



# MALAYSIAN STANDARD

**MS 2400-3:2019**

## **Halal supply chain management system - Part 3: Retailing - General requirements (First revision)**

**ICS: 03.220; 03.100.10**

Descriptors: halal, logistics, management system, supply chain, retailing

**© Copyright 2019**

**DEPARTMENT OF STANDARDS MALAYSIA**

## DEVELOPMENT OF MALAYSIAN STANDARDS

The **Department of Standards Malaysia (Standards Malaysia)** is the national standards and accreditation body of Malaysia.

The main function of Standards Malaysia is to foster and promote standards, standardisation and accreditation as a means of advancing the national economy, promoting industrial efficiency and development, benefiting the health and safety of the public, protecting the consumers, facilitating domestic and international trade and furthering international cooperation in relation to standards and standardisation.

Malaysian Standards (MS) are developed through consensus by committees which comprise balanced representation of producers, users, consumers and others with relevant interests, as may be appropriate to the subject at hand. To the greatest extent possible, Malaysian Standards are aligned to or are adoption of international standards. Approval of a standard as a Malaysian Standard is governed by the Standards of Malaysia Act 1996 [Act 549]. Malaysian Standards are reviewed periodically. The use of Malaysian Standards is voluntary except in so far as they are made mandatory by regulatory authorities by means of regulations, local by-laws or any other similar ways.

For further information on Malaysian Standards, please contact:

**Department of Standards Malaysia**  
Level 1 & 2, Block 2300, Century Square  
Jalan Usahawan  
63000 Cyberjaya  
Selangor Darul Ehsan  
MALAYSIA  
Tel: 60 3 8318 0002  
Fax: 60 3 8319 3131  
<http://www.jsm.gov.my>  
E-mail: [central@jsm.gov.my](mailto:central@jsm.gov.my)

## MS 2400-3:2019

### Contents

	Page
Committee representation.....	ii
Foreword.....	iv
0 Introduction.....	1
1 Scope.....	3
2 Normative references.....	3
3 Terms and definitions.....	3
4 Requirements.....	7
4.1 Requirements related to <i>Shariah</i> .....	7
4.2 Management responsibility.....	7
4.3 Halal Management System requirements.....	8
4.4 Halal Risk Management Plan Summary.....	12
4.5 Information and communication system .....	12
5 Preliminary steps to enable risk management process.....	12
6 Operations of the Halal Risk Management Plan.....	16
7 General requirements for premises, infrastructure, facilities and personnel.....	19
8 Maintenance of the halal supply chain.....	27
Annex A Typical example of Halal Control Point Analysis worksheet.....	29
Annex B Reference tables for determination of likelihood, severity and risk ranking...	30
Annex C Typical example of a Halal Risk Management Summary.....	32
Annex D Typical retails process.....	33
Annex E Method of <i>sertu</i> according to <i>Shariah</i> law for <i>najs-mughallazah</i> .....	37
Bibliography.....	38

## MS 2400-1:2019

### Committee representation

The Industry Standards Committee on Halal Standards (ISC I) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

Department of Chemistry Malaysia  
Department of Islamic Development Malaysia  
Department of Standards Malaysia (Secretariat)  
Department of Veterinary Services  
Federal Agricultural Marketing Authority  
Federation of Malaysian Manufacturers  
Halal Industry Development Corporation Sdn Bhd  
Institute of Islamic Understanding Malaysia  
Institute of Quality Malaysia  
International Islamic University Malaysia  
Malaysian Agricultural Research and Development Institute  
Malaysian Association of Standards Users  
Ministry of Domestic Trade, Co-operatives and Consumerism  
Ministry of Health Malaysia (Food Safety and Quality Division)  
Ministry of Health Malaysia (Medical Device Authority)  
Ministry of Health Malaysia (National Pharmaceutical Regulatory Division)  
Ministry of International Trade and Industry  
Muslim Consumers' Association of Malaysia  
National Metrology Institute of Malaysia  
Royal Customs Department  
Universiti Sains Islam Malaysia

The Technical Committee on Management Systems from Islamic Perspectives which supervised the development of this Malaysian Standard consists of representatives from the following organisations:

Department of Islamic Development Malaysia  
Federation of Malaysian Manufacturers  
Halal Industry Development Corporation Sdn Bhd  
Institute of Islamic Understanding Malaysia  
International Islamic University Malaysia (Kulliyyah of Economics & Management Sciences)  
International Islamic University Malaysia (Kulliyyah of Engineering)  
Malaysia Productivity Corporation  
Malaysian Administration and Management Planning Unit  
Malaysian Anti-Corruption Commission  
Ministry of Transport Malaysia  
Muslim Consumers' Association of Malaysia  
Research Institute of Standards in Islam  
SIRIM QAS International Sdn Bhd  
Universiti Teknologi MARA (Malaysia Institute of Transport)

The Working Group on Halal logistics which developed this Malaysian Standard consists of representatives from the following organisations:

Cold Chain Network  
Department of Islamic Development Malaysia  
Department of Veterinary Services Malaysia  
Federation of Malaysian Manufacturers  
Federation of Malaysian Freight Forwarders  
Halal Industry Development Corporation  
Lulu Hypermarket & Department Store  
MAB Kargo Sdn. Bhd

## **MS 2400-3:2019**

### **Committee representation (continued)**

Mydin Mohamed Holdings Bhd

Nestlé (Malaysia) Berhad

Northport (Malaysia) Bhd

POS Logistics Berhad

TASCO Berhad

Tesco Stores (Malaysia)

University Kuala Lumpur

Universiti Teknologi MARA (Malaysia Institute of Transport)

## MS 2400-1:2019

### Foreword

This Malaysian Standard was developed by the Working Group on Halal Logistics under the authority of the Industry Standards Committee on Halal Standards.

MS 2400 consists of the following parts, under the general title Halal supply chain management system:

Part 1: Transportation - General requirements

Part 2: Warehousing - General requirements

Part 3: Retailing - General requirements

Major modifications in this revision are as follows:

- a) the title of this Malaysian Standard has been changed from *Halalan-toyyiban assurance pipeline - Part 3: Management system requirements for retailing*, to *Halal supply chain management system - Part 3 : Retailing - General requirements*
- b) the term '*halalan toyyiban*' assurance pipeline has been replaced with 'halal supply chain';
- c) clause 2 on normative references has been added;
- a) the requirement for "outsource" has been added;
- b) the term '*halalan toyyiban*' has been replaced with '*halal*';
- c) the term '*toyyiban* status' has been replaced with 'halal status' and the term '*toyyiban*' has been deleted;
- d) the term '*shariah* ritual cleansing' has been replaced with '*sertu*';
- e) the terms and definitions of '*toyyib/ toyyiban*' and 'transportation unit' have been deleted,
- f) clause on '*halalan toyyiban* leader' has been deleted;
- g) '*halalan toyyiban* committee' has been replaced with 'internal halal committee';
- h) the clause on 'transport' has been replaced with 'preparation and dispatch';
- i) clause on 'Evaluation for release of doubtful products and/or goods' has been added;
- j) clauses on 'outsource, service providers/ subcontractors control' and 'transport location' has been added;
- k) clause 6.11.1 of drainage and waste disposal systems has been deleted.
- l) table B2b. Toyyiban Control Point severity/impact ranking has been deleted; and
- m) status of Annex B has been changed from normative to informative.

## **MS 2400-3:2019**

This Malaysian Standard cancels and replaces MS 2400-3:2010, *Halalan-toyyiban assurance pipeline - Part 3: Management system requirements for retailing*.

Compliance with this Malaysian Standard does not of itself confer immunity from legal obligations.

## MS 2400-3:2019

### Halal supply chain management system - Part 3: Retailing - General requirements (First revision)

#### 0 Introduction

**0.1** The halal supply chain links producers of products, goods and/ or cargo with consumers. It provides assurance that products, goods and/ or cargo delivered from one custodian to another is in accordance with halal requirements, thus preserving the halal integrity of the products, goods and/ or cargo.

**0.2** The halal supply chain is translated into a set of management system requirements standards which comprise of the following:

- Transportation
- Warehousing
- Retailing

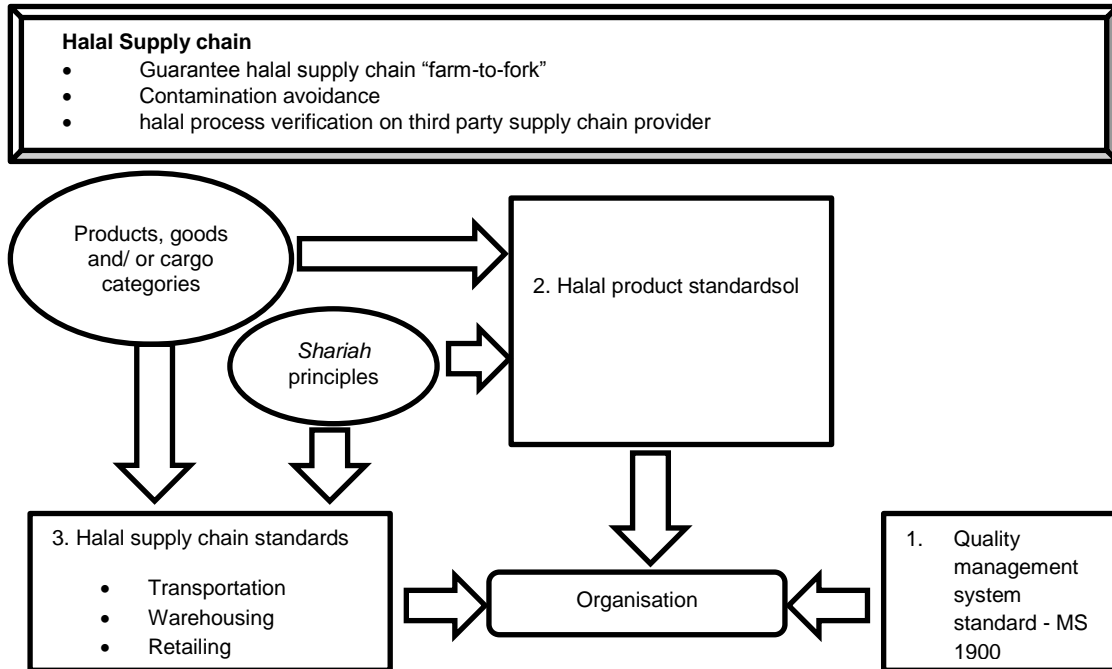
**0.3** The implementation of these standards are consistent with the principles of the following standards:

- a) MS 1900, *Shariah-based quality management systems - Requirements with guidance*. This Malaysian Standard specifies requirements for a quality management system where an organisation:
  - i) needs to demonstrate its ability to consistently provide product that meets *Shariah*, customer and applicable regulatory requirements; and
  - ii) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to *Shariah*, customer and applicable regulatory requirements.
- b) Halal product standards. These Malaysian Standards specifies the general requirements in the manufacturing and handling of halal products. It serves as a basic requirement for halal products in general. Halal products standards include:
  - i) MS 1500, *Halal Food - General requirements*
  - ii) MS 2634 *Halal cosmetics - General requirements*
  - iii) MS 2200-2, *Islamic consumer goods - Part 2: Usage of animal bone, skin and hair - General guidelines*
  - iv) MS 2424, *Halal pharmaceuticals - General requirements*
  - v) MS 2636, *Halal medical device - General requirements*
  - vi) MS 2565, *Halal packaging - General guidelines*



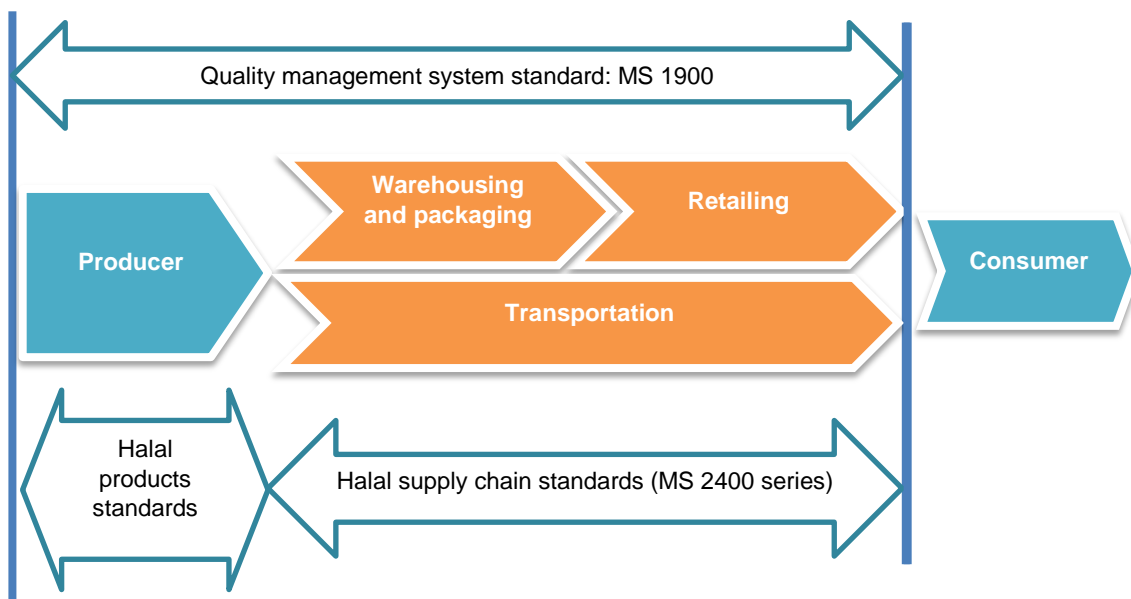
## MS 2400-3:2019

0.4 Figure 1 shows the relationship between the elements within the halal supply chain.



**Figure 1. Elements of the Halal Supply Chain Management System**

0.5 Figure 2 shows the application of various standards within the halal value supply chain.



**Figure 2. Application of halal standards**

## **MS 2400-3:2019**

### **1 Scope**

**1.1** This Malaysian Standard specifies management system requirements for assurance of the *halal* integrity of products and/or goods at the retail stage.

#### **1.2 Application**

**1.2.1** This Malaysian Standard consists of requirements which are industry specific and is intended to be applicable to such organisations, regardless of type, size, products, goods and/or goods being handled and managed. It specifies the framework for an organisation to establish a management system based on halal requirements in meeting customer and applicable regulatory requirements.

**1.2.2** It is also intended for use by manufacturers, collection and distribution centres, warehouse and storage providers as well as retailers, handling and managing halal products and/or goods, whenever there exist interfacing activities at the receiving, loading and delivery.

### **2 Normative reference**

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the normative references (including any amendments) applies.

MS 2393, *Islamic and halal principles - Definitions and interpretations on terminology*

### **3 Terms and definitions**

For the purposes of this standard, the terms and definitions given in MS 2393 and the following apply.

#### **3.1 affected product**

A product which halal status is affected.

#### **3.2 chilled temperature**

Temperature ranging from 1 °C to 10 °C.

#### **3.3 competent authority**

Competent authority is the agency which is entrusted by the government to carry out work according to specified requirements.

NOTE. In Malaysia, there are various competent authorities which are responsible in respective areas such as Islamic affairs, halal certification, animal health, public health, food safety, and etc.

##### **3.3.1 halal competent authority**

In Malaysia, the halal competent authorities are Department of Islamic Development Malaysia (JAKIM) and the various State Islamic Religious Councils.

## **MS 2400-3:2019**

### **3.4 consignee**

Third party sellers who are renting space in retail premises.

### **3.5 consignment**

Products and/ or goods sold by third party sellers in retail premises.

### **3.6 contaminant**

Any non-halal and/ or detrimental (*mudhorat*) substances that are intentionally or unintentionally added which render the product as non-halal.

### **3.7 contaminated product**

A product which the halal status is contaminated by a potential contaminant.

### **3.8 contamination**

The state of being contaminated by contaminant and/ or precursor which affects the halal status.

### **3.9 custodian**

Individual or entity authorised with and in lawful possession of the consignments.

Note. Also known as bailment.

### **3.10 frozen product**

Frozen product shall be product that for one continuous period from the time of preparation for sale has been maintained at a temperature below minus 18 °C and shall not have been thawed before sale.

### **3.11 halal**

Matters that are lawful and permitted in Islam based on the *Shariah* law and *fatwa*.

#### **3.11.1 non-halal (haram)**

Matters that are unlawful and prohibited in Islam based on the *Shariah* law and *fatwa*.

### **3.12 Halal Control Point**

A point, step or procedure at which controls can be applied and contamination can be prevented or eliminated.

### **3.13 Halal Management System**

An integrated management system developed, implemented and maintained by an organisation to manage products and services in order to maintain halal integrity through Internal Halal Control System or Halal Assurance System.

### **3.14 halal supply chain**

A value supply chain management system that conforms to the halal principles.

## MS 2400-3:2019

### 3.15 material handling equipment

Technical equipment used for moving products and/ or goods by loading and unloading, carrying them and delivering them to their destination in the retail premises.

### 3.16 *najs*

Matters that are impure according to Shariah law and fatwa.

#### 3.16.1 *Najs* according to *Shariah* law are:

- a) dogs, pigs and their descendants or derivatives such as sperm and ova;
- b) items that are contaminated with items that are non-halal;
- c) items that come into direct contact with items that are non-halal;
- d) any liquid and objects discharged from the orifices of human beings or animals such as urine, blood, vomit, pus, placenta and excrement;
- e) carrion or halal animals that are not slaughtered according to *Shariah* law and *fatwa* except for aquatic animals and certain insects; and
- f) *Khamr* and food or beverages or items which contain or are mixed with *khamr*.

#### NOTES:

- 1. *Khamr* is liquor or any liquid that intoxicates and is prohibited according to *Shariah* law and *fatwa*.
- 2. Synthetic ethanol is not considered as *najs*.
- 3. Intoxicants (psychotropics, tranquilizers, hypnotics and anesthetic agents) for medical use are not considered as *najs*.

#### 3.16.2 There are three categories of *najs*:

- a) *al-mughallazah* which is considered as severe *najs* which are dogs and pigs (*khinzir*) including any liquid and objects discharged from their orifices, descendants and derivatives.;
- b) *al-mutawassitah* which is considered as medium *najs* which does not falls under severe or light *najs* such as vomit, pus, blood, *khamr*, carrion, liquid and objects discharged from the orifices; and
- c) *al-mukhaffafah* which is considered as light *najs*. The only *najs* in this category is urine from a baby boy at the age of two years and below who has not consumed any other food except his mother's milk.

### 3.17 non-conformance

The absence of, and/ or the failure to implement and maintain, one or more system requirement, or situation which would, on the basis of available objective evidence or evaluation, raise doubt to halal perspectives.

## MS 2400-3:2019

### 3.18 outsource

Subcontractor/ outsourced service provider in warehouse activities.

### 3.19 potential contaminant

Any non-*halal* or detrimental (*mudhorat*) substances that are intentionally or unintentionally added which may render the product as non-*halal*.

### 3.20 potential precursor

Result of activity(s) or substance(s) not intended as part of the product that may affect the *halal* status and intended use of the product.

### 3.21 precursor

Result of activity(s) or substance(s) not intended as part of the product that affects the *halal* status and intended use of the product.

### 3.22 retailing

The sale of products and/ or goods directly to consumers.

### 3.23 Shariah

The totality of the Creator's commands and prohibitions that regulates the life of every Muslim in all aspects.

### 3.23 Shariah law and fatwa

#### 3.23.1 Shariah law

Shariah law is the commands of Allah concerning the conduct of mukallaf which consist of demands (commandments and prohibitions), option (*hukm taklifi*) or *hukm wad'i*<sup>1</sup>.

Shariah law in Malaysia is as the laws of Islam in the Mazhab of Shafie or the laws of Islam in any of the other Mazhabs of Hanafi, Maliki and Hanbali which are approved by the Yang diPertuan Agong to be in force in the Federal Territory or the Ruler of any State to be in force in that state within Malaysia.

Notes:

1. *Hukm wad'i* is a requirement prior to the implementation of any Shariah law, e.g. adhering to the prayer time is the requirement for prayer to be valid.

#### 3.23.2 fatwa

Legal opinion concerning Islamic law issued by competent Muslim scholar.

In Malaysia context, fatwa means any religious decree which is verified by an authority related to the religion of Islam and is approved by Yang di-Pertuan Agong to be in force in the Federal Territory or by the Ruler of any State to be in force in that state within Malaysia.

## **MS 2400-3:2019**

### **3.24 *sertu***

The act of cleansing with intention of purifying the body, clothing, spaces, utensils and equipment that was in contact with *najs al-mughallazah*; by washing seven times using *mutlaq* water, one of which shall be water mixed with soil.

### **3.25 validation**

Process of establishing evidence that provides assurance that a product, service, or system accomplishes its intended halal requirements.

### **3.26 value supply chain**

The system of organisations, people, technology, activities, information and resources involved in moving a product or service from supplier to the customer.

The products pass through all activities of the supply chain and add value at each activity.

### **3.27 verification**

Halal quality process that is used to evaluate whether or not a product, service, or system complies with regulations, specifications, or conditions imposed at the start of a development phase.

### **3.28 stock**

Products and/ or goods kept on the retail premises and available for sale or distribution.

## **4 Requirements**

### **4.1 Requirements related to *Shariah***

The organisation shall ensure that the implementation of this standard is in accordance with *Shariah* requirements and/ or *Shariah* practices of the recipient and/ or importing country.

### **4.2 Management responsibility**

#### **4.2.1 Halal policy**

**4.2.1.1** The management of the organisation shall define and document its policy and commitment with regards to identification, evaluation and controls related to halal integrity.

#### **4.2.1.2 The management shall:**

- a) define the scope of the Management system. The scope shall specify the processes and location of processes/activities which are covered by the system from the beginning to the end of the processes related to retailing activities;
- b) ensure that its policy is relevant to and in compliance with halal requirements;
- c) ensure that the policy with regards to the halal objective is understood, implemented and maintained at all levels of the organisation;
- d) review the results of the risk management activities at defined intervals to ensure continuing suitability and the effectiveness of the risk management process;

## **MS 2400-3:2019**

- e) ensure that appropriate communication processes are established within and outside the organisation to ensure the effectiveness of the Halal Management System; and
- f) provide suitable praying area for muslim workers.

### **4.2.2 Organisation**

#### **4.2.2.1 Responsibility and authority**

**4.2.2.1.1** The management shall appoint muslim halal executive and establish an internal halal committee which consist of muslim personnel who are responsible to ensure the effectiveness in implementation of Halal Management System.

##### **4.2.2.1.2 Organisation shall:**

- a) appoint internal halal committee whose tasks, responsibilities, and authority shall be defined, documented and communicated to ensure the effective operation of the Halal Management System;
- b) ensure halal leader and/ or halal executive and internal halal committee members are formally trained in halal principles and its application;
- c) ensure that sufficient resources (i.e. manpower, facility, financial and infrastructure) are provided in order to implement the Halal Management System.
- d) ensure all activities are properly recorded. All documents and records shall be maintained and traceable.

#### **4.2.2.2 Internal halal committee**

**4.2.2.2.1** A multi-disciplinary internal halal committee shall be set up to develop, maintain and review the halal risk management. The committee shall have the knowledge and experience with regard to organisation's processes and halal principles and its applications.

**4.2.2.2.2** The internal halal committee shall have clearly defined responsibility and authority including to:

- a) ensure that the halal leader and/ or halal executive as reference point on halal matters for the organisation;
- b) monitor, identify and record any problems with regard to the processes and the Halal Management System;
- c) report any problems encountered related to the implementation of halal supply chain to the halal leader for further action.
- d) ensure that the Halal Management System is established, implemented and maintained in accordance with this standard;
- e) organise and coordinate the halal activities;
- f) perform verification and validation activities on the halal supply chain;
- g) initiate corrective actions and controls to the processes including product recall and withdrawals until the deviation or the unsatisfactory condition related to halal requirements have been corrected;

## **MS 2400-3:2019**

- h) initiate preventive action to prevent recurrence that will affect the halal status; and
- i) report on the suitability and effectiveness of the Halal Management System for management review.

NOTE. The internal halal committee can be a newly established committee or part of an existing committee in an organisation.

### **4.3 Halal Management System requirements**

#### **4.3.1 General**

**4.3.1.1** The organisation shall identify, document and ensure overall source(s) that could affect the halal integrity are controlled to prevent reaching the end user or consumers.

**4.3.1.2** The organisation shall ensure the documentations established are in compliance with the requirements laid down in this standard.

**4.3.1.3** Where the organisation incorporates the documentation of the Halal Management System in an existing management system, their relationship shall be clearly described in the existing management system documentations.

#### **4.3.2 Procedures of the Halal Management System**

**4.3.2.1** The organisation shall establish documented procedures and a Halal Risk Management Plan to ensure consistency and compliance to the requirements of this standard and the organisation's stated policy and objective of halal principles.

**4.3.2.2** The organisation shall take into considerations all current issues and developments related to halal principles, fatwa, including relevant regulatory requirements in establishing and maintaining the documentations.

#### **4.3.3 Validation**

**4.3.3.1** The objective of the validation is to ensure that all Halal Control Points identified are complete and correct and that they will be effectively controlled under the proposed Halal Risk Management Plan.

**4.3.3.2** Validation shall be carried out on the following, but not limited to:

- a) Halal Risk Management Plan;
- b) changes in the operation (incoming materials, processes, packaging, equipment, etc.) that could adversely affect the halal integrity of the products and/or goods being handled;
- c) control measures; and
- d) corrective actions.

#### **4.3.4 Halal Risk Management Plan**

The organisation shall establish a Halal Risk Management Plan according to the principles outlined below.



## **MS 2400-3:2019**

### **4.3.4.1 Identification of halal potential contaminant and/ or precursor**

**4.3.4.1.1** All known or foreseeable potential contaminant and/ or precursor associated with the processes in both normal and fault conditions that are likely to occur within the scope of Halal Management System shall be identified. This includes previously recognised incidences and sequences of events that may affect the products and/or goods status.

**4.3.4.1.2** The basis of identification shall take into consideration the core purpose of the processes, inter phases to and from the processes, process flows, operations, establishment and facilities layout.

**4.3.4.1.3** The potential contaminant and/ or precursor identified shall be recorded.

**4.3.4.1.4** For any potential contaminant and/ or precursor identified, the likelihood and severity/ impact of occurrence of the potential contaminant and/ or precursor shall be evaluated and recorded.

**4.3.4.1.5** The risk for potential contaminant and/ or precursor shall be ranked. Identification of potential contaminant and/ or precursor shall be based on the requirements described in 5.1, 5.2 and 5.3.

An example of a typical Halal Control Point analysis worksheet format is given in Table A1 in Annex A. For determination of likelihood, severity and risk ranking, the Tables B1, B2 and B3 in Annex B may be referred.

### **4.3.4.2 Determination of control measures**

**4.3.4.2.1** Based on the result of the evaluation, taking into consideration the risk decisions outlined in Table B4 (Annex B), suitable control measures for each potential contaminant and/ or precursor shall be determined.

**4.3.4.2.2** The control measures shall prevent or eliminate the contamination suitable to the halal perspectives.

**4.3.4.2.3** If there is no suitable method available to prevent or eliminate the potential contaminant and/ or precursor, the processes shall be modified to suit the intended purpose.

**4.3.4.2.4** The organisation shall implement the control measures identified and recorded in the halal risk management file.

**4.3.4.2.5** The control measures shall be verified for effectiveness and the results of verification shall be recorded in the halal risk management file.

### **4.3.4.3 Determination of Halal Control Point**

**4.3.4.3.1** The determination of a Halal Control Point should be facilitated by the application of the Halal Control Point Risk Matrix (see Table B3, Annex B). The process steps in which the potential contaminant and/ or precursor evaluated as high and significant shall be determined as a Halal Control Point.

**4.3.4.3.2** Documentation shall be made available to provide evidence for determination of Halal Control Point.

## **MS 2400-3:2019**

### **4.3.4.4 Determination of monitoring system for Halal Control Point**

**4.3.4.4.1** A monitoring system shall be established for each Halal Control Point identified. The monitoring system shall consist of planned measurements or observations to maintain the halal integrity status of the products and/or goods being handled, detect non-implementation of control measures and possible product contamination to be controlled and dealt with in a timely manner; to prevent contamination reaching the end user.

**4.3.4.4.2** The monitoring system shall comprise of, but not limited to, what is being monitored, monitoring method, monitoring frequency, personnel responsible for monitoring and evaluating the monitoring result, location of monitoring, etc.

**4.3.4.4.3** Monitoring result shall be recorded. Where possible, when monitoring results indicate trends towards non-implementation or ineffectiveness of control measures, appropriate process adjustments shall be taken before a deviation occurs and recorded.

### **4.3.4.5 Determination of corrective actions for Halal Control Point**

**4.3.4.5.1** The organisation shall document the corrective actions taken when monitoring result shows that control measures are not implemented or ineffective to eliminate or prevent the contamination.

**4.3.4.5.2** Corrective actions shall ensure the halal integrity of the products and/or goods or process is protected, the control measures are being re-implemented as planned and the products and/or goods during which period the control measures are not implemented are handled according to procedures established.

### **4.3.4.6 Determination of verification procedures**

**4.3.4.6.1** The organisation shall establish and maintain documented procedures for verification activities.

**4.3.4.6.2** The organisation shall carry out verification activities which include the following:

- a) review of Halal Risk Management Plan;
- b) assessment of all control measures;
- c) analysis of (near) recalls and product disposition due to non-implementation of control measures;
- d) compliance of the process flow diagrams and layout with documented situation;
- e) analysis of customer and consumer complaints related to halal integrity;
- f) evaluation of Halal Risk Management Plan with applicable legislation and authority
- g) review of gaps between current and desired level of knowledge, awareness and training of staff with respect to halal knowledge; and
- h) consistency of current documentation.

## **MS 2400-3:2019**

**4.3.4.6.3** The organisation shall plan the verifications based on the state and the importance of the activities and shall be performed by qualified personnel. The verification shall include what is being verified, method of verification, frequency, person responsible for verification and periodical audit.

**4.3.4.6.4** Records of verification activities shall be maintained.

### **4.3.4.7 Documentation system and management of records**

#### **4.3.4.7.1 Documentation system**

**4.3.4.7.1.1** The organisation shall establish and maintain documentation for Halal Risk Management System and relevant documentations to ensure conformity with the requirement of this standard and the applicable legislations and regulations.

NOTE. Documentation should be appropriate to the nature, size and complexity of the processes.

**4.3.4.7.1.2** A documented procedure shall be established to define the controls needed:

- a) to approve documents prior to issue;
- b) to review and update as necessary and re-approve documents;
- c) to ensure changes and the current revision status of documents are identified;
- d) to ensure that relevant versions of applicable documents are available at points of use;
- e) to ensure documents remain legible and readily identifiable;
- f) to ensure that documents of external origin are identified and their distribution controlled;
- g) to prevent unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose; and
- h) to observe proper placement and storage of documents which contain Quranic elements.

#### **4.3.4.7.2 Control of records**

**4.3.4.7.2.1** Records shall be established and maintained to provide evidence of conformity to the requirements and effective implementation of Halal Risk Management System.

**4.3.4.7.2.2** Records shall remain legible, identifiable and retrievable.

**4.3.4.7.2.3** The organisation shall define the control needed for the identification, storage, protection, retrieval, retention time and disposition of records.

## **4.4 Halal Risk Management Plan Summary**

The application of halal principles can be summarised in a Halal Risk Management Plan Summary.

Refer to Table C1 (Annex C) for a typical example of Halal Risk Management Plan Summary.

## **MS 2400-3:2019**

### **4.5 Information and communication system**

The organisation shall provide information and communication systems to support its operations and to interchange information with other service providers (including freight forwarders) and customers.

## **5 Preliminary steps to enable risk management process**

The organisation shall consider the following during the establishment of the Halal Risk Management Plan.

### **5.1 Process characteristics**

**5.1.1** All inbound and outbound transportation services shall be described in documents to the extent needed to conduct the risk analysis, including the following, as appropriate:

- a) biological, chemical and physical characteristics;
- b) list of ingredients, including additives and processing aids;
- c) origin of materials;
- d) method of processing, e.g. butchering, cooking, baking, mix and plus, etc.;
- e) packaging and labelling;
- f) storage conditions and shelf life;
- g) preparation and/ or handling before use or processing;
- h) storage and handling methods;
- i) merchandising and display;
- j) trolleys and customer's product container;
- k) check-out counter (point of sales); and
- l) acceptance criteria or specifications appropriate for retailing services.

**5.1.2** The information shall be kept updated.

### **5.2 Process flow diagrams**

**5.2.1** The organisation shall prepare a complete flow of diagrams of the process(s) covered by the Halal Risk Management Plan. The process flow diagram shall provide a schematic overview of the operation and provide the basis for evaluating the possible introduction, occurrence or increase of the potential contamination.

**5.2.2** Flow diagrams shall be clear, accurate and sufficiently detailed. Flow diagrams shall include the following but not limited to:

- a) the sequence and interaction of all steps in the operation;
- b) any outsourced processes and subcontracted work;

## **MS 2400-3:2019**

- c) inbound materials, intermediate materials, products and/ or goods;
- d) reworking and recycling take place;
- e) end products and/or goods and intermediate products and/ or goods are released;
- f) where by-products and wastes are removed;
- g) human handling is involved;
- h) Halal Control Points; and
- i) value added services.

**5.2.3** The flow diagrams shall be verified on-site by the internal halal committee, other than the person(s) who prepares them. Verified flow diagrams shall be maintained as records.

### **5.3 Layout plan**

**5.3.1** All facilities, such as process(s) sites, storage areas and personnel facilities shall be depicted in the plant layout. Construction and layout shall permit adequate maintenance and cleaning.

**5.3.2** In the layout plan the items to be indicated shall include:

- a) the areas where cross contamination of and incidental contact with in-process and finished products by inbound materials, raw materials, processing aides such as chemicals, additives, lubricants, packaging, pallets, containers, etc. can occur;
- b) the routing of inbound materials, intermediate materials, finished products and/or goods, personnel, etc.
- c) the areas and facilities for personnel use; and
- d) other facilities such as quarantine area, receiving areas, sorting areas, sanitary facilities, pest control stations, waste disposal areas, lighting, etc.

### **5.4 Chain of custody**

**5.4.1** Validation on the supplier compliance to this standard shall be done to ensure the halal integrity of the stock.

#### **5.4.2 Identification of the end user of the process**

**5.4.2.1** The user of this standard include the end-user of the products and/ or goods.

**5.4.2.2** The transfer processes and activities of the halal products and/ or goods shall be documented and attested.

#### **5.4.3 Retail storage condition**

**5.4.3.1** It shall be the responsibility of the organisation to ensure that there are effective management systems and controls to demonstrate and prove compliance to halal

## **MS 2400-3:2019**

requirements. In addition, there shall be adequate records available to prove compliance with any statutory conditions relevant to the nature of the retail storage and its related activities.

**5.4.3.2** This requirement is applicable but not limited to:

- a) temperature;
- b) humidity;
- c) air pressure;
- d) controlled environment;
- e) drop and shock;
- f) compression loading;
- g) vibration; and
- h) orientation, segregation and separation of products and/or goods.

**5.4.3.3** The organisation shall provide adequate facilities, which ensure that the integrity of halal products and/ or goods received is not compromised, deteriorate or suffer loss or damage during times of storage.

**5.4.3.4** They shall also ensure that suitable and secure facilities are provided where appropriate to the nature of the products and/ or goods to be stored and dispatched.

**5.4.3.5** The organisation shall provide suitable means of handling inbound products and/ or goods to maintain the integrity of the halal principles.

### **5.4.4 Preparation and dispatch**

**5.4.3.1** The organisation shall ensure that details of all orders with consumers relating to the preparation, loading, stowing, securing and dispatch of all packed products and/ or goods are available to the personnel responsible for this part of the service performance. This information should contain all relevant aspects such as loading information, sequence of loading, window delivery time, accompanying documentation and product identification. Where appropriate, there should be clear methods of identification which maintain traceability of product and load/shipment details.

**5.4.3.2** The organisation shall also ensure the retail operations including outsourcing parties in accordance to legal and halal requirements

### **5.4.5 Loss/ damage**

**5.4.4.1** The organisation shall ensure that any loss or damage to the products and/ or goods being stored and handled be identified and the related parties informed accordingly. Loss/ damage found shall be documented.

### **5.4.6 Documentation**

**5.4.6.1** The organisation shall ensure that the implementation of proper documentation and the availability of required documents (e.g. bill of lading, advance shipping notice, packing list,

## **MS 2400-3:2019**

air way bill or delivery order) to verify the nature of the consignment, type of load, the destination and the mode of transport. Any discrepancy arising shall be recorded together with corrective actions taken.

**5.4.6.2** It is also the responsibility of the organisation to ensure that there is evidence of collection and delivery (proof of delivery) confirmed by authorised persons.

### **5.4.7 Outsourcing parties**

The organisation shall monitor the performance of its outsourcing parties to ensure compliance with halal requirements, and with all existing legal and operational control.

## **6 Operations of the Halal Risk Management Plan**

### **6.1 Retailing activities**

**6.1.1** Typical retailing activities would include the following (refer Annex D for further elaboration on retail process and activities):

- a) supplier monitoring;
- b) identification, separation, handling and labelling of non-halal products and/ or goods;
- c) incoming goods subject to integrity checks;
- d) unloading of products and/ or goods to storage location;
- e) debulking, sorting and repacking of products and/ or goods;
- f) storage for frozen and chilled products and/ or goods;
- g) storage at ante room (for ambient products and/ or goods);
- h) maintenance of cold chain integrity;
- i) stocking and replenishment of shelf and merchandising location;
- j) customer browsing and products and/ or goods selection;
- k) transfer of customer products and/ or goods by trolleys and baskets;
- l) check out counters activities; and
- m) managing products and/ or goods not fit for sale.

### **6.2 Records to be maintained**

**6.2.1** Records on supplier selection, list of approved suppliers, order placement, service provider selection, list of approved service providers and product delivery activities shall be maintained as evidence for the operation of the Halal Risk Management system.

**6.2.2** Records of inventory management and its related activities shall be maintained as evidence for the operation of the halal assurance management system.

### **6.3 Control of non-conformity**

## **MS 2400-3:2019**

### **6.3.1 Handling of contaminated and/or affected products and/ or goods**

#### **6.3.1.1 Procedures and records to be maintained**

A documented procedure shall be established and maintained to define handling, control and disposal of products and/ or goods resulting from handling under conditions where the control measures are not implemented or ineffectively implemented, to prevent the products, goods and from being released to end user. Records related to handling of products, goods and shall be maintained.

#### **6.3.1.2 Disposition of contaminated and/or affected products and/ or goods**

**6.3.1.2.1** The contaminated and/ or affected products and/ or goods shall be isolated and referred to the internal halal committee for decision. All decisions for disposition shall be recorded together with information on the nature of contamination, its cause(s) and consequences including information needed for traceability purposes related to the contaminated and/ or affected products and/ or goods, and referred to the relevant party(ies).

**6.3.1.2.2** The disposition of the contaminated and/ or affected products and/ or goods shall be carried out under strict supervision, or referred to the rightful owner.

### **6.3.2 Handling of doubtful products and/ or goods**

**6.3.2.1** Products and/ or goods handled under conditions where control measures are not implemented or ineffectively implemented, which have not been confirmed as contaminated or affected, are considered as doubtful products and/ or goods. Such products and/ or goods shall be isolated and quarantined for further evaluation or referred to the owner for action to be taken. The evaluation shall be recorded.

#### **6.3.2.2 Evaluation for release of doubtful products and/ or goods**

Each lot of doubtful products and/ or goods shall only be released when the following conditions apply:

- a) evidence other than the monitoring system demonstrates that the control measures have been effective;
- b) evidence shows that the effect of the control measures for that particular products and/ or goods complies with halal requirements; and
- c) the results of sampling, analysis and/ or other verification activities demonstrate that the doubtful lot of products and/ or goods complies with the halal requirements.

**6.3.2.3** All lots of doubtful products and/ or goods shall be held under control of the organisation until they have been evaluated for disposition

**6.3.2.4** Each lot of products and/ or goods confirmed to be contaminated shall be disposed in accordance to 6.3.1.2.

### **6.3.3 Corrective actions**

A documented procedure shall be established and maintained to specify appropriate actions to identify and eliminate the cause of contaminated or affected product to prevent recurrence and to bring the process or system back into control after the nonconformity is encountered. These actions may include:



## **MS 2400-3:2019**

- a) reviewing of non-conformities;
- b) reviewing of trends in monitoring results that may indicate trend of loss of control;
- c) determining the cause(s) of non-conformities;
- d) evaluating the need for action to ensure that non-conformities do not recur;
- e) determining and implementing the actions needed;
- f) recording the results of corrective actions taken; and
- g) reviewing corrective actions taken that they are effective.

**6.3.3.2** Corrective actions shall be recorded.

### **6.4 Withdrawals/ recalls**

**6.4.1** In the event to facilitate complete and timely withdrawal/ recall of lots of end products and/or goods which have been identified as contaminated, the top management of the organisation shall appoint personnel having the authority to initiate a withdrawal/ recall and personnel responsible for executing the withdrawal/ recall.

**6.4.2** The organisation shall establish and maintain documented procedures for withdrawal/ recalls for:

- a) notification to relevant interested parties (statutory and regulatory authorities, customers and/ or consumers);
- b) handling of withdrawn products and/or goods as well as affected lots still in stock; and
- c) sequence of actions to be taken.

**6.4.3** Withdrawn/ recalled products and/or goods shall be secured or held under supervision.

**6.4.4** The cause, extent and result of a withdrawal/ recall shall be recorded and reported to top management as input for management review.

**6.4.5** The organisation shall verify and record the effectiveness of the withdrawal/ recall program through the use of appropriate techniques (e.g. mock recall or practice withdrawal).

### **6.5 Communication**

**6.5.1** The management shall ensure that appropriate communication processes are established within the organisation and to the external interested parties with regards to the effectiveness of the Halal Management System. The use of information and communication technology (ICT) system as mode of communication should be encouraged within the organisation.

### **6.6 Traceability**

**6.6.1** The organisation shall establish and apply a traceability system that enables the identification of products and/or goods.

## **MS 2400-3:2019**

**6.6.2** The traceability system shall enable identification of inbound incoming materials from the immediate suppliers and the distribution routes and destination of the end products and/or goods.

**6.6.3** The organisation shall define the retention period for the traceability records of products and/or goods. The records maintained shall be in accordance with the statutory and regulatory requirements.

### **6.7 Control of monitoring and measuring equipment**

**6.7.1** The organisation shall establish and maintain a documented procedure for the control of measuring equipment and methods used in the monitoring of the Halal Management System (e.g. halal risk assessment, Halal Control Point(s), validation and verification activities). The measuring equipment shall be calibrated or verified at specified intervals prior to use against measurement standards traceable to national or international measurement standards.

**6.7.2** Where no such standard exists, the basis used for the calibration or verification shall be documented.

**6.7.3** Methods used in connection with monitoring, validation and verification of cross contamination shall be appropriate, and ensure that reproducible and repeatable results are obtained.

**6.7.4** Records of the results of calibration and/ or verification shall be maintained.

### **6.8 Emergency preparedness**

The management shall establish, implement and maintain procedures to manage potential emergency situations resulting in contamination including incidents and which are relevant to the role of the organisation. The organisation need to identify certain measures of control to be adopted to reduce the impact of such disaster.

### **6.9 Outsourced service providers/ subcontractors control**

**6.9.1** Where the organisation outsources any process that affects the halal requirement, the organisation shall ensure control of such processes. Control of such outsourced processes shall be in accordance with the Halal Management System.

**6.9.2** The organisation shall evaluate and select outsourced service providers/ subcontractors based on their ability to supply products or services in accordance with the halal requirements. Criteria for selection and evaluation of outsourced service providers/ subcontractors shall be established. Records for selection and evaluation of outsourced service providers/ subcontractors shall be maintained.

**6.9.3** The organisation shall re-evaluate the outsourced service providers/ subcontractors to ensure compliance with halal requirements. Any corrective action arising from the re-evaluation shall be recorded.

## MS 2400-3:2019

### 7 General requirements for premises, infrastructure, facilities and personnel

#### 7.1 Retail location

The organisation should consider potential source of contamination when deciding on the location of the retail premise to protect halal integrity. The retail premise should mitigate or be located away from the following:

- a) environmentally polluted areas and industrial activities which pose a serious threat;
- b) areas subject to flooding;
- c) pest infestation areas; and
- d) areas where wastes, either solid or liquid, cannot be removed effectively.

#### 7.2 Premises design and layout

**7.2.1** Where appropriate, the design and layout of the premises should permit good hygiene practices, including protection of products and/or goods against cross contamination between and during operations. Construction and layout of the premises shall permit adequate maintenance and cleaning.

**7.2.2** Internal structure of the premises should be soundly built from durable materials and be easy to maintain, clean and where appropriate able to be disinfected or perform *sertu*.

**7.2.3** The materials for indoor flooring, walls and ceiling surfaces under conditions of normal use shall be smooth, durable easily cleanable and non-absorbent. 6.2.4 The floors in food establishments in which water flush cleaning methods are used shall be provided with drains and be graded "to drain", and the floor and wall junctures shall be coved and sealed. 6.2.5 Where required, appropriate area for eating and drinking shall be allocated to the personnel. The area shall be well-maintained and kept in good condition to prevent pest access and harbourage.

#### 7.3 Equipment

The design and construction of the equipment should fulfil the following requirements:

- a) they should be made of materials with no toxic effect in intended use;
- b) they can be adequately cleaned, disinfected and maintained to avoid the contamination of products and/or goods; and
- c) they should be durable, movable and capable of being disassembled to allow for inspection, maintenance, cleaning and disinfection.

##### 7.3.1 Control and monitoring

**7.3.1.1** In addition to the general requirements, equipment used to store or refrigerate products and/or goods shall be designed to achieve the required temperatures and effectively maintained in accordance to halal requirements.

**7.3.1.2** The organisation should provide equipment to control and monitor humidity, air-flow and any other parameters likely to have a detrimental effect on the halal status of the products and/or goods.

## **MS 2400-3:2019**

### **7.3.2 Containers for waste and inedible substance**

**7.3.2.1** Containers for waste, by-products and inedible or dangerous substances, should be specifically identifiable, suitably constructed and, where appropriate, made of impervious material.

**7.3.2.2** Containers used to hold dangerous substances should be identified and, where appropriate, be lockable to prevent malicious or accidental contamination of products and/ or goods.

### **7.4 Facilities**

#### **7.4.1 Water supply**

**7.4.1.1** An adequate supply of water with appropriate facilities for its storage, distribution and temperature control, should be available whenever necessary to ensure the halal integrity.

**7.4.1.2** Non-potable water (for use in, for example, fire control), shall have a separate system. Non-potable water systems shall be identified and shall not connect with, or allow reflux into, potable water systems

#### **7.4.2 Drainage and waste disposal systems**

**7.4.2.1** Floors and drainage system should be suitably constructed to allow proper flow of water and waste to avoid the risk of contamination. Drains should be equipped with strainer to ensure solid waste is removed and appropriately treated in accordance to environmental requirement before discharge. Drainage system should be maintained to ensure free flow of water.

**7.4.2.2** External drainage systems shall be constructed to prevent access of pests. Fixtures, piping and ducts shall not cause condensation or leakage which could contaminate the products and/ or goods.

**7.4.2.3** Adequate waste disposal systems should be established and a proper collection system of waste out of the premises should be designed to prevent accumulation of waste.

**7.4.2.4** Liquid waste, if any should be handled in a manner that it will not pose threat to the environment.

#### **7.4.3 Cleaning and sanitary operation**

The organisation shall provide adequate facilities, suitably designated for cleaning purposes.

#### **7.4.4 Air quality and ventilation**

Ventilation systems should be suitably designed and constructed so that air does not flow from contaminated areas to clean areas and the systems should be adequately maintained and cleaned.

#### **7.4.5 Lighting**

**7.4.5.1** Adequate natural or artificial lighting should be provided to enable operations to be carried out in accordance to the halal requirements.

**7.4.5.2** Lighting fixtures should, where appropriate, be protected to ensure that products and/or goods is not contaminated by breakages

## **MS 2400-3:2019**

### **7.4.6 Storage**

**7.4.6.1** Storage of consignment, non-consignment materials (e.g. cleaning materials, lubricants, fuels) and packing materials (e.g. cartons, pallets) shall be separated in accordance with the halal requirements.

**7.4.6.2** Storage facilities should be designed and constructed to:

- a) permit adequate maintenance and cleaning;
- b) avoid pest access and harbourage;
- c) enable products and/or goods to be effectively protected from contamination during storage; and
- d) provide an environment which minimises the deterioration of products and/ or goods (e.g. by temperature and humidity control).

**7.4.6.3** The products and/or goods in storage should not be in direct contact with floors.

### **7.5 Personnel hygiene, health status and cleanliness**

#### **7.5.1 Personnel hygiene facilities**

The organisation shall provide appropriate personnel hygiene facilities to ensure appropriate degree of personnel hygiene can be maintained and to avoid contaminating the products and/or goods and process. The facilities shall be suitably located and designated. Facilities shall include:

- a) adequate means of hygienically washing and drying hands, including wash basins and a supply of water and sanitizers,
- b) adequate number of lavatories of appropriate hygienic design; and
- c) adequate changing facilities and locker rooms for personnel.

#### **7.5.2 Personnel health status**

The organisation shall ensure that personnel who directly or indirectly come in contact with the products and/ or goods or processes likely to contaminate the products and/ or goods being handled follow certain guidelines:

- a) **Health status:** Personnel with known, or suspected to be suffering from, or carrier of a disease or illness likely to be transmitted through handling and contact with products and/ or goods, shall declare their health status. Any person so affected should immediately report illness or symptoms of illness to the management.
- b) **Medical examination:** Personnel should carry out medical examination if clinically or epidemiologically indicated.
- c) **Illness and injury:** Personnel with serious medical conditions that require any need for medical examination/ treatment and/ or possible exclusion from the operation processes should report to the management for further action.

## **MS 2400-3:2019**

### **7.5.3 Personnel cleanliness**

**7.5.3.1** Personnel involved in the handling process shall maintain a high degree of personnel cleanliness.

**7.5.3.2** Personnel with cuts and wounds, if allowed to continue working, shall ensure that the cuts and wounds be covered by suitable waterproof dressings and placed in non-food handling section.

**7.5.3.3** Personnel should observe a proper hand washing technique before start of handling activities, immediately after using the lavatories and after handling raw or contaminated products and/or goods which could result in contamination of other products and/ or goods.

**7.5.3.4** If the personnel have come into contact with non-halal products and/ or goods, the personnel shall wear proper attire before handling the products and/or goods and perform the *sertu* when needed.

### **7.5.4 Personnel conduct**

**7.5.4.1** Personnel shall refrain from behaviour that could result in contaminating the products and/or goods being handled such as smoking, spitting, chewing or eating/ drinking, and sneezing or coughing over unprotected products and/or goods during the handling process.

**7.5.4.2** Personnel should also not bring into retail areas any personal effects that could cause contamination to the products and/ or goods.

### **7.5.5 Visitors**

Visitors to the retail storage and/ or preparation areas shall adhere to all personnel hygiene provisions.

## **7.6 Environment, perimeter and grounds**

**7.6.1** Where environmental conditions could reasonably be expected to have an adverse effect on products and/or goods quality, the organisation shall establish and maintain procedures to adequately control these environmental conditions. Environmental control system(s) shall be periodically inspected to verify that the system, including necessary equipment, is adequate and functioning properly. These activities shall be documented and reviewed.

**7.6.2** The perimeter and grounds surrounding the organisation's premises should be kept and maintained in a manner that contamination to the handling process is avoided.

## **7.7 Employee, consumer and product flow**

**7.7.1** The organisation shall ensure that:

- a) employees handling non-halal products and/ or goods that are likely to contaminate halal products and/ or goods are separated, and prevented from handling such products and/ or goods and from entering the product flow;
- b) non-halal products and/ or goods storage, processes, display and sales, and check out activities, are segregated from those of halal products and/ or goods;

## **MS 2400-3:2019**

- c) appropriate signages and labelling are displayed to inform employees and customers on the need to separate and prevent mixing of halal and non-halal product and/ or goods at retail display shelves;
- d) appropriate upkeep, maintenance and cleaning of trolleys, baskets and containers are performed periodically to prevent and avoid contamination;
- e) the likelihood of cross-contamination from raw materials and finished products are prevented by proper design of the flow of employees, equipment and product and/ or goods;
- f) product rotation is based on “first-in-first-out” where the first batch of products and/ or goods prepared and placed in storage shall be the first one sold or used, and where appropriate, “first-expired-first-out”; and
- g) ready-to-eat products and/ or goods are separated from the raw and uncooked products and/ or goods to prevent cross-contamination.

### **7.7.2 Receiving**

The organisation shall ensure that temperature controlled products and/ or goods are received at specified temperatures and immediately transferred for processing, appropriate storage and/ or display.

### **7.7.3 Storage**

**7.7.3.1** The organisation shall ensure that products and/ or goods in refrigerated storage be controlled and maintain with respect to the specified temperature.

**7.7.3.2** The storage conditions shall ensure that cross-contamination of ready-to-eat, raw, and uncooked products and/ or goods is prevented.

### **7.7.4 Preparation**

**7.7.4.1** The organisation shall ensure that preventive measures are developed to control and prevent contamination from employees and equipment.

**7.7.4.2** Designated areas and procedures for the preparation of raw, uncooked and ready to-eat products and/ or goods shall be established to prevent cross-contamination from utensils and equipment.

**7.7.4.3** Proper cleaning and sanitizing of products and/ or goods-contact surfaces shall be instituted in this operational step.

### **7.7.5 Hot and cold processing**

**7.7.5.1** The organisation shall ensure products and/ or goods that are subject to hot or cold processing are processed to the specified temperatures and monitored and controlled for a specified time.

**7.7.5.2** The organisation shall ensure that cooling systems are operational to rapidly cool food to control bacterial growth.

**7.7.5.3** The organisation shall ensure that reheating is performed only to specific foods to control bacterial growth.

## **MS 2400-3:2019**

### **7.7.6 Set up, assembly and packaging**

#### **7.7.6.1 Set up and assembly**

Where required, products and/ or goods shall be wrapped as a set up assembly onto and packed on a transportation carrier or display case. The organisation shall ensure that products and/ or goods safety is addressed by avoidance of bare hand contact and proper handwashing.

#### **7.7.6.2 Packaging materials**

Packaging materials shall be of appropriate grade and quality and the packaging process shall ensure that products and/ or goods is not exposed to potential contaminants. The packaging materials shall be obtained from approved sources.

### **7.7.7 Display and merchandising**

**7.7.7.1** Products and/ or goods on display in various sections of retailing shall be effectively protected from contamination.

**7.7.7.2** The management shall implement an employee personal hygiene program that addresses the following:

- a) procedures for proper handwashing;
- b) the appropriate use of gloves and dispensing utensils;
- c) control of bare hand contact with ready-to-eat products and/ or goods; and
- d) exclusion and restriction of ill employees.

**7.7.7.3** Specific procedures are recommended for customer self-service displays such as salad bars and buffet lines to protect food from contamination. Special consideration should be given to preventing cross-contamination from soiled utensils and equipment and minimising contamination from the customer

### **7.7.8 Consumer information**

The management shall provide notices, instructions, displays, signage and bulletins as recommendations to communicate, educate and create awareness among customers on potential cross contamination.

## **7.8 Maintenance of equipment**

**7.8.1** Equipment shall be well-maintained and kept in good condition to:

- a) facilitate all sanitation procedures including *sertu*;
- b) function as intended particularly at critical process steps; and
- c) prevent contamination of products and/ or goods from non-halal materials and dangerous or hazardous materials.

**7.8.2** The management shall establish cleaning and maintenance schedules for equipment (including temperature control equipment) to ensure that operating specifications are met. Cleaning and maintenance activities shall be recorded and verified.



## MS 2400-3:2019

### 7.9 Cleaning and sanitation

**7.9.1** The organisation shall establish and maintain a procedure to outline suitable cleaning methods and materials depending on the nature of the organisation's business. The procedure should describe the cleaning and disinfection programs to be undertaken to ensure that all parts of the premises are appropriately clean and in accordance with the halal requirements. The cleaning program should include the cleaning of the cleaning tools and *sertu* where required.

**7.9.2** Cleaning activities should be continually and effectively monitored for their suitability and effectiveness. The evidence of monitoring should be recorded.

**7.9.3** Cleaning chemicals should be handled and used carefully and in accordance with manufacturer's instruction and stored separately from products and/or goods, in clearly identified containers to avoid the risk of contamination.

### 7.10 *Sertu*

**7.10.1** The organisation shall ensure that *sertu* is performed when and where contamination by *najs al-mughallazah* occurs.

**7.10.2** The *sertu* process shall be supervised and verified by halal competent authority or trained muslim personnel appointed by internal halal committee.

**7.10.3** The *sertu* process done shall be recorded.

**7.10.4** Annex E explains the method for *sertu* according to Shafi'i school of thought.

### 7.11 Drainage and waste disposal systems

**7.11.1** External drainage systems shall be constructed to prevent access of pests. Fixtures, piping and ducts shall not cause condensation or leakage which could contaminate the products and/ or goods.

**7.11.2** Adequate waste disposal systems should be established and a proper collection system of waste out of the premises should be designed to prevent accumulation of waste.

**7.11.3** Liquid waste, if any should be handled in a manner that it will not pose threat to the environment.

### 7.12 Training of personnel

**7.12.1** The organisation shall develop training program including halal related training to ensure personnel involved in the operation are trained and/ or instructed to a level appropriate to the operations to be performed.

**7.12.2** The training program shall identify and fulfil the need for training taking into consideration the level of education, skill, competency and experience of the personnel and the task to be performed.

**7.12.3** The need for training shall be reviewed at appropriate intervals.

**7.12.4** The organisation shall perform assessments of the effectiveness of training programs.

## **MS 2400-3:2019**

**7.12.5** Managers and supervisors should have the knowledge on halal principles for effective operations of the system.

### **7.13 Contamination control**

#### **7.13.1 Physical, chemical and biological control**

The organisation shall establish a system to prevent contamination of products and/ or goods by physical, chemical and biological contaminants which could render the products and/ or goods to become non halal.

#### **7.13.2 Pest control**

The organisation shall employ all measures to avoid creating an environment conducive to pests. The organisation shall immediately deal with pest harbourage without adversely affecting the products and/or goods being handled.

## **8 Maintenance of the halal supply chain**

### **8.1 Internal halal audit**

The organisation shall establish and maintain documented procedures for conducting audits at planned intervals to determine whether the Halal Management System:

- a) conforms to the requirements of this standard and to the Halal Management System
- a) requirements established by the organisation; and
- b) is effectively implemented, maintained and updated.

**8.1.2** Audit findings including corrective actions taken shall be recorded and maintained.

### **8.2 Management review**

**8.2.1** Top management shall review the continuing suitability, adequacy and effectiveness of the Halal Management System at defined intervals. The review shall include identifying and assessing the changing needs of the business in relation to the Halal Management System, and the opportunities for improvement. The review shall take into consideration the stakeholders and *Shariah* requirements, and the organisation's halal policy and objectives.

**8.2.2** Records from the management review shall be maintained.

### **8.3 Handling of complaints and feedback**

The organisation shall establish a procedure to define requirements for handling customer complaints and feedback. The procedure shall include requirements for:

- a) reviewing complaints and feedback to determine the causes;
- b) evaluating the need for actions to be taken;
- c) determining and implementing the actions needed;
- d) recording the results of actions taken; and
- e) reviewing the effectiveness of actions taken.

## **MS 2400-3:2019**

### **8.4 Responsiveness to change**

**8.4.1** The organisation shall ensure that its Halal Management System is maintained and updated in response to anticipated and actual changes in the organisation operations, human resources, customer/ sector usage and groups, regulatory and/ or *Shariah* requirements and any other internal and/ or external changes which might have an impact on the halal operations.

**8.4.2** These changes shall be documented and executed by internal halal committee. All changes shall be communicated to the relevant parties.



**MS 2400-3:2019**

**Annex B**  
(informative)

**Reference tables for determination of likelihood, severity and risk ranking**

**Table B.1. Halal Control Point likelihood ranking**

<b>Likelihood</b>	<b>Description</b>
Likely	The possibility of halal status affected expected to occur in most circumstances.  Common or repeated occurrence, has happened before several times.
Moderate	The possibility of halal status affected might occur sometimes.  Known to occur, happened before.
Unlikely	The possibility of halal status affected could occur in exceptional circumstances.  Practically impossible.

**Table B.2. Halal Control Point severity/ impact ranking**

<b>Halal Severity/ Impact</b>	<b>Description</b>
Critical	The potential contaminant (non-halal materials or detrimental ( <i>mudhorat</i> ) substances) affects the totality of halal status of the products and/ or goods and the <i>halal</i> status of the products and/ or goods could not be salvaged.  Release of the products and/ or goods will result in loss of trust from customers, public and authorities.  May cause great impact for future business transactions.
Moderate	The potential contaminant (non-halal materials or detrimental ( <i>mudhorat</i> ) substances) affects the halal status of the products and/ or goods but the halal status of the products and/ or goods still could be salvaged.  May result in delay of delivery or shipment and potential loss of future contracts, possible loss of public trust.
Insignificant	No impact on the halal status of the products and/ or goods.

**MS 2400-3:2019**

**Table B.3. Halal Control Point risk matrix**

Likelihood	Severity/ impact					
	Insignificant		Moderate		Critical	
<b>Likely</b>	Moderate	4	Significant	7	High	9
<b>Moderate</b>	Low	2	Moderate	5	Significant	8
<b>Unlikely</b>	Low	1	Low	3	Moderate	6

**Table B.4. Halal decision rules for risk ranking**

Ranking levels	Likelihood	Impact	Code	Risk decision with regards to halal control measures
9	Likely	Critical	High	The organisation needs to review the incidence in a detailed manner to find the root cause of the problem. All precautionary measures shall be taken to resolve the problem identified. Monitoring and verification activities towards control measures shall be conducted in accordance to the scheduled plans. All staff shall be briefed to keep informed on the matter.
8	Moderate	Critical	Significant	The organisation shall take all precautionary measures to resolve the problem identified. Monitoring and verification activities towards control measures shall be conducted in accordance to the scheduled plans.
7	Likely	Moderate		
6	Unlikely	Critical	Moderate	The organisation shall monitor and verify control measures in accordance to the scheduled plans.
5	Moderate	Moderate		
4	Likely	Insignificant		
3	Unlikely	Moderate	Low	The organisation maintains the implementation of control measures in accordance to scheduled plans.
2	Moderate	Insignificant		
1	Unlikely	Insignificant		
NOTES:				
1. Organisation means the top management, halal leader and all staff.				
2. The process step(s) with ranking of “high” and “significant” should be considered as Halal Control Point.				



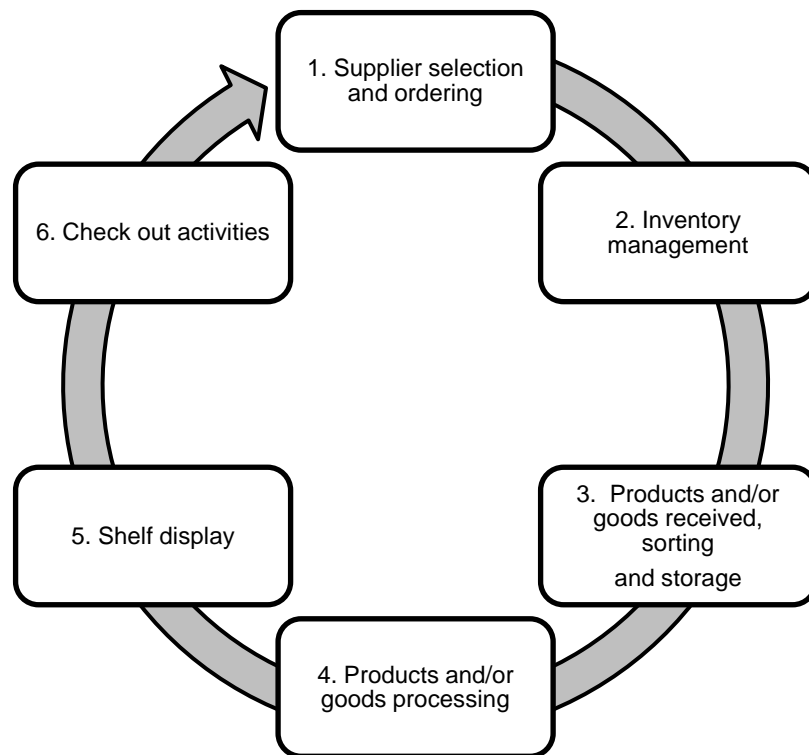
**MS 2400-3:2019**

**Annex D**  
(normative)

**Typical retail process**

**D1 Retail process cycle**

Figure D1 below illustrates the retail process cycle.



**Figure D.1. Retail process cycle**

**D2 Retailing requirements based on the retail process cycle**

The following describes the retailing requirements and where these and other standards are applicable, based on the retail process cycle.

**D2.1 Supplier selection and ordering**

For the retail outlet to be part of the Halal supply chain, the selection of suppliers and service providers for the delivery and handling of the products and/ or goods should be from those who are:

- a) registered with the competent authority; and
- b) fulfilling halal requirement



## **MS 2400-3:2019**

### **D2.2 Inventory management**

Inventory management is not directly related to the Halal supply chain. It involves stock level management and setting of re-order levels.

### **D2.3 Receive, sort and storage of products and/ or goods**

The critical retail components of the Halal supply chain cover:

- a) receiving, acceptance and sorting of products and/ or goods when delivered to retailer's premises;
- b) products and/ or goods received, sorted and stored are intact, based on halal requirements; and
- c) supplier and products and/ or goods handlers are halal compliant.

### **D2.4 Processing**

Processing covers the following activities:

- a) identification, separation, handling and labelling of non-halal products and/ or goods;
- b) incoming products and/ or goods subject to integrity checks;
- c) unloading of products and/ or goods to storage location;
- d) debulking, sorting and repacking of products and/ or goods;
- e) storage for frozen and chilled products and/ or goods;
- f) storage at ante room (for ambient products and/ or goods);
- g) maintenance of cold chain integrity; and
- h) return and disposal of products and/ or goods.

### **D2.5 Shelf display**

Shelf display covers the following activities:

- a) identification, separation, handling and labelling of non-halal products and/ or goods;
- b) stocking and replenishment of shelf and merchandising location;
- c) customer browsing and products and/ or goods selection; and
- d) aisle's routing design to prevent contamination.

### **D2.6 Check out**

Check out covers the following activities:

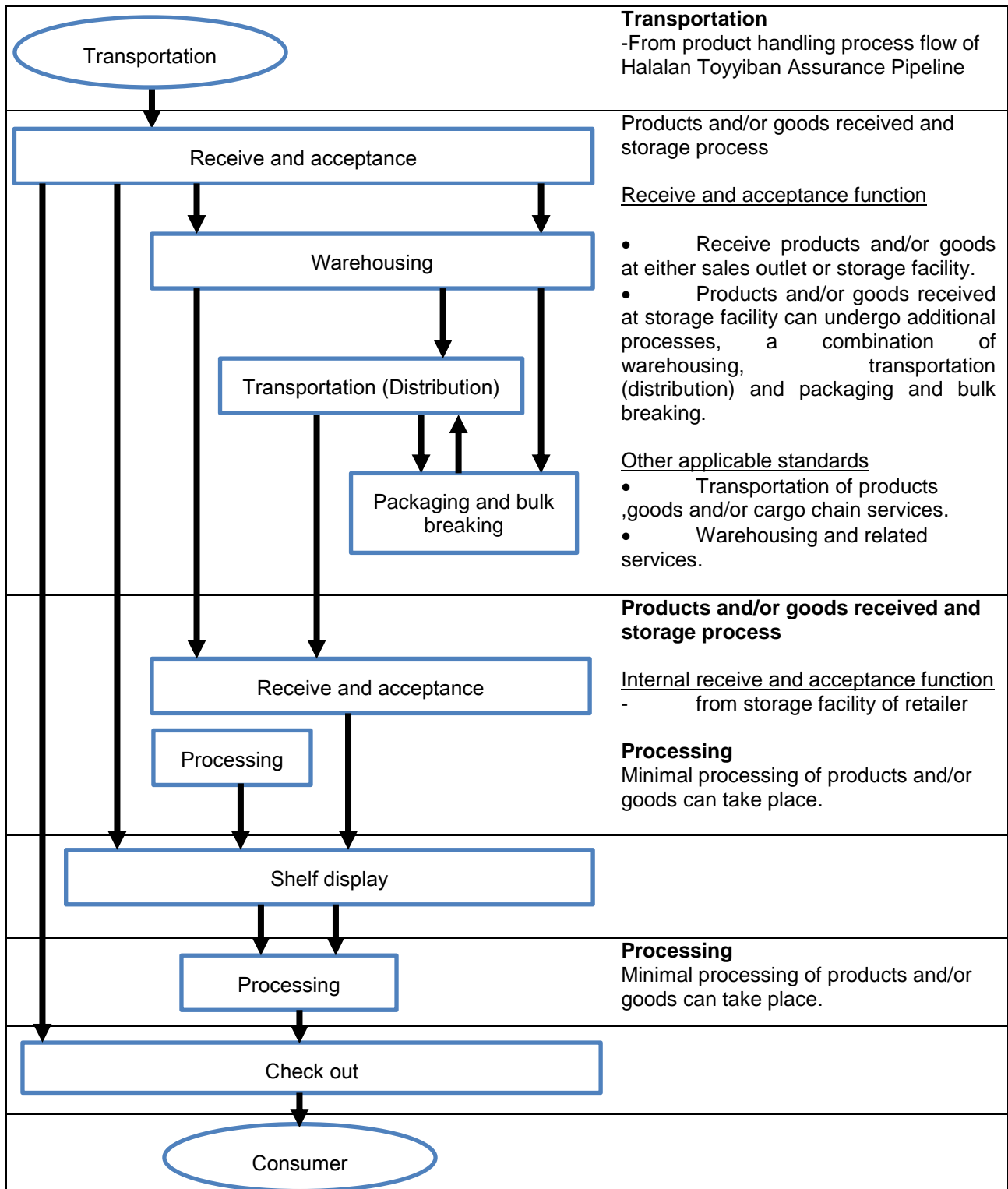
- a) identification, separation, handling and labeling of non-halal products and/ or goods;
- b) stocking and replenishment of shelf and merchandising location;

## **MS 2400-3:2019**

- c) customer browsing and products and/ or goods selection; and
- d) transfer of customer products and/ or goods by trolleys and baskets.

Figure D.2 shows the typical combinations of process flow for retail. The retail process can be a simple flow or it can incorporate a number of other processes and multiple functions resulting in a higher degree of complexity.

**MS 2400-3:2019**



**Figure D.2. Typical combinations of process flow for retail**

## MS 2400-3:2019

### Annex E (normative)

#### Method of *sertu* according to *Shariah* law for *najs al-mughallazah*

##### E1 General requirements

The *najs*, whether visible (*'ainiah*) or invisible (disappeared or dried up etc.) is named *hukmiah*. To cleanse *najs*:

- a) it is required to wash seven times, the first time being with water mixed with soil;
- b) the first wash shall be to clear the existence of *najs*, even if a few washes are needed. The water from first cleaning shall not remain behind and the next wash shall be counted as the second wash;
- c) the amount of soil used is just enough to make a suspension; and
- d) the usage of product containing soil is permitted.

##### E2 Conditions of the soil

The conditions of the soil are:

- a) free from *najs*; and
- b) not *musta'mal* soil [which had been used for dry ablution (*tayammum*)] except after subject to heavy rain.

##### E3 Conditions of the water

The conditions of the water shall be:

- a) natural (*mutlaq*);
- b) not *musta'mal*<sup>1</sup>; and
- c) free from *najs*.

Further information on *sertu* can be found in *Garis panduan sertu dari perspektif Islam*, Department of Islamic Development Malaysia.

---

<sup>1</sup> *Musta'mal* water is the water that is less than two *qullah* (approximately 192 L) that had been used for cleansing

## MS 2400-3:2019

### Bibliography

- [1] Food Act 1983 and Food Regulations 1985
- [2] MS 1480, *Food safety according to hazard analysis and critical control point (HACCP) system*
- [3] MS 1500, *Halal food - General requirements*
- [4] MS 2634, *Halal cosmetics - General requirements*
- [5] MS 2424, *Halal pharmaceuticals - General requirements*
- [6] MS 2636, *Halal medical device - General requirements*
- [7] MS 1514, *Good manufacturing practice (GMP) for food (GMP)*
- [8] MS 1900, *Shariah-based quality management systems - Requirements with guidance (First revision)*
- [9] ISO 9001, *Quality management systems - Requirements*
- [10] ISO 22000, *Food safety management systems - Requirements for any organisation in the food chain*
- [11] ISO 22005, *Traceability in the feed and food chain - General principles and basic requirements for system design and implementation*
- [12] ISO 13485, *Medical devices - Quality management systems - Requirements for regulatory purposes*
- [13] ISO 14971, *Medical devices - Application of risk management to medical devices*
- [14] Research Institute of Standards in Islam. ISI 2020, *Universal integrated system - Value-based management system*, K.Lumpur, 1999

## Acknowledgements

### Members of Technical committee on management systems from Islamic perspectives

Mr Zulkifli Mohamad (Chairman)	Muslim Consumers' Association of Malaysia
Ms Fakheezah Borhan (Secretary)	Department of Standards Malaysia
Mr Muhammad Hawari Hassan	Department of Islamic Development Malaysia
Ms. Nor Aini Abdullah	Federation of Malaysian Manufacturers
	Halal Industry Development Corporation Sdn Bhd
Mr. Muhammad Hisyam Mohamad	Institute of Islamic Understanding Malaysia
Dr. Khairusy Syakirin Hasyun Hashim	International Islamic University Malaysia
	(International Institute for Halal Research and Training)
Ms. Noor Hazilah Abd Manaf	International Islamic University Malaysia (Kulliyah of Engineering)
YBhg. Dato' Shamsun Baharin bin Mohd Jamil	Malaysian Anti-Corruption Commission
Mr. Mohd Asri bin Mohamed Ali	Ministry of Transport Malaysia
Mr. Idzuddin Hashim	Research Institute of Standards in Islam
Ms. Rohana Binti Saub	SIRIM QAS International Sdn Bhd
Dr. Harlina Suzana binti Jaafar	Universiti Teknologi MARA (Malaysia Institute of Transport)

### Working Group on Halal logistics

Mr Sariffuddin Mahmud (Chairman)	Federation of Malaysian Manufacturers
Ms Fakheezah Borhan (Secretary)	Department of Standards Malaysia
Mr Muhamad Noridham Nordin/	Cold Chain Network (M) Sdn Bhd
Mr Mohammad Asraf Latif	
Mr Muhammad Hawari Hassan/	Department of Islamic Development Malaysia
Ms Nur Anis Mohd Sani/	
Ms Rashidah Che Wil	
Ms Norbaiah binti Bahyuddin/	Department of Veterinary Services Malaysia
Dr. Mohd Razli Razak	
Ms Shaidatul Shida Binti Waludin	Halal Industry Development Corporation
Mr Fakaruddin Harun	LuLu Hypermarket & Department Store
Ms Azlina Haji Muhammad/	Universiti Teknologi MARA (Malaysia Institute of Transport)
Prof Dr Noriham Abdullah/	
Dr Harlina Suzana binti Jaafar	
Mr Mohd Fairuz Mohd Nasir	MABkargo Sdn Bhd
Ms Nur Adilah Mohamad Aidid/	
Ms Siti Zainon Mohamad Yusop	
Mr Mohd Khairul bin Raduan	Mydin Mohamed Holdings Berhad
Ms Nurul Husna Ahmad Ripaai	Nestlé (Malaysia) Berhad
Mr Mohamad Ali Abdul Hussain	Northport (Malaysia) Bhd
Mr Rohaizad Mohd Yusof/	
Mr Ahmad Aminurrashid Abdul Aziz/	
Ms Aishah Balkis Yazirruddin	
Haji Meor Badrul Niza Ahmad Repaie/	POS Logistics Berhad
Mr Muhammad Safuan Dzulkpli	

## **Acknowledgements** (*continued*)

Mr Badrulhisham Jamaluddin/  
Mr Osman Jaafar/  
Mr Haris Fazail Haroon  
Ms Intan Safizah Salim  
Mr Muhammad Zakie Othman  
Mr Zawiah Abdul Majid/  
Dr Nor Aida Abdul Rahman

TASCO Berhad

Tesco Stores (Malaysia) Sdn Bhd

Universiti Kuala Lumpur

© Copyright 2019

All rights reserved. No part of this publication may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the Department of Standards Malaysia.