Apology and Report Regarding Halal-Recommended Menu Items

November 2, 2026

The Business Association of University Co-operatives

It has come to our attention that the beef used in certain halal-recommended menu items proposed by the Business Association of University Co-operatives to member university co-operatives did not meet the ingredient standards established for “Halal-Recommended Dishes” by the University Co-op system. Following confirmation with the manufacturer, we received a response that the beef in question is not halal-certified.

First and foremost, we sincerely apologize to all users, university stakeholders, and member co-operatives for the significant concern and inconvenience caused by this matter.

University Co-operatives and the Business Association of University Co-operatives place the safety and peace of mind of our members at the highest priority in our operations. We have also strived to create an environment where diverse members can make use of our services with confidence regardless of nationality, cultural background, or religious beliefs.

However, during the process of selecting and registering ingredients and developing and proposing halal-recommended menu items, the Association failed to adequately confirm, in accordance with its standards, that halal certification existed at the stage of origin-ingredient production for the beef concerned. As a result, menu items that did not satisfy the required standards were provided to members and users at affected member co-operatives.

We recognize that this matter is not merely an error in product information. It has undermined the expectations and trust of individuals who make dietary choices based on their religious beliefs, and we regard it as a serious issue.

Furthermore, we recognize that this issue was not solely the result of mistakes by individual staff members or a specific department. Rather, it reflects an organizational failure by the Association to establish and operate an appropriate verification and management system necessary for fulfilling entrusted responsibilities.

We have requested the suspension of the affected menu items and are currently confirming the products, locations, service periods, and number of meals served, while also investigating the circumstances and analyzing the causes of the incident. In addition, we are considering the following measures to prevent recurrence:

• Review of ingredient registration procedures and verification processes when ingredients are changed

• Strengthening management of halal-compliant ingredient lists and supporting documentation

• Establishment of verification rules at the time of menu registration

• Addition of review procedures involving multiple personnel, including managers

• Cross-checking of similar menu items and implementation of staff education and training

We will also provide member co-operatives with standardized explanatory materials, anticipated Q&A documents, and response guidelines, along with any necessary information and support, to assist them in responding to universities and users.

The Business Association of University Co-operatives is preparing a dedicated consultation desk capable of providing support in both Japanese and English. Details regarding contact information, operating hours, and the start date of service will be announced once finalized.

In addition, for individuals who purchased the affected products, our basic policy is to provide a full refund upon request. We are collaborating with member co-operatives to establish common procedures, and details regarding the application process and commencement date will also be announced once finalized.

We will provide a further report on the facts, causes, and preventive measures as soon as our investigation and review are completed.

We sincerely apologize for this matter.

Supplementary: About the Business Association of University Co-operatives and Member Co-operatives

Each university co-operative (member co-operative) operates dining halls and retail stores for students, faculty members, and other members. The Business Association of University Co-operatives is a separate legal entity from its member co-operatives and is responsible for functions such as product planning and joint procurement. In this case, the selection and registration of ingredients, as well as the development and proposal of menu items, were carried out by the Association under delegation from member co-operatives.

The Business Association of University Co-operatives Website

https://www.univ.coop/