



## **Universal Halal Authority – Quality Policy**

Universal Halal Authority is committed to delivering impartial, consistent and credible halal certification services that meet the needs of clients, regulators, consumers and all interested parties. Our Quality Management System has been established to ensure confidence in our certification decisions and to support continual improvement across all areas of our operations.

We place strong emphasis on understanding and meeting the needs of our clients and stakeholders, ensuring that our certification services are delivered professionally, transparently and in accordance with recognised halal and quality standards. Effective communication and customer focus are central to how we operate.

The leadership of Universal Halal Authority ensures that the Quality Management System is aligned with our strategic direction and supports our mission to uphold halal integrity. We provide the resources, competence and infrastructure necessary to deliver reliable certification services, and we promote a culture of integrity, impartiality and accountability throughout the organisation.

We operate in full compliance with ISO 9001:2015, relevant halal standards, regulatory requirements and accreditation expectations. Independence and objectivity are fundamental to our work, and we actively manage risks to impartiality to ensure that all personnel act ethically and free from conflicts of interest.

Continual improvement is a core principle of our approach. We monitor performance, customer satisfaction, audit findings and process effectiveness, and we set measurable quality objectives that are reviewed through Management Review. Data, feedback and risk-based thinking are used to drive ongoing improvement of our services and our Quality Management System.

We ensure that all staff, auditors and technical experts are competent, trained and supported, and that our documented procedures provide consistency, traceability and confidence in our certification outcomes.

This policy is communicated, understood and applied throughout Universal Halal Authority. It is reviewed annually to ensure its continuing suitability and alignment with our strategic direction.

Signed:

Hassan Gulzar  
Managing Director  
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