

## Instruction of Application for Certification Audit on ISO 31512 : 2024

### 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 cold chain logistics services of the certified client that affect conformity with the requirements of ISO 31512 : 2024.
2	When there is a change in the scope of certification. e.g. · To expand or reduce the cold chain logistics services provided. · When opening a new low temperature storage or a new low temperature transportation office.
3	When serious whistle-blowing information, etc. relating to the cold chain logistics services provided by the certified client is received.
4	When a complaint is officially received in writing from an external party regarding the cold chain logistics 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 31512 : 2024.
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 the cold chain logistics services 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.

For Transport Operator	Low temperature transport services
For Warehouse Operator	Low temperature storage services
For Both Above Operator	Low temperature transport services and Low temperature storage services

**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 being supported by a consultant in establishing and maintaining cold chain logistics services that conform to the requirements of ISO 31512 : 2024, 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, etc. 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 31512 : 2024. In addition, in order to conduct a document audit between the client and the Society smoothly and efficiently, please submit "Cross Reference Sheet Between Requirements of ISO 31512 : 2024 and Description in the Operation Manuals" to be send separately.

**7) Where to charge certification audit fee**

Please select the applicable billing address for certification audit fee.

**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 31512 : 2024 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 31512 : 2024 Certification Audit".

**3. Miscellaneous**

Certification auditing process is defined in "Regulations for Technical Services" and "Guidelines for ISO 31512 : 2024 Cold chain logistics services", which are available on the Society's web site. Please apply after agreeing to the contents.