

CAP'T LOUI

Halal Recall & Consumer Recourse Plan

Location: _____	Prepared by: _____	Effective date: _____
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Purpose & scope. This plan protects Cap't Loui's halal (Muslim) consumers from any product contaminated — actually or potentially — with a non-halal (haram) substance such as pork or pork derivatives, alcohol, or a non-halal/uncertified ingredient, including by cross-contact. It is the safety net that lets the restaurant act fast to remove affected product, make the consumer whole, and restore halal integrity. It applies from receiving through service.

What triggers this plan (a halal-contamination event)

- A non-halal substance (pork or pork derivative, alcohol, or a non-halal/uncertified ingredient) has, or may have, contacted product, ingredients, utensils, equipment, or surfaces.
- A supplier's halal certificate is found expired, suspended, revoked, or invalid after product was received or used; or the wrong (non-halal) item was delivered, substituted, or used.
- Cross-contact occurred at receiving, storage, prep, cooking, or service — or a customer complaint or staff report raises a credible concern of non-halal contamination.

Roles

- **Halal Recall Coordinator (Person in Charge / manager)** leads the response and is the single decision-maker; a named backup covers in their absence.
- Any employee who sees or suspects contamination must stop and report it immediately — no one is penalized for reporting in good faith.

Recall action steps (act in order)

1. **Stop & hold.** Immediately stop prepping and serving the affected item. Isolate all suspect product and label it "HOLD — DO NOT USE OR SERVE — possible non-halal contamination."
2. **Notify.** Alert the Halal Recall Coordinator at once.
3. **Trace.** Using receiving logs, invoices, and date/lot records, identify the product, supplier, lot, dates, quantity, and everywhere it went (menu items, storage, equipment) — one step back and one step forward.
4. **Remove.** Pull all affected product, and any food made with or cross-contacted by it, from the line, displays, and storage.
5. **Protect the consumer.** Stop sale immediately. If affected product was already served, identify and notify affected guests where possible and provide recourse (below). Communicate honestly.
6. **Notify supplier & certifier.** Contact the supplier and your halal certifying body; verify certification status and obtain corrective documentation. Notify the local health department if a food-safety hazard is also involved.
7. **Cleanse.** Clean and sanitize all affected equipment, utensils, and surfaces per the Sanitation SOP. For pork/swine contact, perform ritual cleansing (sertu) per your certifier's standard — typically seven washes, one with water mixed with earth/clay. For other non-halal substances, wash until all color, odor, and residue are gone. Replace items that cannot be restored.
8. **Dispose.** Discard or return contaminated non-halal product so it cannot re-enter the halal supply; record the disposal.
9. **Verify & document.** Confirm removal is complete, equipment is cleansed, and replacement halal-certified stock is in place. Complete the Halal Recall Record.
10. **Resume & prevent.** Resume the affected item only after the Coordinator confirms halal integrity is restored. Conduct a root-cause review, update SOPs, retrain staff, and re-verify supplier halal certificates.

Consumer recourse (the safety net)

- Be transparent — tell affected guests what happened and what is being done.
- Offer a remedy: replacement with verified halal product, refund, or credit; provide a point of contact for follow-up; where appropriate, post a visible notice and pause the affected item until cleared.

Records & key contacts

- Keep the Halal Recall Record, trace records (logs/invoices), supplier and certifier communications, disposal log, cleansing verification, and corrective actions — retain per your certifier's and local requirements.

Halal Recall Coordinator: _____ Backup: _____ Supplier(s): _____ Halal certifier: _____
Health department: _____

Approved by (Person in Charge): _____ Date: _____