

## *Al Noor Farm Halal Meat Recall Procedure*

### **1. Introduction**

Al Noor Farm is committed to ensuring the safety and integrity of its halal meat products. This recall procedure outlines the steps to be taken in the event of a recall due to contamination with non-halal substances or other safety concerns. The procedure includes an actionable recourse plan to protect our halal consumers.

### **2. Recall Procedure**

#### **2.1 Identification of Issue**

- Detection: The recall process begins when a potential or actual contamination issue is identified. This can be through internal quality control checks, customer complaints, or regulatory notifications.
- Assessment: The Quality Assurance (QA) team assesses the severity and scope of the issue to determine if a recall is necessary.

#### **2.2 Notification**

- Internal Notification: The QA team immediately notifies senior management, the production team, and the distribution team about the potential recall.
- Regulatory Notification: Relevant regulatory authorities are informed about the issue and the planned recall actions.

#### **2.3 Recall Team Activation**

- Recall Team: A recall team is activated, consisting of representatives from QA, production, distribution, customer service, and legal departments.
- Roles and Responsibilities: Each team member is assigned specific roles and responsibilities to ensure a coordinated and efficient recall process.

#### **2.4 Product Identification and Traceability**

- Product Identification: The affected products are identified using the traceability system. This includes product identifiers, lot numbers, production dates, and distribution records.
- Scope Determination: The recall team determines the scope of the recall, including the quantity of affected products and the distribution channels involved.

#### **2.5 Communication**

- Customer Notification: Customers, including retailers and distributors, are notified about the recall. Clear instructions are provided on how to identify and return the affected products.
- Public Notification: If necessary, a public notification is issued through press releases, social media, and the company website to inform consumers about the recall.

#### **2.6 Product Retrieval**

- Product Retrieval: The recall team coordinates the retrieval of affected products from customers, retailers, and distributors. Returned products are quarantined and documented.
- Documentation: Detailed records are maintained for all retrieved products, including quantities, lot numbers, and return dates.

#### **2.7 Investigation and Corrective Actions**

- Root Cause Analysis: The QA team conducts a thorough investigation to determine the root cause of the contamination.
- Corrective Actions: Corrective actions are implemented to prevent recurrence, including process improvements, staff training, and equipment upgrades.

## **2.8 Disposal**

- Disposal: Contaminated products are disposed of in accordance with regulatory requirements and company policies. Documentation of disposal is maintained.

## **2.9 Reporting**

-Final Report: A final recall report is prepared, summarizing the recall process, findings, corrective actions, and outcomes. This report is submitted to regulatory authorities and retained for internal records.

## **3. Actionable Recourse Plan**

### **3.1 Consumer Protection**

- Consumer Safety: The primary goal of the recourse plan is to protect halal consumers from contaminated products. Immediate action is taken to remove affected products from the market.
- Consumer Communication: Clear and transparent communication is provided to consumers about the recall, including the reasons for the recall and instructions for returning or disposing of the affected products.

### **3.2 Compensation and Support**

- Refunds and Replacements: Consumers are offered refunds or replacements for the recalled products. Customer service teams are available to assist with the process.
- Support Services: A dedicated helpline and email support are established to address consumer concerns and provide assistance.

### **3.3 Preventative Measures**

- Enhanced Monitoring: Enhanced monitoring and quality control measures are implemented to prevent future contamination incidents.
- Supplier Audits: Regular audits of suppliers and raw material manufacturers are conducted to ensure compliance with halal standards and quality requirements.

### **3.4 Continuous Improvement**

- Review and Improvement: The recall procedure and recourse plan are reviewed and updated regularly to incorporate lessons learned and improve effectiveness.
- Training: Ongoing training is provided to staff on recall procedures, halal standards, and quality control practices.

## **4. Conclusion**

Al Noor Farm is dedicated to maintaining the highest standards of halal integrity and consumer safety. This recall procedure and actionable recourse plan ensure that any contamination issues are promptly addressed, and our halal consumers are protected.

Signature: [Liaquat Ali](#)

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