

LAMPIRAN A

Senarai Laporan Ketidakurusan (Non-Conformance Report)
Pensijilan Halal Malaysia
Jabatan Kemajuan Islam Malaysia

BIL.	NCR BAGI PRODUK, PREMIS MAKANAN DAN LOGISTIK
1	Percampuran bahan ramuan halal dan tidak halal dalam stor penyimpanan yang sama-tiada pengasingan secara fizikal
2	Pembungkusan dan pelabelan tidak menepati syarak
3	Penggunaan istilah yang sinonim dengan istilah yang mengelirukan. Cth: <i>bacon, hot dog, bak kut teh, beer, ham</i> , dll
4	Pemprosesan produk halal dan tidak halal
5	Bahan ramuan/ mentah tiada sijil pengesahan halal
6	Tiada Jawatankuasa Audit Halal Dalaman
7	Pekerja muslim warganegara Malaysia tidak mencukupi
8	Produk mengandungi bahan ramuan yang tidak halal
9	Penggunaan berus daripada bulu binatang
10	Terdapat alat penyembahan agama di dalam kawasan pemprosesan makanan/ premis
11	Bahan ramuan tidak diisyihar dalam permohonan

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12	Terdapat binatang di dalam kawasan premis
13	Bahan ramuan yang meragukan- sijil halal yang tidak diiktiraf
14	Penggunaan peralatan tidak halal bercampur di kawasan premis
15	Laluan keluar masuk bagi dapur halal dan tidak halal adalah sama
16	Laluan arak berkongsi dengan laluan dapur halal
17	Terdapat arak dan ramuan berunsur arak dalam kawasan dapur halal
18	Terdapat penyalahgunaan logo di dapur/ restoran yang tidak disahkan halal
19	Terdapat penyalahgunaan logo halal pada produk yang tidak mendapat sijil halal
20	Lantai di kawasan pemprosesan pecah dan berlubang
21	Kawasan pemprosesan tidak bersih

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22	Lampu di kawasan pemprosesan tidak berpenutup
23	Terdapat lubang pada siling di kawasan pemprosesan
24	Dinding di kawasan pemprosesan tidak bersih
25	Longkang tidak dibersih dan diselenggara dengan baik
26	Terdapat asrama pekerja di dalam kawasan premis
27	Pekerja tidak mendapatkan suntikan Anti-Typhoid Rekod suntikan Anti-Typhoid pekerja telah tamat tempoh
28	Putung rokok dijumpai di kawasan premis Terdapat air minuman pekerja di dalam kawasan pemprosesan
29	Pakaian pekerja tidak sesuai (pekerja memakai seluar pendek ketika pemprosesan makanan)

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Pensijilan Halal Malaysia
Jabatan Kemajuan Islam Malaysia

30	Pekerja tidak memakai penutup kepala Pekerja memakai <i>slipper</i> di dalam kawasan pemprosesan
31	Pekerja memakai cincin dan jam semasa pengendalian/pemprosesan makanan
32	Susun atur peralatan di dalam stor dan kawasan pemprosesan tidak kemas
33	Menjalankan pemprosesan produk kontrak luar yang tidak halal (OEM)
34	Kawasan premis tidak berpagar
35	Kawalan serangga (Pest Control) tidak dilaksanakan mengikut jadual
36	Pekerja tidak mengikuti kursus pengendalian makanan
37	Produk siap dan bahan mentah tidak diasingkan dan disimpan dalam kawasan yang sama

38	Tiada pengasingan untuk penyimpanan bahan mentah kering dan basah
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Dikemaskini pada 30 September 2011

Portal Rasmi Halal Malaysia,
<http://www.halal.gov.my/v3/index.php/ms/component/content/article/3-misc-perniagaan/227-pengumuman>

LAMPIRAN B

SOALAN-SOALAN TEMUBUAL ;

a) Pengurus hotel

1. Bagaimakah timbulnya idea untuk menjadikan hotel De Palma sebagai hotel yang melaksanakan syariah compliant ?
2. Bagaimakah pandangan tuan tentang maksud syariah compliant ?
3. Adakah portfolio agama telah diwujudkan di dalam organisasi hotel untuk menjayakan syariah compliant ?
4. Bagaimakah sambutan pengunjung Islam dan bukan Islam sebelum dan selepas diperkenalkan konsep syariah compliant ?
5. Bagaimakah bentuk amalan pengurusan Islam yang dilaksanakan di hotel ini?
6. Apakah perancangan pihak hotel untuk memajukan dan memantapkan lagi amalan pengurusan Islam di hotel ini ?
7. Adakah hotel ini mengguna pakai standard halal JAKIM sepenuhnya ? Atau menggunakan kaedah lain untuk menentukan standard halal dalam penyediaan makanan dan minuman ?
8. Bagaimakah pendedahan diberikan kepada staf mengenai pematuhan syariah khususnya dalam aspek penyediaan makanan halal ?
9. Bagaimakah pihak hotel menghadapi rungutan pengunjung bukan Islam dalam soal '*halal food*' ?
10. Pada pengamatan tuan, sejauh manakah Islamic Hotel ini dapat bertahan dalam saingan bidang perhotelan dengan hotel-hotel konvensional ?

b) Pegawai Bahagian Sumber Manusia

1. Apakah kriteria-kriteria yang telah ditetapkan oleh pihak hotel dalam pengambilan pekerja di hotel ini ?

2. Adakah pegawai agama yang sesuai telah dilantik, bagaimana fungsinya ?
3. Apakah bentuk-bentuk pendedahan yang diberikan kepada pekerja-pekerja hotel dalam menghayati tuntutan syariat Islam ?
4. Bagaimanakah tuan dapat memastikan bahawa disiplin-disiplin Islam dipatuhi oleh pekerja-pekerja di hotel ini ?
5. Apakah tindakan yang diambil dalam menangani masalah pekerja yang melanggar disiplin-disiplin Islam ini ?

c) Pegawai Bahagian Makanan Dan Minuman

1. Adakah pekerja-pekerja bukan Islam dibenarkan terlibat di bahagian ini ?
2. Adakah terdapat prosedur khusus penyediaan makanan dan minuman ?
3. Bagaimanakah tuan dapat memastikan bahawa pekerja-pekerja di bahagian ini telah memahami konsep halal dalam penyediaan makanan dan minuman ?
4. Bagaimanakah tuan dapat memastikan bahawa penyediaan makanan dan minuman di sini telah mencapai tahap piawaian halal ?
5. Bagaimanakah tuan dapat memastikan bahawa disiplin-disiplin Islam telah dipatuhi oleh pekerja-pekerja di bahagian ini ?

d) Ketua Chef

1. Adakah tuan mengetahui maklumat garis panduan halal yang telah dikeluarkan oleh JAKIM atau Jabatan Agama Negeri ?
2. Bagaimana tuan dapat menentukan bahawa bahan-bahan masakan yang digunakan di sini adalah halal ?
3. Adakah masih terdapat menu '*western food*'? Bagaimanakah cara penyediaannya ?
4. Adakah terdapat bahan-bahan masakan yang digunakan tetapi tiada logo halal ?
5. Bagaimanakah tuan dapat memastikan tahap kebersihan di dapur ini sentiasa dijaga dan dikekalkan ?

e) Pegawai Sumber Bekalan Makanan

1. Adakah tuan mengetahui maklumat garis panduan halal yang telah dikeluarkan oleh JAKIM atau Jabatan Agama Negeri ?
2. Bagaimanakah pemilihan keatas bahan makanan ini dilakukan ?
3. Apakah kriteria-kriteria pembekal yang dipilih oleh tuan ?
4. Adakah kesemua pembekal yang dipilih telah mendapat persijilan halal JAKIM ?
5. Adakah pemantauan telah dilakukan ke atas haiwan-haiwan sembelih yang dibekalkan oleh pembekal ?

f) Pegawai Khidmat Makanan Ke Bilik

1. Adakah tuan telah mengetahui konsep halal dalam penyediaan makanan dan minuman yang dilaksanakan di hotel ini ?
2. Bagaimanakah proses penghantaran pesanan makanan dan minuman ke bilik-bilik dilakukan ?
3. Bagaimanakah tuan dapat memastikan kualiti makanan dan minuman yang dihantar ke bilik berada pada tahap yang terbaik ?
4. Adakah tuan mengetahui jenis-jenis makanan dan minuman yang ditempah samada halal atau haram di sisi Islam ?
5. Bagaimanakah tuan mengatasi masalah pesanan makanan dan minuman yang tidak halal ?

LAMPIRAN C

PROFIL HOTEL DE PALMA

Each hotel has its full hotel facilities catering to the needs of the location.



DE PALMA GROUP OF HOTELS

De Palma Group of Hotels is wholly owned by Persekutuan Kerajaan Negeri Selangor (PKNS), with its hotels located in Ampang, Shah Alam, Kuala Selangor, Sopang and Kuching (opening in mid-2011), a Seminar and Conference Centre in Petaling Jaya and two independent cafe/bistro in SACC Shah Alam and Kompleks PKNS Bangi. De Palma Group of Hotels have gone through continuous upgrading of its facilities including refurbishments of floors, additions of two large ballrooms, larger swimming pools, etc.

Since its modest beginning in 1995 with the opening of its first hotel, De Palma Hotel Shah Alam, De Palma Group of Hotels has expanded with the addition of De Palma Hotel Ampang (1996), De Palma Hotel Kuala Selangor (1997), De Palma Hotel Sopang (1997). Latest addition to the family is De Palma Waterfront Kuching. Each hotel

has its full hotel facilities catering to the needs of the location.

From the onset of the hotel development, De Palma Group of Hotels has collaborated with Bintel, a hotel management company to handle its day to day operation. The management team is headed by Dato' Mohd Ilyas bin Zainol Abidin and assisted by professionals in various aspects of hotel operations.

OUR VISION

To be the preferred hotel offering product and services conforming to Syariah compliant.



OUR MISSION

To achieve the highest market shares in return by offering Syariah products to business and leisure Muslim travellers.



A recent Islamic Seminar meeting conducted in one of the Syariah compliant hotel. The great influence of Dr. Yusuf Islam (Muhammad Ali) and facilities of Dr. Yusuf Islam Hotel, Jakarta.

*Photos right & below: The Convocation
Banquet held as part of the
Palma Hotel Arwana's 10th Anniversary. A function
that was officiated by Dr. Palma Srinivas and
Chairman, Captain Pradeep Kaur Balaji.
Guests from around the globe gathered
at Melaka to celebrate the Palma
Hotel Arwana.*



CORPORATE DETAILS

Name	De Palma Management Services Sdn Bhd
Date of Incorporation	April 17, 1995
Company No.	340672T
Registered Address	Jalan Selamon 1/2, Palm Square, Ampang Point 68000 Ampang, Selangor Darul Ehsan, Malaysia.
Authorised Capital	RM7,500,000
Paid up Capital	RM5,000,000
Telephone No.	603-4270 7070
Fax No.	603-4270 7080 / 603-4270 1597
Website	www.depalmahotel.com
Principal Activity	Hotel and Restaurant Business

De Palma Group of Hotels is managed by Hotel Sdn Bhd, a hotel management company.

BOARD MEMBERS OF DE PALMA GROUP OF HOTELS



HAJAH NORLIDA BINTI MOHD YUSOF
■ Chairman of the Board of De Palma Group of Hotels
■ Deputy General Manager, Corporate Affairs of State Economic Development Corporation



OTHMAN BIN OMAR
■ Board Member of De Palma Group of Hotels
■ General Manager of State Economic Development Corporation



HAJAH NOORAINI BINTI MOHD YUSOF
■ Board Member of De Palma Group of Hotels
■ Deputy General Manager, Administration of State Economic Development Corporation



ABDULLAH SAMI BIN ABDUL HAMID
■ Board Member of De Palma Group of Hotels
■ Member of Parliament Malaysia

EXCO MEMBERS OF DE PALMA GROUP OF HOTELS



HAJAH NORLIDA BINTI MOHD YUSOF
■ Economic Secretary of State Economic Development Corporation



HAJAH ROSLAN BINTI BAHARUDIN
■ Deputy General Manager, Corporate Affairs of State Economic Development Corporation



HAJAH MOHD ROSLI BINTI YUSOFF
■ Technical Services Director of State Economic Development Corporation



ZAINAH BINTI MOHD THAM
■ Administrator of State Economic Development Corporation



HAJAH ROZIAH BINTI AHMAD
■ Controller, Mid Region Development of State Economic Development Corporation



HAJAH RAZWANAH BINTI ISKAK
■ Technical Services Director of State Economic Development Corporation



DATIN HAJAH MOHD ROJAS ZAINOL ABIDIN
■ Group General Manager of De Palma Group of Hotels



HAJAH AZLIAH BINTI AHMAD
■ Public Relations Manager of State Economic Development Corporation

THE MANAGEMENT TEAM OF DE PALMA GROUP OF HOTELS



DATUK HAJI MOHD ILYAS ZAINOL ABIDIN
■ Group General Manager

A successful and dynamic person, he has over a total of 36 years of experience in the hospitality industry, 20 years of which with Hilton International Hotels.

He is the Group General Manager of De Palma Group of Hotels. He carries out studies, market research, especially new hotel development around the region. He is also responsible for development of hotel concepts, operating policies and progressive marketing strategies. He is in charge of all day-to-day operations and controls the work climate, strategic direction and focus of the company. He also is involved in training and played an active role in advisor to tourism universities.

He holds many portfolios – as President of the Malaysian Association of Hotels (MAH) since 2006 and also the current President of Asian Hotel Restaurant Association (AHLA).

Datuk Hj Mohd Ilyas is Secretary-General for ASEANTA (ASEAN Tourism Association) since 2005.

He works closely with various Government Agencies, NGOs as well as Ministry of Tourism Malaysia implementing activities affecting the hospitality industry and is a Board Member of Tourism Malaysia (Malaysian Government Agency) and also a member of Human Resource Development Fund (Malaysian Government Agency).



HAJI MOHAMMAD ANSAR
■ Group Director of Finance and Administration

A professionally qualified chartered accountant, Ansar Rashid, has for the last 23 years held the position of Director of Finance with The Pan Pacific Hotel Kuala Lumpur.

Prior to this, he was attached to Hilton Hotel for 10 years and held various accounting positions at both Kuala Lumpur Hilton and Petaling Jaya Hilton.

He has extensive experience in hospitality related to accounting, hotel administration, cost management, payroll management, hotel treasury functions, asset management, hotel pre-opening management and accounting set-ups, management agreement negotiations, hotel internal audits, budget administration, etc.

Ansar Rashid is an Associate Member of the Chartered Institute of Management (UK), the Institute of Chartered Secretaries & Administrators (UK), a member of Malaysian Institute of Accountants, CA(M). He also holds a MBA from Cranfield Institute of Technology, UK.



MUHAMAD AZMIR BIN ABD.
RAZAK
■ Operations Manager (De Palma Hotel Ampang)

Muhamad Azmir has more than 26 years experience in international hotel and golf club business.

He holds a Diploma in Hotel Management from the Institute of Tourism and Hotel Management Salzburg, Austria among the many of his academic achievements.

In his present capacity at De Palma Hotel Ampang, he focuses on the operations of the hotel, including implementation of sales and marketing strategy plan, development of service quality management and staff training.



HANIDAH SHARIIB
■ Resident Manager (De Palma Hotel Shah Alam)

Hanidah is one of the pioneers to see the opening of De Palma Hotel Shah Alam, the first hotel of De Palma Group of Hotels.

Hanidah started her career at the Finance and Admin Manager and is our current Resident Manager from 2003.

She is responsible for the operations of Palma Cafe at SACC Shah Alam and Palma Cafe at Kompleks PNS Bangi.



RAHMAT BIN RAMLI
■ Resident Manager (De Palma Hotel Kuala Selangor)

Rahmat worked his way from accounts executive, income auditor, cost controller and held the post of Finance Manager at De Palma Hotel Shah Alam.

He is currently the Resident Manager of De Palma Hotel Kuala Selangor. He takes care of its sales & marketing, banqueting and overall management and operations of the hotel.



MOHD SAIF AHMAD
■ Resident Manager (De Palma Seminar & Conference Center)

He is the Manager of De Palma Seminar & Conference Center, Mohd. Saif handles the operations from Food & Beverage promotions to Sales & Marketing.

He holds a Diploma in Hotel Management and conducts periodic training for the staff.



MICHELLE KOH
■ Executive Administrator

Michelle Koh, MInst.AM (Adv Dip) UK, has more than 20 years experience as a professional administrator.

Apart from carrying out administrative and HR duties and responsibilities, she also organizes events and conducts training in essential studies and administrative skills.

Recognising the needs of Muslim travelers who has difficulty in obtaining hotels to suit their lifestyles, De Palma Group of Hotels has embarked to be the first Syariah compliant hotel offering services that has been long overdue.



BEING SYARIAH COMPLIANT HOTEL

Recognising the needs of Muslim travellers who has difficulty in obtaining hotels to suit their lifestyles, De Palma Group of Hotels has embarked to be the first Syariah compliant hotel offering services that has been long overdue.

We also have special Muslim floors dedicated for Muslim guests only.

This novel and innovative move has benefitted the hotel's profile with increased recognition and business opportunities.

The hotels have large prayer rooms with full time Imam to lead all prayers including Friday prayers (licensed to do so was granted to De Palma Hotel Ampang) with a congregation of 1800 - 2000 people weekly.

De Palma Group of Hotels is now being recognised as "Pioneer Hotel in Syariah Compliant" not only in Malaysia but in the world. The Halal Journal Award 2011 presented to De Palma Group of Hotels on April 4, 2011 is ample proof of this growing global recognition.

All Muslim female staff wear Muslim costumes covering aurat, various religious teachings are offered in our masjid, open to guests and staff.

Photocredit: right L-R: Photo and staffingers during the award of 5th Halal Journal Award to De Palma Hotel Ampang, and Mr. Datuk Mohd Ilyas Zainol Abidin, General Manager of De Palma Hotel Ampang during the opening of the new mosque of De Palma Hotel Ampang.

De Palma Hotel Ampang has won the award of 'Best Hotel of the Year Awards 2010' in the 5th Halal Journal Award by Halal Journal Awards given to De Palma Hotel Ampang after winning the Business Excellence Award for Halalstar.



AWARDS AND RECOGNITION

4 April 2011
6th Halal Journal Awards
Halal Journal Award - Travel and Hospitality

20 June 2010
4th Business of the Year Awards:
Best Service Provider of the Year
Best Management of the Year

22 May 2010
2nd Malaysia Business Leadership Awards
Business Leadership Award - Hospitality Sector
Given to Datuk Hajji Mohd Ilyas Zainol Abidin



MANAGEMENT & FRANCHISE OPPORTUNITIES

De Palma Group of Hotels had the required expertise and is committed to provide and support the hotel owners full range of Management Services including but not limited to:

1. Hotel Management (Conventional or Syariah)
2. Hotel Franchise
3. Technical Services
4. Pre-Opening Management
5. Hotel Advisory Services
6. De Palma Reservation Network and Group Sales
7. Training of Staff

For more information and enquiries, please contact:

Datuk Mohd Ilyas Zainol Abidin
Email: ilyas52@yahoo.com
Tel: +6 03 4270 7070 ext: 1202

YOUR PREFERRED ISLAMIC HOTEL



Leading Syariah Compliant Hotel



At DE PALMA we offer you a new era of hospitality - the Syariah Compliant way, suitable for Muslims and all walks of life, with facilities from comfortable rooms, *halal* restaurants, up to date meeting and banquet facilities to the provision of *surau* facilities with **full time imam** who leads the performance of daily prayers.

Our friendly staff will see to the needs of all travelers, whether on business or at leisure.

- Enjoy halal dining, with cuisines from around the world to local exotic Malaysian cuisines.
- Special Islamic Floor dedicated exclusively for Muslim guests only, where *Azan* can be heard at corridors.
- DE PALMA Hotel Ampang is the only hotel in the country which is allowed to conduct **Friday Prayers** in our *surau* weekly.
- Whether on business or leisure, you will find opportunities to improve your religious knowledge through our *Tazkirah* programs, special religious classes with *Al-Quran* recital, *Qiamulail*, just to name a few, making your stay in DE PALMA a complete balance.

At DE PALMA you will experience a truly Malaysian welcome... the Syariah Compliant way.



DE PALMA HOTEL AMPANG



DE PALMA HOTEL SHAH ALAM



DE PALMA HOTEL
KUALA SELANGOR



DE PALMA SEMINAR &
CONFERENCE CENTRE



PALMA CAFE SHAH ALAM



PALMA CAFE BANGI



DE PALMA GROUP OF HOTELS

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