmah, a najkasnije u roku od 24 sata (isključujući neradne dane i praznike), dostaviti Agenciji upit o nejasnoći ili obavijest o odstupanju.

U slučaju da Klijent, proizvođač ili prodavač ne dostave Agenciji upit ili obavijest, snose odgovornost za sve posljedice koje mogu proizaći iz tog propusta.

*In the case of any uncertainty or deviation from this Rulebook and agreement, Clients, Producers and Sellers shall be obliged to submit to the Agency a question about ambiguities*

	AGENCIJA ZA CERTIFICIRANJE HALAL KVALITETE	<b>PR-07</b>	
	<b>Pravilnik o halal certifikatima</b> Rules on halal certificates	Rev. br.	2.0
		Datum:	18.07.2024

*or notice of deviation immediately and within 24 hours at the latest, excluding non-working days and holidays.*

*In case the Client, the manufacturer or the seller does not submit to the Agency a request or notification, they bear responsibility for the consequences that may arise.*

## **12. ZAVRŠNE I PRELAZNE ODREDBE/ FINAL AND TRANSITIONAL PROVISIONS**

**12.1.** Agencija zadržava pravo promjene ovog Pravilnika. Izmjene i dopune ovog Pravilnika vrše se na način i po postupku utvrđenom kao i za njegovo donošenje.

*The Agency reserves the right to change this Ordinance. Amendments to this Ordinance shall be made in the manner and procedure established and for its adoption.*

**12.2.** Tumačenje odredaba ovog Pravilnika daje Upravni odbor Agencije.

*The Managing Board of the Agency shall interpret the provisions of this Ordinance*