

APPENDIX B

Halal Food Service Standard for Tourism

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The Halal food service standard for tourism can be divided into 2 main parts as follows:

1. Halal Basic Standard is the level of standard that Halal food service providers must have and adopt since it is derived from religious beliefs. It comprises of 5 components, 9 criteria and 13 indicators. Halal food service providers who ask for certification must pass all indicators, failure to act upon any of the indicators means that the Halal standard has not been passed.

2. Basic Law and Voluntary Standard

Basic law standard is the standard that Halal food service providers must comply with as it is enforced by law. This type of standard includes the Food Act year 1979, the Building Act year 1979, the Municipal Officer Act and the harbor department Act etc.

Voluntary standard is the standard that Halal food providers should adopt in order to upgrade the quality of their services and create more value therefore being able to compete in the international tourism market.

Both basic Laws and Voluntary Standard stresses the necessity of Halal food service providers to pass the minimum standard requirements in which equal importance is placed on every component, comprising of 11 components, 21 criteria and 103 indicators.

Indicator framework of Halal food service standard for tourism

The indicator framework of Halal food service standard for tourism which is used for evaluation and assessment of the standard comprises of 11 components, 22 criteria and 116 indicators, including working guidelines and details as follows.

Component no. 1: Venue

The criteria are:

1. Food preparation area: guidelines and details of this indicator are provided as follows

- 1.1 The cooking area must be clean, tidy and hygienic
- 1.2 The floor is made of permanent and strong material which is in good condition and without signs of cracks or fractures
- 1.3 The wall and the roof should be painted in light color to create a brighter atmosphere for the restaurant and to easily detect dirty spots
- 1.4 Have sufficient lightings
- 1.5 Have a good ventilation system with exhaust fumes and kitchen range hood provided
- 1.6 The preparation and cooking table should be made of smooth-surfaced material that is easy to clean
- 1.7 The wall in the furnace area should be heat-resistant and clean
- 1.8 Tops of preparation and cooking tables should be at least 60cm. above the floor
- 1.9 Free from disease carried animals and all kinds of pets*
2. Dining area: guidelines and details of this indicator are provided below
 - 2.1 The dining area must be clean, tidy and hygienic
 - 2.2 The tables and chairs are strong
 - 2.3 Have sufficient lightings
 - 2.4 Have a good ventilation system
 - 2.5 Air-conditioned dining places must be equipped with a blower fan ventilation system.
 - 2.6 “No smoking” signs should be displayed in non-smoking areas
 - 2.7 “No alcoholic beverages are allowed in the Halal dining area” signs should be displayed
 - 2.8 No pets are allowed in the dining area *
 - 2.9 No immoral or obscene shows or such info-media against good culture are allowed*
 - 2.10 Halal dining areas should be separated from non-Halal dining areas*
3. Toilets: guidelines and details of this indicator are shown as follows
 - 3.1 The toilets must be clean and hygienic
 - 3.2 Men and women’s toilets should be separated

3.3 Toilets for the disables should be provided

3.4 The toilets are situated in an appropriate area within the area where the food is sold

3.5 The toilet door should not be faced in the direction of the preparation and cooking areas

3.6 There should be a working washbasin with soap and paper towel provided at all times.

3.7 The toilet washing hoses should be available

Component no. 2: Raw materials used in food preparation

The criteria are:

1. Meat: guidelines and details of this indicator are provided as follows

1.1 All meat must be fresh, clean and hygienic/certified by the Department of Livestock

1.2 All meat and poultry must be slaughtered according to Islamic principles*

1.3 All meat and poultry must be washed clean before being stored separately from non Halal items*

1.4 Raw meat must be kept lower than 5 degree Celsius

2. Vegetables and fruits: guidelines and details of this indicator are provided below:

2.1 The vegetables and fruits must be fresh, clean and hygienic/certified by Department of Agriculture Education Technique

2.2 Each type of vegetables and fruits must be washed clean before being stored separately in portions

2.3 Store vegetables and fruits in appropriate temperatures

3. Drinking water/water and beverages: guidelines and details of this indicator are as follows:

3.1 Water and beverages must be clean and hygienic

3.2 The drinking water and beverages must be kept covered in clean containers (with lids)

3.3 The containers for drinking water/beverages must have faucets or beaks for pouring

- 3.4 Scooping up utensils should have long handles
- 3.5 The drinking water and beverages containers should be placed at least 60 cm. above the floor
4. Ice: guidelines and details of this indicator are provided as follows:
 - 4.1 The ice must be clean and hygienic with an official certification mark certified on good manufacturing practice – GMP
 - 4.2 The ice must be kept in clean and covered containers (with lids)
 - 4.3 The containers should be placed at least 60 cm above the floor
 - 4.4 Scooping up utensils should have long handles
 - 4.5 Food, vegetables, fruits or any other items must not be stored together with consumable ice.
5. Seasoning: guidelines details of this indicator are provided as follows:
 - 5.1 Seasonings should be Halal certified (if imported) or certified by the Central Islamic Committee of Thailand (CICOT)*
 - 5.2 Seasonings must be kept in non-toxic containers under clean covers
 - 5.3 Seasonings must be kept completely separate from non-Halal items*

Component no. 3: Process

The criteria are

1. Food preparation and cooking: guidelines and details of this indicator are provided as follows
 - 1.1 The food must not be cooked in front of or inside toilets/bathrooms
 - 1.2 The cooking table must be at least 60 cm high
 - 1.3 The food should be cooked by using appropriate temperatures
2. Storage of cooked food: guidelines and details of this indicator are provided below:
 - 2.1 The cooked food should not be left for longer than 2 hours at room temperature
 - 2.2 The temperature of consumable food which needs to be served hot should be controlled at higher than 63 degree Celsius while serving
 - 2.3 The temperature of consumable food which needs to be served cold should be controlled at lower than 5 degree Celsius while serving

2.4 The front of food storing cabinet must be made of glass/plastic or any other appropriate materials

2.5 The storing containers must not cause toxic contamination in food

2.6 The methods of storing food should be appropriate to the type of food

2.7 Cooked Halal dishes must be kept separate from non Halal ones to avoid contamination.*

Component no. 4: Personnel

The criteria are

Workers who handle food: guidelines and details of this indicator are provided as follows:

1. The person who handles food should be dressed in clean clothing with sleeves
2. Such person should wear a white apron or be uniform with a cooking hat or a hair net
3. Such person must be in good health, with no contagious diseases or skin diseases
4. Such person must provide evidence of an annual health check-up that is ready to be checked
5. Such person must observed good and healthy habits while preparing, cooking, selling and serving food
6. Such person can use serving utensils correctly while handling cooked food
7. Such person should pass a training course in food sanitation/receive a certificate or evidence of experience in food sanitation
8. Such person should pass a training course in Halal food and Halal food services from organizations concerned.
9. There should be a Muslim worker in the cooking area.

Component no. 5: Containers/Utensils

The criteria are

1. The material used: guidelines and details of this indicator are provided as follows:

1.1 Containers and utensils used in every procedure must be made from non-toxic materials

1.2 Types of containers/utensils are appropriate for use

1.3 The shape and size of the containers/utensils are suitable for use

1.4 Easy to clean

1.5 Containers and utensils used for cooking Halal food must be separated from containers and utensils used for non Halal food.*

2. Cleaning: guidelines and details of this indicator are as follows

2.1 The containers/utensils must be cleaned in 4 steps

1) Wash separately from non Halal items

2) Wash with clean water and soap or dishwashing liquid in accordance to Islamic principles

3) Wash twice with clean water or pass in running water

4) In case of the epidemic gastrointestinal infections, the containers/utensils should be sterilized with boiling hot water or disinfect then wash once again with clean water

2.2 Washing devices should be placed at least 60 cm. above the floor

2.3 Use a washbasin which has a working drain connect to a fat-straining well

3. Storage: guidelines and details of this indicator are provided below

3.1 Storage of containers and utensils should be kept in a place with good sanitation

3.2 Keep all the clean containers under cover and place them at least 60 cm. above the floor

3.3 Keep the containers at an appropriate temperature

3.4 Store containers and utensils separate from non Halal items*

Component no. 6: Waste disposal

The criteria are

Working guideline: guidelines and details of this indicator are provided as follows:

1. Garbage and food scraps must be segregated before disposal

2. Use garbage bins which do not leak and have lids

3. Draining pipes and water gutters must be in good condition
4. Wastewater must not be drained directly into public water resources
5. Wastewater must be filtered in waste and grease traps which are in good condition before draining
6. Actions that contribute towards creating pollution must be refrained.

Component no. 7: Safety

The criteria are

1. The venue: guidelines and details of this indicator are provided as follows
 - 1.1 The venue should have an exact location, following the Building Act B.E. 2522 and any rules related to this act for controlling the safety of the buildings and the safety of the use of gas, fuel and chemical agents
 - 1.2 The venue which does not have an exact location must follow the related law including any consequent law
 - 1.3 Factors contributing towards any kind of danger such as fire, gas and electric short circuit must be controlled
2. Food:
 - 2.1 All kinds of food should be prepared, processed, packed, transported, and stored without being contaminated with non halal food*

Component no. 8: Service

The criteria are

1. The service provider: guidelines and details of this indicator are provided below:
 - 1.1 Well dressed with a neat and clean appearance
 - 1.2 Welcome tourist in a courteous manner reflecting the beauty of Thai culture.
 - 1.3 Provide a menu indicating fair prices of the food being served.
 - 1.4 Communicate in English or other foreign languages with foreign visitors
 - 1.5 Able to serve customer decently and promptly
 - 1.6 Able to provide tourism Information of the nearby areas
2. The service providing venue: guidelines and details of this indicator are provided as follows:

- 2.1 The service providing facility is clean and safe
- 2.2 Situated in a non-polluted environment
- 2.3 Does not promote a negative image of the country
- 2.4 Providing places for praying is possible

Component no. 9 Social responsibility

Working guideline: guidelines and details of this indicator are provided as follows:

1. Adhere to the labor laws regarding wages and welfare
2. Refrain from violating laws concerning the use of child labor
3. In case of the use of foreign labor, the use should be legalized by relevant labor laws
4. Do not support or provide sex service
5. Provide annual health check-ups
6. Place importance on human resource development

Component no. 10 Environmental management

The criteria are

Working guideline: guidelines and details of this indicator are provided as follows:

1. Have a clear policy on environmental management
2. Designate a specific person for dealing with all matters regarding environmental protection
3. Distribute all the news about environmental protection to related person
4. Create environmental consciousness among all concerned parties.
5. Support the use of environmental-friendly food products
6. Support the use of seasonal agricultural produce
7. Promote water and energy preservation
8. Avoid causing noise, light, smell and vibration pollutions

Component no. 11: Social relations

Working guideline: The guidelines and details of this indicator provided as follows:

1. Place importance on establishing good relations with the community and support participation in community activities

2. Support the use of community products
3. Provide working opportunities for members in the community
4. Support the protection of values, cultures and traditions within the community
5. Have information of mosques in the area