

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

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DEPARTMENT OF STANDARDS MALAYSIA

CIRCULAR ON MALAYSIA MUSLIM FRIENDLY HOSPITALITY SERVICES
CERTIFICATION NO.1/2017

IMPLEMENTATION OF MANUAL PROCEDURE FOR MUSLIM FRIENDLY
HOSPITALITY SERVICES (MFHS) CERTIFICATION, 2017

OBJECTIVE

This circular is a notification of the commencement date of the Manual Procedure for Muslim Friendly Hospitality Services (MFHS) Certification (First Revision) 2017 for Malaysia MFHS Certification by the Competent Authority/Department of Islamic Development Malaysia (JAKIM).

BACKGROUND

1. Manual Procedure for Muslim Friendly Hospitality Services (MFHS) Certification is a reference document for the MFHS certification which is concurrently used together with the MS2610:2015. It explains the terms and requirements for certification, information about application procedures, certification processes, fee charges and others.

DATE OF COMMENCEMENT

7. This circular is effective on

8. This circular is issued based on

(DATUK HAJJAH FADILAH BINTI BAHARIN)
Director General, Department of Standards Malaysia
CYBERJAYA

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

CONTENT

1. Scope
2. Definition
3. Certification Scheme
4. Requirements for Application of MFHS Certification
5. Specific Requirements for Certification
6. Audit Procedure
7. Certification Fee
8. Competency Requirement
9. Monitoring and Enforcement
10. MFHS Certificate and Logo
11. Responsibilities of MFHS Certificate Holder
12. MFHS Certification Panel
13. Appendix

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

FOREWORD BY THE DIRECTOR GENERAL OF STANDARDS MALAYSIA

I wish to express my sincere gratitude on the development of MS2610:2015 – 001/2017, Muslim Friendly Hospitality Services (MFHS) Certification 2017.

It is high time for the manual to be in place since the approval of MFHS in 2015.

Muslim Friendly Hospitality Services, is a tagline created by Malaysia is to compliment the Muslim tourism industry which is gaining bigger momentum from time to time. This is indicated by the increasing number of Muslim tourists entering the country opting for Muslim tour packages and accommodations every year.

The manual serves as a guideline for Certification Bodies when certifying accommodation and tour packages offered by providers that are keen to venture into this lucrative sector.

The concept of Halal, being the thrust of this standard, will remain to be the main attribute and pre-requisite for the certification exercise.

I am confident that with the manual, MS2610:2015 will be taken into greater heights as the prominent Muslim Friendly standard that will be accepted by the international certification community as other Halal standards and Islamic management systems developed by Malaysia.

I call upon all relevant players in this industry, be it domestic or abroad, to take this challenge and rest assured that this certification will generate confidence among outbound and inbound tourists, thus boosting your business volume, reputation and credibility.

I wish to convey my sincere thanks to all those who are actively involved in the development of this important document.

#adastandardsuntung

YBhg Datuk Hajjah Fadilah Baharin

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

1. SCOPE

1.1 This Manual Procedure for Muslim Friendly Hospitality Services 2017 contains guidelines for requirements in managing certification activities of/for tourism facilities, products and services for Muslim travellers in accommodation premises, tour packages and tourist guides for Department of Islamic Development Malaysia (JAKIM) and the States Department of Religious Affairs (JAIN)/ Islamic Religious Affairs Councils (MAIN), MOTAC, with the aim to clarify requirements to be complied with the MS2610:2015 MFHS - Requirements.

1.2 This manual is not applicable for health and beauty facilities such as spa and massage or any balneotherapy facilities, products and services.

1.3 This manual must be read together with relevant standards, Fatwa decisions and related regulations which are in force, in managing the Malaysia MFHS Certification.

2. DEFINITION

For the purpose of this standard, the terms and definitions given in MS 2393:2013, MS 1900:2005 and the following apply.

2.1 The Competent Authority

The Competent Authority refers to JAKIM, MAIN/ JAIN, MOTAC or whichever is relevant.

2.2 Auditor

Competent person who is authorized to conduct audit for verification of MFHS Certification information.

2.3 Compliance Executive

Compliance Executive is a Muslim, appointed by the organization to manage compliance to MFHS requirements.

2.4 Accommodation premises

Any building, including hostels, hotels, inns, boarding-houses, rest houses, home-stays and lodging houses, held out by the proprietor, owner or manager, either wholly or partly, as offering lodging or sleeping accommodation to tourists for hire or any other form of reward, whether or not food or drink is also offered.

2.5 Al-Quran

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Islamic scripture containing the revealed words of Allah to the Prophet Muhammad (pbuh) through the medium of Angel Jibrail in Arabic as the primary source of Islamic law.

2.6 Fasting

The third pillar of the five pillars of Islam. Muslims are prohibited from eating, drinking (including water) and refrained from smoking, sexual activities and various other desires and encouraged to temper negative emotions such as anger and addiction during fasting hours (from dusk to dawn) in the month of Ramadan

2.7 Ramadan

The holy month in the *Hijri* calendar when Muslims perform the obligatory practice of fasting from dawn (fajr) to dusk (maghrib).

2.8 Halal

An act or product that is lawful and permitted in Islam based on the authoritative sources.

NOTE. The opposite is haram.

2.9 Iftar

The meal taken by Muslims at dusk to break their fast.

2.10 Kiblat

Direction of prayer towards the Kaabah in Makkah.

2.11 Licensed tourist guide

A person who renders service to tourists or any other persons by guiding them on tours for remuneration and the person shall obtain his license as accordance with Tourism Industry Act 1992 (Act 482).

2.12 *Mukallaf*

An accountable person who has reached puberty, sane, and has received the message of Islam and is required to comply with the rulings of Shariah.

2.13 Musalla

Place, space or room that is reserved for *solah*.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

2.14 MFHS (Muslim Friendly Hospitality Services)

Muslim friendly hospitality services are products or services in the travel and tourism industry guided by Shariah requirements that cater to or provide facilities suitable for Muslim travellers.

2.15 Sajada

A mat generally used by Muslims to perform their *solah*.

2.16 Recreation

Social, cultural, sporting and other relevant activities undertaken in leisure time.

2.17 Recreational facilities

Public and private facilities provided for recreational activities.

2.18 *Sahur*

The meal consumed by Muslims before dawn when fasting.

2.19 *Solah*

The ritual worship in Islam, as one of the five pillars of Islam, to be performed five times a day.

2.20 Shariah

Overall legal and regulation of Allah pertaining to life and welfare of mankind for the prosperity of life in this world and in the hereafter.

2.21 Shariah compliance

Conformity to Shariah.

2.22 Shariah law

Communication from Allah concerning the conduct of the *mukallaf* (3.8) which consists of a demand (commandments and prohibitions) and option or an enactment.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

2.23 Tour package

Any tour and travel arrangements described in any media and/or which are publicly marketed or promoted or advertised through any media and which include any two of the following components:

- i) transportation such as air, coaches, ferries, railways, cruises, etc.;
- ii) accommodation; and
- iii) other tourist services (e.g. excursion, shipping, sightseeing) not ancillary to transportation or accommodation which form a significant part of the package example meals, shopping, etc.

2.24 Travel agent

A travel agent is a company carrying on travel agency business which is licensed under the Tourism Industry Act 1992 (Act 482) by selling, arranging or making available tickets entitling a person to travel on any conveyance either by land, sea or air, hotel accommodation and travel related services in Malaysia or outside Malaysia for commission. A travel agent retails travel products and services which are operated or offered by principals or tour operators.

2.25 *Wudhu*’

The rite or act to wash or wipe the specific parts of the body with water to be pure and clean for the solah.

2.26 *Wudhu*’ facility

Appropriate or dedicated area for male and female for *wudhu*’.

2.27 *Sertu* (Obligatory Cleansing)

Sertu means cleansing something from mughallazah najas such as dogs, pigs and their descendents. Mughallazah najas should be cleansed by using one time water mixed with soil and followed with six times clean/ *mutlak* water.

2.28 Najas

Najas literally means impurity such as blood, urine and faeces. In Shariah law, najas means all impurity that nullifies prayers. Najas is divided into three types:

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

i. Muhghallazah (severe) such as dogs, pigs and their descendents or birth from either one of them;

ii. Mutawassitah (medium) which is with the exception of the above two, such as blood, pus, faeces and etc; and

iii. Mukhaffafah (light) namely urine of a baby boy who is solely on breastfeeding and has not reached the age of two years old.

2.29 Travel protection plan

The travel agent should ensure a Shariah compliance protection scheme is included in the package.

2.30 Type of Inspection

2.30.1 Scheduled inspection

is a continuous and planned inspection on MFHS Certificate holders to verify its compliance to certification requirements, use of logo and MFHS standard;

2.30.2 Enforcement inspection

is an inspection conducted by Competent Authority together with other relevant enforcement agencies as a result of public complaint or from schedule inspection activities;

2.30.3 Follow-up inspection

is an inspection on any organization which failed to comply with the MFHS Certification Procedures based on the earlier inspections; and

2.30.4 Inspection based on complaint

is conducted after receiving a public complaint pertaining to abuse of MFHS logo/ certificate or doubts on the services or tourism products or companies which has been awarded MFHS Certification, use of logo or breach of MFHS terms and conditions.

3. MFHS CERTIFICATION SCHEME:

- i. accommodation premises and
- ii. tour packages

4. REQUIREMENTS FOR APPLICATION OF MFHS CERTIFICATION

Applicant shall:

4.1 register with the Companies Commission of Malaysia (SSM)/ Malaysia Co-operative Societies Commission/ other government agencies;

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

- 4.2 hold a business license from the Local Authorities / testimonial from government agency;
- 4.3 registered with MOTAC
- 4.4 MFHS management system documentation and implementation/ facilities/ products and/or services are in place before applications submitted;
- 4.5 Comply with Orchid Rating/Star Rating, where applicable
- 4.6 The applicant's kitchen shall be certified halal by competent authority.
- 4.7 In the absence of in-house halal certified meals, the applicant shall outsource from halal certified vendor/s

5. SPECIFIC REQUIREMENTS FOR CERTIFICATION

5.1 Accommodation premises

- i. Organization shall comply with:
- ii. MS2610:2015 – MFHS; Requirements
- iii. MS1500: 2009 Halal Food – Production, Preparation, Handling and Storage – General Guidelines (Second Revision);
- iv. Tourism Industry Act 1992;
- v. Local Authority Act 1976;
- vi. Innkeepers Act 1952;
- vii. Registration of Guests Act 1965;
- viii. Home stay Registration Guidelines
- ix. Star Rating Guideline
- x. Orchid Rating
- xi. Decisions of the National Fatwa Council for Islamic Affairs or Fatwa decreed by the states; and
- xii. Companies Act 1965
- xiii. Tourism Vehicles Licensing Act 1999
- xiv. Other related guidelines and regulations

5.2 Tour packages

Organization shall comply with:

- i. MS2610:2015 – MFHS; Requirements
- ii. MS1500: 2009 Halal Food – Production, Preparation, Handling and Storage – General Guidelines (Second Revision);
- iii. Tourism Industry Act 1992
- iv. Companies Act 1965
- v. Tourism Vehicles Licensing Act 1999
- iv. Decisions of the National Fatwa Council for Islamic Affairs or Fatwa decreed by the states; and

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

v. Other related guidelines and regulations.

5.3 Requirements for Applicant's Management Responsibilities

Applicants shall:

- i. appoint the Compliance Executive;
- ii. appoint licensed Malaysian Muslim tour guide responsible for Muslim packages
- iii. engage Malaysian Muslim citizen as tour guide for inbound tour/s, if the tour operator/s is a foreign companies

6. AUDIT PROCEDURE

1. Applicant submit application

1.1 Applicant fills up application form

1.2 Attached Supporting documents as stated in the General Requirements

1.3 Submit to JAKIM

2. Acceptance of application & supporting documents

2.1 Acknowledgement of receipt of documentation

3. Review & evaluation of application

Officer in-charge review and evaluate the application form and supporting documents to ensure completeness.

3.1. Complete application:

3.1.1. applicant will be notified relevant fee

3.1.2. applicant make payment of the relevant fee to JAKIM

3.2. In-complete application:

3.2.1 Officer in-charge will notify applicant to rectify application

3.2.2. Upon completion, follow step 3.2

4. Audit Scheduling

4.1. Officer in-charge will appoint Auditor/s

4.2. Auditor/s will prepare Audit Plan and submit to the applicant

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

5. On-site Audit

On-site Audit comprises of Document Review and Compliance Audit

5.1 Scope of Audit:

The inspection covers general and specific requirements of certification including the following items:

- I. documentation and company profile;
- II. Management Responsibility;
- III. Personnel & Responsibility
- IV. MFHS Management System
- V. Training
- VI. Documentation & storage
- VII. Communication
- VIII. Specific requirements for Accommodation/Tour Package

5.2 The on-site audit will cover the followings:

- I. opening meeting;
- II. review of documents;
- III. site inspection;
- IV. verification of findings; and
- V. closing meeting.

5.3 Auditor's Right

- I. The auditor shall be permitted to access the designated premises for audit purposes
- II. Auditor is authorized to take photographic/ audio visual and copy of documents for verification purposes;
- III. A copy of the audit report shall be given to the applicant for action; and
- IV. Auditor can conduct follow-up audit after the corrective action has been implemented for verification purposes, if deemed necessary

5.4. Sampling

Auditor is authorized to sample accommodation/ in bound and out bound tour packages to verify compliance to MFHS requirements

5.5. Document Review

- 5.5.1 Auditor verified MFHS documentation system to ensure adequacy and readiness for Compliance Audit
- 5.5.2 Auditor to generate report to inform applicant of their state of readiness for Compliance Audit, including additional supporting document/s if required by Auditor

5.6 Compliance Audit

- 5.6.1 Auditor conduct on-site audit through interview sessions, review of records and physical inspection and observation
- 5.6.2 Auditor to generate report to inform applicant of

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

- I. General audit findings
 - II. Non-conformity and/or observation
 - III. Recommendation/s for certification
- 5.6.3 Applicant submit corrective action/s to close the nonconformity reports
- 5.7. Compilation of audit report
- 5.7.1 Auditor compiles all documentations related to the application
 - 5.7.2 Auditor submits to Technical Reviewer for support of recommendation for certification
 - 5.7.3 Auditor presents the file/report to MFHS Panel Meeting
- 5.8. MFHS Certification Panel Meeting
- 5.8.1 Panel member/s review and endorse the recommendation for certification
 - 5.8.2 Panel member/s may request for additional information, if deemed necessary prior to endorsement
- 5.9 Procedures for Re-auditing
- a. Re-auditing is conducted solely based on decision of the MFHS Panel; and
 - b. Re-auditing is only carried out once.
- 5.10 Issuance of Certificate
- 5.10.1 Following the approval of the MFHS Panel Meeting, MFHS Certificate will be issued to applicant
 - 5.10.2 Validity of MFHS Certificate is for three (3) years
- 5.11. Surveillance
- 5.12 Surveillance Audit will be conducted annually
- 5.13. Renewal of Certification
- 5.14 Renewal Audit will be carried out three (3) months before expiry date

7. Certification Fee

- 7.1 The fee is calculated based on the number of employees (refer Appendix)
- 7.2 The cost of field verification (accommodation/in bound & outbound tour packages) will be borne by the applicant
- 7.3 Payment of fee shall be in the form of postal order or money order or bank draft or online payment payable to JAKIM
- 7.4 Fee paid is not refundable

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

8. COMPETENCY REQUIREMENT

8.1 Compliance Executive

Compliance Executive must be

- a) Muslim;
 - b) Malaysian citizen;
 - c) Completed post-secondary education (e.g. Certificate/Diploma/Degree in Islamic studies or hospitality) OR
 - d) Minimum of two (2) years working experience in hospitality industry; AND
 - e) Completed Certificate of MFHS Compliance Executive
- who is responsible in MFHS compliance of the company.

8.2 Auditor

Auditor must be

- a) Muslim;
- b) Malaysian citizen;
- c) Completed post-secondary education (e.g. Certificate/Diploma/Degree in Islamic studies or hospitality) OR
- d) Minimum of two (2) years auditing experience in Quality Management System; AND
- e) Completed MFHS Lead Assessor Course

9. MONITORING AND ENFORCEMENT

All MFHS Certificate holders or anyone who use any MFHS statement/ label/ logo are subject to monitoring and enforcement. If deemed necessary, short notice or unannounced audit shall be conducted for the purpose of investigating complaints or in response to changes or as follow up to suspended client/s.

9.1 The Regulations

In Malaysia, the following laws are currently enforced for the purpose of inspection and monitoring:

- i. Trade Description Act 2011;
- ii. Food Act 1983 (Act 281), Food Regulations 1985 and Food Hygiene Regulations 2009;
- iii. Custom Act 1967, Custom Order (Prohibition of Import 1998);
- iv. Local Government Bylaws 1976 (Act 171) and Local Council Bylaws (PBT);
- v. Act/ State Administration Enactment of Islamic Affairs; and
- vi. Trade Mark Act 1976.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Monitoring and enforcement are subject to the similar laws of the participating country.

9.2 Implementation

All inspection for monitoring and enforcement shall be conducted with short notification based on Manual Procedure for Muslim Friendly Hospitality Services (MFHS) Certification 2017 and other regulations currently enforced.

After the inspection, a copy of the MFHS Certification Monitoring Notice will be given by the Auditor to the organization.

9.3 Category of Offences and Actions

9.3.1 Minor Offence

i. Offences which can be given warning by the Auditor for the corrective action, but not limited to:

- a. premise cleanliness;
- b. facilities cleanliness;
- c. staff ethic (refer Appendix);
- d. environmental cleanliness;
- f. other offences related to hygiene and sanitation;
- h. failure to produce documents requested by the inspection officer; and
- i. inadequate Muslim Friendly information

ii. Action:

- a. a copy of the MFHS Certification Monitoring Notice and Non Conformance Notice will be issued.
- b. warning for immediate remedial action or within 14 days or any duration deems relevant;
- c. Auditor from Competent Authority will conduct follow-up inspection after the due date (if necessary).
- d. If the organization failed to rectify the non-conformances within the stipulated time, Notice of MFHS Certificate Suspension will be issued and the MFHS certificate will be suspended; and
- d. the status of the suspended MFHS certificate will be determined by the MFHS Certification Panel.

9.4.2 Major Offence

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

i. Offences which can lead to suspension of the MFHS Certificate by the Auditor and need to be presented to the MFHS Certification Panel for the final decision, but not limited to:

- c. using MFHS Logo on premise/tourism products which are not certified;
- d. forged MFHS certificate or misuse of MFHS Logo;
- e. lend or give the original MFHS certificate to other organization or premise;
- f. alter the information on the MFHS Certificate;
- g. change or amend to the information which have been declared in the application form without written consent from Competent Authority
- h. No Compliance Executive available as required in the MFHS certification procedure;
- i. use and display of expired MFHS certificate;
- j. failure to deliver products or services as promised;
- k. evidence of total breakdown of MFHS implementation; and
- l. failed to comply with corrective action for minor offence.

ii. Action:

- a. MFHS Certificate shall be suspended;
- b. MFHS Non Conformance Notice and Notice of MFHS Certification Suspension will be issued to the organization;
- c. report on suspension will be presented to the MFHS Certification Panel for final decision whether:
 - re-inspection is required upon corrective action taken; or
 - the MFHS certification will be reinstated upon satisfactory completion of corrective action; or
 - the MFHS certification will be revoked if the certificate holder/s failed to take corrective action
- d. Notice of MFHS Certification Revocation will be issued; and
- e. Competent Authority may list down the organization/s with suspended MFHS certification in the designated portal.

9.5 Observation

Situation where the auditor has noted an area of concern on the capability of the MFHS system to achieve conformance to the requirements of the standard but without sufficient objective evidence to support nonconformity.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

9.6 Complaint

- i. Complaint can be made through:
 - a. complaint form;
 - b. letter;
 - c. e-mail/ complaint on-line; or
 - d. telephone.
- ii. Complaints received shall be related to MFHS only; and
- iii. All complaints will be channelled to Competent Authority for further action.

9.7 Receiving Complaints

- i. All complaints will be recorded;
- ii. Only valid complaints will be attended;
- iii. Valid complaint will be investigated for root cause and determine of corrective action
- iii. Complainant will be informed on all decisions or action taken; and

9.8 Dispute

- i. Dispute against the findings or recommendation made by the Auditor can be submitted to MFHS Certification Panel;
- ii. Any dispute submitted shall be reviewed, investigated, decided upon and taken necessary action; and
- iii. Decision on the dispute is final and will be communicated to the applicant.

9.9 Appeal

- i. Appeal shall be made in writing to the MFHS Certification Panel from the date on which the notice of revocation is served on that organization.
- ii. Any appeal shall be reviewed, investigated, decided upon and taken necessary action; and
- ii. Decision of the MFHS Certification Panel is final and will be communicated to the certificate holder/s.

9.10 Retract

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Organization shall retract promotional items, written/printed materials or any other relevant materials if:

- i. Found to breach the MFHS certification requirements
- ii. Certificate is not renewed upon expiry of the certificate
- iii. Certificate is revoked by the Competent Authority

10. MFHS CERTIFICATE AND LOGO

10.1 Conditions on Usage of MFHS Certificate

- i. Use of the Malaysia MFHS Certificate is subject to conditions which have been specified for the certificate;
- ii. The MFHS Certificate holder shall be responsible on any abuse or misuse of the certificate subject to the laws and regulations;
- iii. The MFHS Certificate can be withdrawn or terminated at any time and use of the MFHS logo is not allowed if the applicant is found to violate the MFHS Certification requirements;
- iv. The MFHS Certificate cannot be traded, leased, exchanged, forged, abused, or amended its content in whatever form; and
- v. The original and valid MFHS Certificate shall be displayed at all times at the address stated on the certificate.

10.2 Conditions on Usage of MFHS Certification Logo

- i. This MFHS logo may be used on its own or in combination with the accreditation mark which appears on the management system certificate issued to the client.
- ii. The MFHS logo used shall clearly reflect the management system for which the client has been certified.
 - v. The MFHS certification logo may be reproduced in black and white, or in the case of pre-printed letterhead, stationery, and newspaper and magazine articles, in the predominant colour of these items.
 - vi. The MFHS certification logo may be used in literature, stationery and advertising. However, it shall not be used on products or packaging (both primary and secondary), and laboratory test, calibration or inspection reports, as such reports are deemed to be products in this context.
 - vii. The MFHS logo may also be used on flags, vehicles and the exterior walls of buildings.
 - viii. MFHS certification logo used must be accompanied by the standard number and certification number specified below the logo. (See note below)
 - ix. The MFHS certification logo may be used in complimentary items produced by the organization. It shall always be accompanied by a statement such as “Muslim Friendly Hospitality Services Certified Organization”. Equivalent statements, carrying the same meaning, may be acceptable.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Note :

1. The numeric identification YYYY in the standard (e.g. MS2610:2015) refers to year of revision of the standard. Client is required to confirm the revision number of the standard by referring to the latest version of the certificate issued by JAKIM.
2. The alpha-numeric identification XXXXXX in the Cert No. (e.g. CERT NO: 000011) refers to the certification number of the certificate. Client is required to confirm the Cert No. by referring to the latest version of certificate issued by JAKIM.

Example:



MS2610:2015
MFHS No.000011

11. RESPONSIBILITY OF THE MFHS CERTIFICATE HOLDER

11.1 The MFHS Certificate holder/s shall ensure that the certification requirements are adhered to;

11.2 The MFHS Certificate holder/s is duty bound to inform in writing, the Competent Authority of any changes to the name, address or management of the organization, tourism product branding and others;

11.3 The MFHS Certificate holder/s shall lodge a police report and inform the Competent Authority, in writing, should there be lost of MFHS certificate;

11.4 The MFHS Certificate holder/s shall return any damaged MFHS certificate to the Competent Authority and a new certificate will be re-issued after payment is made;

11.5 The MFHS Certificate holder/s shall have trained workers, who understand MFHS Certification Procedures and shall attend MFHS certification training;

11.6 The MFHS Certificate holder/s shall ensure that the MFHS Certificate is renewed every three (3) years

11.7 Upon suspension, refrain from further claims to certification which shall include the discontinuation of the use of the MFHS Certificate and logo in all publications and advertising material;

11.8 Upon withdrawal, discontinue the use of the MFHS Certificate and logo in all

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

publications and advertising material, and stop making any claims to certification within 30 days from the date of withdrawal of the certificate.

11.9 The MFHS Certificate holder/s shall abide by the Manual Procedure for MFHS Certification, related laws and understand the current MFHS issues; and

11.10 The MFHS Certificate holder/s shall ensure that the premises/equipments/facilities are free from najis and shall perform *sertu* (obligatory cleansing) on premises/equipments/facilities if:

- i. contamination of *najis mughallazah* occurred; and
- ii. as directed by the Competent Authority.

12. MFHS CERTIFICATION PANEL

12.1 Appointment

- i. The Competent Authority shall appoint qualified and credible figures as members of the MFHS Certification Panel;
- ii. The appointment of the MFHS Certification Panel shall be made in writing.

12.2 Membership

i. The MFHS Certification Panel consists of:

a) Three (3) permanent members, (excluding Secretary):

- 1 – Chairman (Director General, JAKIM)
- 1 – Member (Conformity Assessment Expert)
- 1 – Member (Director, Halal Hub Division)

b) Two (2) co-opted members from relevant sector

c) Secretary (DSM)

ii. MFHS Certification Panel members shall not involved directly in the auditing process.

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Adoption of the manual procedure for MFHS Certification is subjected to the local conditions and circumstances of the participating countries and localities

Drafting Committee

Assoc. Prof. Dr. Majdah Zawawi

Assoc. Prof. Dr. Noriah Ramli

Dr Afridah Abas

Haji Zulkefli Muhamad

Puan Faridah Shahidin

Professor Dr. Ida Madieha Abdul Ghani

Haji Saifol Bahli

Muhamad Jabal Rahim

Muhamad Ilyas Harun

Acknowledgement

Ahmad Ibrahim Kulliyyah of Laws, International Islamic University Malaysia

Department of Standard Malaysia (DSM)

Department of Islamic Development Malaysia (JAKIM)

Ministry of Tourism and Culture Malaysia (MOTAC)

Ministry of Higher Education (MOE)

Research Management Centre, International Islamic University Malaysia

Bibliography

Companies Act 1965

Home Stay Registration Guidelines

Innkeepers Act 1952;

Local Authority Act 1976

MS 2610:2015 Muslim friendly Hospitality Services_requirements, Department of Standard Malaysia

MS 1500:2009 Halal Food – Production, Preparation, Handling and Storage – General Guidelines (Second Revision); Department of Standard Malaysia

MS 2393:2013 Islamic and Halal Principles - Definitions and interpretations on terminology

MS ISO 1900:2005 Quality Management System-Requirements From Islamic Perspectives

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

Manual Prosedur Pensijilan Halal Malaysia, JAKIM

Orchid Rating

Registration of Guests Act 1965;

Star Rating Guideline

Trade Description Act 2011

Tourism Industry Act 1992

Tourism Vehicles Licensing Act 1999

Food Act 1983 (Act 281), Food Regulations 1985 and Food Hygiene Regulations 2009;

Custom Act 1967, Custom Order (Prohibition of Import 1998);

Local Government Bylaws 1976 (Act 171) and Local Council Bylaws;

Ordinance/State Administration Enactment of Islamic Affairs;

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

PPENDIX A:

APPLICATION FORM

1. 1. Name of Company :
 2. Address / Site :
 3. Contact Person :
 4. Office/Fax No. :
 5. Mobile No. :
 6. Email address :
 7. Website :
 8. Principal Activity seeking for certification:

4. Declaration:

- a) I hereby declare that the information provided is valid.
- b) I undertake to comply with the provisions of the MFHS Certification Manual, a copy of which has been made available to me.
- c) I agree to pay all fees/costs connected to the certification process.
- d) I shall not refuse any request by the Competent Authority to allow representative(s)/Observer of to carry out observation, where necessary, at my premises, should such a request be made.

I enclose herewith a cheque no. _____ for RM_____ made payable to Competent Authority for the application fee as indicated in the Fee Notification number.

6. Signature of authorized representative : _____ Date : _____
7. Name : _____ Position : _____

Please return form duly completed to:

JAKIM/MOTAC

.....

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

List of supporting documents:

No.	Items	Yes	No	Remarks
1	Copy of SSM registration/certificate;			
2	Business license from the Local Authorities;			
3	MOTAC registration/certificate;			
4	MFHS management system documentation manual;			
5	Orchid Rating/Star Rating certificate			
6	Halal certificate/s – Kitchen/Vendor, where applicable			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

FEE NOTIFICATION

TO

.....
.....
.....
.....

Reference No:.....

FEE NOTIFICATION

Dear Sir,

With reference to the above matter, we are glad to inform you that an audit exercise was done at your premise on for the certification of Muslim Friendly Hospitality Services. Hence, we would like to notify you on the following fees:

No	Item	Total
1.	Audit Fee	

Kindly make the payment via cheque payable to:

JAKIM

Thank you for prompt action.

Yours sincerely

Finance Unit

JAKIM

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

CONFIDENTIAL

	JAKIM/MOTAC	File No :
	MUSLIM FRIENDLY HOSPITALITY SERVICES AUDIT REPORT	
APPLICANT :		
ADDRESS OF SITE AUDITED (In the case of additional sites, respective site are listed in the attachment):		
AUDIT DATE :	DURATION :	auditor day(s)
STANDARD : M2 2610:2015		
MFHS CERTIFICATION MANUAL REFERENCE (including revision level) :		
SCOPE OF CERTIFICATION :		
NO OF EMPLOYEES (Applicable to the scope of certification) :		
The Audit Plan and the following attachments form part of this report:		
Non-conformity Report(s)	<input type="checkbox"/>	List of additional site(s) <input type="checkbox"/>
Observation/s	<input type="checkbox"/>	
Tick (√) where applicable.		
<u>Report by Auditor</u>	<u>Acknowledgement by Applicant's Management Representative</u>	
Name :	Name :	
Signature : _____	Signature : _____	
Date : _____	Date : _____	

DOC. CODE: MS2610:2015 – 001/2017

1. INTRODUCTION:

2. AUDIT PLAN SUMMARY

Role

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)

2.2 Significant changes to audit plan (if applicable) :

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

BIL	ITEMS	YES	NO	REMARKS
1	Management Responsibility:			
1.1	Communication: <ul style="list-style-type: none"> ✓ Appropriate communication processes are established within the organisation ✓ communication takes place regarding the compliances to Shariah requirements and the effectiveness of the MFHS system ✓ every personnel working for and on behalf of the organisation is fully informed of MFHS management system. ✓ personnel at all levels is aware of the MFHS practices 			
1.2	Documentation and storage: <p>a).Documentation procedure is in place for purpose of</p> <ul style="list-style-type: none"> ✓ identification ✓ storage ✓ protection ✓ retrieval ✓ retention time, and ✓ disposition of records. <p>b). proper placement, storage and handling of documents which contain Quranic verses.</p> <p>c). disposition of records that contain Quranic verses is conducted according to the Shariah requirements when necessary.</p>			
1.3	c)Records: <ul style="list-style-type: none"> ✓ legible ✓ readily identifiable, and ✓ retrievable. 			
1.4	Training: <ul style="list-style-type: none"> ✓ provide training/refresher course for all personnel doing work under its control that affects its MFHS performance. ✓ The MFHS Muslim personnel are trained by training provider recognised by the relevant authority. 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	<ul style="list-style-type: none"> ✓ Continuous training given, and its practical effectiveness & periodically assessed. ✓ The training programmes available and approved by the MFHS committee or MFHS executive officer. ✓ training records are properly kept. 			
1.5	MFHS Policy: <ul style="list-style-type: none"> ✓ The organization has in place the MFHS Policy ✓ The personnel doing work under the organisation's control aware of the MFHS Policy ✓ MFHS Policy is communicated well to all workers/employees 			
1.6	Personnel: <ul style="list-style-type: none"> ✓ Competent personnel are appointed for implementation of MFHS ✓ personnel are competent in terms of education, training, or experience in MFHS; ✓ Official appointment letter issued to every personnel; ✓ Personnel personal file are properly kept for inspection/audit. 			
1.7	Compliance Executive (CE) <ul style="list-style-type: none"> ✓ Official appointment letter issued ✓ CE possesses appropriate qualification ✓ CE possessed relevant experience in hospitality ✓ CE is fully informed by the Management of the MFHS Policy and practices ✓ CE is fully aware of the MFHS Policy ✓ CE is involve in the MFHS meetings ✓ CE is up dated on any changes that involve the MFHS practices ✓ CE has attended MFHS trainings or other trainings related to MFHS ✓ CE knows the three classification of Najs ✓ CE is aware and know about the requirements for suntu ✓ CE is aware that in the event that the 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

1.8	<p>establishment is contaminated with najas mughallazah, Sertu (obligatory cleansing) should be done in accordance to MS 1500.</p> <p>Food & Beverage (F&B)</p> <ul style="list-style-type: none"> ✓ Food & beverage are halal certified by the competent authority ✓ Sahur is available during Ramadhan ✓ Iftar is available during ramadhan 			
2	ACCOMMODATION			
		NCR	OBS	REMARKS
2.1	<ul style="list-style-type: none"> ✓ accommodation premises is in compliance with the requirements set in the MS2610:2015 ✓ No pet from non-halal animals are prohibited in the accommodation area. 			
2.2	<p>Rooms:</p> <p>The organisation shall ensure that the room is suitable for Muslim guests which includes but not limited to the following condition:</p> <ul style="list-style-type: none"> ✓ The room shall be kept clean and well maintained. ✓ guest rooms have a clearly marked kiblat direction verified by competent authority. ✓ The rooms have adequate floor space for a Muslim guest to perform solah ✓ The washroom is equipped with bidet, hand shower or water hose. ✓ The washroom floor is kept clean. ✓ personal care amenities and/or products provided in the washroom are suitable for Muslim use. ✓ Alcoholic beverages and intoxicants are not stored in the room's refrigerator. <p><u>*Recommended provisions for Muslim guests which include but not limited to the following condition:</u></p> <ul style="list-style-type: none"> ✓ sajjada available for use in the room/ or upon request by the guest. ✓ clean female prayer garment provided/or be made available upon request. ✓ prayer times available in the room/available upon request by the guest. 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	✓ A copy of translated al-Quran in the room/available upon request by the guest.			
2.2	Public Musolla <ul style="list-style-type: none"> ✓ public musalla for Muslims at the establishment ✓ located at suitable location ✓ proper signage dedicated for musalla; ✓ adequate ventilation ✓ kept clean and well maintained ✓ has segregated prayer areas for men and women ✓ has a clearly marked kiblat direction verified by a competent authority ✓ has sufficient number of sajada ✓ has current information on prayer time or upon request ✓ provides clean female prayer ✓ has segregated wudhu' facilities for men and women ✓ wudhu' adjacent to the musalla. 			
2.3	Public washroom: <ul style="list-style-type: none"> ✓ equipped with bidet, hand shower or water hose ✓ floor shall be kept clean ✓ amenities/products/toiletries provided in the washroom are suitable for Muslim use 			
2.4	Recreational and wellness facilities: <ul style="list-style-type: none"> ✓ recreational and wellness facilities shall be kept clean and well maintained ✓ the washroom at the facilities shall be equipped with bidet or hand shower ✓ wherever appropriate, the organisation shall provide facilities that are Muslim friendly. 			
3. TOURISM PACKAGE				
3.1	Tourism Product Selection:	YES	NO	REMARKS
	<ul style="list-style-type: none"> ✓ All products and services shall in other aspects comply with legislation including relevant requirements currently in force in Malaysia. ✓ The selection of tourism products included in the package shall reflect the Islamic values/ experience. 			
3.2	Itinerary:			
	The itinerary shall have an allocated scheduled time for			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	prayers, sahur and iftar during Ramadan.			
3.3	Facilities:			
	<ul style="list-style-type: none"> ✓ The travel agent shall ensure that the selected tourism products/destination have the appropriate facilities: musalla, ✓ washroom, ✓ easy access to the facilities. ✓ facilities are generally clean and in good condition. 			
3.4	Food and beverages: <ul style="list-style-type: none"> ✓ The travel agent shall ensure that all food and beverages included in the package are certified halal by competent authority. ✓ If the package does not include food and beverages, upon request, it should provide a list of halal certified restaurants within the vicinity. 			
3.5	Travel protection plan: <ul style="list-style-type: none"> ✓ Shariah compliance protection scheme is included in the package. 			
3.6	Tourist Guide			
	<ul style="list-style-type: none"> ✓ possess valid license, ✓ skills, ✓ language competence ✓ comply to all legal requirements to give tours in their area ✓ follow the code of conduct and ethics as imposed by relevant authority ✓ Licensed tourist guide shall dress a modest and professional dress code as imposed by relevant authority ✓ For female Muslim personnel wearing a headscarf is highly recommended ✓ The licensed tourist guide shall act in courteous manner in accordance with Islamic values 			
3.7	Muslim Friendly Service The licensed tourist guide providing Muslim friendly services to the customers shall include but not limited to the following: <ul style="list-style-type: none"> ✓ A having basic knowledge on the requirements for Muslim travellers ✓ keep the guests informed on their prayer time; ✓ facilitate ample time for guests to perform their prayer ✓ ensure all restaurants and eateries are certified halal by competent authority ✓ in the absence of halal food, the tour guide shall provide the guests a list of halal certified 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	eateries.			
3.8	Ground Transfer			
	<ul style="list-style-type: none"> ✓ Transportation used for ground transfers shall comply with applicable safety and regulatory requirement ✓ Where an organisation chooses to outsource the transportation, the organization shall ensure control over such activity i.e. ensuring that the suppliers, subcontractors and other interested parties involved comply with the relevant requirement of this standard ✓ Upon request, the package shall be able to provide transportation for women guests exclusively. 			

4. NON-CONFORMITY REPORT :

Total no. of minor NCR(s) : List :

Total no. of major NCR(s) : List :

List of minor NCRs which collectively constitute major NCR(s) :

5. ANY UNRESOLVED ISSUES, IF IDENTIFIED

STAGE 2 AUDIT REPORT

6. AUDIT CONCLUSION

MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES (MFHS) CERTIFICATION 2017

DOC. CODE: MS2610:2015 – 001/2017

7. AUDIT CONCLUSION & RECOMMENDATION

☐

No NCR recorded. Recommended for certification.

☐

Minor NCR(s) recorded. Recommended for certification conditional upon satisfactory resolution of all NCR(s) issued. Proposed corrective action plan to be submitted to Competent Authority within 1 month and evidence of implementation within 2 months of the date of this report.

☐

Major NCR(s) recorded. Proposed corrective action plan to be submitted to Competent Authority within 1 month with proposed completion date which shall not be more than 4 months from the date of this report.

☐

On-site audit of the following areas is recommended within 6 months (if applicable)

☐

On-site audit not required. Records of implementation of proposed corrective action to be submitted for verification.

☐

Total breakdown of the quality system. Re-audit of the whole system is recommended.

Note :

- 1) Upon certification, the first Surveillance Audit will be conducted within 12 months from the last day of this Stage 2 Audit.
- 2) In the event non-conformities cannot be closed out within 6 months of this audit, Competent Authority reserves the right to conduct a re-audit of the system (as per Stage 2 audit including closure of all the previous NCRs raised) prior to making a recommendation for certification

It is confirmed that all corrective actions taken have been satisfactorily verified. Recommended for certification.

Auditor :

(Name)

(Signature)

(Date)

Note :

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

- a) Indicate in the relevant boxes with a (√), requirements that were audited and (-) for requirements that were not audited
- b) In the cases where requirements were audited and non-conformities detected, replace the (√) with the number of non-conformities (No of major/ No. of minor)
- c) Where the requirement is not applicable, indicate "NA" in the relevant boxes

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

ENDIX A

MFHS MONITORING NOTICE

To:

.....

.....

.....

The above matter is kindly referred.

1. MFHS Monitoring will be conducted at your designated
premise/office on.....
2. Kindly prepare all necessary/relevant documents for inspection.

Thank you

.....

(Auditor)

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

To:

.....
.....
.....

Dear Sir,

Name:.....

i/c:.....

Passport No:.....

Nationality:.....

Date of arrival:.....

Package:.....

Accommodation:.....

Reference no/Booking No:.....

Complaint Details:

1. Name of Organization/Company.....
2. Address of the Organization/Company:.....
3. Complaint/s:

.....
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APPENDIX C

REVOCATION NOTICE

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

To:

.....
.....
.....

Dear Sir,

The above matter is kindly referred.

This is to inform your goodself that subject to MFHS audit conducted at your premise on.....and the decision made by the Muslim Friendly Hospitality Services Certification Panel, your MFHS Certificate is revoked.

Thank you.

Chairman

MFHS Certification Panel

APPENDIX D

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

SUSPENSION NOTICE

To:

.....
.....
.....
.....

Dear Sir,

The above matter is kindly referred.

This is to inform yourself that subject to MFHS audit conducted at your premise on and the decision made by Muslim Friendly Hospitality Services Certification Panel, your MFHS certification is suspended.

Thank you.

Chairman

MFHS Certification Panel

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

APPENDIX E

Sample MFHS Audit Checklist

BIL	ITEMS	YES	NO	REMARKS
1	Management Responsibility:			
1.1	Communication: <ul style="list-style-type: none"> ✓ Appropriate communication processes are established within the organisation ✓ communication takes place regarding the compliances to Shariah requirements and the effectiveness of the MFHS system ✓ every personnel working for and on behalf of the organisation is fully informed of MFHS management system. ✓ personnel at all levels is aware of the MFHS practices 			
1.2	Documentation and storage: <p>a).Documentation procedure is in place for purpose of</p> <ul style="list-style-type: none"> ✓ identification ✓ storage ✓ protection ✓ retrieval ✓ retention time, and ✓ disposition of records. <p>b). proper placement, storage and handling of documents which contain Quranic verses.</p> <p>c). disposition of records that contain Quranic verses is conducted according to the Shariah requirements when necessary.</p>			
1.3	c)Records: <ul style="list-style-type: none"> ✓ legible ✓ readily identifiable, and ✓ retrievable. 			
1.4	Training: <ul style="list-style-type: none"> ✓ provide training/refresher course for all personnel doing work under its control that affects its MFHS performance. ✓ The MFHS Muslim personnel are trained by training provider recognised by the relevant authority. 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	<ul style="list-style-type: none"> ✓ Continuous training given, and its practical effectiveness & periodically assessed. ✓ The training programmes available and approved by the MFHS committee or MFHS executive officer. ✓ training records are properly kept. 			
1.5	MFHS Policy: <ul style="list-style-type: none"> ✓ The organization has in place the MFHS Policy ✓ The personnel doing work under the organisation's control aware of the MFHS Policy ✓ MFHS Policy is communicated well to all workers/employees 			
1.6	Personnel: <ul style="list-style-type: none"> ✓ Competent personnel are appointed for implementation of MFHS ✓ personnel are competent in terms of education, training, or experience in MFHS; ✓ Official appointment letter issued to every personnel; ✓ Personnel personal file are properly kept for inspection/audit. 			
1.7	Compliance Executive (CE) <ul style="list-style-type: none"> ✓ Official appointment letter issued ✓ CE possesses appropriate qualification ✓ CE possessed relevant experience in hospitality ✓ CE is fully informed by the Management of the MFHS Policy and practices ✓ CE is fully aware of the MFHS Policy ✓ CE is involve in the MFHS meetings ✓ CE is up dated on any changes that involve the MFHS practices ✓ CE has attended MFHS trainings or other trainings related to MFHS ✓ CE knows the three classification of Najs ✓ CE is aware and know about the requirements for sertu ✓ CE is aware that in the event that the establishment is contaminated with najas 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

1.8	<p>mughallazah, Sertu (obligatory cleansing) should be done in accordance to MS 1500.</p> <p>Food & Beverage (F&B)</p> <ul style="list-style-type: none"> ✓ Food & beverage are halal certified by the competent authority ✓ Sahur is available during Ramadhan ✓ Iftar is available during ramadhan 			
2	ACCOMMODATION			
		YES	NO	REMARKS
2.1	<ul style="list-style-type: none"> ✓ accommodation premises is in compliance with the requirements set in the MS2610:2015 ✓ No pet from non-halal animals are prohibited in the accommodation area. 			
2.2	<p>Rooms:</p> <p>The organisation shall ensure that the room is suitable for Muslim guests which includes but not limited to the following condition:</p> <ul style="list-style-type: none"> ✓ The room shall be kept clean and well maintained. ✓ guest rooms have a clearly marked kiblat direction verified by competent authority. ✓ The rooms have adequate floor space for a Muslim guest to perform solah ✓ The washroom is equipped with bidet, hand shower or water hose. ✓ The washroom floor is kept clean. ✓ personal care amenities and/or products provided in the washroom are suitable for Muslim use. ✓ Alcoholic beverages and intoxicants are not stored in the room's refrigerator. <p><u>*Recommended provisions for Muslim guests which include but not limited to the following condition:</u></p> <ul style="list-style-type: none"> ✓ sajjada available for use in the room/ or upon request by the guest. ✓ clean female prayer garment provided/or be made available upon request. ✓ prayer times available in the room/available upon request by the guest. ✓ A copy of translated al-Quran in the 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

	room/available upon request by the guest.			
2.2	Public Musolla <ul style="list-style-type: none"> ✓ public musalla for Muslims at the establishment ✓ located at suitable location ✓ proper signage dedicated for musalla; ✓ adequate ventilation ✓ kept clean and well maintained ✓ has segregated prayer areas for men and women ✓ has a clearly marked kiblat direction verified by a competent authority ✓ has sufficient number of sajada ✓ has current information on prayer time or upon request ✓ provides clean female prayer ✓ has segregated wudhu' facilities for men and women ✓ wudhu' adjacent to the musalla. 			
2.3	Public washroom: <ul style="list-style-type: none"> ✓ equipped with bidet, hand shower or water hose ✓ floor shall be kept clean ✓ amenities/products/toiletries provided in the washroom are suitable for Muslim use 			
2.4	Recreational and wellness facilities: <ul style="list-style-type: none"> ✓ recreational and wellness facilities shall be kept clean and well maintained ✓ the washroom at the facilities shall be equipped with bidet or hand shower ✓ wherever appropriate, the organisation shall provide facilities that are Muslim friendly. 			
3. TOURISM PACKAGE				
3.1	Tourism Product Selection:	YES	NO	REMARKS
	<ul style="list-style-type: none"> ✓ All products and services shall in other aspects comply with legislation including relevant requirements currently in force in Malaysia. ✓ The selection of tourism products included in the package shall reflect the Islamic values/experience. 			
3.2	Itinerary:			
	The itinerary shall have an allocated scheduled time for prayers, sahur and iftar during Ramadan.			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

3.3	Facilities:			
	<ul style="list-style-type: none"> ✓ The travel agent shall ensure that the selected tourism products/destination have the appropriate facilities: musalla, ✓ washroom, ✓ easy access to the facilities. ✓ facilities are generally clean and in good condition. 			
3.4	Food and beverages:			
	<ul style="list-style-type: none"> ✓ The travel agent shall ensure that all food and beverages included in the package are certified halal by competent authority. ✓ If the package does not include food and beverages, upon request, it should provide a list of halal certified restaurants within the vicinity. 			
3.5	Travel protection plan:			
	<ul style="list-style-type: none"> ✓ Shariah compliance protection scheme is included in the package. 			
3.6	Tourist Guide			
	<ul style="list-style-type: none"> ✓ possess valid license, ✓ skills, ✓ language competence ✓ comply to all legal requirements to give tours in their area ✓ follow the code of conduct and ethics as imposed by relevant authority ✓ Licensed tourist guide shall dress a modest and professional dress code as imposed by relevant authority ✓ For female Muslim personnel wearing a headscarf is highly recommended ✓ The licensed tourist guide shall act in courteous manner in accordance with Islamic values 			
3.7	Muslim Friendly Service			
	<p>The licensed tourist guide providing Muslim friendly services to the customers shall include but not limited to the following:</p> <ul style="list-style-type: none"> ✓ A having basic knowledge on the requirements for Muslim travellers ✓ keep the guests informed on their prayer time; ✓ facilitate ample time for guests to perform their prayer ✓ ensure all restaurants and eateries are certified halal by competent authority ✓ in the absence of halal food, the tour guide shall provide the guests a list of halal certified eateries. 			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

3.8	Ground Transfer			
	<ul style="list-style-type: none">✓ Transportation used for ground transfers shall comply with applicable safety and regulatory requirement✓ Where an organisation chooses to outsource the transportation, the organization shall ensure control over such activity i.e. ensuring that the suppliers, subcontractors and other interested parties involved comply with the relevant requirement of this standard✓ Upon request, the package shall be able to provide transportation for women guests exclusively.			

**MANUAL PROCEDURE FOR MUSLIM FRIENDLY HOSPITALITY SERVICES
(MFHS) CERTIFICATION 2017**

DOC. CODE: MS2610:2015 – 001/2017

Organization :

File No :

Auditor : Name :

Signature :

Date of Audit :

NON-CONFORMITY(IES)

No.	Category	*Requirement & Clause	Findings

OBSERVATION(S)

No.	Category	Requirement & Clause	Findings

Reviewed by Technical Reviewer : Signature :

Name :

Acknowledgment by Organization : Signature :

Name :

**EXPLANATORY NOTE ON RECORDING OBSERVATIONS/NONCONFORMITY REPORT
IN FORM -FM 401**

Instructions to Standards Malaysia Assessors (Lead assessors and assessors)

1. Assessors are required to complete Form FM 401-1. Observations should be recorded on the form at the time they are encountered, and the signature of the accompanying CB representative should be obtained on that occasion. In circumstances when it is not possible to write nonconformity at the time they are encountered, it may be possible for assessors to note the observations in Assessor's Notes or Check-list. FM 401-1 can then be written after they have firmed up, or have obtained substantial evidence at a later stage.

2. The entry on Forms FM 401-1 should contain purely factual observations related to possible nonconformity with a specific clause in the assessment and accreditation standard. It should state the fact, not the proposed remedy. It should be objective, not critical, emotive or woolly. The recorded observation should be legible, grammatical correct, articulate and concise. The Lead Assessor would be expected to allocate nonconformity and to categorize them before completing his Summary Report.

Non-conformities/observations raised must be properly numbered if more than one. When the non-conformities/observations raised go beyond a page, then the forms concerned should be properly paginated.

3. The following information should be included:

- a) a record of the observation or the nonconformity
- b) where the observation was made;
- c) the matter / system under discussion;
- d) any documents involved;
- e) the name(s) of the person(s), usually the quality manager or CB's management representatives with whom the matter was discussed;
- f) the signature of the assessor and the representative of the CB accompanying him.

4. The assessor should, as far as possible, use the wording of ISO/IEC 17021-1 / ISO/IEC 17065/ ISO/IEC 27006/ ISO/IEC 17024/ ISO/TS 22003/ ISO 55003 / IAF MD 1/2/3/4/5/9/10/11/13/15/16 / ACB-OSH / ACB-HACCP/ ACB-HALAL / ACB-EnMS / ACB-MDQMS / ACB FMC series/ ACB-MSPO and other specific policies or requirements, in phrasing the observation.

5. Exchange of information on matters such as the allocation of nonconformity is an important reason for holding a brief meeting of the assessment team at the end of each day if at all possible.

6. Where several observations within the same element indicate a collective of nonconformities, this “collective nonconformity” may be recorded on one or more FM 401 Form, and given the same report number. Each observation should be traceable, that is they should be given a serial number or other unique identification etc.

APPENDIX F:

TERMS OF REFERENCE OF MFHS CERTIFICATION PANEL

The list of scheme specialists shall be approved by the Chairman of MFHS Certification Panel and maintained by DSM. It shall be updated from time to time.

Terms of Reference

1. The Certification Panel shall be responsible for reviewing and approving recommendations for granting certification, renewal of certification and extending the scope of certification.
2. The Certification Panel shall also be responsible for making decisions on the suspension of certification, withdrawal or revocation of certification and reduction of scope of certification.
3. The Certification Panel shall report to the MFHS Certification Advisory Council on all its decisions relating to certification.

Rules of Procedure

1. The Certification Panel shall be chaired by Director General, JAKIM.
2. Chairman has the right to delegate the roles to any of the permanent members.
3. The representative from DSM shall be the secretary of the panel.
4. The quorum for the meeting shall be at least 4 members including the chairman but excluding the secretary.
5. Decisions on certification shall be made by consensus among the members.
6. Any approval made with conditions attached shall be referred back to Director, Halal Hub Division, JAKIM for correction and, where necessary corrective action. The action(s) taken shall be reported at the next meeting.
7. Any recommendation that is not approved by the MFHS Certification Panel shall be referred back to the Director, Halal Hub Division, JAKIM. The recommendation shall be resubmitted for approval only after issues of concern have been satisfactorily resolved.
8. Minutes of the Certification Panel shall record all decisions on certification made by the Certification Panel. These minutes shall be produced within seven (7) working days of the meeting of the panel.
9. The minutes shall be made available to members of MFHS Certification Advisory Council at all times.

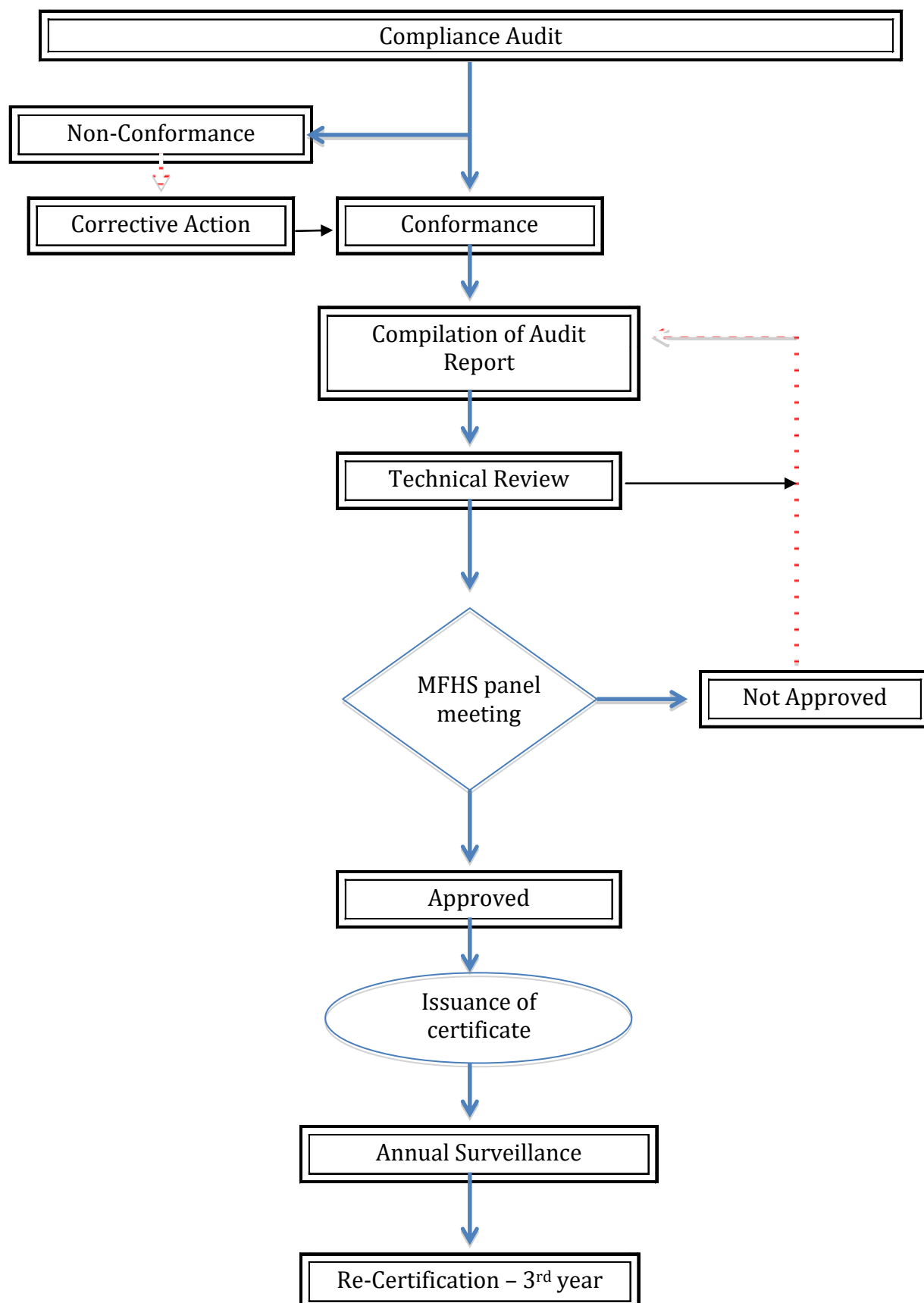
APPENDIX G



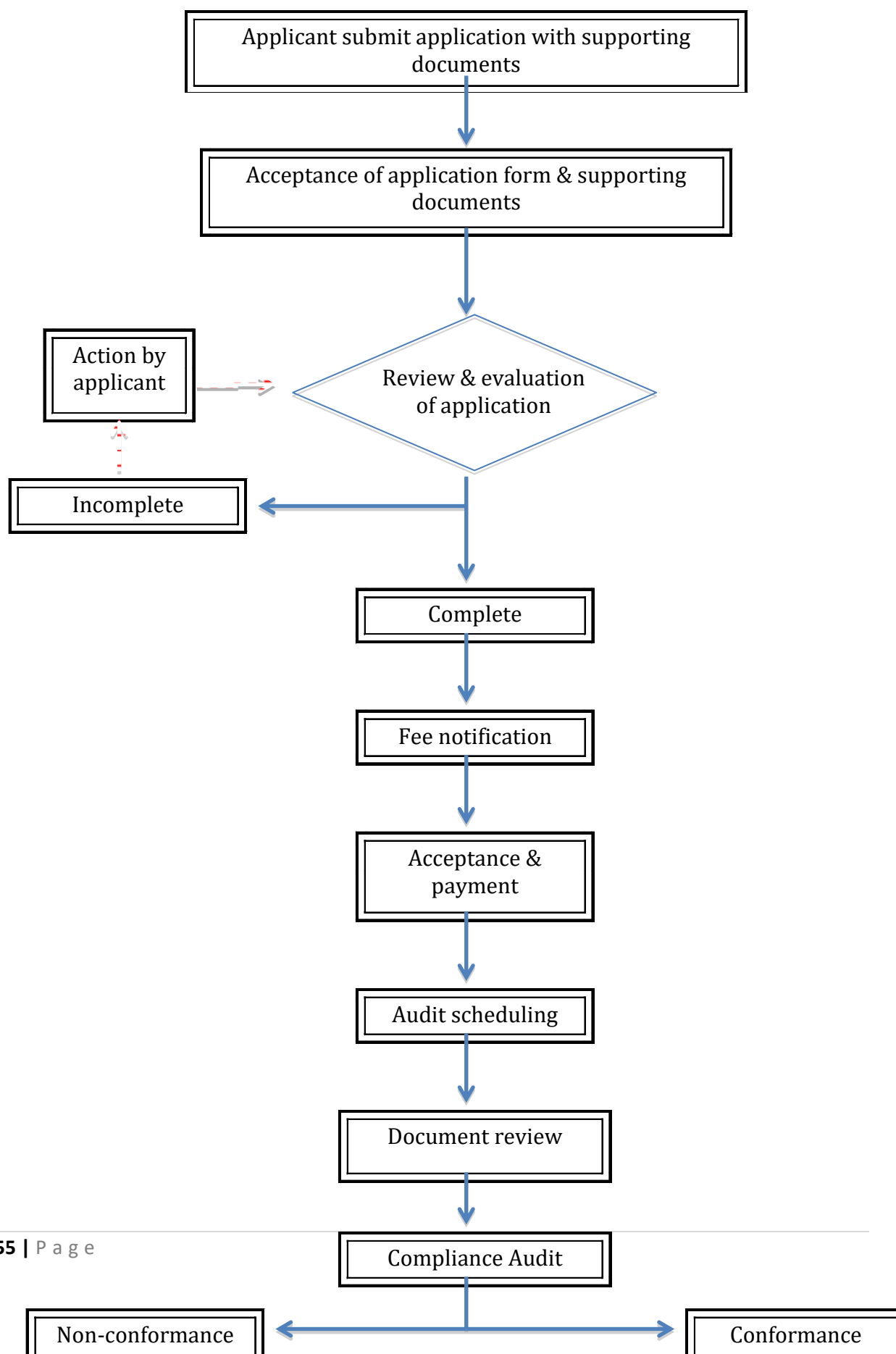
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MUSLIM FRIENDLY HOSPITALITY SERVICES CERTIFICATION PROCESS FLOW
(PART II)



MUSLIM FRIENDLY HOSPITALITY SERVICES
CERTIFICATION PROCESS FLOWCHART (PART 1)



No. Standard :
Standard No.: **MS2610:2015**

No. Siri : **A 25540**
Serial No.:



KERAJAAN MALAYSIA
GOVERNMENT OF MALAYSIA

Sijil Pengesahan
CERTIFICATE OF AUTHENTICATION
Mesra Muslim/Muslim Friendly

Adalah dengan ini diperakukan
It is hereby certified that

ABC Sdn Bhd
Kuala Lumpur

Telah memenuhi keperluan pensijilan Mesra Muslim untuk
Has fulfilled the Muslim Friendly certification for

Penginapan/Accommodation

JABATAN KEMAJUAN ISLAM MALAYSIA

No. Ruj: / Ref No.:

JAKIM/(S)/(22.00)/492/2/ 109-07/2013
Tarikh dikeluarkan / Date of issue :

01 Mac 2014
Sah sehingga / Valid until :

28 Februari 2016
Tarikh awal pengeluaran / 1st date of issue :

01 Mei 2004



Ketua Pengarah / Director General
JABATAN KEMAJUAN ISLAM MALAYSIA (JAKIM)
DEPARTMENT OF ISLAMIC DEVELOPMENT MALAYSIA

