

February 2025



Certification Guidelines for ISO 31512 : 2024

Cold chain logistics services in the business to business sector

- Requirements and guidelines for storage and transport

[【English】](#)

ClassNK

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Introduction

With steady economic growth and increasing incomes in recent years, the diversification of food choices and a heightened awareness of the need to maintain food safety are seen in developing countries such as the Association of Southeast Asian Nations (ASEAN) Member States.

In order to respond to the changing demands in ASEAN Member States, many Japanese food manufacturers and logistics service providers have developed business practices to serve local needs. They support the food lifestyles and the cold chains of the country in which they are located.

The United Nations Food and Agriculture Organization (FAO) reports that approximately 90% of food loss and waste in South Asia and ASEAN Member States occurs in the production and logistics. The United Nations has established the goals in Sustainable Development Goals (SDGs) to halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses. However, the reality is that many low-cost and low-quality cold chain logistics services can be found and there are very few local logistics companies providing high-quality cold chain logistics services.

Under these circumstances, JSA-S1004, the private standard based on Japanese-style business-to-business cold chain logistics services was issued by the Japanese Standards Association on June 30, 2020 through collaboration among the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) of Japan, ministries related to logistics administration, standardizational organizations in each ASEAN member state. Afterwards TC315, a technical committee on cold chain logistics, chaired by Japan was set up. After that, working on international standardization had begun with reference to JSA-S1004 as a prototype requirement in September, 2021. Through these discussion, ISO 31512, the international standard for cold chain logistics services for business-to-business transactions, was issued on December 6, 2024. This standard specifies requirements for carriers and warehouse operators to achieve appropriate temperature control in cold chain logistics services for business-to-business transactions.

In the situation described above, it is expected that more logistics service providers are certified by ISO 31512 to have the high quality of their cold chain logistics services, and ISO 31512 is also expected to lead to the acquisition of new customers and new business development for more logistics service providers. Therefore, ClassNK, as a third-party certification organization, has decided to publish these guidelines regarding certification procedures and auditing methods with respect to conformity to the requirements of ISO 31512 for logistics service providers.

It is hoped that these Guidelines help logistics service providers, food manufacturers and

distributors in ASEAN and other countries to improve the quality of cold chain logistics.



Correction/Revision Record

Version	Date	Part	Details
0	February 2025	-	Newly developed



Certification Guidelines for ISO 31512 : 2024
Cold chain logistics services in the business to business sector
- Requirements and guidelines for storage and transport

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Certification Guidelines for ISO 31512 : 2024

Cold chain logistics services in the business to business sector

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Chapter 1 General

1.1 Objectives

The purpose of these guidelines is to describe in detail procedures of applications, audit, and certification for cold chain logistics providers, and etc. (hereafter called as “the client”.) that wishes to be audited for conformity to the requirements of ISO 31512 : 2024, and to issue a certificate of ISO 31512 : 2024 (Standard Form) (Appendix 4).

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 31512 : 2024.
- (2) For the scope of ISO 31512 :2024, refer to ISO 31512 : 2024.

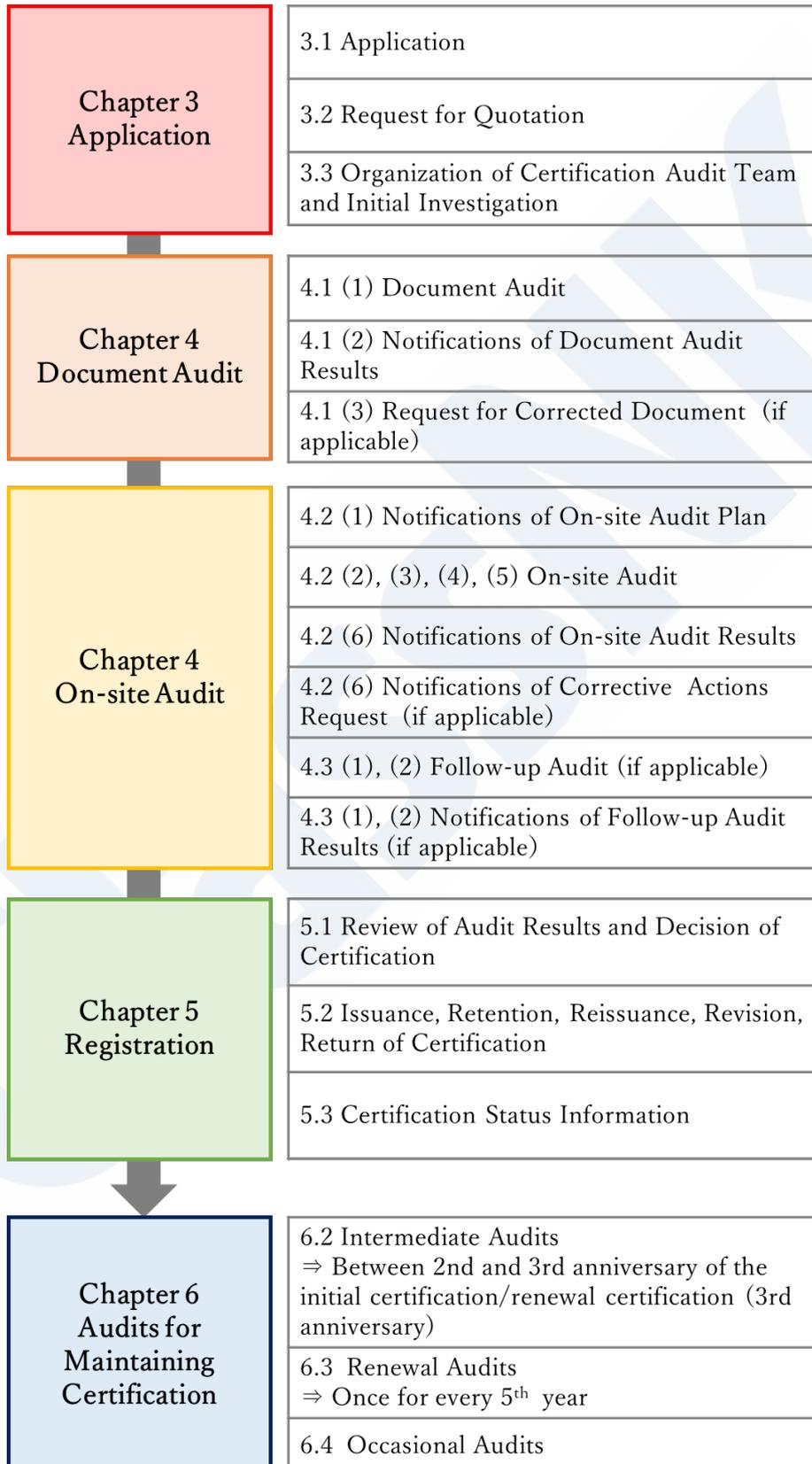
1.3 Terms and Definitions

Terms used in these Certification Guidelines have the same meaning as those defined in ISO 31512, including the following terms.

- (1) Cold chain logistics services: General term for a series of processes or the entire system of seamlessly temperature-controlled flow, including food and food products storage, transport, and other logistics processes, covering all types of business-to-business (B to B) entities such as farms, fisheries, factories, warehouses, retail shops and restaurants.
- (2) Operation Manuals: A series of instructions or manuals (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 logistics service providers, etc. for cold chain logistics services.

Chapter 2 Flowchart

The flow of certification procedures in accordance with the requirements of ISO 31512 is as shown below.



Chapter 3 Application

3.1 Application

- (1) The client is to fill in Application for ISO 31512 : 2024 Cold chain logistics services Certification Audit (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 ISO31512 : 2024 Cold chain logistics 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 cold chain logistics service. (ex. Dock shelter, Heat insulating door, Refrigerant device, Air curtain in low temperature storage, Temperature control systems in low temperature storage or low temperature vehicles, or Refrigeration and freezing equipment in low temperature vehicles, etc.)
2	Operation manuals and quality management system manual, etc. that correspond to "Chapter 8 Requirements for the Client" of these Guidelines. (ex. relevant terms and conditions, relevant regulations, warehouse operations manuals, transportation operations manuals, training texts, copy of certification of management system standards such as ISO 9001, 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 (The cold chain logistics service does not handle foods which are required temperature-control, or the business type is applicable to business to consumer (B to C), 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 31512 : 2024, the client is requested to fill in the Request for Quotation and submit it in writing or by e-mail to the Society.

(Appendix 3: Request for Quotation for ISO 31512 : 2024 Cold chain logistics 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 31512 : 2024, 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 31512 : 2024.

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 31512 :2024 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 cold chain logistics services in conformity with requirements of ISO 31512 : 2024.
- (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 cold chain logistics services of the client is implemented with appropriate operation procedures in accordance with the operation manuals are in conformity with requirements of ISO 31512 :2024.
- In an initial audit and a renewal audit, the effectiveness of the cold chain logistics 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 cold chain logistics service. (ex. Dock shelter, Heat insulating door, Refrigerant device, Air curtain in low temperature storage, Temperature control systems in low temperature storage or low temperature vehicles, or Refrigeration and freezing equipment in low temperature 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 on-site audit findings (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 31512 : 2024 or if any circumstances are identified that raise concerns about the capability of the cold chain logistics 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 with 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 results 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, issuance of vouchers for the implementation of corrective actions or 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 cold chain logistics services conform with requirements of ISO 31512 :2024.

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 31512: 2024 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 cold chain logistics 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. (Chapter 7: 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 Mark and Reference of Nippon Kaiji Kyokai" (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 cold chain logistics 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 31512 : 2024 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 31512 :2024 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 is to be made by filling in a prescribed application and submitting it together with attached documents to the Society in writing or by e-mail 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 31512 : 2024 are being maintained on a continuous basis. (If there are any changes in the operation manuals, etc. related to the requirements of ISO 31512 : 2024, a document audit is also to 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 cold chain logistics services is appropriate in accordance with the requirements of ISO 31512 : 2024.
2	Reviewing of records, etc. proving that the quality of the cold chain logistics 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 31512 : 2024 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 review the conformity and the effectiveness of the cold chain logistics services to the requirements of ISO 31512 : 2024 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 31512 : 2024 is to be conducted.

1	Reviewing that management status of the cold chain logistics services is appropriate in accordance with the requirements of ISO 31512 : 2024.
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2	Reviewing of records, etc. proving that the quality of the cold chain logistics 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 cold chain logistics services over the past five years (5 years) into consideration.
- (4) If the 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 31512 : 2024 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 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. <ul style="list-style-type: none"> • 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) 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 31512 : 2024 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 withdraws certification 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 suspended for a period of one year (1 year) or more.
7	The certified client cannot pay audit fees.

8	When there is a change in the requirements specified in ISO 31512 : 2024, and the certified client does not attempt to conform with the changed requirements or is unable to conform.
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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 31512 : 2024, a certificate (Appendix 4: Certificate of ISO 31512 : 2024(Standard Form)) is to be issued.

7.4 Limiting the Scope of Certification

If the certified client is applicable to any of the following, the scope of certification is to be limited, 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 31512 : 2024 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

- (1) The client that intends to obtain a certificate of ISO 31512 : 2024 from the Society is to provide the cold chain logistics services that in conformity with the requirements of ISO 31512 : 2024.
- (2) Specific procedures using PDCA cycle or other methods shall be established and be operated to review the sustainable conformity and the effectiveness of the cold chain logistics services provided by the client to the requirements of ISO 31512 : 2024. For PDCA cycle, the client may refer to ISO 9001, etc. The following is an evaluation as to whether this requirement is being satisfied.

- ① When a copy of registration certificate for management system standards, such as ISO 9001 can be confirmed, the requirement shall be evaluated by confirming that the procedures to conform with the requirements of ISO 31512 : 2024 are integrated into the client’s management system manual, etc., based on the “ISO 31512 : 2024 Certification Audit Guidelines”. The ISO 9001 certificate shall be certified by a certification body that is accredited to conform to the requirements of ISO/IEC 17021-1.
- ② If the quality management system is not certified by ISO 9001, in addition to the evaluation in ① above, the Society shall evaluate the establishment of a PDCA cycle mechanism through the document (e.g. quality management manuals and lists of procedures) which are specified in the quality management system. The establishment of PDCA cycle mechanism in the quality management system of the client shall be reviewed using the confirmation items listed as below.

1	Procedures to comply with the requirement of ISO 31512 : 2024
2	Control of documents
3	Control of records
4	Management review
5	Internal audits
6	Corrective actions

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 a 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 Certification Audit of ISO 31512 : 2024

Appendix 2: Instruction of Application for Certification Audit of ISO 31512 : 2024

Appendix 3: Request of Quotation for Certification Audit on ISO 31512 : 2024

Appendix 4: Certificate of ISO 31512 : 2024 (Standard Form)

Appendix 1: Application for Certification Audit of ISO 31512 : 2024

Name
 Company Name
 Address
 Date

Transportation and Logistics Department, Nippon Kaiji Kyokai
 4-7 Kion-ho, Chiyoda-ku, Tokyo 102-8567, Japan

Application for Certification Audit of ISO 31512 : 2024

We hereby apply for Certification Audit of ISO 31512 : 2024, agreeing to Nippon Kaiji Kyokai’s (hereinafter called as “the Society”) "Regulations for Technical Services” and “Certification Guidelines for ISO 31512 : 2024".

Type of Audit	<input type="checkbox"/> Initial <input type="checkbox"/> Intermediate <input type="checkbox"/> Renewal <input type="checkbox"/> Occasional (Due to : _____)			
Applicable Standards	ISO 31512 :2024 Cold chain logistics services in the business to business sector -Requirements and guidelines for storage and transport			
Organization Name and Address	Certification No.	*No necessary for Initial Audit		
	Organization Name			
	Address			
	Top Management:	Name		Position
	Responsible Person for Audit	Name		Position
		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 cold chain logistics service <input type="checkbox"/> Operation manuals that conform to the requirements of ISO 31512 : 2024 <input type="checkbox"/> Quality Management System Manual (Manual and list of procedures, etc.) <input type="checkbox"/> A copy of quality management system certificate (In case the client is certified by ISO 9001.) <p>*1 If it is difficult to submit the operation manuals, etc. at the same time, the client may send it later.</p> <p>*2 The operation manuals, etc. that conform to requirements of ISO 31512 : 2024 are necessary information for conducting a document audit. Please submit “Cross Reference Table Between Requirements of ISO 31512 : 2024 Cold Chain Logistics Services and Description in the Operation Manuals” to be sent separately for information on how to provide the applicable operation manuals.</p>

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>

Appendix 2:

Instruction of Application for Certification Audit on ISO 31512 : 2024

**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. <ul style="list-style-type: none"> • 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.

Appendix 3:

Request of Quotation for Certification Audit on ISO 31512 : 2024

Name
 Company Name
 Address
 Date

Transportation and Logistics Department, Nippon Kaiji Kyokai
 4-7 Kion-ho, Chiyoda-ku, Tokyo 102-8567, Japan

**Request of Quotation for
 Certification Audit on ISO 31512 : 2024**

We would like to request a quotation for the certification audit in accordance with the requirements of ISO 31512 : 2024 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	
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Attachment

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 31512 : 2024 (Standard Form)

NIPPON KAIJI KYOKAI

ISO 31512 : 2024

CERTIFICATE



ISO 31512:2024

Cold chain logistics services in the business to business (B to B) sector - Requirements and guidelines for storage and transport

ClassNK

Organization Name

Registration No. :

Address :

Applicable Standards : ISO 31512 : 2024 Cold chain logistics services
Cold chain logistics services in the business to business sector
- Requirements and guidelines for storage and transport

Scope of Certification :

THIS IS TO CERTIFY THAT the cold chain logistics 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.

Initial Registration Date / Month / Year

○○ ○○, General Manager,

Transportation and Logistics Department

NIPPON KAIJI KYOKAI
ATTACHMENT
TO
REGISTRATION NUMBER XXX-XXX

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:
Transportation and Logistics Department
Nippon Kaiji Kyokai
4-7 Kion-ho, Chiyoda-ku, Tokyo 102-8567, Japan
Tel: +81-3-5226-2054
Fax: +81-3-5226-2037
E-mail: ltd@classnk.or.jp

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