

December 2021

ClassNK

Guidelines for ISO 23412 : 2020
Indirect, temperature-controlled refrigerated delivery services
— Land transport of parcels with intermediate transfer

[English]



ClassNK

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Introduction

In recent years there has been a growth in Indirect, temperature-controlled refrigerated delivery services (hereinafter called as “indirect refrigerated delivery services”.) in response to the growing need to deliver temperature-sensitive goods in the form of chilled parcels and frozen parcels. Such indirect refrigerated delivery services have been modelled on typical postal and distribution services to support the development of e-commerce.

These specific types of indirect refrigerated delivery services can contribute to the ability of local food producers to expand their businesses and increase their sales channels

However, there are concerns that the market for indirect refrigerated delivery services is difficult to expand due to inadequate indirect refrigerated delivery services by refrigerated delivery service providers in some countries, which may lead to problems of health hazards and food disposal during transportation, as well as a lack of trust in service quality by consumers and shippers.

With this background, as a result of a discussion by the ISO (International Organization for Standardization)/PC315 (Project committee specializing in “Indirect, temperature-controlled refrigerated delivery services”), ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services –Land transport of parcels with intermediate transfer (hereinafter called as “ISO 23412”.) was developed, and it was published as an international standard on May 28, 2020.

ISO 23412 specifies requirements for the provision and operation of indirect refrigerated delivery services for refrigerated parcels which contain temperature-sensitive goods (including foods) by land transportation. ISO 23412 is intended for application by refrigerated delivery service providers. By acquiring the certification for conformity with this Standard, refrigerated delivery service providers in each country will be able to provide indirect refrigerated delivery services that customers can use with reliability. Furthermore, it is expected to contribute to solving social issues such as reducing food losses.

In line with the situation described above, more refrigerated delivery service providers acquire the certification for conformity with ISO 23412 to ensure the high-quality indirect refrigerated delivery services, and the standard is expected to lead to the acquisition of new customers and new business development for more refrigerated delivery service providers. Therefore, ClassNK, as a neutral third-party organization, has decided to publish these guidelines regarding the certification with respect to conformity to the requirements of ISO 23412 for refrigerated delivery service providers.

It is hoped that these Guidelines help refrigerated delivery service providers in various countries to

improve the quality of indirect refrigerated delivery services.

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Correction/Revision Record

Version	Date	Part	Details
0	20 December 2021	-	Newly developed



Guidelines for ISO 23412 : 2020

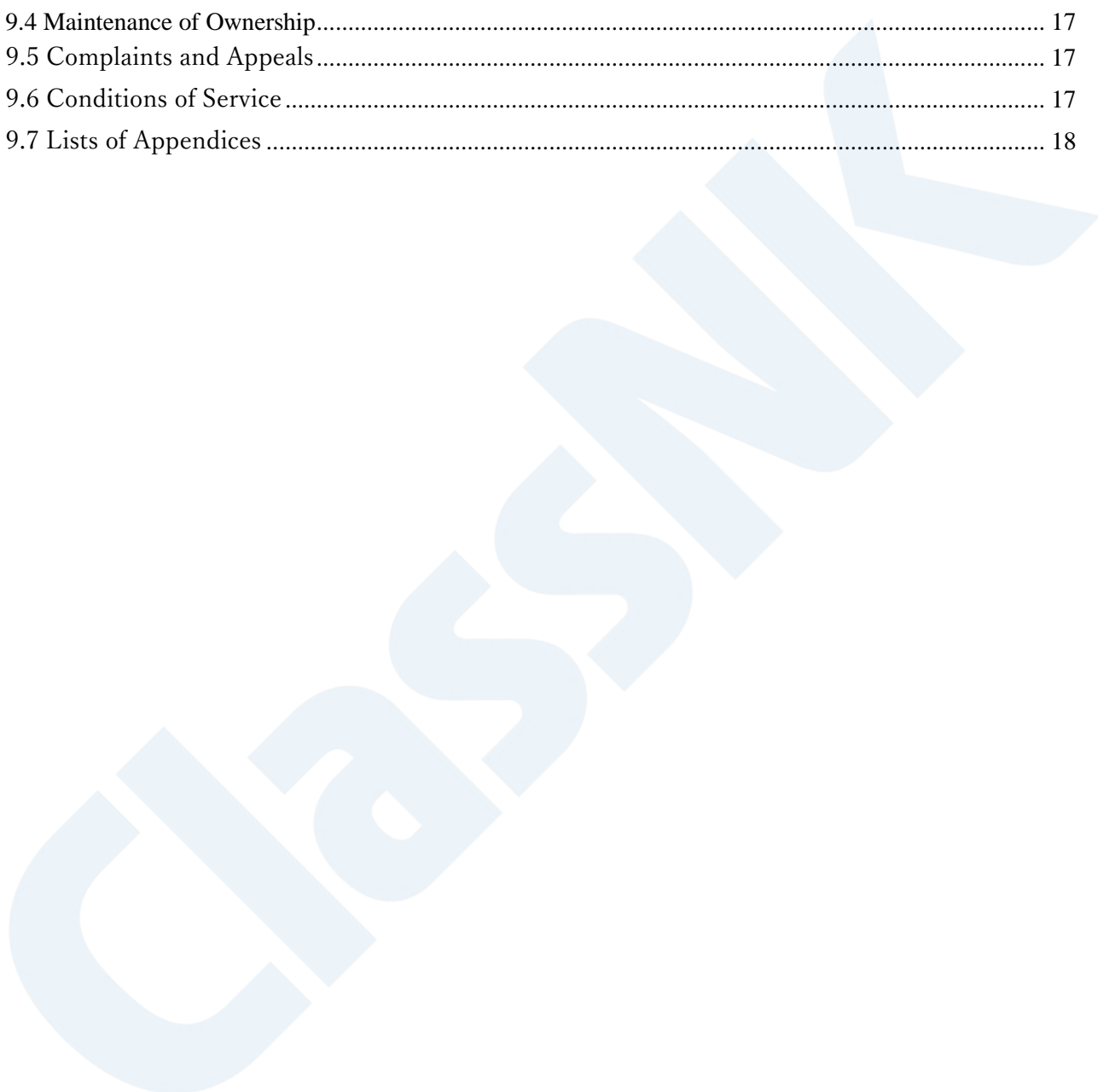
Indirect, temperature-controlled refrigerated delivery services

–Land transport of parcels with intermediate transfer

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Guidelines for ISO 23412 : 2020

Indirect, temperature-controlled refrigerated delivery services

–Land transport of parcels with intermediate transfer

Chapter 1 General

1.1 Objectives

The purpose of these guidelines is to describe in detail the procedures of applications, audit, and registering certification for refrigerated delivery service providers, etc. (hereinafter called as “the client”.) that wishes to be audited for conformity to the requirements of ISO 23412, and to issue a certificate of ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services (Standard Form) (Appendix 4) to the client.

1.2 Scope

- (1) The provisions of these guidelines are applicable to all clients who have applied to ClassNK (hereinafter called as “the Society”.) for certification audit in accordance with the requirements of ISO 23412.
- (2) For the scope of ISO 23412, refer to ISO 23412.

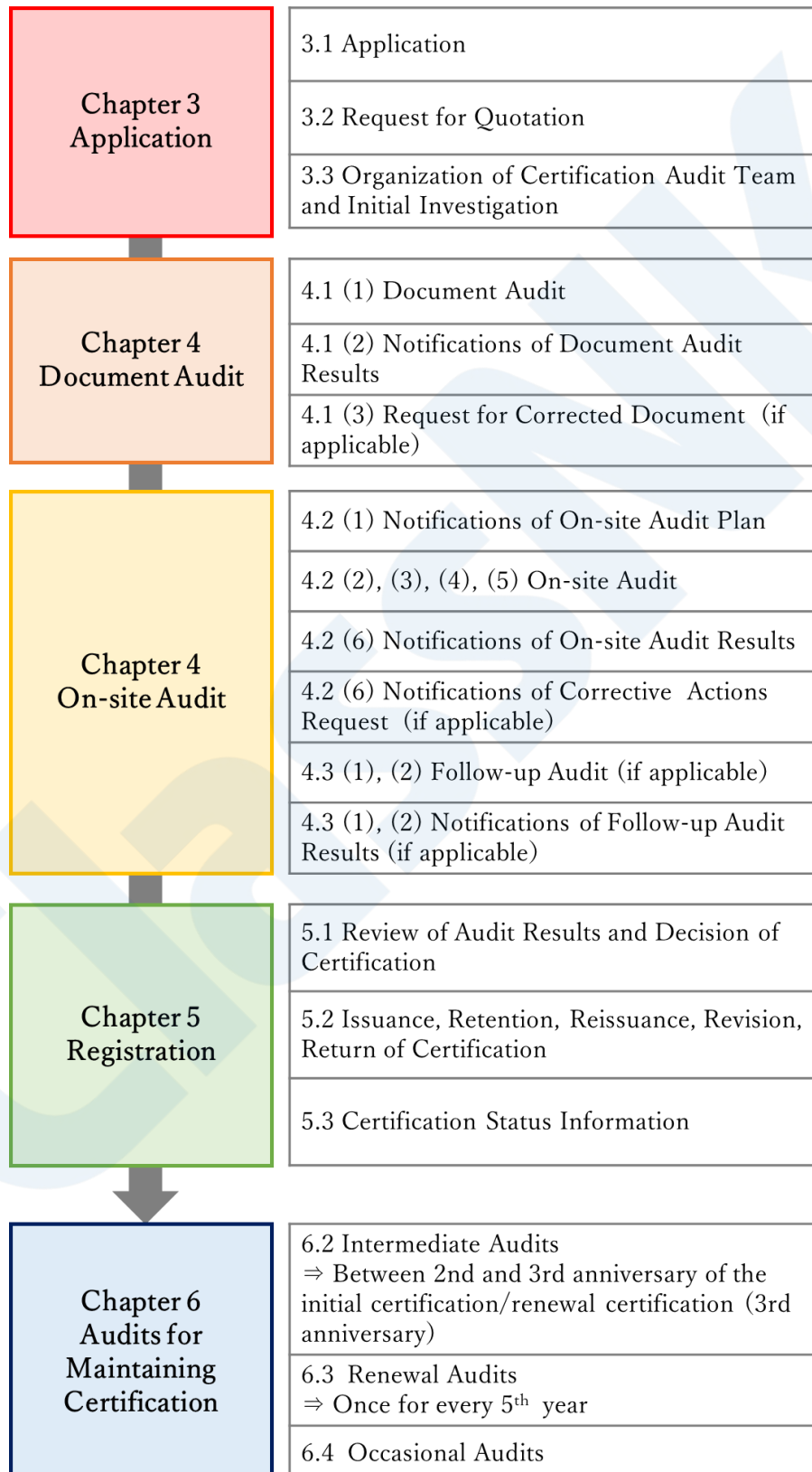
1.3 Terms and Definitions

Terms and definitions used in these guidelines have the same meanings as those defined in ISO 23412, including the following terms and definitions.

- (1) Indirect refrigerated delivery services: Operation that offers the transport of refrigerated parcels from a delivery service user to a recipient through a temperature-controlled transport network, similar to a postal service.
- (2) Operation Manuals: A series of operational manuals or work instructions, etc. (including relevant terms and conditions, relevant regulations, warehouse operations manuals, transportation operations manuals, training texts, etc.) describing the operation procedures, etc. to be performed by refrigerated delivery service providers for indirect refrigerated delivery services.

Chapter 2 Flowchart

The flow of the certification audit procedures in accordance with the requirements of ISO 23412 is as shown below.



Chapter 3 Application

3.1 Application

- (1) The client is to fill in Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services (Appendix 1) (hereinafter called as “application”.) and submit it to the Transportation and Logistics Department in writing or by e-mail. For a detailed description, refer to Instruction for Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit (Appendix 2).
- (2) The following documents should be attached to the application. (If it is difficult to submit the documents at the same time as the Application, they may be sent later.)

Attached Document	
1	① Company profile, etc. of the client that provides an overview of business activities. ② Documents confirming the specifications of facilities, equipment, etc. necessary to implement the indirect refrigerated delivery services. (ex. Cold store, Cooling material, Cooling material cold store, Temperature control systems for cold store or refrigerated vehicles, or Refrigeration and freezing equipment in refrigerated vehicles, etc.)
2	Operation manuals that correspond to "Chapter 8 Requirements for the Client" of these Certification Audit Guidelines. (relevant terms and conditions, relevant regulations, cold store operations manuals, delivery operations manuals, training texts, etc.)

- (3) The Society checks the contents of the application and documents submitted by the client and conducts the procedures for acceptance. Applications may not be accepted due to reasons such as the content of the application being outside the scope of the Society’s activities (direct refrigerated delivery service or indirect refrigerated delivery services other than land transportation, etc.) or difficulty in ensuring fairness through acceptance.
- (4) When the Society decides to accept the application, the Society agrees in advance with the client on certification audit procedures.

3.2 Request for Quotation

If the client wishes to receive a quotation for certification of ISO 23412, the client shall fill in Request for Quotation and submit it in writing or by e-mail to the Society. (Appendix 3: Request for Quotation for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit)

3.3 Organization of Certification Audit Team and Initial Investigation

3.3.1 Organization of Certification Audit Team

In conducting certification audit in accordance with the requirements of ISO 23412, if the Society judges that it is appropriate to conduct an audit by more than one auditor, the Society assign an auditor with ISO auditor qualifications or individuals with equivalent knowledge and experience as team leader, and auditors with expertise in the field of logistics are to be assigned as team members. The Society then forms a team that is capable of conducting certification audit for the conformity and the effectiveness to the requirements of ISO 23412.

3.3.2 Initial Investigation (if necessary)

If further information on the client's business activities and operations is required, the client shall respond to inquiries from the Society by phone or e-mail or submit additional documents prior to the document audit.

If the information is still insufficient, an initial investigation at on-site may be conducted with the consent of the client.

Chapter 4 Document Audit and On-site Audit

The audit in accordance with the requirements of ISO 23412 is to be conducted by a document audit and an on-site audit.

4.1 Document Audit

- (1) The Society reviews the descriptions in the operation manuals to determine whether the client provides the indirect refrigerated delivery services in conformity with requirements of ISO 23412.
- (2) Result of a document audit is notified to the client in writing or by e-mail.
- (3) If there are places in operation manuals which are a nonconformity to this standard, team leader or auditor (hereinafter called as "team leader".) reports in writing or by e-mail and the client is to be asked to resubmit corrected or additional documents that may verify conformity.

4.2 On-site Audit

- (1) Based on prior meetings with the client, the Society provides an audit plan that includes an on-site audit schedule in writing or by e-mail.
- (2) On-site audit is conducted primarily for the following purposes.

- To review whether the indirect refrigerated delivery services of the client is implemented with appropriate operation procedures in accordance with the operation manuals in conformity with requirements of ISO 23412.
- In an initial audit and a renewal audit, the effectiveness of the indirect refrigerated delivery

services is also reviewed.

(3) In principle, an on-site audit is to be conducted according to the following procedures.

1	Opening meeting: Introduction of an audit team, explanation of a purpose, a scope and a schedule of audit, etc.
2	<ul style="list-style-type: none"> • Reviewing that the operation is being carried out properly according to the operation manuals. • Reviewing of operation procedures and records by interviewing, etc. • Checking facilities, equipment, etc. necessary to implement the indirect refrigerated delivery services. (ex. Cold store, Cooling material, Cooling material cold store, Temperature control systems for cold store or refrigerated vehicles, or Refrigeration and freezing equipment in refrigerated vehicles, etc.)
3	Audit team meeting: Review and evaluate an audit and prepare a conclusion of an audit within the team.
4	Closing meeting: Reporting an on-site audit finding (including corrective action request, if any), explanation of following procedures.

- (4) If the client has multiple operation sites, the on-site audit may not be conducted for all sites in consideration of the number, functions and scale of the sites owned.
- (5) If there are places that do not conform to ISO 23412 or if any circumstances are identified that raise concerns about the capability of the indirect refrigerated delivery services of the client when an on-site audit is complete, a corrective action request is to be created, and the client is to be asked to check it before a closing meeting. Any diverging opinions regarding audit findings between the audit team and the client shall be discussed and resolved where possible. If there are any diverging opinions that are not resolved, the Society shall report again at the closing meeting and inform the client that both sides' opinions are to be recorded in the on-site audit report.
- (6) The Society prepares and sends a report on results of an on-site audit in writing or by e-mail within 14 days after a completion of an audit. If a corrective action is required, a recommendation for corrective action shall be sent together with the report.

4.3 Corrective Actions to Nonconformities

After the client makes corrections with respect to a corrective action request, the Society reviews the corrections via one of the following methods.

- (1) If verification of corrective actions is required at an actual site, it is to be verified by a follow-up audit. The results of follow-up audit are to be reported within 14 days from after a completion of an audit, and the result are to be notified in writing or by e-mail.
- (2) When verification of corrective actions is not required at an actual site, corrective action plans created by the client are to be reviewed and, when deemed suitable, the effectiveness of implemented corrective actions are to be reviewed in a subsequent audit.

Chapter 5 Registration

5.1 Review of Results of Audits and Decisions of Certification

The Society judges the client when no nonconformity is found, and it is determined that the client's indirect refrigerated delivery services conform with requirements of ISO 23412.

5.2 Issuance, Retention, Reissuance, Revision, Return of Certification

- (1) Once the decision of certification is made for the client, the Society registers the client in ISO 23412 : 2020 Indirect, indirect refrigerated delivery services register book (hereinafter called as "the register book".), and issues a certificate.
- (2) Certificate contains organization name, registration number, address, applicable standards, scope of certification, expiration date, date of registration and site name.
- (3) In principle, the expiration date of certification is for five years (5 years) after the registration date.
- (4) The indirect refrigerated delivery services of the client are registered in the register book (hereinafter called as "the certified client".) shall comply with the following.
 - ① The certified client is to retain a certificate on file at the main office and present it when requested by the Society.
 - ② If a certificate is lost or damaged, the certified client is to, without delay, submit an application to the Society to have a certificate reissued.
 - ③ The certified client is to, without delay, submit an application to the Society to reissue a certificate whenever there is any change in contents of certificate. (Chapter7: 7.3 Expanding the Scope of Certification, 7.4 Reducing the Scope of Certification or changes of the organization name, the site name and address apply.)
 - ④ The certified client is to immediately return to the Society an old certificate when a certificate is reissued or revised (except in the case of replacement of a missing certificate)
 - ⑤ The certified client is to immediately return to the Society a certificate which has been invalidated. (Chapter 7: 7.1 Withdrawing of Certification applies.)

- ⑥ If a lost certificate is found after a replacement certificate has already been issued, the certified client is to immediately return a former certificate thus found to the Society.

5.3 Certification Status Information

Information of the certified client is to be disclosed on the Society's website.

5.4 Use of Marks and Reference to Certification

In accordance with "Criteria for Use of Registration Marks and Reference to Certification of Cold Chain Logistics Services" (hereinafter called as "Criteria for use of registration marks".) specified separately, the certified client is to use the Society's "Registration Mark" and "Reference to Certification of Cold Chain Logistics Services" on their printed materials such as explanatory notes of their indirect refrigerated delivery services, publicity documents, envelopes, letter heads and business cards, etc., and on their website, etc.

In a case where an adequate action cannot be confirmed by the certified client in accordance with the above-mentioned criteria, the Society shall take actions to deal with incorrect use of registration marks or incorrect reference to certification. If no corrective action is taken by the certified client, the Society may take measures such as withdrawal of certification.

ISO 23412 : 2020 Indirect, indirect refrigerated delivery services Registration Mark



Chapter 6 Audits for Maintaining Certification

6.1 General

- (1) After an initial audit, an intermediate audit is to be conducted to review that the requirements of ISO 23412 have been effectively implemented in conformity. In addition, a renewal audit is to be conducted in order to maintain the certification at the request of the certified client and to continue such certification after the expiration of the registration.
- (2) Application for audit is to be made by filling in a prescribed application and submitting it together with attached documents to the Society in writing or by electronic data prior to an audit.
- (3) Intermediate audit is to be conducted once within a period of validity of the registration. (The

intermediate audit has to be carried out between 2nd and 3rd anniversary of the initial certification/renewal certification (3rd anniversary).)

- (4) Renewal audit requires that the decision of certification again be made before the expiration date.
- (5) After renewal of the certification, the Society conduct an intermediate audit and a renewal audit in accordance with (1), (3) and (4).

6.2 Intermediate Audit

- (1) Intermediate audit is to be conducted once within a period of validity of the registration. (The intermediate audit has to be carried out between 2nd and 3rd anniversary of the initial certification/renewal certification (3rd anniversary).) in order to review that the requirements of ISO 23412 are being maintained on a continuous basis. (If there are any changes in the operation manuals, etc., related to the requirements of ISO 23412, a document audit shall also be conducted prior to an on-site audit.)
- (2) Intermediate audit conducted by on-site shall include the following items.

1	Reviewing that management status of the indirect refrigerated delivery services is appropriate in accordance with the requirements of ISO 23412.
2	Reviewing of records, etc. proving that the quality of the indirect refrigerated delivery services is being maintained.
3	Reviewing of corrective actions taken with respect to nonconformities and matters of concern identified during a previous audit.

- (3) The certified client is to fill in application for an intermediate audit of ISO 23412 and submit it to the Transportation and Logistics Department in writing or by e-mail.

6.3 Renewal Audit

- (1) Renewal audit by the Society is conducted every five years (5 years) to evaluate the conformity and the effectiveness of the indirect refrigerated delivery services to the requirements of ISO 23412 before the registration expiration date. Renewal audit must be conducted between 6 months and 1 month prior to the expiration date of the registration.
- (2) In a renewal audit, a document audit of the latest operation manuals, including the following items, and an on-site audit of the implementation of appropriate operation procedures in accordance with the latest operation manuals in conformity with requirements of ISO 23412 is to be conducted. It also includes a review of an intermediate audit results while taking the operational status of the indirect refrigerated delivery services over the past five years (5 years) into consideration.

1	Reviewing that management status of the indirect refrigerated delivery services are appropriate in accordance with the requirements of ISO 23412.
2	Reviewing of records, etc. proving that the quality of the indirect refrigerated delivery services is being maintained.
3	Reviewing of corrective actions taken with respect to nonconformities and matters of concern identified during a previous audit.

- (3) Renewal audit also conducts a review of an intermediate audit results while taking the operational status of the indirect refrigerated delivery services over the past five years (5 years) into consideration.
- (4) If a renewal audit is completed before the registration expiration date, the Society issues a new certificate based on the expiration date of an existing certificate.
- (5) If a renewal audit identifies any nonconformities, the certified client must implement corrective actions. The team leader in the Society must verify corrective actions taken with respect to the above identified nonconformities promptly before the registration expiration date.
- (6) If a renewal audit is not completed before the expiration date of the registration, the certification is to be temporarily suspended upon the request of the certified client. If an incomplete renewal audit is completed within 6 months after the certification is suspended, the certification is to be reinstated, and a new certificate is to be issued.
- (7) The certified client is to fill in application for a renewal audit of ISO 23412 and submit it to the Transportation and Logistics Department in writing or by e-mail.

6.4 Occasional Audit

- (1) Occasional audit is to be conducted at the request of the certified client in any of the following cases. However, if the below No. 3 applies, an occasional audit may be conducted without notice.

1	Changes in the operational procedures of the indirect refrigerated delivery services of the certified client that affect conformity to the requirements of ISO 23412.
2	When there is a change in the scope of certification. e.g. <ul style="list-style-type: none"> • To expand or reduce the indirect refrigerated delivery services provided. • When opening a new operation office.
3	When serious whistle-blowing information, etc. relating to indirect refrigerated delivery services provided by the certified client is received.

4	When a complaint is officially received in writing from an external party regarding the indirect refrigerated delivery services provided by the certified client.
5	The certified client whose certification has been suspended wishes to have the suspension lifted.
6	When there is a change in the requirements of ISO 23412.
7	When there is a change in these guidelines that requires an occasional audit to be conducted.

- (2) The certified client shall promptly notify the Society when the above is considered to be applicable.
- (3) In case the Society judges that an occasional audit is required as a result of (2) above, the certified client shall fill in a prescribed application form and submit it together with attached documents to the Society in writing or by e-mail.
- (4) The Society conducts a document audit and an on-site audit to review whether the changes are in conformity with the requirements of ISO 23412 and notifies the results to the certified client.

Chapter 7 Withdrawing, Suspending, Expanding and Reducing the Scope of Certification

The Society withdraws, suspends, expands or reduces the scope of certification, and notifies the certified client in case of one of the following cases. Major cases are described below.

7.1 Withdrawing of Certification

If any of the following applies to the certified client, the Society deletes the registration and notifies the said actions to the certified client.

1	The certified client requests withdrawing of certification.
2	The certified client does not receive stipulated intermediate audit or renewal audit.
3	There were nonconformities in audit, and it is deemed that certification withdrawing is appropriate.
4	Audits uncover deliberately false explanations.
5	There are serious legal violations.
6	Target business activities have stopped for long periods of time.

7	The certified client cannot pay audit fees.
8	When there is a change in the requirements specified in ISO 23412, and the certified client does not attempt to conform with the changed requirements or is unable to conform.

7.2 Suspending of Certification

If any of the following applies to the certified client, the Society suspends the effects of certification and notifies the said actions to the certified client.

1	When any of the items in 7.1 above apply and the Society has allowed a deferment of withdrawing of certification.
2	The certified client requests suspension.

7.3 Expanding the Scope of Certification

Based on a request from the certified client, an occasional audit for deciding whether or not to expand the scope of certification is to be conducted, and if found to be in conformity with requirements of ISO 23412, a certificate (Appendix 4: Certificate of ISO 23412 : 2020 Indirect, indirect refrigerated delivery services (Standard Form)) is to be issued.

7.4 Reducing the Scope of Certification

If the certified client is applicable to any of the following, the scope of certification is to be reduced, and the certified client is to be notified.

1	When the Society considers it appropriate to reduce the scope of certification due to nonconformity with some of the requirements of ISO 23412 for the scope of certification during an intermediate audit or a renewal audit.
2	When the certified client applies to have the scope of certification reduced.

Chapter 8 Requirements for the Client

The client that intends to obtain a certificate of ISO 23412 from the Society is to provide the indirect refrigerated delivery services that in conformity with the requirements of ISO 23412.

Chapter 9 Miscellaneous

9.1 Language

All communications and operation manuals submitted to the Society shall be in Japanese or English. Communications and operation manuals in other languages shall not be accepted unless otherwise approved by the Society.

9.2 Information Exchange between a Certification Body and its Clients

- (1) The client or the certified client is to furnish the Society with complete and correct information deemed necessary by the Society for maintaining certification.
- (2) On the requirements for certification, the Society is to provide the information and update the client or the certified client.

9.3 Confidentiality

The Society is responsible for not disclosing any confidential information for the client or the certified client obtained or created during the performance of certification audit to third parties without the written consent of the client or the certified client excluding the disclosure of the following.

- (1) Information that is made public in accordance with these Guidelines.
- (2) Information that is made publicly accessible by the client or the certified client.

When the Society is required by law to release confidential information, the client or the certified client shall, unless prohibited by law, be notified of the information provided.

9.4 Maintenance of Ownership

The Society is to maintain the ownership of the audit reports issued after the audits.

9.5 Complaints and Appeals

If the client is dissatisfied or disagree with the results of any audit provided by the Society in accordance with these guidelines, the client may appeal to the Society in writing thirty (30) days, counted from the next day following issuance of a document issued by the Society when an audit completed, to have the matter examined.

9.6 Conditions of Service

Conditions of service not described in these Guidelines are to be in accordance with the “Regulations for Technical Services” prescribed separately by the Society.

9.7 Lists of Appendices

Appendix 1: Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

Appendix 2: Instruction for Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

Appendix 3: Request for Quotation for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

Appendix 4: Certificate of ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services (Standard Form)

	Person for Audit	Department				
	Person in Charge	Name		Position		
		Department				
		Tel.		E-mail		
*Please fill in "Attachment 1" for the details of the site included in the scope of certification.						
Scope of Certification/Business Activities	*Please fill in "Remain the same" if nothing is changed since last audit.					
Expected On-site Audit Date						
Contract with Consultant	<input type="checkbox"/> YES (Name of Consultant: _____)					
Attached Data	<input type="checkbox"/> Company profile, etc. that provide an overview of business activities <input type="checkbox"/> Documents confirming the specifications of facilities, equipment, etc. necessary to implement the indirect refrigerated delivery services. <input type="checkbox"/> Operation manuals that conform to the requirements of ISO 23412 *If it is difficult to submit the operation manuals at the same time, the client may send it later.					

Certification audit fee for an audit based on this application form should be sent to the following address.

- To above person in charge To below billing address

Department	
Address	
Tel.	
E-mail	

Note: The latest version of the application form is available on the Society's website at <https://www.classnk.or.jp/hp/en/authentication/coldchain/index.html>

Issuance of ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services

Certificate

Please fill out this form only if any of the following apply and submit it with the application form.

1. When the client submits the application for Initial Audit and Renewal Audit.
2. When the client wishes to change the information in "Type of Certificate" or "Description of an English Certificate" fields, except in the case of 1.

Organization Name _____

Type of Certificate	Please select the type of certificate the client wishes to issue.	
	<input type="checkbox"/> Certificate (Japanese ver.) <input type="checkbox"/> Certificate (English ver.)	
Copy of Certificate	Please fill in the box of the type of certificate that the client wishes to get a copy of and the number of copies the client needs.	
	<input type="checkbox"/> Certificate (Japanese ver.) Number of copies required: <input style="border: 1px dashed black; width: 150px; height: 20px;" type="text"/>	
		<input type="checkbox"/> Certificate (English ver.) Number of copies required: <input style="border: 1px dashed black; width: 150px; height: 20px;" type="text"/>
Description of an English Certificate	Organization Name	
	Address	
	Scope of Certification/ Business Activities	
Remarks		

Note 1: The information of certification will be disclosed on the Society's website.

Note 2: A fee of 5,000 yen (Approx. 45 USD) will be charged for each copy of certificate.

Please submit this attached form with the application form.

Organization Name _____

Please fill in for all site’s information included in the scope of certification audit.

All Site’s Information			
No.	Name of Site	Address	Scope of Certification/ Business Activities
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Appendix 2: Instruction for Application for ISO 23412 : 2020 Indirect, indirect refrigerated delivery services Certification Audit

Instruction for Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

1. Description of the application form

1) Type of Audit

Please check the appropriate box. In case of an occasional audit, please write the reason. If there is not enough space for the reason, please attach a supplementary sheet. In principle, the following cases are subject to an occasional audit.

1	Changes in the operational procedures of the indirect refrigerated delivery services of the certified client that affect conformity to the requirements of ISO 23412.
2	When there is a change in the scope of certification. e.g. <ul style="list-style-type: none"> · To expand or reduce the indirect refrigerated delivery services provided. · When opening an operation office.
3	When serious whistle-blowing information, etc. relating to the indirect refrigerated delivery services provided by the certified client is received.
4	When a complaint is officially received in writing from an external party regarding the indirect refrigerated delivery services provided by the certified client.
5	The certified client whose certification has been suspended wishes to have the suspension lifted.
6	When there is a change in the requirements of ISO 23412.
7	When there is a change in these guidelines that requires an occasional audit to be conducted.

2) Organization Name and Address

Please provide the following information and please fill in “Attachment 1” for the details of the sites included in the scope of certification.

- a) Name and address of the organization to be audited.
- b) Name and title of the top management of the organization.

- c) Name and title of the responsible person of the organization for this audit.
- d) Name and title of the person in charge for contact window.

3) Scope of Certification/Business Activities

Please provide the scope of certification or business activities to be audited.

In case of application for an audit other than an initial audit, if there is no change in the scope of certification or business activities, please fill in "Remain the same".

e.g.

- ① Indirect refrigerated delivery services for refrigerated parcels which contain temperature-sensitive goods (including foods) in land transportation.
- ② All indirect refrigerated delivery service stages from acceptance (receipt) of a chilled or frozen parcel from the delivery service user to its delivery at the designated destination, including intermediate transfer of the refrigerated parcels between refrigerated vehicles or container and via a geographical routing system.

4) Expected On-site Audit Date

Please provide the expected date of an on-site audit that prefers (a tentative date is acceptable).

The specific date of an on-site audit will be discussed separately between an auditor and the client, taking into account the progress of a document audit and preparations at the client.

5) Contract with Consultant

If the client is supporting by a consultant in establishing and maintaining the indirect refrigerated delivery services that conform to the requirements of ISO 23412, please check the "Yes" box and provide the name of the consultant company with which the client have a contract. (This information is to be filled in as necessary to ensure the fairness of an audit.)

6) Attached Data

Please check the applicable boxes of the attached data. If it is difficult to submit the operation manuals at the same time, the client may send it later.

The attached operation manuals, etc. of the client will be audited through a document audit to ensure that it conforms to the requirements of ISO 23412.

7) Where to charge certification audit fee

Please select the applicable billing address for certification audit fee.

8) Type of Certificate

Please select the type of certificate the client wishes to issue.

9) Copy of Certificate

Please fill in the box of the type of certificate the client wishes to get a copy of and the number of copies the client need.

10) Description of an English Certificate

Please provide the official name used by the client, as this information will be used as a reference when preparing an English certificate.

2. Notification of Acceptance

The Society will check the contents of application and attached data submitted by the client. When the Society decides to accept the application, the Society will send the client " Notification of Acceptance of Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit".

Please note the application may not be accepted due to reasons such as the content of application being outside the scope of the Society's activities or the difficulty in ensuring fairness through acceptance. In this case, the Society will send the client "Notification of Non-Acceptance of Application for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit".

3. Miscellaneous

Certification auditing process is defined in "Regulations for Technical Services" and "Guidelines for Guidelines for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services – Land transport of parcels with intermediate transfer", which are available on the Society's web site. Please apply after agreeing to the contents.

Appendix 3: Request for Quotation for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

Name

Company Name

Address

Date

Transportation and Logistics Department, Nippon Kaiji Kyokai

4-7 Kion-ho, Chiyoda-ku, Tokyo 102-8567, Japan

Request for Quotation for ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services Certification Audit

We would like to request a quotation for the certification audit of the indirect refrigerated delivery services in accordance with the requirements of ISO 23412 below.

1.	Organization Name				
2.	Address				
3.	Scope of Certification/Business Activities				
4.	Number of Sites included in the Scope of Certification Audit*				
*For details, please provide to the attachment.					
5.	Anticipated Time of Certification				
6.	Contact	Department			
		Person in Charge			
		Position			
		Tel.		E-mail	
7.	Attached Data	Please attach any documents that you can provide, such as company profile, that provide an overview of your company's business activities.			
8.	Miscellaneous				

Please fill in for all site’s information included in the scope of certification audit.

All Site’s Information			
No.	Name of Site	Address	Scope of Certification/ Business Activities
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Appendix 4: Certificate of ISO 23412 : 2020 Indirect, temperature-controlled refrigerated delivery services (Standard Form)

NIPPON KAIJI KYOKAI

ISO 23412 : 2020

**Indirect, temperature-controlled refrigerated delivery services
– Land transport of parcels with intermediate transfer**

CERTIFICATE



Organization Name

Registration No. :

Address :

Applicable Standards : ISO 23412 : 2020

Indirect, temperature-controlled refrigerated delivery services
– Land transport of parcels with intermediate transfer

Scope of Certification :

THIS IS TO CERTIFY THAT the Indirect, temperature-controlled refrigerated delivery services, having been assessed for certification in accordance with the Society’s Rules and found to be in compliance with the above-mentioned Standards, has been entered in the Register.

The name and address of sites registered, and the scope of certification as applicable at each site are shown in Attachment.

This Certificate is valid until Date/ Month/ Year.

○○ ○○, General Manager,

Initial Registration Date / Month / Year

Transportation and Logistics Department

NIPPON KAIJI KYOKAI

ATTACHMENT

TO

REGISTRATION NUMBER XX-XX

Organization Name

1	Site	
	Address	
	Scope of Certification	
2	Site	
	Address	
	Scope of Certification	
3	Site	
	Address	
	Scope of Certification	
4	Site	
	Address	
	Scope of Certification	
5	Site	
	Address	
	Scope of Certification	

This Attachment is valid until Date / Month / Year.

Initial Registration Date / Month / Year

Questions related to the content of this document may be addressed to the following:

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NIPPON KAIJI KYOKAI

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