

**FOOD DELIVERY: ISSUES AND RECOMMENDATION TOWARDS
ITS HALAL SUPPLY CHAIN**

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Abstract	<p><i>There were fewer options for our Muslim consumers to choose from when ordering food online. There is always a risk of contamination when the driver picks up from an uncertified halal restaurant but then picks up from a halal-approved restaurant and delivers food with the same delivery bag to the customer. Besides that, the emphasis on the need for halal food delivery is still low. The main focus of this research is to identify issues in food delivery based on the perspective of halal and to recommend best practices in developing halal food delivery in Malaysia. To achieve the objective, the methodology used in this research is by conducting in-depth interview with halal executive, trainer and senior manager of a logistic company and halal related agency. The data collected were then analysed thematically and the findings showed that there are internal and external issues in halal food delivery. Thus, the best practices are divided into three (3) aspects: personnel, system and facilities obtained from the transcript interviews or the acts and regulations.</i></p> <p>Keywords: <i>Halal, Food, Delivery, Logistic, Transportation.</i></p>
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INTRODUCTION

Online business is one of the most popular and even essential in people's lives. For the buyers to decide to purchase any item, it is necessary to have accurate information. The internet's ability to search for information and compare goods allows consumers to be innovative, search for more information, have a more diverse choice, and tend to purchase food faster. Now buyers prefer e-commerce platforms as a shopping option (Prabowo & Nugroho, 2019). Now, buying something is accessible without having to leave the house. It is a choice for all users worldwide as it saves people from the hassle of going out than just ordering the food online. This trend has evolved to the point of food delivery, which is also one of the most popular services and needs for Malaysian. Among Malaysia's most popular food service delivery is Food Panda by Delivery Hero, Bungkus by Honestbee and Grab Food delivery. However, the trend of food delivery is something new, and some issues related to halal that need to be explored.

This study discussed issues related to halal food delivery, such as the need for halal food delivery and the requirement to obtain halal food delivery certification. Many issues that arise regarding food delivery in various aspects, such as aspects of rider safety, food delivery company, and ethics. This study focuses on the issue of halal food delivery from a

Shariah perspective. In addition, this study discussed the recommendation of best practices for developing a halal food delivery system. Halal covers everything from start to end users. For Muslims – Securing Halal and Quality food always is crucial as a religious duty and for an active and healthy living. Islam puts a strong emphasis on cleanliness and purity, including food and drink, religiously, morally and physically (Soraji et al., 2017).

In the industry, it is advancing with time. The trend of online shopping is an option and a necessity in our day. Even buying groceries also now we can only order online. This is because online shopping is a straightforward way to buy. Moreover, online shopping in Islam is allowed. One reason consumers prefer online shopping is that it saves time because consumers no longer need to get ready and go home to shop. Because the average person is busy with daily work and has no time to go to the store. Even online shopping also saves on car oil as there is no need to go to the store to buy goods. Because online shopping is so easy and convenient to launch one's life, it is trending worldwide. As consumers allocate less time to shopping and more to other endeavours, their desire for convenience has mounted. Their attention has frequently been diverted to an alternative medium to virtual shopping. A crucial starting point for online retailers who want to take steps to optimize shopping speed and ease is to develop an understanding of the outstanding dimensions of online shopping convenience and the particular domain in each dimension (Jiang et al., 2013).

The concept of food delivery sounds foreign but, now no more. The concept is like online shopping, where users have to place an order online in advance. Users can choose from a variety of stores and menus. After selecting the menu, the rider delivered the food to the customer's address in less than 1 hour. The use of food delivery has begun to increase, and among the most popular food delivery companies are Food Panda, Grab Food and Dining. It provides a significant opportunity for growth in the future. The food supply industry is projected to grow by 2022 to an annual revenue of USD 956 million, one of the fastest-growing sectors in the food market (ecInsider, 2018). To capture more sales and shares, the emerging online food delivery (OFD) industry is valued as a new channel in the food industry. It has fostered competitiveness among OFD players (Yusra & Agus, 2018). In general, Muslim's main concern is buying food is to ensure the halal integrity of food because of religious obligation. They were also concerned about the halal integrity of the food product manufactured rather than conventional food. This may be due to the processing of the food and the ingredients that are not visible (Rezai et al., 2009).

It is clear here that halal not only involves raw materials and processes. It involves the entire supply chain from farm to fork. Halal supply chain applies shari'ah principles from procurement, manufacturing, transportation, warehousing, ports, and freight handling right up to customer consumption to the entire supply chain (Zain et al., 2022). It would be very problematic if there were no halal food delivery as there would be a high possibility for cross-contamination.

Halal integrity ensures that the commodity remains free of practices that may infringe the Halal status, intentionally or unintentionally, from the upstream to the downstream supply chain (Zulfakar et al., 2013). Moreover, the needs for halal food delivery are for the prevention of cross-contamination. Cross-contamination means preventing interference between halal and haram. A bit of haram renders a substantial non-halal (in the event of cross-contamination) and should be avoided in doubt (Tieman, 2013). Food delivery is a new market in the food industry. It is one of the logistics within the halal ecosystem.

There was no other online food delivery platform providing halal food delivery services, and, as a result, there were no other options for our Muslim consumers to choose from when ordering food online. There is always a risk of contamination when the driver picks up from an uncertified halal restaurant but at the same time picks up from a halal approved restaurant and delivers food with the same delivery bag to the customer (Ark Halal, n.d.).

LITERATURE REVIEW

Food Delivery

People use food delivery apps because of the advantages they have. Many people prefer the food delivery service because it is simple, has many menu options and is offered at a cheaper price (refer to Figure 1). This is supported by other research that said, food services are increasingly evolving since the advent of various food service providers via the internet and mobile apps. Stuck with busy schedules or heavy traffic does not give people time to go out to buy food (Prabowo & Nugroho, 2019). The rise of online food delivery services can be attributed to the changing nature of urban consumers. For various reasons, these customers use food delivery services, but the most common reason is the need for fast and convenient meals during or after a busy working day (Lau & Ng, 2019).

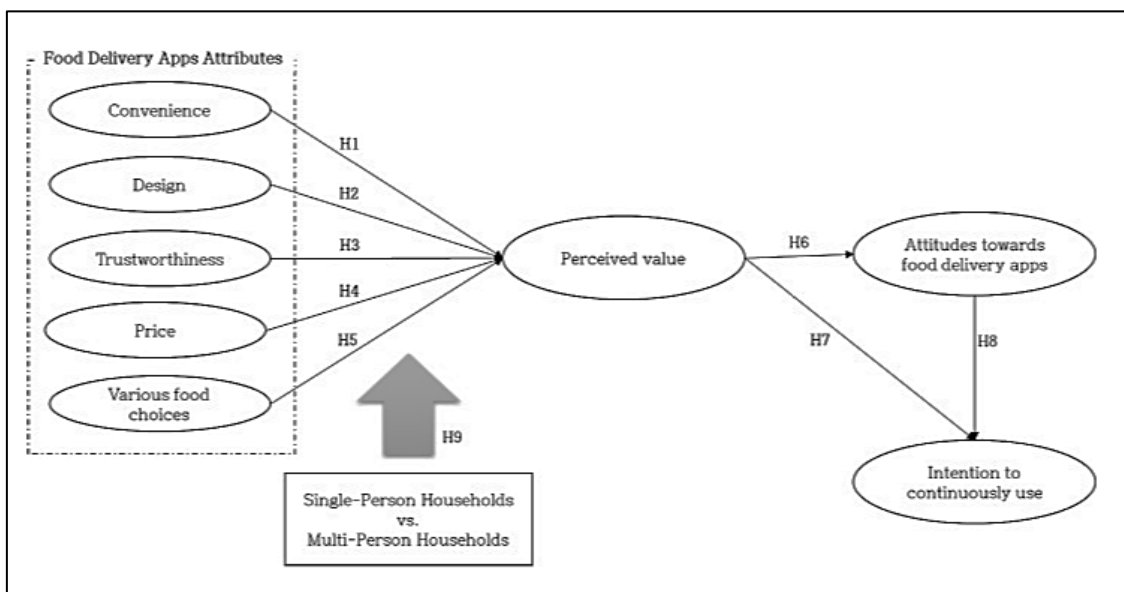


Figure 1: Food Delivery Apps Attributes.

The quality of service has a positive relationship with customer loyalty. This indicates that the relationship between customer satisfaction and loyalty decreased for consumers with high personal innovation due to most online food service being young people who are typically engaged in high-tech behaviour. Therefore, online food service companies need to continuously improve their service by recognizing the personal innovativeness of customers (Yusra & Agus, 2018). Previous research many done on consumers factors in choosing food delivery services and strategies. Another research has been done in that aspect to by (Daud, 2019) said that the online food delivery is the consumer's choice based on the relationship between the consumers "time-saving and consumers" price-saving orientations on the consumer behavioral intention towards food delivery services in Chreas area, Kuala Lumpur, Malaysia. Considering the speed at which online food delivery apps are growing, understanding the factors driving this business' development is vital. It is necessary to consider what consumers want when placing an online food order. This previous research wants to know the mindset of the customer that helps them to develop better strategies (Roy & Reddy, 2018).

Based on previous research, there are so much research has been done on the aspect of consumer factors of choices, the emergents of food delivery, the strategies for successful food delivery and others. From that research, the researcher knows that a few research was done on halal food delivery. Halal food delivery is essential to preserve halal integrity. That is why this research had been made. For example, a Muslim can choose a restaurant with a halal certificate only. However, when choosing food over food delivery apps, many miss the

genuine concept of halal. Halal is not just raw material but the whole process and supply chain must be maintained quality and halal.

We cannot run away from maintaining halal integrity in the supply chain to maintain the halal concept. As the Halal goods travel upstream and downstream of the supply chain, ensuring that this specific product's Halal authenticity is not compromised is important. Preserving authenticity is a huge challenge, because in the current physical logistics methods the possibilities of cross-contamination or the likelihood of the Halal goods being mixed with non-Halal products are quite high throughout the supply chain. Cross-contamination may occur at different stages of the supply chain movement, particularly in these three areas of processing and distribution, transportation and terminal interchange (Zulfakar et al., 2011).

Logistic

Logistics service providers (LSP) are one of the standard components in supply chain management, and as a result, most industry players continue to use the company services outsourcing strategy to stay competitive with other logistics players in the field. The emergence of the Halal industry in Malaysia, especially from the food and services sectors, leads to the use of logistics service providers (LSP), outsourcing to third parties of one or more services. The expansion of business and the increase in this intense competition have led many organizations to develop logistics as part of their cost and service advantages corporate strategy (Shah et al, 2016). Logistics efficiency has been widely recognized as the pillar of logistics companies (Zailani et al., 2018) .

There is so much research has been done about halal logistics. According to previous research, it discusses about logistics players need to consider five factors that influencing readiness towards halal logistics among food-based logistics players in Malaysia which is vision to change, management support, environmental support, employee acceptance and halal assurance system (Tarmizi et al., 2014). Another research mentions that in both Muslim and non-Muslim countries, the conventional logistics, and handling of halal products do not provide sufficient assurance to Muslim consumers. The principles of halal logistics are to create a global halal logistics system, minimizing hardship for the halal industry, and identifying how to prevent cross-contamination between halal and haram, creating a full halal value chain and supply chain & benchmarking current halal standards, best practices and international standing (Tieman, 2013).

Other research is also about halal logistic success. Halal's logistics success is more than one entity. Help and cooperation between all parties, including Halal logistics service providers, Halal authorities, governments or government agencies, Halal institutes and universities, manufacturers of products or services, and customers are all required for a healthy and prosperous Halal logistics (Talib & Hamid, 2014). the ability to pay for all Muslims is expected when it comes to upholding the halal compliance criterion across the supply chain. Demand and costs associated with halal logistics essential would probably decide to pay for halal logistics for customer willingness (Kamaruddin et al., 2012).

Halal logistics are important and much research has been done to prove its importance. Halal logistics to ensure the integrity status along the supply chain network, primarily for food products. Because halal is relevant to Muslim and non-Muslims alike, it makes halal products recognized and known worldwide, especially for health, safety and hygiene. Given this, a study on halal logistics is significant in ensuring that the concept of halalness applies not only to preparation but also to managing storage, raw material handling, procurement and transport. Such operations provide food or non-food throughout the supply chain network consistent with the Shariah principles (Mahidin et al., 2016). Even there is also previous research on human capital in the halal logistics. Training and development of human capital in halal industry aim not only to produce halal professionals for managing halal matters and policies but also to produce halal competent persons who can execute the daily operational tasks towards halal assurance and integrity in the halal logistics industry and for national halal economic growth (Shariff et al., 2016).

METHODOLOGY

Data Collection

The researcher collects data from two types of method, field research and library research. For field research, the researcher used in-depth interviews. The topic of this study is an exploratory study of the components of halal food delivery in Malaysia, which is a qualitative research had been chosen to do in-depth interviews with authorities, academia or industry. So for industry, the researcher does an in-depth interview with a halal executive Faszz Food Company, halal executive trainer of Majlis Professional Halal Malaysia, Jabatan Kemajuan Islam Malaysia (JAKIM) and a senior manager of the Halal Industry Development Corporation (HDC). So the procedure is for the researcher to submit a request for an interview to collect the data along with the attached questionnaire. Application forms and attachments are also emailed to the appropriate email address. There were even letters sent in just to the building. After the application has been submitted, this study follow up with a call asking for an update of the email sent whether or not the application was received. Thus, when a request is received for an interview, both parties set an agreed date for an interview and interview.

Following method used in data collection is library research. The next here are seven (7) steps in library research. First, understand the assignment, pick your subject and then define the key concepts or keywords in your query. Secondly, in reference documents, find background information. Check them in an encyclopedia, dictionary or other reference tools once you have selected key terms for your subject. Review word's meanings and find different terms to describe the concepts. Are your words correct? Investigate contextual information to identify the topic's important issues, incidents, and individuals. Then use these key terms to scan for books and articles that explain the ideas, problems, incidents, and people.

Third, to find books, using catalogs. Start searching for keywords, analyze data, and define subject headings. Notice the quotation (author, name, etc.), position details (number of calls and library) and circulation status. Forth, to locate periodic posts using databases. To find articles on your subject, check the index databases. Many included the article's full text. Note the campus network provides access to many servers both in the library and off-campus. Fifth, find resources on the Web. To find materials on the Internet, using search engines and topic directories. Sixthly, measure your success as to what you review. Assess the validity and value of your goods. Consider every resource's author, publisher, and date. First, use a standard format to quote what you find. Prevent plagiarism and use a style manual to ensure that both print and digital tools format the citations correctly. Test the quote type you should use with your professor. Read more about sources, citing.

Data Analysis

The researcher used theme in content analysis of the data collection. Thematic analysis is a tool inside data to define, evaluate and document trends (themes) (Braun & Clarke, 2006). There is six phases guide to thematic analysis; potential pitfalls to avoid when doing thematic analysis; what makes thematic analysis suitable; and the benefits and drawbacks of thematic analysis.

This study focused on halal food delivery, which rides motorcycles only. To be sure, halal food delivery in Malaysia is still something new. In Malaysia, only two food delivery companies recently received the halal certificate issued by JAKIM. JAKIM issued a halal certification through a logistic scheme that complies with MS 2400. The chapter discussed the findings of this study to meet the objectives of this study to identify issues in halal food delivery based on the perspective of shariah to recommend best practices for the development of halal food delivery in Malaysia. And the findings of this study obtained data collection through interviews with a halal executive at a halal food delivery company in Malaysia and a halal executive trainer by Malaysian Halal Professional Council, JAKIM. The

results of the information gathering were then analyzed and finally came up with a solution and solution to this study.

FINDINGS & DISCUSSION

Issues in Halal Food Delivery

The issues involved in halal food delivery operations are divided into three aspects: personnel, facilities and system. There is always a risk of contamination when the driver picks up from an uncertified halal restaurant but at the same time picks up from a halal approved restaurant and delivers food with the same delivery bag to the customer (Ark Halal, n.d.). The importance of halal food delivery is to maintain halal integrity. Traditional food delivery is not enough to sustain halal. Figure 2 illustrates the conventional food delivery processed leads to cross-contamination due to mixing during the operation through the same transport and delivery bag. So, the concept of halal does not reach the whole process even though the food is from the halal-certified food premise. Thus, the needs for halal food delivery are to preserve halal integrity (Zain et al., 2022).

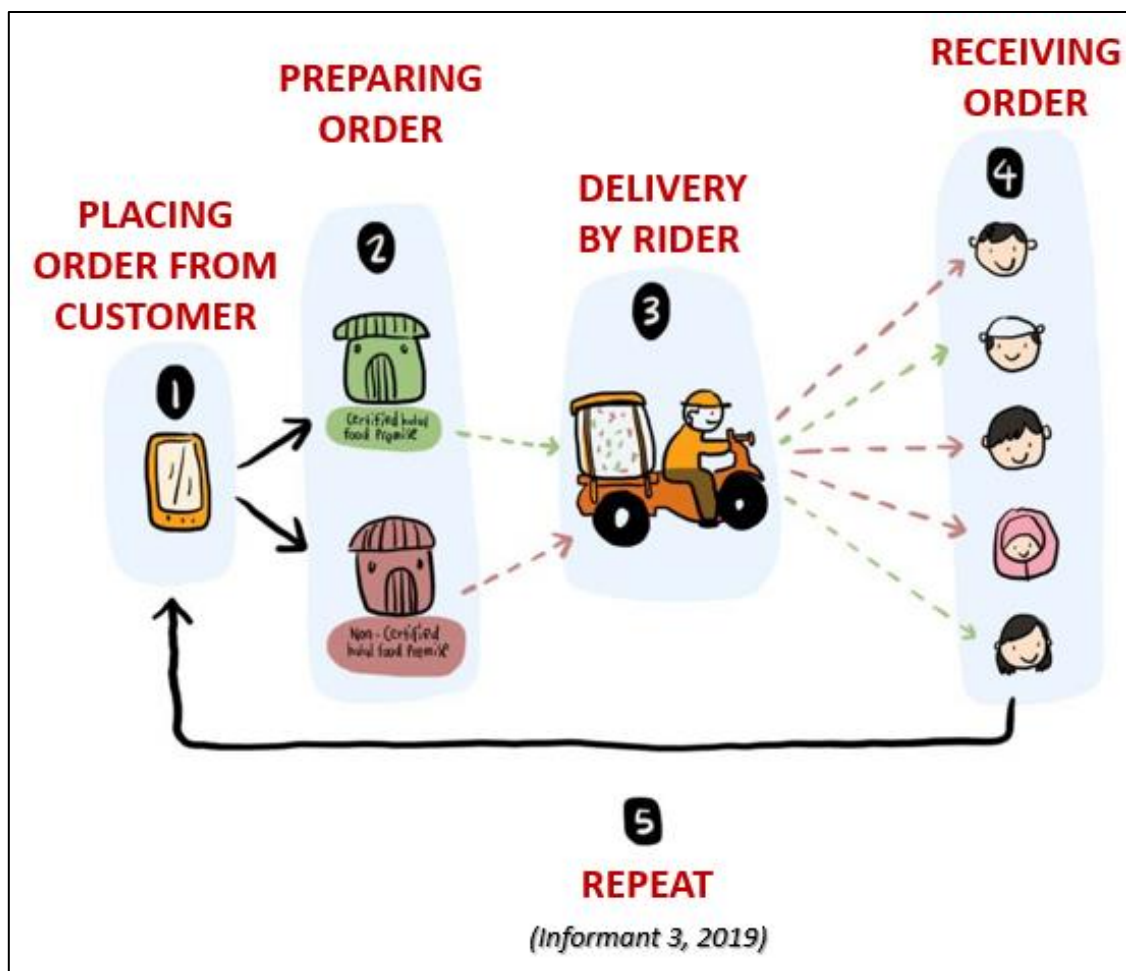


Figure 2: The Needs for Halal Integrity in Halal Food Delivery's Operation Flow (Green Building: Certified Halal Food Premises, Red Building: Non-Certified Halal Food Premises).

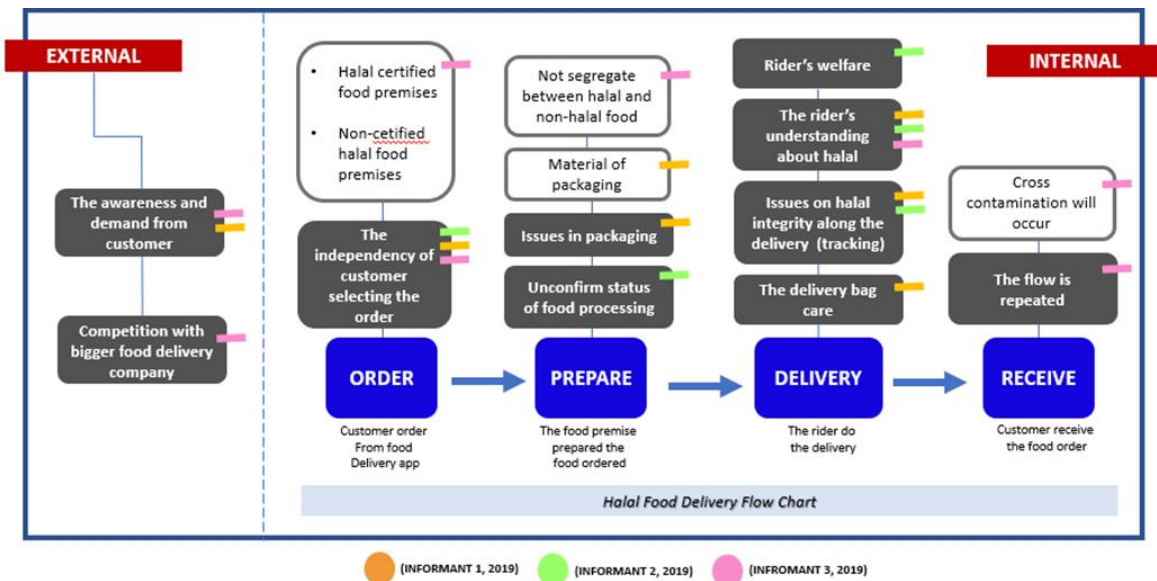


Figure 3: External and Internal Issues in Halal Food Delivery.

Personnel

Looking at the personnel, one of the issues that arises is all about halal ethics and knowledge. One of the critical issues that can arise in this aspect of personnel is the issue of illegal goods that employees or riders can bring in. For example, a non-Muslim worker carries a bottle of alcohol in a motorcycle basket while at work. This is entirely wrong and does not follow the halal guidelines provided. This can cause contamination as the rider indirectly interacts with food handling.

Additionally, among the factors that can cause contamination is poor employee hygiene. For example, nails are long and not clean, do not wash hands after leaving the toilet. Therefore, one of the steps that can be taken to address this issue is that each employee should undergo halal training to know the halal procedure to implement halal guidelines and maintain halal integrity. Halal executives need to create some halal training modules for employees to understand and be aware of the halal concept, especially in halal food delivery.

The next step in the process is that every employee who wants to work must comply with the agreement established by the company, especially in keeping with the halal procedure, for example, being conditioned not to bring any drinks or foods sourced from illegal sources such as alcohol. If the conditions are not met then, the employee may be penalized. In addition, each employee must fulfill his or her ethics as an employee in terms of attire, personal hygiene and so forth as stipulated in the Food Act 1983, Food Hygiene Regulations 2009. Employees should also have typhoid injections and be encouraged to attend food handling courses as they have indirectly interact with food handling.

System

System is how the food delivery services conduct their operation. Movement from one point to another. In every movement, it must be ensured that nothing can cause contamination. System is a collection of systematic methods, processes, and protocols for conducting a specific activity, performing a job, or solving a problem. In another word, a system also means a purposeful, structured structure consisting of interrelated and interdependent elements (components, individuals, causes, members, sections, etc.). Such features constantly (directly or indirectly) influence each other to sustain their operation and the life of the system to achieve the system's goal. So, the components involved in the food delivery operations chart are food, the food premises, the packaging, the delivery and the customer (refer to figure 4). So, some of the issues that occur when in the system are from the food premise. Any premise of non-halal food is more likely to lead to disobedience to halal

integrity. For example, beliefs that are no longer kosher, most likely processing in their kitchen, is not guaranteed in terms of hygiene and the halal practice itself. It can be a major problem in the event of a contamination or food shortage, it affects the next halal food delivery company when halal integrity is lacking, and people no longer trust the halal food delivery system.

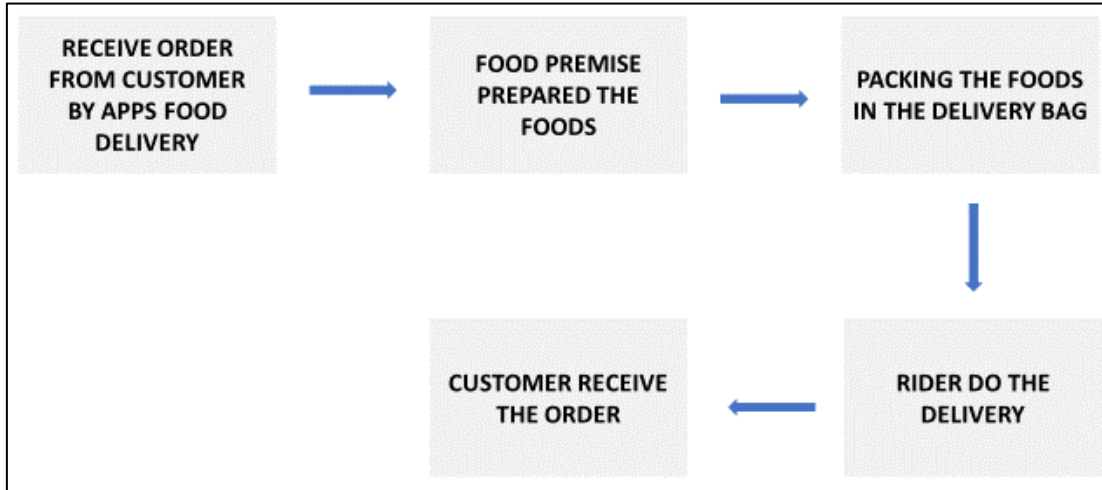


Figure 4 : Halal food delivery operation flow

Next, the critical control point is packing food inside the delivery bag. Many issues can arise as they are an important element in the concept of halal food delivery. The big issue is when the rider can take them home for the delivery. This raises all kinds of questions about halal integrity. This can also cause problems when a non-Muslim rider defends a dog in his home. There is already a risk of contamination of the halal food storage bag as we do not know the extent of keeping the bag in their house due to a lack of monitoring. So, one of the possible solutions to the problem from the system aspect is the halal food delivery company has already set the conditions for, which premise to join the venture with the halal food delivery company must have a halal certificate from JAKIM. This is a key requirement for the concept to be implemented and maintained from the beginning of processing until the food reaches the customer.

The food packaging system must also comply with the conditions in which the food is kept safe and in good condition to the customer. Lastly, for food delivery issues, the practical solution is that every rider must return the delivery to HQ after working hours and not be allowed to return home. This is because of maintaining halal integrity. There may be an argument that bringing a delivery bag home is not a problem because something goes back to the original if there is nothing illegal or something is sacred as long as it is not believed to be unclean with the naked eye according to the fihiyyah qawaid method. However, JAKIM has determined that one of the conditions for obtaining a halal certificate is that the delivery bag should be returned to HQ after the end of the business day. This is because, as an enforcement body, it is responsible for providing solutions that reduce the likelihood of exposure to pollution and mixing. In terms of qawaid fihiyyah there is also a method of prevention: *saddu zarai*'. The solution provided is to prevent the issue. As the saying goes, preventing it is better than treating it.

Facilities

Facilities are facilities available within a company. Among these facilities, we need to identify which processing area is critical. Among the facilities that are critical point is the delivery bag. The packaging of food packaging in the delivery bag is crucial. The wrong storage method can cause the food to be mixed with raw food. In addition, a poorly packaged packaging method likely leads to impurities.

Additionally, leather bags made from leather or non-halal sources can be a critical point. Unchecked bag hygiene can also lead to bacterial contamination. Also, one of the places that are critical point is the storage of bag delivery. Although the halal food delivery company has no processing area, there is still a critical control point. In the food delivery operations chart, a delivery bag is an essential element, so storage bag delivery is a critical control point. The only thing that could jeopardize halal integrity is when the storage area of the delivery bag is out of control, and even workers can go in and out. It looks like a motor delivery service for a company providing motor transport. If the area is not properly monitored, there is a possibility that it may be exposed to things that may threaten the halal concept, such as animals entering the Store area.

Among the issues in the halal food delivery component is the GPS tracker. The GPS tracker is an essential thing to keep track of our rider's movements to be timely and ensure the food packages are safe without any pollution. Without a GPS tracker, we would not be able to monitor the rider's activities and would be most concerned if the rider stopped at a place that could cause pollution. So, it becomes an important element for a company to have a tool that works well for this tracker. In addition, several solutions that can be implemented include step-by-step care such as having a partition for food packaging, and a storage bag delivery store, which controls the entry and exit of workers. Make sure the employee rest area does not mix with the storage area of the bag to reduce the possibility of contamination. The bag delivery storage shelves should also be per the size specified in Food Hygiene and regulations 2009 so they are not prone to dust. Furthermore, the solution for GPS tracker can use various methods, either manually, bar code, biometric or locking system, which all help to keep food packaging safe and reach the customer well.

Best Practices towards the Implementation of Halal Food Delivery

Some of the best practices proposed for halal food delivery are also easier if we delve into the three aspects involved, personnel, system and facilities, so that it can be a guide in implementing halalan thayyiban concept in every component of the halal food delivery.

NO	PERSONNEL	BEST PRACTICES	ACT & REGULATIONS
1	Health status	Medical examination should be done and declare health status to management.	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 6.3 Personnel hygiene, health status and cleanliness (a)
		The rider must have vaccinated	Food hygiene regulations 2009, part IV food handler, chapter 1 training, medical examination and health condition, clothing and personal hygiene of food handler, 31. Medical examination and health condition of food handler (1)
		The rider encourages to have food handling certificate training	Food hygiene regulations 2009, part IV food handler, chapter 1 training, medical examination and health condition, clothing and personal hygiene of food handler, 30. Food handler training (1)
2	Personnel cleanliness	Shall maintain a high level of cleanliness of staff.	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 6.3 Personnel hygiene, health status and cleanliness (d)
		Personnel with cuts and wounds will ensure that appropriate waterproof dressings cover the cuts and wounds	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 6.3 Personnel hygiene, health status and cleanliness (a)

3	Personnel Behaviour	Riders must have good etiquette such as not smoking, drinking alcohol while at work, or anything that may cause cross-contamination	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 6.3 Personnel hygiene, health status and cleanliness (e)
4	Clothing attire	Ensure the cloth always clean	Food hygiene regulations 2009, part IV food handler, chapter 1 training, medical examination and health condition, clothing and personal hygiene of food handler, 32. Clothing of food handler
		Must wear light coloured clothing and suitable	Food hygiene regulations 2009, part IV food handler, chapter 1 training, medical examination and health condition, clothing and personal hygiene of food handler, 32. Clothing of food handler
NO	SYSTEM	BEST PRACTICES	ACT & REGULATIONS
1	Halal training for all workers	All workers need to undergo halal training to gain the knowledge and basic practice of halal practices	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 6.9 Training of personnel
2	Halal executive	Must ensure the development, implementation of the company compliance with halal standard Undertake corrective actions to counter the halal issues and implement preventive measures.	MS 2400-1:2010, General requirements for premises, infrastructure, facilities and personnel, 3.0 requirement, 3.2.2 organization, 3.2.2.1 Responsibility and authority
3	Internal halal committee	To create, sustain and review halal risk management. Must monitor and identify the problems with halal, especially.	MS 2400-1:2010, 3.0 requirement, 3.2.2 organization, 3.2.2.3 Responsibility and authority
4	Agreement with the food premises	The key requirement for any foodstuff that wants to go along with halal food delivery is that they must have a JAKIM Halal certificate for their premises. And they need to comply with the terms of the packaging requirements.	MS 2400-1:2010 4. Preliminary steps to enable risk management process, 4.4.1 Identification of stakeholder and user of the process
NO	FACILITIES	BEST PRACTICES	ACT & REGULATIONS
1	Motorcycle storage room	The premise's layout must allow the process of flow to monitor the risk of contamination.	MS 1500:2009, 3 requirements, 3.2 premise
		The company shall take all measures to prevent the development of a pest-friendly environment.	MS 2400-1:2010, 6 General requirements for premises, infrastructure, facilities and personnel, 6.10 Contamination control, 6.10.2 pest control
		All transport vehicles shall be adequately maintained and cleaned after delivery.	MS 2400-1:2010, 6 General requirements for premises, infrastructure, facilities and personnel, 6.6 cleaning and sanitation, 6.6.4

2	The store for delivery bag	The floor must easily to cleaned. The delivery bag shelf must well maintained.	Food hygiene & regulation 2009, part III conduct and maintenance of food premises, chapter 1-duty of proprietor, owner or occupier of food premises, 18. Floor surfaces
		The wall surfaces must maintain in a good condition, easily to cleaned.	Food hygiene & regulation 2009, part III conduct and maintenance of food premises, chapter 1-duty of proprietor, owner or occupier of food premises, 18. Floor surfaces
		The company shall take all measures to prevent the development of a pest-friendly environment.	Food hygiene & regulation 2009, part III conduct and maintenance of food premises, chapter 1-duty of proprietor, owner or occupier of food premises, 16. Pest control
3	The delivery bags	The material of delivery bags must easily to be cleaned and must clean twice a week.	Food Act 1983
		The material of bag must from halal sources and not hazardous	Food Act 1983
4	Requirements for food packaging	packaging materials shall not be made of any raw materials decreed by Sharia law as najs. Must have no toxic effect on halal foods	MS 1500:2009, 3. Requirement, 3.7 Packaging, labelling and advertising
		during its preparation, processing, storage or transportation, it is physically separated from any other food that is not halal	MS 1500:2009, MS 1500:2009, 3. Requirement, 3.7 Packaging, labelling and advertising
5	Workers' rest area	The internal structure of the premises should be soundly made from durable materials and be easy to maintain, clean and, if necessary, disinfect or perform Shariah ritual cleaning.	MS 2400-1:2010, MS 2400-1:2010, 6 General requirements for premises, infrastructure, facilities and personnel, 6.1 Premises design and layout, 6.1.2
		Appropriate areas for eating and drinking should be provided to workers where possible. To avoid pest exposure and harboring, the area shall be kept in good repair and condition.	MS 2400-1:2010, MS 2400-1:2010, 6 General requirements for premises, infrastructure, facilities and personnel, 6.1 Premises design and layout, 6.1.3

CONCLUSION

Food delivery is changing how people live today. Where the need is and the need for a smooth and comfortable life in terms of convenience and time. There are a number of issues related to food delivery, such as company ethics, public perception of food delivery workers, food delivery workers' safety and so on. Issues related to halal are still at a low level. Muslims are very concerned about halal in their selection of goods and food. This is a good sign. However, awareness of the need for halal food delivery is scarce as most people need to be made aware that the concept of halal is universal in every supply chain, including transportation. This halal food delivery is important to complement the halal ecosystem. Thus, this study highlights the importance of halal conservation through issues involved in

halal food delivery operations. To strengthen halal in the food preparation industry, provide best practices that can be implemented to maintain halal integrity and complement halal ecosystems.

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