

Marlow

BISTRO
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Halal Recall Plan

Implementing a recall plan is crucial to protecting halal consumers in the event that halal products have been contaminated. Here are the steps in our recall plan:

1. Designating a Recall Team for managing the recall process. This team will include a representative of the quality assurance department.
2. Establish Communication Channels by setting up clear communication for receiving and documenting consumer complaints, report of contamination or any other potential issues related to halal products. This will include a customer phone call, email address, or any online complaint form.
3. Investigate and Access Contamination: Promptly investigate any reports or evidence of contamination in halal products. This may involve conducting product testing, reviewing production records or analyzing the root cause of the contamination.
4. Determine the Scope of the Recall: Assess the extent of the contamination and determine which specific batches or products are affected. This information will help in communicating accurate and specific instructions to customers.
5. Notify Certification Authorities: Inform the relevant halal certification authorities about the contamination issue and seek their guidance and support through the recall process.
6. Provide Detailed Instructions: Clearly communicate the steps that customers should take if they purchased the affected halal products. Instructions include returning the product to the point of purchase, or following any specific disposal instructions.
7. Monitor and Verify Recall Execution: Continuously monitor the progress of the recall to ensure promptly removing all affected products.
8. Update Policies and Procedures: To learn from each mistake and recall experience and make any necessary updates to policies, procedures and preventive measures to minimize the risk of future contamination incidents.
9. Conduct Post-Recall Evaluation: Evaluate the effectiveness of the recall plan once the process is complete. Identify any areas for improving and implement corrective actions to prevent similar situations from occurring in the future.

Our recall plan is not only to prioritize consumer safety but also to ensure the adherence to halal standards and maintain the trust with halal consumers.

MARJANNE MOTAMEDI- MEMBER

