



TOURISM REGULATORY AUTHORITY

**HALAL COMPLIANCE GUIDELINES FOR
ACCOMMODATION AND CATERING ESTABLISHMENTS**

PART 1: PRELIMINARY

1. Short Title

This Guideline may be cited as the “*Tourism Regulatory Authority Halal Compliance Guidelines for Accommodation and Catering Establishments*”

Scope

The Halal Compliance guidelines provides requirements for managing accommodation and catering establishments in the products and services they offer to Muslim guests or any other persons who conforms to Halal practices. This guideline shall be in conformity to the National Minimum Standards.

2. Definition of Terms

Act – Tourism Act No. 28 Cap 383 of 2011.

The Authority – Tourism Regulatory Authority established under section 4 of the Tourism Act No 28 of 2011

Shariah-Islamic Law that covers both matters of belief and jurisprudence.

Halal-Thing or action that is permissible or lawful under shariah.

Halal Food-This is food which is suitable for consumption by Muslims and any other persons who conform to Halal practices under shariah law.

Haram-Thing or action that is forbidden or unlawful under shariah.

Najs - According to shariah, najis is:

a) Things that are themselves not permissible or considered unlawful under sharia laws.

b) Any liquid or objects discharged from the orifices of human beings or animals such as urine, excrement, blood, vomit, pus, sperm and ova of pigs and dogs.

c) Carrion or Halal animals that are not slaughtered in accordance with shariah.

d) Halal meat that come into direct contact with things that are najis by shariah.

Halal Animals – animals that are permissible under sharia laws

Ritual Cleansing - Process specified to be followed by shariah to remove severe najis materials. In some cases, the process must ensure complete elimination of residue, smell and/or colour.

Salah - the five daily obligatory prayers.

Quran/ Al Quran - A religious scripture, believed by Muslims to be the exact Spoken Word of God.

Wudhu - Ablution or a cleansing ritual to be completed before performing Salah. It includes the washing of the hands, face, forearms, forehead, ears and feet with water.

Qiblah - The direction in which Muslims face when performing their Salah wherever they are in the world

Lota - A jug or bottle which is found by the toilet and is used to clean oneself after using the toilet.

Arabic Shower – it is a low shower fixture used by Muslims for washing oneself after using the toilet.

Sajjada – a prayer mat used by Muslim during their devotion.

Muslim Friendly/ Halal Friendly - These terms are used to indicate that the product and service is suitable for Muslims.

Part II Statutory Obligations

Introduction

In exercise of the powers conferred by Section 7(1) (a) of the Tourism Act, Cap 383 laws of Kenya, the Director General of the Tourism Regulatory Authority issues the Halal Compliance Guidelines for Accommodation and Catering establishments.

Planning and Design

All Halal Accommodation and Catering establishments shall comply with all relevant county development zoning plan, national planning and licensing regulations. In particular the hotel and restaurants proprietors shall:

- 1) Ensure compliance with the provisions of Occupational Safety and Health Act, 2007 (Occupation permit). In addition, the facility shall:
 - a) Provide a clear display of property lien.
 - b) Have clear directional signage in and around the facility including the restricted areas.
 - c) Provide a contact list of hospitals and/or have doctors on call, as well as the fire department and security agencies.
 - d) In case of an emergency, provide a quick means of reaching the management.
 - e) Have a reliable emergency evacuation system in place.
- 2) Ensure compliance with the provision of Environmental Management and Coordination Act Cap 387, (Environmental Impact Assessment/Environmental Audits license), and other related regulations.

Statutory Obligations

Comply with all county and national licensing regulations and obtain valid business operating licenses including but not limited to:

- a) Valid Tourism Regulatory Authority license in accordance with Tourism Act Cap 383 of 2011, laws of Kenya;
- b) Valid Kenya Bureau of Halal Certification certificate

- c) Valid Single business permit in accordance with county government laws:
- d) Valid Health Clearance certificate issued by the county government,
- e) Valid work permits for expatriates,
- f) Valid Food Hygiene license
- g) Valid Food Handlers Certificates for staff handling food
- h) Permit for extraction and utilization of water resource from Water Resources Management Authority (Water Act (2016)).

Halal Certification

The facility will be Halal certified by the Authority once they conform to these guidelines and provide a Halal certificate issued by an accredited Halal certification body.

Part III Premises Standards

The facility's design, structure and layout shall provide for efficient arrangement and placement of operational areas and allow easy flow of services. The following specifications shall assist in compliance with the Halal guidelines.

1. The Premises:

- a) The Premises shall be located in a safe and secure area that is easily accessible.
- b) The premises shall be in harmony with the natural and built environment.
- c) The premises shall be clean and well maintained.
- d) There shall be at least one allocated public area provided for Muslims to perform their prayers.

2. Prayer Areas, Prayer Time and Qiblah

- a) The prayer area shall be clean and well maintained.
- b) The establishment shall provide separate prayer areas for men and women.

- c) The prayer area shall have a clean prayer mat or have carpeted flooring for the comfort of its Muslim guests to pray on.
- d) Prayer area shall be in a suitable location (quiet, far from entertainment outlets, loading areas and garbage areas).
- e) The prayer times shall be made available on request.
- f) The direction of the Qiblah shall be displayed e.g. by using an arrow symbol in the guestroom or prayer area.

3. Washroom and Ablution / Wudhu facilities

- a) The establishment shall provide separate washrooms for men and women.
- b) Washrooms shall be clean and well maintained.
- c) Arabic shower shall be provided next to the toilet bowl.
- d) The Ablution/wudhu facility shall be next to the prayer area or be within reasonable distance from it.
- e) If there is no assigned wudhu facility, the establishment shall ensure that wash facilities are provided with Arabic showers

4. Health and Recreation Facilities

- a) The establishment shall ensure segregation and privacy by having separate facilities for men and women.
- b) The establishment shall ensure that there are only female personnel serving female guests and only male personnel serving male guests in the facilities.
- c) The establishment shall ensure that all products used in the wellness centers/ spas are Halal- certified and fit for use by Muslims or others who conform to Halal practices
- d) There shall be provision of swimming pools and gyms that are either segregated or provide different timings for males and females.

Part IV Operational Standards

Operational Halal standards are enforceable minimum levels of acceptable quality of service delivery. The Halal standards make specific provisions for professional business conduct, maintenance of high standards of customer care, hygiene and food safety and Halal quality certification.

A) HALAL FOOD HANDLING

1. Procurement and Receiving of Raw Ingredients

- a) The establishment shall put in place a procurement process that covers the flow of its products from the point of delivery from its suppliers until the final delivery to the end-consumers.
- b) The establishment shall obtain all its ingredients/raw materials from Halal-certified suppliers. In the absence of the said suppliers, the establishment shall obtain its inputs from ordinary suppliers, provided that frequent and stringent audits and checks are conducted by a Halal compliance officer. The supplier shall provide necessary documentation on the Halal system used to assure that all its inputs and processes are Halal. The supplier shall provide the establishment complete information supported by sound documentation on the origin of its raw ingredients and Halal controls for each batch of shipment.
- c) All shipment of supplies and information given by the suppliers for each shipment that do not meet the requirements of Halal shall be rejected immediately. It is strongly recommended that all ordinary suppliers of raw materials and food obtain Halal certification from a recognized Halal certifying body prior to shipping products to the establishment.
- d) The establishment shall ensure that all raw materials or foods are examined for quality and freshness at the point of collection. Inspection of packaging, Halal integrity and labelling shall be done at all times.
- e) The establishment shall ensure that no raw ingredients or food be placed on the ground unless adequately protected from contamination and spoilage.

- f) The establishment shall ensure that all delivery vehicles are checked for cleanliness, temperature control (for chilled and frozen products) and ritually cleansed from non-Halal contaminants, when applicable.
- g) The establishment shall ensure that the delivery area is clean and pest free to avoid contamination.

2. Halal Food Storage

The establishment shall ensure that:

- a) The storage facilities for raw materials or finished products are kept clean and pest free. Cleaning and pest control schedule shall be established and monitored.
- b) All raw ingredients for food preparation are stored separately from non-food items.
- c) No raw ingredients or food are placed on the ground. Pallets and containers shall be used to ensure no contamination occurs and all items shall be marked appropriately.
- d) Wet, raw ingredients or perishable items are kept at the recommended temperature that shall not promote the growth of bacteria. Dry raw ingredients or non-perishable items shall also be kept at the recommended temperatures and humidity for the same reason.
- e) There is no mixing of fresh meats, fresh poultry and their products with other raw ingredients or other food.
- f) There is no mixing at all of Halal and non-Halal (Haram) raw ingredients.
- g) All goods shall be stored according to their requirements. Install temperature monitoring tools for all food specifically for chilled, frozen raw ingredients and prepared food. In addition to this, the temperature monitoring tools shall be calibrated regularly

3. Halal Food Preparation

The establishment shall:

- a) Have a separate kitchen for preparation of Halal foods.
- b) Ensure that all processes, procedures and stages of food preparation are hygienic and necessary caution is taken to prevent contamination of foods.

- c) Ensure that all frozen raw ingredients requiring thawing prior to cooking are thawed in a controlled manner and prepared within 24 hours of thawing.
- d) Ensure all equipment's, tools and utensils used for both raw and cooked Halal foods are identified and segregated to avoid cross contamination.
- e) Implement a colour coding system to distinguish and segregate equipment, utensils and surfaces used for Halal and non-Halal food preparation. (E.g. green sticker for Halal and red sticker for non-Halal).
- f) Ensure total separation of personnel working with Halal food from those who are working with non-Halal foods. This is to avoid any form of contamination during Halal food preparation.
- g) Ensure that all equipment and tools used for food preparation are thoroughly cleaned and disinfected before and after each stage. The detergents and disinfectants used should be free from any Haram ingredients.

4. Halal Food Service

The establishment shall:

- a) Ensure that the display of prepared food and serving area is kept clean and pest free. Cleaning and pest control schedule shall be established and monitored.
- b) Ensure that Halal and non-Halal foods are not served in the same serving area. The serving area and food should be well labelled. The buffet serving stations shall be separate, for plate service the outlet windows shall be separate
- c) Ensure that all equipment, tools, utensils and crockery used for serving Halal food are not contaminated with non-Halal contaminants.
- d) Ensure stringent measures are taken to prevent any contact between Halal and non-Halal food.
- e) Plan, implement and document the processes undertaken to ensure that segregation is strictly adhered to. (There shall be a Halal Compliance officer/team to ensure adherence).
- f) Establish a Halal quality control system to ensure that all Halal foods remain Halal. In the event of any contamination by non-Halal items, the food is deemed as non-Halal and shall be rejected.

- g) Ensure that all prepared foods are kept covered except when being served. Cold-plated food shall be wrapped or covered while hot-plated food shall be covered with suitable lids.
- h) Ensure all boxes, containers and vehicles used for delivery of prepared food are kept clean.

Halal Food Catering

5. Halal Menu

The establishment shall ensure that they have a halal menu and the following requirements are met: -

- a) All the food on the Menu or ingredients used do not contain any components or products of animals that are non-Halal by Shariah law or products of animals that are not slaughtered according to Shariah law;
- b) The food does not contain anything in any quantity that is decreed as najis by Shariah law;
- c) The food or its ingredients are safe and not harmful;
- d) The food is stored, prepared, and served using equipment that are free from contamination with najis; and during its storage, preparation, and serving, it shall be physically separated from any other food that does not meet the requirements specified in items a), b), c) and/or d) or any other things that are decreed as najis by Shariah law.

6. Staff Handling Halal Food

The establishment shall:

- a) Ensure all personnel serving Muslim guests are trained and knowledgeable of the needs and requirements of Muslims and non-Muslims who prescribe to Halal practices.
- b) Ensure that all management and staff handling food are medically examined prior to appointment. This is a measure to avoid the spread of disease.
- c) Ensure that there are prescribed procedures for monitoring the health of all staff handling food. Their health must be monitored periodically throughout their employment tenure.

- d) Inform the personnel handling food and the management of their responsibilities, Halal requirements and all other standards that they have to maintain.
- e) Ensure that all visitors to the food preparation area wear clean and protective clothing.
- f) Implement a colour coding system to distinguish the uniforms used by Halal and non-Halal food preparation personnel.
- g) That staff hygiene policy and procedures, work instructions and Halal requirements are made available and communicated to all involved in the food preparation.

B. HALAL KITCHEN REQUIREMENTS

The establishment shall ensure:

- 1) That there is provision of at least one kitchen used only for Halal cooking.
- 2) That there are at least two cooks that understand Halal process in the kitchen
- 3) That all kitchen equipment is specifically used in the Halal kitchen only.
- 4) That there is restriction of staff and food movement from Halal and non-Halal kitchens.
- 5) That non Halal ingredients are prohibited from the Halal kitchen.
- 6) That the spillage of najis is cleaned according to:
 - a. Ritual cleansing for severe najis; and
 - b. Existing hygiene standards for medium najis.
- 7) The ritual cleansing is conducted under direct supervision of a Halal supervisor or personnel from the Halal certifying body.
- 8) Distribute to all food preparatory staff and management a written instruction on how to conduct cleaning or disinfect food preparation areas, equipment, tools, utensils and surfaces.
- 9) That they utilize food grade cleaning chemicals for cleaning. These cleaning chemicals shall be stored separately and away from any food and must be clearly labelled.
- 10) That they separate equipment (sink and dishwashing machine) that are used for cleaning utensils used to serve halal food and those used to serve non-Halal food.

- 11) That the disposal of contaminated prepared food that poses health hazards is in line with local disposal regulations and shariah requirements.

C. GUEST ROOMS REQUIREMENTS

The establishment shall ensure the guest room is suitable for Muslim guests and any other persons who conform to Halal practices which include but not limited to:

- 1) There shall be provision of separate guestrooms for unmarried couples.
- 2) The guest room shall be kept clean and well maintained.
- 3) The guest rooms shall have a clearly marked Qiblah direction.
- 4) The guest rooms shall have adequate floor space for a Muslim to perform prayer in the room
- 5) The washroom shall be equipped with Arabic shower on the right hand side of the toilet bowl.
- 6) The washroom floor shall be kept clean.
- 7) The establishment shall ensure that personal care amenities products provided in the washroom are Halal certified.
- 8) Alcoholic beverages and intoxicants shall not be stored in the room's refrigerator
- 9) There shall be provision of Sajjada (prayer mat) for use in the room or upon request by the guest.
- 10) Information on prayer times shall be available in the room or upon request by the guest.
- 11) A translated Al-Quran shall be available upon request by the guest.

Part V General Service Standards

- 1) There shall be provision of Ramadhan services and facilities such as pre-dawn meals.
- 2) The establishments offering the following products; gambling, gaming, night clubs, and other entertainment activities that are not permissible according to Sharia law shall have separate entrances and exits for the same.
- 3) Establishments offering recreational facilities shall observe gender segregation or offer different timings for male and female clients.
- 4) Staff shall have basic training on Halal requirements.
- 5) The establishment that offer tour packages shall ensure that the packages are Muslim / Halal Friendly.
- 6) The establishment that offer conferences and events facilities shall provide temporary prayer rooms with wudhu facilities and washrooms with lota (water jug or bottles).
- 7) The establishment shall provide Salah/ prayer timetable for guests upon request.
- 8) The establishment shall ensure that Islamic reading materials and literature (books, magazines, translated Quran) are available upon request.
- 9) The establishment shall ensure provision of Islamic channels in guest rooms and other public areas.
- 10) The establishment shall develop an internal mechanism for self evaluation on set Halal Compliance Standards.
- 11) The establishment shall ensure proper display of Halal certification at the appropriate areas.
- 12) The establishment shall embrace sustainability practices in adoption of Halal Standards. There shall be a Halal team in place to implement sustainable practices.
- 13) The establishment offering outside catering shall ensure that all processes of procuring, receiving, preparation, storage, packing and dispensing of food are in compliance with Halal requirements.