



FOOD SAFETY SYSTEM CERTIFICATION 22000

**ISO 23412 ADDENDUM: INDIRECT TEMPERATURE-
CONTROLLED REFRIGERATED DELIVERY SERVICES - LAND
TRANSPORT OF PARCELS WITH INTERMEDIATE TRANSFER**

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TRANSLATIONS

Please note that in case of translations of this Addendum, the English version is the valid and binding version.

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1 PURPOSE

This document describes the additional requirements for organizations certified to FSSC 22000 Transport and Storage to meet those specified in ISO23412: 2020 as well as the process for Certification Bodies to follow when conducting audits to this Addendum.

2 SCOPE

This addendum is a voluntary document that applies to organizations wishing to meet the requirements of ISO23412: 2020, Indirect, temperature-controlled refrigerated delivery services – Land transport of parcels with intermediate transfer. The ISO standard specifies requirements for the provision and operation of indirect, temperature-controlled refrigerated delivery services for refrigerated parcels which contain temperature-sensitive goods (including foods) in land transportation. It includes all 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. The Standard also includes requirements for resources, operations, and communications to delivery service users. It is intended for application by refrigerated delivery service providers.

The requirements focus on the service provided by, and the processes for, temperature control within the refrigerated delivery service offered. The exact temperature ranges of refrigerated delivery service offered and the terms and conditions for the different temperature range of refrigerated transported parcels are decided by the refrigerated delivery service provider. Temperatures, terms, and conditions may differ depending on the country within which the refrigerated delivery service is operating and are therefore not covered.

The scope covers the carriage of individual parcels by refrigerated delivery services and the temperature of the goods can be associated with the temperature of the parcel's environment. The focus is on the temperature control of the service, rather than the temperature of the goods themselves.

The following is excluded from the scope:

- a) Refrigerated parcel delivery via modes of transport such as airplane, ship, or train;
- b) Refrigerated parcels that are transported in ambient temperatures due to the fact that they contain their own refrigeration materials;
- c) Direct refrigerated services in which chilled parcels and frozen parcels are collected from the delivery service user and transported directly to a recipient without in-transit transfer;
- d) The quality or measurement of the temperature of the contents of the chilled parcels or frozen parcels being delivered and their pre-point of receipt state, however it does set the requirements for the refrigerated delivery service carrying them;
- e) Medical devices and medical equipment and pharmaceuticals might be subject to specific legislation and therefore, excluded from the scope of the Standard.

For more information on the scope – refer to the ISO 23412 Standard.

The addendum can only be used in conjunction with a FSSC 22000 audit in category G with a corresponding scope.

The additional requirements as specified in this document is based on a GAP analysis between FSSC 22000 - Transport and Storage and ISO23412: 2020. Meeting the additional requirements in this addendum, in addition to the FSSC requirements, results in compliance to ISO23412: 2020.

This document also sets out the auditing and certification process requirements for FSSC 22000 licensed Certification Bodies (CBs) wanting to audit to this Addendum.

3 REQUIREMENTS FOR THE CERTIFICATION PROCESS

This section sets out the requirements for the certification process and applies to both organizations and FSSC 22000 licensed CBs as relevant.

The CB shall have procedures for including the Addendum in the FSSC 22000 audit process and apply the Addendum under the same principles as FSSC 22000. CBs are not required to gain accreditation to ISO23412 to provide auditing services to the Addendum, in which case the Addendum certificate will be unaccredited. Where CBs do hold accreditation to ISO 23412, the Addendum certificate will be accredited.

3.1 CONTRACT AND APPLICATION PROCESS

The organization shall inform the CB that they wish to include the Addendum as part of their FSSC 22000 audit, prior to the start of the audit. The CBs application system shall allow for this information to be captured, including the scope, and the contract with the organization shall be updated to include the Addendum.

3.2 AUDIT DURATION

The CB shall determine the additional auditing time needed to assess the Addendum requirements based on the size and complexity of the organization.

The minimum audit duration shall not be less than 0.5 man-days (4 hours) in all cases and does not include planning, reporting or travel activities and only relates to effective time spent auditing the Addendum.

3.3 ALLOCATION OF THE AUDIT TEAM

The audit to the Addendum shall be conducted by a FSSC 22000 qualified auditor for the relevant sub-category in G and meeting the requirements as set out in section 4 of this document.

3.4 AUDIT PROCESS

The audit to the Addendum can only be conducted in conjunction with the regular FSSC 22000 audit and not as a standalone audit. The Addendum audit is always a full audit covering all the requirements listed in Part 5 of this document and is to be assessed as an integrated part of the FSSC 22000 audit.

The audit program and audit plan shall clearly reference and include the Addendum requirements.

The combined audit shall be conducted annually as part of the FSSC 22000 audit. The first audit to the Addendum can take place at any full FSSC 22000 audit during the cycle (initial, surveillance or recertification).

The audit delivery method (on-site, ICT Audit approach or full remote) shall be aligned to that of the FSSC 22000 audit and follow the same requirements.

3.5 MULTI-SITE AUDITING

Where the CB offers multi-site sampling, a sampling program can be used to audit the Addendum. The ISO/TS 22003 and IAF MD 1 requirements shall be applied for the use of the multi-site auditing of the Addendum and be aligned with the FSSC 22000 audit.

Multi-site sampling is only allowed on the Addendum provided that:

1. The Addendum is audited annually at the central function and,
2. Included as part of the sampled site audits and,
3. The annual internal audit program of the central function, including the Addendum, shall include all sites of the organization.

3.6 UNANNOUNCED AUDITS

Where the FSSC 22000 audit is conducted as an unannounced audit, the Addendum shall also be assessed as unannounced.

3.7 AUDIT REPORT

The CB shall provide a written report for each audit to the ISO 23412 Addendum. The report may be customized by the CB but shall include sufficient objective evidence to confirm that all the requirements in the Addendum have been assessed, including a summary of the nonconformities raised (where relevant) and meeting the requirements of Annex 2 of this document. It shall be referenced in the "Audit Details" section of the FSSC 22000 audit report that the ISO23412 Addendum was combined with the FSSC 22000 audit.

3.8 NONCONFORMITY MANAGEMENT

The same criteria as defined in the FSSC 22000 Scheme applies to any nonconformities identified against the specific requirements of the Addendum, including grading, timelines, and follow-up actions. Failure to address the nonconformities within the specified timelines will result in no certificate to the Addendum in the case of an initial audit to the Addendum. For subsequent audits, the certificate shall be suspended if the requirements relating to nonconformities have not been met.

Failure to meet the requirements of the Addendum does not impact on the validity of the FSSC 22000 certification, although the auditor is expected to ensure that failure to comply with a specific Addendum requirement does not negatively impact on food safety or the Scheme requirements.

3.9 CERTIFICATION DECISION PROCESS

The CB shall conduct a technical review for all audits against the Addendum, in conjunction with the review of the FSSC 22000 audit, to agree with the audit report content and outcome, NCs (objective evidence and grading) and effectiveness of corrections and corrective action plans.

Following each technical review, the CB shall make a decision on the certification status of the organization (e.g., to certify, continue certification, suspend, or withdraw). The certification decision shall take into consideration the outcome of the certification decision for the FSSC 22000 audit. A positive certification decision for the FSSC 22000 audit is a pre-requisite to issuing a certificate to the Addendum. Suspension or withdrawal of the FSSC 22000 certificate results in the same action for the Addendum and within the same timeline.

It remains the responsibility of the CB to ensure a proper and robust audit process and make an informed certification decision.

A successful certification review process (for both FSSC 22000 and the Addendum), results in an Addendum certificate in addition to the FSSC 22000 certificate. The valid until date of the Addendum certificate shall be aligned to that of the FSSC 22000 certificate. Where the first audit to the Addendum takes place at a surveillance audit, the resulting certificate will have a validity of less than 3 years due to the alignment with the valid until date of the FSSC 22000 certificate. Subsequent cycles will be the same as for FSSC 22000.

The requirements for the Addendum certificate are set out in Annex 1 of this document.

3.10 PORTAL DATA AND DOCUMENTATION

The Addendum report and supporting documentation shall be uploaded to the Portal within 2 months of the last day of the audit. A certificate for the Addendum shall not be issued prior to uploading the relating FSSC 22000 audit pack (and certificate where relevant) into the Portal. The same requirements relating to Data Quality as set out in FSSC 22000 apply.

4 REQUIREMENTS FOR CERTIFICATION BODIES

4.1 RELATION WITH THE FOUNDATION

The CB is responsible for the full application of and the demonstration of compliance to the Addendum requirements for CBs at all times. Only CBs with a valid license for FSSC 22000 certification in food chain category G, may conduct audits to the Addendum.

4.1.1 LICENSING PROCESS

The CB shall apply to The Foundation for obtaining an extension to their license to include the ISO 23412 Addendum.

1. The CB shall submit an application to the Foundation specifying the extension to their existing license to the ISO 23412 Addendum.
2. The CB may be granted approval to conduct audits to the Addendum following a review, registered in the Portal, and displayed in the approved CB list on the FSSC 22000 website.
3. The approval allows a CB to conduct audits to the Addendum and issue certificates to ISO 23412. Certificates linked to the Addendum shall be registered in the Portal.

4.1.2 SUSPENSION, TERMINATION AND REDUCTION

The Foundation has the right to suspend, terminate or limit the scope of the CB's license agreement. Reasons could be, amongst others:

1. Accreditation not achieved within one year;
2. Termination of the accreditation;
3. Not meeting the minimum number of certificates specified by the Foundation;
4. Sanction committee decision;
5. Nonpayment of the fee to the Foundation;
6. Repetitive noncompliance with the Scheme requirements;
7. Noncompliance with the Integrity Program or components there-of.

4.1.2.1 SUSPENSION

1. When a CB's license is suspended by the Foundation, the Foundation will determine to which extent the CB will be allowed to maintain its auditing and certification activities for a defined period of time. The Foundation will publish suspensions on the FSSC 22000 website, and the Accreditation Body will be notified.
2. The Foundation will restore the suspended license when the CB has demonstrated that the issue which resulted in the suspension has been resolved and the conditions for lifting the suspension have been met.
3. Failure to resolve the issues that resulted in the suspension in a time established by the Foundation shall result in termination or reduction of the scope of the license as per the Integrity Program and Sanction Policy.
4. Suspension of activities in Category G, automatically results in a suspension of the Addendum.

4.1.2.2 TERMINATION

1. When a CB's license is terminated by the Foundation, the CB is cannot apply for a new license within the time frame communicated by the Foundation.
2. The CB shall agree with the Foundation the transfer of its certified organizations following the requirements outlined in the license agreement.

4.2 INTEGRITY PROGRAM

The CB shall participate in the Integrity Program which is the Foundation's system of ongoing monitoring. This program covers all activities of its licensed CBs to ensure compliance with all Scheme requirements. The CB shall provide any documentation requested by the Foundation for the Integrity Program.

The monitoring activities may include, but are not limited to:

- a) Desk reviews of audit reports and additional information on the audit process;
- b) Auditor assessment and registration;
- c) Office assessments;
- d) Witnessed audits;
- e) Monitoring of agreed key performance indicators.

Further information can be found in the Integrity Program and Sanction Policy. Nonconformities, follow-up, and sanctions are dealt with in line with the FSSC 22000 Scheme requirements as set out in Part 4 – 2.3.

4.3 COMPETENCE

The CB shall follow the same requirements described in Annex C of ISO/TS 22003 for defining the competences required to conduct the activities of application review, audit team selection, audit planning activities and certification decision. Specific training on the requirements of the Addendum shall be given to all CB personnel involved the aforementioned activities by the CB or an external provider.

Technical reviewers and certification decision makers shall meet the requirements as set out in Part 4 of the FSSC 22000 Scheme, with specific training on the Addendum requirements.

Records of training and competency reviews shall be maintained by the CB.

4.3.1 AUDITOR REQUIREMENTS

Only FSSC 22000 auditors with the relevant sub-category (GI and/or GII) approval may conduct audits to the Addendum. The auditor shall receive specific training on the requirements of the Addendum and ISO 23412 prior to conducting any audits. Records of the training shall be maintained and uploaded in the Auditor database prior to commencing with Addendum audits.

The CB may define additional competency requirements in line with their procedures or accreditation requirements. A specific witness audit to the Addendum is not a requirement, but where an auditor does have approval to audit to the Addendum, the CB shall include it as a parameter when assigning witness audits as well as a specific element in the 3-yearly auditor performance review.

4.4 LOGO USE

The FSSC logo may be used in relation to the Addendum, subject to the same rules and regulations as set out in the FSSC 22000 Scheme document.

5 SPECIFIC AUDIT REQUIREMENTS

This section of the document sets out the specific requirements for organizations in addition to those defined in FSSC 22000 Transport and Storage. This includes requirements that have not been specifically defined in ISO 22000 or ISO/TS 22002-5, are partially addressed or have been addressed in a more general way. The organization shall comply with the FSSC 22000 requirements as well as these additional requirements to demonstrate compliance to ISO 23412: 2020. Where clauses are referenced in the additional requirements in blue text, these refer to the specific clause in ISO 23412: 2020.

Refrigerated delivery service attributes (ISO 23412 clause 4.1)

The refrigerated delivery service provider shall determine, document, and make publicly available the following refrigerated delivery service attributes:

- a) name of the refrigerated delivery service (see 4.2);
- b) refrigerated delivery service provider's contact details and customer service (see 4.4);
- c) service transport temperature of the refrigerated delivery service (see 4.5) available for the delivery service users;
- d) targeted delivery service users;

- e) accepted terms and conditions for refrigerated parcels (see 4.6), including:
1. items not accepted for transport by the refrigerated delivery service provider (see 4.6.2);
 2. areas for refrigerated parcel acceptance and areas for refrigerated parcel delivery to/collection by a recipient (see 4.6.3);
 3. refrigerated delivery service operation business days and hours (see 4.6.4);
 4. opening hours and days of the week for acceptance and delivery locations (see 4.6.5);
 5. standard delivery timescales (times/days) (see 4.6.6);
 6. non-delivery of refrigerated parcels, including holding times and/or returns, as applicable and recalled refrigerated parcels(see 4.6.7); and
 7. fees and payment options.

When changes are made to the refrigerated delivery service attributes, the relevant documents shall be updated, made publicly available and communicated to delivery service users.

The refrigerated delivery service attributes shall be communicated to delivery service users upon request and at the point of agreeing to use the refrigerated delivery service.

Name of the refrigerated delivery service (ISO 23412 clause 4.2)

The refrigerated delivery service shall have a name or a refrigerated delivery service description that clearly describes that the refrigerated delivery service provides the temperature-controlled delivery of refrigerated parcels.

Service transport temperature of the refrigerated delivery service (ISO 23412 clause 4.5)

General (4.5.1)

A service transport temperature shall be identified for the refrigerated delivery service in accordance with 4.4.2 or 4.4.3, as applicable.

Note 1: This service transport temperature excludes temperature fluctuations caused by defrost events within a refrigeration unit (see 3.18.2) which are likely to temporarily exceed the refrigerated delivery service temperature limits.

The refrigerated delivery service provider shall identify the situations where refrigerated parcels are exposed to temperatures exceeding the defined service transport temperature.

Where applicable, a process to stop transporting the parcel before delivery shall be documented and implemented.

Note 2: A refrigerated delivery service provider can choose to detail their contingency plans or work instructions for managing such situations (see 10.2.1 f).

Chilled parcels (4.5.2)

The refrigerated delivery service provider shall identify the maximum temperature limit and the minimum temperature limit of the service transport temperature of the refrigerated delivery service for chilled parcels.

Frozen parcels (4.5.3)

The refrigerated delivery service provider shall identify, as a minimum, the maximum temperature limit of the service transport temperature of the refrigerated delivery service for frozen parcels. This shall not include temperature rises during periods of defrost.

Note: While it is critical to identify the highest acceptable temperature for a frozen parcel service transport temperature, it would not, in most cases, be necessary to identify the minimum temperature limit for the frozen parcel service transport temperature as there would be little impact on the frozen parcels from being subjected to increasingly lower temperatures.

Where it is necessary, the maximum and minimum temperature limits of the temperature range can be identified by the refrigerated delivery service provider and/or agreed with the delivery service user.

Accepted terms and conditions for refrigerated parcels (ISO 23412 clause 4.6)

General (4.6.1)

The refrigerated delivery service provider shall determine their terms and conditions for carriage of refrigerated parcels, including, as a minimum, their:

- a) maximum size;
- b) maximum mass;
- c) packaging conditions, including protection against cross-contamination based on the contents of the refrigerated parcel (see [Annex B](#));"
- d) pre-cooling/pre-freezing conditions by the delivery service users (see [6.3](#)).

Items not accepted for transport by the refrigerated delivery service provider (4.6.2)

The refrigerated delivery service provider shall define a list of prohibited items for transport.

Areas for refrigerated parcel acceptance and areas for refrigerated parcel delivery to/collection by a recipient (4.6.3)

The refrigerated delivery service provider shall define the geographical areas and locations within which it operates for both the acceptance and delivery to/collection by a recipient of a refrigerated parcel.

Refrigerated delivery service operation business days and hours (4.6.4)

The refrigerated delivery service provider shall determine the business days and/or hours covered by the refrigerated delivery service operation.

The refrigerated delivery service provider shall take into account calendar dates such as public holidays and communicate these to the delivery service user.

Opening hours and days of the week of acceptance and delivery locations (4.6.5)

The refrigerated delivery service provider shall determine the opening hours and days that the operation sites are open for the acceptance, or collection, of refrigerated parcels.

Standard delivery timescales (times/days) (4.6.6)

The refrigerated delivery service provider shall provide indicative delivery durations for the refrigerated parcels from the point of acceptance from the delivery service user to the point of delivery at the designated destination.

Where applicable to the refrigerated delivery service being offered, the options for delivery times and delivery dates shall be determined by the refrigerated delivery service provider.

Non-delivery of refrigerated parcels including holding times, returns and recalls (4.6.7)

The refrigerated delivery service provider shall determine the options for the recipient in the event that the recipient is absent at the time of delivery.

The refrigerated delivery service provider shall indicate the maximum amount of time that refrigerated parcels are to be held either for redelivery, return to delivery service user or disposal.

Transport Network (ISO 23412 clause 5)

General (ISO 23412 clause 5.1)

The refrigerated delivery service provider shall establish a transport network within the areas covered by the refrigerated delivery service (see 4.6.3) in order to provide transport routes for the refrigerated delivery service within the standard delivery timescales (see 4.6.6).

The refrigerated delivery service provider shall measure, document, and retain the expected time taken for each refrigerated vehicle to travel between each connected operation site.

The refrigerated delivery service provider shall create and document vehicle schedules for refrigerated vehicles moving between operation sites.

Geographical routing system (ISO 23412 clause 5.2)

The refrigerated delivery service provider shall determine and implement a geographical routing system within the transport network.

The geographical routing system, any geographical codes (for example, post codes, operation-site codes) and the operation sites where the geographical routing operations are carried out shall be defined and documented.

Demand and available resources (ISO 23412 clause 5.3)

The refrigerated delivery service provider shall:

- a) monitor and record the number of chilled parcels and/or frozen parcels accepted for delivery on a daily basis;
- b) undertake an analysis of the maximum expected number of chilled parcels and/or frozen parcels within a defined period at each operation site and across the whole transport network;
- c) undertake an analysis of the maximum number of chilled parcels and/or frozen parcels that can be accepted at each operation site and across the whole transport network. This shall be documented, reviewed, and updated a minimum of once a year; documented, reviewed, and updated a minimum of once a year;
- d) undertake a check that the refrigerated delivery service has the correct resources to provide the refrigerated delivery service for the maximum expected number of chilled parcels and/or frozen parcels within a particular period at each operation site and across the whole transport network.

Operational sites (ISO 23412 clause 5.4)

General (5.4.1)

Where there is a change to the function of an operation site, the relevant documents shall be updated.

Responsible Person (5.4.2)

The refrigerated delivery service provider shall:

- a) assign a responsible person to each operation site;
- b) communicate to the responsible person in writing their expected duties.

As a minimum, the responsible person shall be expected to implement processes in the operation site so that:

1. daily checks are carried out to verify that the required resources for the operation site to function are present (see also 5.4.1);
2. daily checks are carried out to verify that resources function correctly;
3. remedial action is undertaken if the checks from 1) and 2) show that the required resources are not present or are not functioning correctly.
4. The daily checks carried out in 1) and 2) shall be recorded and retained.

Transport (5.4.3)

The refrigerated delivery service provider shall allocate refrigerated vehicles and/or thermally insulated containers as a resource to each operation site.

The service provider shall allocate refrigerated and monitored means that can be equipped with active or passive cold solutions.

The specification of the allocated refrigerated vehicles and/or thermally insulated containers shall be based on the capabilities required for the function of each operation site (see 5.4.1).

The number of refrigerated vehicles and/or thermally insulated containers allocated to each operation site shall be:

- a) consistent with the demands for each operation site;
- b) consistent with the demands of the transport network (see 5.3).

The refrigerated enclosure shall conform to 9.2.

Information to be obtained from the delivery service user (ISO 23412 clause 6.2)

The refrigerated delivery service provider shall obtain the following information from the delivery service user prior to acceptance of a refrigerated parcel for delivery:

- a) the name, address, and other contact details (for example, phone numbers, email address) of both the delivery service user and of the recipient;
- b) the service transport temperature (see 4.5) selected for delivery;
- c) contents of refrigerated parcel;
- d) special conditions required, where applicable.

NOTE: "Special conditions might include stating any limited holding times in the event of

non-delivery where the refrigerated parcel needs to be delivered within a short time frame, or where a fragile refrigerated parcel requires additional care to be taken during delivery. "

Refrigerated delivery service providers covering the transport of refrigerated parcels containing foodstuff should refer to Annex B for further information. See also 4.6.1 c) regarding cross-contamination.

Where the information required in a), b) and c) are not obtained, the refrigerated delivery service provider shall not accept the refrigerated parcel for delivery.

Delivery service user confirmation (ISO 23412 clause 6.3)

The refrigerated delivery service provider shall obtain from the delivery service user:

confirmation that the refrigerated parcel(s) for delivery is in a pre-cooled/pre-frozen state in advance and that it meets the other required conditions in accordance with 4.6.1;

confirmation that the declared contents of the refrigerated parcel (s) for delivery is not prohibited and meets the required conditions in accordance with 4.6.2.

NOTE: These confirmations can be endorsed by, for example, a signature, an opt-in (i.e., a tick box) or a sales contract.

Information to be provided by the refrigerated delivery service provider (ISO 23412 clause 6.4)

The refrigerated delivery service provider shall provide the following information to the delivery service user on acceptance of a refrigerated parcel for delivery:

- a) the name of the refrigerated delivery service provider;
- b) staff member identification;
- c) the name of the refrigerated delivery service (see 4.2);
- d) the parcel identification number;
- e) the date of acceptance and the standard delivery timescales (see 4.6.6) or the expected date of delivery;
- f) the size and/or mass of the refrigerated parcel;

NOTE: This can be checked by the refrigerated delivery service provider on acceptance of the refrigerated parcel.

- g) the cost of the refrigerated delivery service

Refrigerated parcels (ISO 23412 clause 7)

Transferring refrigerated parcels into a refrigerated enclosure or cold store ((ISO 23412 clause 7.3)

Where it is necessary to pre-cool or pre-freeze the refrigerated enclosure or cold store for it to be within the service transport temperature (as defined in accordance with 4.5), the required time [see 10.5 c)] shall be allocated and the temperature confirmed to be within the service transport temperature before refrigerated parcels are transferred into it.

Transferring refrigerated parcels between refrigerated enclosures and/ or cold stores (ISO 23412 clause 7.4)

Where it is necessary to pre-cool or pre-freeze the refrigerated enclosure and/or cold store to which the refrigerated parcel is being transferred for it to be within the service transport temperature (see 4.5), the required time [see 10.5 c)] shall be allocated before a refrigerated parcel is transferred into it.

Temporary storage of refrigerated parcels in operation sites (ISO 23412 clause 7.5)

Where a refrigerated parcel is in an operation site, the refrigerated parcel shall be held in the cold store within the service transport temperature (see 4.5).

Where a refrigerated parcel has been temporarily stored in a cold store in an operation site, a process shall be implemented to carry out checks on a daily basis to see if further action is required.

Geographical sorting of refrigerated parcels (ISO 23412 clause 7.6)

Where more than one refrigerated delivery service having different service transport temperatures are operating within an operation site in which refrigerated parcels are being geographically sorted, the refrigerated parcels from each service transport temperature shall be kept separate.

NOTE: Attention is drawn to national legislation which might require the segregation of certain types of refrigerated parcels.

Delivery to the recipient (ISO 23412 clause 7.7)

At the time of delivery to/collection by a recipient of a refrigerated parcel, the refrigerated delivery service provider shall exchange the information in accordance with [Clause 8](#) with the recipient.

Where the recipient is absent on attempted delivery, the refrigerated delivery service provider shall:

- a) inform the recipient that they have tried to deliver the refrigerated parcel by providing a communication (for example, message card, email, online system), containing the following information:
 1. the name of the refrigerated delivery service provider;
 2. the parcel identification number;
 3. the date and time of the attempted delivery;
 4. the contact details of the refrigerated delivery service provider (see [4.4](#));
 5. the options for the recipient to receive the refrigerated parcel (for example, redelivery, collection by a recipient at the operation site) (see [4.6.7](#));
 6. that it is a refrigerated parcel (i.e., chilled, or frozen) and any time constraints for collection by a recipient, where applicable (see [4.6.7](#));
- b) place the refrigerated parcel in a refrigerated enclosure or cold store within the service transport temperature, as defined in [4.5](#).

Where the refrigerated parcel is loaded back into the refrigerated enclosure or cold store, this shall be carried out in accordance with [10.3](#).

Information exchanged between the refrigerated delivery service provider and the recipient (ISO 23412 clause 8)

Information to be obtained from the recipient on delivery of the refrigerated parcel (ISO 23412 clause 8.1)

The refrigerated delivery service provider shall request the following information from the recipient on delivery of a refrigerated parcel:

- a) the name of the recipient;
- b) the signature confirming that the refrigerated parcel has been received.

Information to be obtained from the recipient on collection by the recipient of the refrigerated parcel from an operation site (ISO 23412 clause 8.2)

The refrigerated delivery service provider shall request the following information from the recipient on collection of a refrigerated parcel:

- a) the name and address of the recipient;
- b) the identification of the recipient;
- c) the parcel identification number;
- d) the signature confirming that the refrigerated parcel has been received.

Information to be provided by the refrigerated delivery service provider on delivery of the refrigerated parcel (ISO 23412 clause 8.3)

The refrigerated delivery service provider shall provide the following information to the recipient on delivery of a refrigerated parcel:

- a) the name of the refrigerated delivery service provider;
- b) the staff member identification and purpose of the visit; and
- c) the service transport temperature of the refrigerated parcel selected for delivery [see 4.5 and 6.2 b)]; or
- d) the name of the refrigerated delivery service (see 4.2).

Information to be provided by the refrigerated delivery service provider on collection by a recipient of the refrigerated parcel from an operation site (ISO 23412 clause 8.4)

The refrigerated delivery service provider shall provide the recipient with the following on collection of a refrigerated parcel:

- a) the service transport temperature of the refrigerated parcel selected for delivery [see 4.5 and 6.2 b)]; or
- b) the name of the refrigerated delivery service (see 4.2).

Conditions for operation sites, refrigerated enclosures, cold stores, and cooling materials (ISO 23412 clause 9)

Refrigerated enclosures (ISO 23412 clause 9.2)

General (9.2.1)

The refrigerated delivery service provider shall use refrigerated vehicles that contain at least one enclosed refrigerated enclosure that can be temperature controlled and monitored within the service transport temperature range (see 4.5).

The refrigerated delivery service provider shall maintain the internal temperature of the refrigerated enclosure within the service transport temperature range defined by the refrigerated delivery service provider (see 4.5) while the refrigerated enclosure is in operation.

Where the refrigerated enclosure requires cooling material that functions for a limited amount of time (e.g., a eutectic plates), the refrigerated delivery service provider shall check and replace or modify it, as applicable, in accordance with the work instructions (see 10.2) and the operational manual for cooling materials (see 10.7).

Where the refrigerated delivery service provider offers a refrigerated delivery service at two or more service transport temperatures (e.g., chilled, and frozen), and refrigerated parcels are transported at different service transport temperatures within the same refrigerated vehicle, each refrigerated enclosure shall be separated, and temperature controlled.

The refrigerated enclosure shall be constructed and maintained to minimize temperature variances through the structure when closed and in operation.

Unless the refrigerated enclosure is being used for the transfer of refrigerated parcels, the refrigerated delivery service provider shall keep closed any openings to the refrigerated enclosure when it is in use.

Temperature monitoring of a refrigerated enclosure (ISO23412 clause 9.2.2)

The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into the refrigerated enclosure to monitor its internal temperature.

The internal temperature measured by the temperature monitoring instrument shall be visible during transport.

The temperature inside the refrigerated enclosure shall be checked and recorded and these records retained for a defined period of time (e.g., 12 months), as a minimum

- a) after pre-cooling/pre-freezing the refrigerated enclosure;
- b) at the start and end of every transport journey.

The temperature inside the refrigerated enclosure shall also be checked, as a minimum, at every point of transfer, where this is not covered by b).

Cold stores (ISO23412 clause 9.3)

General (9.3.1)

The refrigerated delivery service provider shall use cold stores that contain a refrigerated enclosure(s) that can be temperature controlled within the service transport temperature (see 4.5).

Cold stores in operation sites shall be able to function continuously without interruption.

In the event that a power source is interrupted, a contingency plan shall be in place.

NOTE: Cold stores in operation sites withstand any forces to which they are expected to be subjected.

See also 10.6 regarding maintenance.

In order to mitigate the risk of interruption to cold store operation, a contingency plan might include, for example, a back-up generator, or the temporary use of cooling materials in the event of an electric outage.

The refrigerated delivery service provider shall continuously maintain the internal temperature of cold stores at the service transport temperature defined in accordance with 4.5 while in operation.

Where the refrigerated delivery service provider offers a refrigerated delivery service that operates at two or more service transport temperatures (e.g., chilled, and frozen), and where refrigerated parcels to be maintained at different service transport temperatures are present at the same operation site, each temperature enclosure of the cold store shall be enclosed and separated.

The refrigerated enclosure shall be constructed and maintained to minimize temperature variances through the structure when closed and in operation.

Unless cold stores are being used for transferring refrigerated parcels, the refrigerated delivery service provider shall keep any openings to the enclosure closed when the cold store is in use.

Temperature monitoring of cold stores in operation sites (ISO23412 clause 9.3.2)

The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into each cold store to continuously monitor the internal temperature.

The internal temperatures of each cold store shall be displayed separately.

The internal temperature measured by the temperature monitoring instrument shall be visible.

Where applicable, several sensors may be used to ensure that the temperature is consistent all around the cold store.

The temperature inside the cold store shall be recorded at three scheduled times a day as a minimum and maintained for a defined period of time (e.g., 12 months).

Cooling materials (ISO23412 clause 9.4)

Where cooling materials are used, the refrigerated delivery service provider shall check that they maintain the temperature of the refrigerated enclosure (see 9.2.1) at the service transport temperature defined by the refrigerated delivery service provider (see 4.5) while the refrigerated enclosure is in operation.

Cooling material cold stores (ISO23412 clause 9.5)

General (9.5.1)

Where cooling materials are used within the refrigerated delivery service, the refrigerated delivery service provider shall use cooling material cold stores for their refrigeration and storage.

The cooling material cold stores in operation sites shall:

- a) have a refrigerated enclosure that can be maintained at, or below, the freezing temperature of the cooling materials;
- b) be able to function continuously without interruption. A contingency plan shall be implemented to cover power source interruptions.

NOTE: Cooling material cold stores in operation sites withstand any forces to which they are expected to be subjected. In order to mitigate the risk of interruption to cooling material cold store operation, a contingency plan might include, for example, a back-up generator.

The refrigerated delivery service provider shall maintain the internal temperature of the cooling material cold store below the freezing temperature of the cooling materials.

Unless the cooling material cold store is being used for loading or unloading cooling materials, the refrigerated delivery service provider shall keep any openings to the enclosure closed when the cooling material cold store is in use.

The maintenance procedure and service interval should be in accordance with the cold store and cooling systems manufacturer's recommended maintenance schedule.

Temperature monitoring of cooling material cold stores (9.5.2)

The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into the cooling material cold store to monitor the internal temperature.

The internal temperature measured by the temperature monitoring instrument shall be visible.

The temperature inside the cooling material cold store shall be checked at three scheduled times a day, as a minimum.

For the temperature monitoring and recording, see [12.3](#).

Work instructions and operational manuals (ISO23412 clause 10)

General (ISO 23412 clause 10.1)

The refrigerated delivery service provider shall identify and document relevant legislation and regulations applicable to its refrigerated delivery service.

Work instructions (ISO 23412 clause 10.2)

General (10.2.1)

The refrigerated delivery service provider shall provide work instructions for each staff member working within the refrigerated delivery service, as applicable to their role.

The work instructions shall include, as a minimum:

- a) the handling of chilled parcels and/or frozen parcels (see [10.2.2](#));
- b) the transport network (see [5.1](#));
- c) the geographical routing system (see [5.2](#));
- d) the operation sites (for example, security) (see [5.4](#));
- e) the procedure to confirm pre-cooling/pre-freezing conditions of refrigerated parcels with the delivery service user (see [6.3](#));
- f) the contingency plan(s) in the event that a refrigerated parcel is exposed to non-temperature- controlled environments exceeding those stated in the operational guidelines (see [10.3](#)), including if a refrigerated parcel is wrongly sorted into a different service transport temperature;
- g) the handling of equipment, including procedures for the use of cooling materials (see [10.4](#) to [10.8](#)), including any potential contact with hazardous or dangerous substances;
- h) the hygiene of employees and anyone involved in the service, transportation, and facilities;
- i) minimizing the door opening duration.

Whenever there are changes made to the operational processes or procedures, the refrigerated delivery service provider shall update the relevant work instructions.

Handling of refrigerated parcels (10.2.2)

- a) The work instructions for the handling of chilled parcels and/or frozen parcels shall include that the refrigerated parcels shall not be:
- b) damaged, defaced;
- c) thrown, dropped, placed directly on the ground, on heated surfaces or in direct sunlight;
- d) exposed to conditions outside of the operational guidelines (see [10.3](#));
- e) put into the wrong service transport temperature.

Work instructions for transferring refrigerated parcels (ISO 23412 clause 10.3)

The refrigerated delivery service provider shall have operational guidelines for: (10.3.1)

- a) the transfer of refrigerated parcels from the delivery service user to a refrigerated enclosure or cold store;
- b) the transfer of refrigerated parcels between refrigerated enclosures and/or cold stores;
- c) the transfer of refrigerated parcels to the recipient from a refrigerated enclosure or cold store.

These operational guidelines shall cover: (10.3.2)

- a) the transfer time durations;
- b) the temperature of the temperature-controlled environment, or non-temperature-controlled environment to which parcels are exposed;
- c) the recording, monitoring and storage of data covered by a) and b).

Operational manual for refrigerated enclosure (ISO 23412 clause 10.4)

The refrigerated delivery service provider shall provide documented procedures for the following aspects of the refrigerated enclosure in accordance with manufacturers' instructions:

- a) use and operation of the refrigerated enclosure including defrost procedures;
- b) pre-cooling/pre-freezing of the refrigerated enclosure (see also 10.5);
- c) best loading practices to ensure optimized air flow;
- d) temperature monitoring of the refrigerated enclosure when in operation (see 9.2.1);
- e) maintenance of the refrigerated enclosure including cooling systems;
- f) cleaning of the refrigerated enclosure;
- g) where cooling materials are used, the duration of the cooling material in relation to the:
 1. type of cooling material;
 2. amount of cooling material present;
 3. volume of the refrigerated enclosure;
 4. insulation properties of the refrigerated enclosure.
- h) procedure for transferring refrigerated parcels to recipient, for example by not avoiding lengthy door openings.

NOTE: This is normally in relation to the amount and type of cooling material present.

Whenever there are changes made to the refrigerated enclosure, the relevant documented procedures shall be updated.

Operational manual for the pre-cooling and pre-freezing of refrigerated enclosures (ISO 23412 clause 10.5)

The refrigerated delivery service provider shall provide documented procedures for the pre-cooling and pre-freezing of the refrigerated enclosure covering the following:

- a) method of refrigeration (for example, cooling material, refrigeration unit);
- b) order of steps;
- c) time required to create the defined operational transport temperature (see 10.1) of the refrigerated enclosure;
- d) monitoring of the internal temperature.

Operational manual for cold stores in operation sites (ISO 23412 clause 10.6)

The refrigerated delivery service provider shall provide documented procedures for the following aspects of cold stores in operation sites:

- a) use and operation;
- b) temperature monitoring when in operation;
- c) maintenance schedule and record;
- d) cleaning schedule and record;
- e) pest control;
- f) defrost of the cold store for frozen parcels, where applicable.

Operational manual for cooling materials (ISO 23412 clause 10.7)

Where applicable, the refrigerated delivery service provider shall provide documented procedures for the following aspects of cooling materials used in the refrigerated delivery service:

- a) use and operation;
- b) visual monitoring when in operation;
- c) maintenance or replacement; and
- d) cleaning

NOTE: Before passive cooling systems are used, studies are conducted, and documented information kept on how the systems perform when tested under representative transportation conditions.

Conditions including the following are taken into account:

- a) external temperature conditions;
- b) thermal properties of the containers;
- c) conditions of use (openings, loading rates, etc.);
- d) type and packaging of the passive cooling systems;
- e) expected duration of effectiveness cooling material before recharge.

Operational manual for cooling material cold stores (ISO 23412 clause 10.8)

Where applicable, the refrigerated delivery service provider shall provide documented procedures in the form of an operational manual for the following aspects of cooling material cold stores used in the refrigerated delivery service operations:

- a) use and operation;
- b) operational temperature;
NOTE 1: This is below the freezing temperature of the cooling materials.
- c) temperature monitoring when in operation;
- d) maintenance schedule and record;
- e) cleaning schedule and record;
- f) defrost.

NOTE 2: Cooling material cold stores operate within, or below, applicable freezing temperatures in order to freeze the cooling materials.

To function correctly, the frequency of defrost is conducted in accordance with the manufacturer's instructions, or advice sought from the manufacturer, where appropriate.

Staffing (ISO23412 clause 11)

Training program (ISO 23412 clause 11.1)

The refrigerated delivery service provider shall design, document, and provide relevant training programs for new staff members engaged in the refrigerated delivery service operations in operation sites.

As a minimum, the training program shall cover:

- a) work instructions (see 10.1 and 10.2);
- b) work instructions for transferring refrigerated parcels (see 10.3);
- c) use of relevant cold stores (see 10.6, 10.8);

- d) use of relevant refrigerated vehicles (see [10.4](#), [10.5](#), [10.7](#) and [11.3](#));
- e) handling and transferring refrigerated parcels, where applicable (see [10.2](#) and [10.3](#));
- f) contingency plans for problems within the refrigerated delivery service (for example, cold store breakdown, service transport temperature breaches and manual errors) (see [5.3](#), [9.3.1](#), [9.5.1](#) and [10.2.1](#));
- g) customer service procedures and behaviors, if applicable (see [4.1](#) and [4.4](#));
- h) awareness raising regarding hygiene and sanitation.

The refrigerated service provider shall retain training records and be aware of the relevant regulations.

Each employee in contact with chilled or frozen parcels shall receive appropriate food-safety related training.

When a new staff member has completed the training program, the refrigerated service provider shall retain training records and be aware of the relevant regulations.

Additional training (ISO 23412 clause 11.2)

The refrigerated delivery service provider shall provide additional training or repeated training where:

- a) there is a change to the refrigerated delivery service attributes or operations;
- b) there are new processes or procedures introduced in the refrigerated delivery service;
- c) there are new cold stores or there are new refrigerated enclosures; or
- d) a staff member is underperforming.

Staff members responsible for driving (ISO 23412 clause 11.3)

The refrigerated delivery service provider shall, as a minimum:

- a) request that potential staff members involved in driving activities provide evidence of their valid driving license prior to being offered a position; and
- b) check that the driving licenses of the staff members involved in driving activities are valid on an annual basis.
- c) provide initial and regular update training for drivers for this specialized activity;
- d) provide manufacturers' instructions on the operation of the temperature-controlled equipment.

If the driving staff members are engaged in activities other than driving, refer to [11.1](#) for the contents of the program to be covered.

NOTE: Attention is drawn to national and local legislation regarding driving licenses.

Monitoring and improving the refrigerated delivery service (ISO23412 clause 12)

Transport network (ISO 23412 clause 12.1)

The refrigerated delivery service provider shall have a system in place to record and monitor the following:

- a) the number of refrigerated parcels delivered through the transport network and each operation site daily (see [5.3](#));
- b) the identification number of each refrigerated parcel (see [7.2](#));
- c) the location of each refrigerated parcel (see [5.1](#));

NOTE: When a refrigerated parcel is at the wrong location, it can be relocated through the system.

- d) the designated destination (for example, geographical code) of each refrigerated parcel;
- e) the size and/or mass of each refrigerated parcel;
- f) the time and date of acceptance of each refrigerated parcel;
- g) the time and date of delivery to the designated destination of each refrigerated parcel;
- h) the total time taken for each refrigerated parcel delivery from acceptance to arrival at the designated destination;
- i) the temperature of the refrigerated enclosures within which the refrigerated parcel has been transported since acceptance from the delivery service user, and, where applicable, the environmental temperatures during transfer times;
- j) non-deliveries of refrigerated parcels.

Temperature monitoring and temperature recording of the transport network (ISO 23412 clause 12.3)

The refrigerated delivery service provider shall define and classify the level of refrigerated delivery service temperature monitoring and temperature recording in accordance with [12.3.1](#) and [12.3.2](#).

The level of temperature monitoring and temperature recording shall be expressed using symbols specified in [12.3.1](#) and [12.3.2](#).

The refrigerated delivery service provider shall document the temperature monitoring and temperature recording and its result and retain them.

Temperature monitoring (12.3.1)

The temperature monitoring of the refrigerated delivery service shall be classified in accordance with [Table 1](#).

Table 1: Temperature monitoring

TM:A - Temperature monitoring of the refrigerated enclosures, temperature-controlled environments and non-temperature-controlled environments to which parcels are exposed is continuous throughout the entire refrigerated delivery service process, including during transfer times

TM:B - Temperature monitoring of the refrigerated enclosures and temperature-controlled environments is continuous throughout the refrigerated delivery service, except during transfer times within non-temperature-controlled environments to which parcels are exposed.

TM:C - Temperature monitoring of the refrigerated enclosures and temperature-controlled environments is carried out at identified points throughout the refrigerated delivery service, but is not continuous

If the refrigerated delivery service is classified as TM:C, the refrigerated delivery service provider shall implement some additional process.

The process needs to describe tests that have to be done frequently on representative samples of the means of transportation (for example, putting a disposable sensor once a month in a small number of mobile enclosures from each category) (see [12.4](#)).

Temperature recording (12.3.2)

The temperature recording of the refrigerated delivery service shall be classified in accordance with [Table 2](#).

Table 2: Temperature recording

TR:1 - Temperature recording of the refrigerated enclosures, cold stores, temperature- controlled environments and non-temperature-controlled environments to which parcels are exposed is continuous throughout the entire refrigerated delivery service process, including during transfer times.

TR:2 - Temperature recording of the refrigerated enclosures, cold stores and temperature-controlled environments is continuous throughout the refrigerated delivery service, except during transfer times within non-temperature-controlled environments to which parcels are exposed.

TR:3 - Temperature recording of the refrigerated enclosures, cold stores and temperature-controlled environments is carried out at identified points throughout the refrigerated delivery service but is not continuous.

6 DEFINITIONS

The definitions in ISO23412: 2020 apply to the relevant terminology in Part 5 of this document.

The definitions in FSSC 22000 Appendix 1 apply to the remainder of the document, unless otherwise specified.

7 REFERENCES

ISO23412: 2020

ANNEX 1: CERTIFICATE TEMPLATE



The Food Safety Management System of

Name of Organization

at

Location, Country

has been assessed and determined to comply with
the requirements of ISO 23412: 2020

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

This certificate is applicable for the scope of:

*Scope Statement [process/activities, product and/or service
description]*

Food Chain Subcategory [see table in section 3 of Part 1]

Certificate of registration number:

Certification decision date:

Initial certification date:

Issue date:

Valid until:

Authorized by:

Position of signatory

AB Mark (if applicable)

Issued by:

Name and address of certification body

CB logo

The authenticity of this certificate can be verified in the FSSC 22000 database of Certified.

Organizations available on www.fssc22000.com

The continued validity of this certificate is linked to the validity of the FSSC 22000 certificate of the organization.

ANNEX 2: ADDENDUM REPORT TEMPLATE

The ISO 23412 Addendum only addresses areas not specifically covered or not covered to the same extent as in FSSC22000 Version 5.1. The Report Addendum should always be read in conjunction with the FSSC 22000 Audit Report. The same general principles as set out in Annex 2 of the FSSC Scheme also applies to the completion of the Addendum report.

AUDIT DETAILS

Registered legal name	Name of organization to be certified.
Location/Address	Full address (or other unique identification of site location (i.e., GPS, GLN etc. where a postal address is not available).
Contact person	Name and function – if different to the FSSC 22000 audit
General description of temperature-controlled activities	
Scope of certification	Specific to the Addendum, but in line with the FSSC 22000 scope
FSSC 22000 report reference	
Audit duration	Time spent auditing the Addendum in hours

AUDIT TEAM

Name	Function	Audit delivery	Date(s)	Time
Auditor name	Includes lead auditor, auditor, translators, TE, witnessor, trainees, observers	i.e., remote/onsite	DD/MM/YYYY	08h00-17h00

SUMMARY OF AUDIT FINDINGS

# Critical nonconformities	
# Major nonconformities	
# Minor nonconformities	

3.1 NONCONFORMITIES

CRITICAL NONCONFORMITIES

#	Requirement Reference (std., clause)	NC statement (incl objective evidence)	Root Cause Analysis (determine why it arose)	Corrective Action Plan (action to prevent repeat; person responsible, due date for completion)	Correction (to address the immediate issue)	Acceptance of correction, CAP, and evidence (auditor and date)
1	For example: ISO 23412:2020 §7.7	Provide a clear statement of the deviation to the requirement. Provide detailed objective evidence. Indicate potential or actual impact on food safety	Completed by client	Completed by client	Completed by client	Auditor name and date of acceptance of Root cause analysis, CAP, and correction
2						
Date of suspension: DD/MM/YYYY						
Follow-up Audit						
Date of follow-up audit: DD/MM/YYYY						
Objective Evidence reviewed to close out the NC: Provide detail of evidence reviewed to address and close out the NC.						
Result of Follow-up audit:				Lift suspension and reinstate certificate/withdraw certificate		

MAJOR NONCONFORMITIES

#	Requirement Reference (std., clause)	NC statement (incl objective evidence)	Root Cause Analysis (determine why it arose)	Corrective Action Plan (action to prevent repeat; person responsible; due date for completion)	Correction (to address the immediate issue)	Objective Evidence Reviewed (to close out the NC)	Acceptance of correction, CAP, and evidence (auditor and date)
1	For example: ISO 23412:2020 §7.7	Provide a clear statement of the deviation to the requirement. Provide detailed objective evidence. Indicate potential or actual impact on food safety	Completed by client	Completed by client	Completed by client	Indicate evidence reviewed to close the NC i.e., document name and number	Auditor name and date of acceptance of Root cause analysis, CAP, correction, and objective evidence
2							
3							
4							
Onsite close out:		Yes/No	Follow-up onsite audit date (where applicable)		DD/MM/YYYY		

MINOR NONCONFORMITIES

#	Requirement Reference (std., clause)	NC statement (incl objective evidence)	Root Cause Analysis (determine why it arose)	Corrective Action Plan (action to prevent repeat; person responsible; due date for completion)	Correction (to address the immediate issue)	Objective Evidence Reviewed (relating to the correction)	Acceptance of correction and CAP (auditor and date)
1	For example: ISO 23412:2020 §7.7	Provide a clear statement of the deviation to the requirement. Provide detailed objective evidence.	Completed by client	Completed by client	Completed by client	Indicate evidence reviewed for the correction i.e., document name and number	Auditor name and date of acceptance of Root cause analysis, CAP, correction, and objective evidence
2							
3							
4							

Note: Corrective action reports for minor, major and/or critical nonconformities may be included in the audit report, or as a separate document.

3.2 AUDIT RECOMMENDATION

Initial certification granted	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>
Re-certification granted	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>

ISO 23412 ADDENDUM CHECKLIST

ISO 23412: 2020		Conform			Grade	If No – detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A – provide justification	
4.1	Refrigerated Delivery Service attributes						
	<p>The refrigerated delivery service provider shall determine, document, and make publicly available the following refrigerated delivery service attributes:</p> <ul style="list-style-type: none"> a) name of the refrigerated delivery service (see 4.2); b) refrigerated delivery service provider’s contact details and customer service (see 4.4); c) service transport temperature of the refrigerated delivery service (see 4.5) available for the delivery service users; d) targeted delivery service users; e) accepted terms and conditions for refrigerated parcels (see 4.6), including: <ul style="list-style-type: none"> 1) items not accepted for transport by the refrigerated delivery service provider (see 4.6.2); 2) areas for refrigerated parcel acceptance and areas for refrigerated parcel delivery to/collection by a recipient (see 4.6.3); 3) refrigerated delivery service operation business days and hours (see 4.6.4); 4) opening hours and days of the week for acceptance and delivery locations (see 4.6.5); 5) standard delivery timescales (times/days) (see 4.6.6); 6) non-delivery of refrigerated parcels, including holding times and/or returns, as applicable and recalled refrigerated parcels(see 4.6.7); and 7) fees and payment options. <p>When changes are made to the refrigerated delivery service attributes, the relevant documents shall be updated, made publicly available and communicated to delivery service users.</p> <p>The refrigerated delivery service attributes shall be communicated to delivery service users upon request and at the point of agreeing to use the refrigerated delivery service.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Summary:							

ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
4.2	Name of Refrigerated Delivery Service						
	The refrigerated delivery service shall have a name or a refrigerated delivery service description that clearly describes that the refrigerated delivery service provides the temperature-controlled delivery of refrigerated parcels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Summary:							
ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
4.5	Service transport temperature of the refrigerated delivery service						
4.5.1	General						
	<ul style="list-style-type: none"> A service transport temperature shall be identified for the refrigerated delivery service in accordance with 4.4.2 or 4.4.3, as applicable. The refrigerated delivery service provider shall identify the situations where refrigerated parcels are exposed to temperatures exceeding the defined service transport temperature. Where applicable, a process to stop transporting the parcel before delivery shall be documented and implemented. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.5.2	Chilled Parcels						
	The refrigerated delivery service provider shall identify the maximum temperature limit and the minimum temperature limit of the service transport temperature of the refrigerated delivery service for chilled parcels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
4.5.3	Frozen Parcels						
	The refrigerated delivery service provider shall identify, as a minimum, the maximum temperature limit of the service transport temperature of the refrigerated delivery service for frozen parcels. This shall not include temperature rises during periods of defrost. Where it is necessary, the maximum and minimum temperature limits of the temperature range can be identified by the refrigerated delivery service provider and/or agreed with the delivery service user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Summary:							
4.6	Accepted terms and conditions for refrigerated parcels						
4.6.1	General						
	The refrigerated delivery service provider shall determine their terms and conditions for carriage of refrigerated parcels, including, as a minimum, their: <ul style="list-style-type: none"> a) maximum size; b) maximum mass; c) packaging conditions, including protection against cross-contamination based on the contents of the refrigerated parcel (see Annex B);" d) pre-cooling/pre-freezing conditions by the delivery service users (see 6.3). 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.6.2	Items not accepted for transport by the refrigerated delivery service provider						
	The refrigerated delivery service provider shall define a list of prohibited items for transport.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.6.3	Areas for refrigerated parcel acceptance and areas for refrigerated parcel delivery to/collection by a recipient						
	The refrigerated delivery service provider shall define the geographical areas and locations within which it operates for both the acceptance and delivery to/collection by a recipient of a refrigerated parcel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

4.6.4 Refrigerated delivery service operation business days and hours							
<ul style="list-style-type: none"> The refrigerated delivery service provider shall determine the business days and/or hours covered by the refrigerated delivery service operation. The refrigerated delivery service provider shall take into account calendar dates such as public holidays and communicate these to the delivery service user. 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.6.5 Opening hours and days of the week of acceptance and delivery locations							
The refrigerated delivery service provider shall determine the opening hours and days that the operation sites are open for the acceptance, or collection, of refrigerated parcels.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.6.6 Standard delivery timescales (times/days)							
<p>The refrigerated delivery service provider shall provide indicative delivery durations for the refrigerated parcels from the point of acceptance from the delivery service user to the point of delivery at the designated destination.</p> <p>Where applicable to the refrigerated delivery service being offered, the options for delivery times and delivery dates shall be determined by the refrigerated delivery service provider.</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4.6.7 Non-delivery of refrigerated parcels including holding times, returns and recalls							
<ul style="list-style-type: none"> The refrigerated delivery service provider shall determine the options for the recipient in the event that the recipient is absent at the time of delivery. The refrigerated delivery service provider shall indicate the maximum amount of time that refrigerated parcels are to be held either for redelivery, return to delivery service user or disposal. 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Summary:							
ISO 23412: 2020		Conform			Grade	If No – detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A – provide justification	
5	Transport Network						

5.1	General					
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall establish a transport network within the areas covered by the refrigerated delivery service (see 4.6.3) in order to provide transport routes for the refrigerated delivery service within the standard delivery timescales (see 4.6.6). The refrigerated delivery service provider shall measure, document, and retain the expected time taken for each refrigerated vehicle to travel between each connected operation site. The refrigerated delivery service provider shall create and document vehicle schedules for refrigerated vehicles moving between operation sites. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.2	Geographical routing system					
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall determine and implement a geographical routing system within the transport network. The geographical routing system, any geographical codes (for example, post codes, operation-site codes) and the operation sites where the geographical routing operations are carried out shall be defined and documented. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.3	Demand and available resources					
	<p>The refrigerated delivery service provider shall:</p> <ol style="list-style-type: none"> monitor and record the number of chilled parcels and/or frozen parcels accepted for delivery on a daily basis; undertake an analysis of the maximum expected number of chilled parcels and/or frozen parcels within a defined period at each operation site and across the whole transport network; undertake an analysis of the maximum number of chilled parcels and/or frozen parcels that can be accepted at each operation site and across the whole transport network. This shall be documented, reviewed, and updated a minimum of once a year; documented, reviewed, and updated a minimum of once a year; undertake a check that the refrigerated delivery service has the correct resources to provide the refrigerated delivery service for the maximum expected number of chilled parcels and/or frozen parcels within a particular period at each operation site and across the whole transport network. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.4	Operational Sites					
5.4.1	General					
	Where there is a change to the function of an operation site, the relevant documents shall be updated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

5.4.2 Opening hours and days of the week of acceptance and delivery locations										
<p>The refrigerated delivery service provider shall:</p> <ul style="list-style-type: none"> a) assign a responsible person to each operation site; b) communicate to the responsible person in writing their expected duties. <p>As a minimum, the responsible person shall be expected to implement processes in the operation site so that:</p> <ul style="list-style-type: none"> 1) daily checks are carried out to verify that the required resources for the operation site to function are present (see also 5.4.1); 2) daily checks are carried out to verify that resources function correctly; 3) remedial action is undertaken if the checks from 1) and 2) show that the required resources are not present or are not functioning correctly. <p>The daily checks carried out in 1) and 2) shall be recorded and retained.</p>						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.4.3 Transport										
<ul style="list-style-type: none"> • The refrigerated delivery service provider shall allocate refrigerated vehicles and/or thermally insulated containers as a resource to each operation site. • The service provider shall allocate refrigerated and monitored means that can be equipped with active or passive cold solutions. • The specification of the allocated refrigerated vehicles and/or thermally insulated containers shall be based on the capabilities required for the function of each operation site (see 5.4.1). • The number of refrigerated vehicles and/or thermally insulated containers allocated to each operation site shall be: <ul style="list-style-type: none"> a) consistent with the demands for each operation site; b) consistent with the demands of the transport network (see 5.3). • The refrigerated enclosure shall conform to 9.2. 						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Summary:										
ISO 23412: 2020			Conform	Grade	If No – detail NC	NC #				

Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification
6	Information exchanged between the refrigerated delivery service provider and the delivery service user					
6.2	Information to be obtained from the delivery service					
	<p>The refrigerated delivery service provider shall obtain the following information from the delivery service user prior to acceptance of a refrigerated parcel for delivery:</p> <ul style="list-style-type: none"> a) the name, address, and other contact details (for example, phone numbers, email address) of both the delivery service user and of the recipient; b) the service transport temperature (see 4.5) selected for delivery; c) contents of refrigerated parcel; d) special conditions required, where applicable. <p>Refrigerated delivery service providers covering the transport of refrigerated parcels containing foodstuff should refer to Annex B for further information. See also 4.6.1 c) regarding cross-contamination.</p> <p>Where the information required in a), b) and c) are not obtained, the refrigerated delivery service provider shall not accept the refrigerated parcel for delivery.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.3	Delivery service user confirmation					
	<p>The refrigerated delivery service provider shall obtain from the delivery service user:</p> <ul style="list-style-type: none"> a) confirmation that the refrigerated parcel(s) for delivery is in a pre-cooled/pre-frozen state in advance and that it meets the other required conditions in accordance with 4.6.1; b) confirmation that the declared contents of the refrigerated parcel (s) for delivery is not prohibited and meets the required conditions in accordance with 4.6.2 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.4	Information to be provided by the refrigerated delivery service provider					
	<p>The refrigerated delivery service provider shall provide the following information to the delivery service user on acceptance of a refrigerated parcel for delivery:</p> <ul style="list-style-type: none"> a) the name of the refrigerated delivery service provider; b) staff member identification; 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

c) the name of the refrigerated delivery service (see 4.2); d) the parcel identification number; e) the date of acceptance and the standard delivery timescales (see 4.6.6) or the expected date of delivery; f) the size and/or mass of the refrigerated parcel; g) the cost of the refrigerated delivery service							
Summary:							
ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
7	Refrigerated parcels						
7.3	Transferring refrigerated parcels into a refrigerated enclosure or cold store						
	Where it is necessary to pre-cool or pre-freeze the refrigerated enclosure or cold store for it to be within the service transport temperature (as defined in accordance with 4.5), the required time [see 10.5 c)] shall be allocated and the temperature confirmed to be within the service transport temperature before refrigerated parcels are transferred into it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7.4	Transferring refrigerated parcels between refrigerated enclosures and/ or cold stores						
	Where it is necessary to pre-cool or pre-freeze the refrigerated enclosure and/or cold store to which the refrigerated parcel is being transferred for it to be within the service transport temperature (see 4.5), the required time [see 10.5 c)] shall be allocated before a refrigerated parcel is transferred into it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7.5	Temporary storage of refrigerated parcels in operation sites						
	<ul style="list-style-type: none"> Where a refrigerated parcel is in an operation site, the refrigerated parcel shall be held in the cold store within the service transport temperature (see 4.5). Where a refrigerated parcel has been temporarily stored in a cold store in an operation site, a process shall be implemented to carry out checks on a daily basis to see if further action is required. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

7.6		Geographical sorting of refrigerated parcels						
Where more than one refrigerated delivery service having different service transport temperatures are operating within an operation site in which refrigerated parcels are being geographically sorted, the refrigerated parcels from each service transport temperature shall be kept separate.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
7.7		Delivery to the recipient						
<p>At the time of delivery to/collection by a recipient of a refrigerated parcel, the refrigerated delivery service provider shall exchange the information in accordance with Clause 8 with the recipient.</p> <p>Where the recipient is absent on attempted delivery, the refrigerated delivery service provider shall:</p> <ul style="list-style-type: none"> a) inform the recipient that they have tried to deliver the refrigerated parcel by providing a communication (for example, message card, email, online system), containing the following information: <ol style="list-style-type: none"> 1. the name of the refrigerated delivery service provider; 2. the parcel identification number; 3. the date and time of the attempted delivery; 4. the contact details of the refrigerated delivery service provider (see 4.4); 5. the options for the recipient to receive the refrigerated parcel (for example, redelivery, collection by a recipient at the operation site) (see 4.6.7); 6. that it is a refrigerated parcel (i.e., chilled, or frozen) and any time constraints for collection by a recipient, where applicable (see 4.6.7); b) place the refrigerated parcel in a refrigerated enclosure or cold store within the service transport temperature, as defined in 4.5. <p>Where the refrigerated parcel is loaded back into the refrigerated enclosure or cold store, this shall be carried out in accordance with 10.3.</p>								
Summary:								
ISO 23412: 2020				Conform		Grade	If No – detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A – provide justification		
8		Information exchanged between the refrigerated delivery service provider and the recipient						

8.1	Information to be obtained from the recipient on delivery of the refrigerated parcel							
<p>The refrigerated delivery service provider shall request the following information from the recipient on delivery of a refrigerated parcel:</p> <ul style="list-style-type: none"> a) the name of the recipient; b) the signature confirming that the refrigerated parcel has been received. 	<table border="1"> <tr> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
8.2	Information to be obtained from the recipient on collection by the recipient of the refrigerated parcel from an operation site							
<p>The refrigerated delivery service provider shall request the following information from the recipient on collection of a refrigerated parcel:</p> <ul style="list-style-type: none"> a) the name and address of the recipient; b) the identification of the recipient; c) the parcel identification number; d) the signature confirming that the refrigerated parcel has been received. 	<table border="1"> <tr> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
8.3	Information to be provided by the refrigerated delivery service provider on delivery of the refrigerated parcel							
<p>The refrigerated delivery service provider shall provide the following information to the recipient on delivery of a refrigerated parcel:</p> <ul style="list-style-type: none"> a) the name of the refrigerated delivery service provider; b) the staff member identification and purpose of the visit; and c) the service transport temperature of the refrigerated parcel selected for delivery [see 4.5 and 6.2 b)]; or d) the name of the refrigerated delivery service (see 4.2). 	<table border="1"> <tr> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
8.4	Information to be provided by the refrigerated delivery service provider on collection by a recipient of the refrigerated parcel from an operation site							
<p>The refrigerated delivery service provider shall provide the recipient with the following on collection of a refrigerated parcel:</p> <ul style="list-style-type: none"> a) the service transport temperature of the refrigerated parcel selected for delivery [see 4.5 and 6.2 b)]; or b) the name of the refrigerated delivery service (see 4.2). 	<table border="1"> <tr> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px; text-align: center;"><input type="checkbox"/></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
<p>Summary:</p>								

ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
9	Conditions for operation sites, refrigerated enclosures, cold stores, and cooling materials						
9.2	Refrigerated enclosures						
9.2.1	General						
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall use refrigerated vehicles that contain at least one enclosed refrigerated enclosure that can be temperature controlled and monitored within the service transport temperature range (see 4.5). The refrigerated delivery service provider shall maintain the internal temperature of the refrigerated enclosure within the service transport temperature range defined by the refrigerated delivery service provider (see 4.5) while the refrigerated enclosure is in operation. Where the refrigerated enclosure requires cooling material that functions for a limited amount of time (e.g., a eutectic plates), the refrigerated delivery service provider shall check and replace or modify it, as applicable, in accordance with the work instructions (see 10.2) and the operational manual for cooling materials (see 10.7). Where the refrigerated delivery service provider offers a refrigerated delivery service at two or more service transport temperatures (e.g., chilled, and frozen), and refrigerated parcels are transported at different service transport temperatures within the same refrigerated vehicle, each refrigerated enclosure shall be separated, and temperature controlled. The refrigerated enclosure shall be constructed and maintained to minimize temperature variances through the structure when closed and in operation. Unless the refrigerated enclosure is being used for the transfer of refrigerated parcels, the refrigerated delivery service provider shall keep closed any openings to the refrigerated enclosure when it is in use. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9.2.2	Temperature monitoring of a refrigerated enclosure						
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into the refrigerated enclosure to monitor its internal temperature. The internal temperature measured by the temperature monitoring instrument shall be visible during transport. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

	<ul style="list-style-type: none"> The temperature inside the refrigerated enclosure shall be checked and recorded and these records retained for a defined period of time (e.g., 12 months), as a minimum: <ul style="list-style-type: none"> a) after pre-cooling/pre-freezing the refrigerated enclosure; b) at the start and end of every transport journey. The temperature inside the refrigerated enclosure shall also be checked, as a minimum, at every point of transfer, where this is not covered by b). 						
9.3	Cold stores						
9.3.1	General						
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall use cold stores that contain a refrigerated enclosure(s) that can be temperature controlled within the service transport temperature (see 4.5). Cold stores in operation sites shall be able to function continuously without interruption. In the event that a power source is interrupted, a contingency plan shall be in place. In order to mitigate the risk of interruption to cold store operation, a contingency plan might include, for example, a back-up generator, or the temporary use of cooling materials in the event of an electric outage. The refrigerated delivery service provider shall continuously maintain the internal temperature of cold stores at the service transport temperature defined in accordance with 4.5 while in operation. Where the refrigerated delivery service provider offers a refrigerated delivery service that operates at two or more service transport temperatures (e.g., chilled, and frozen), and where refrigerated parcels to be maintained at different service transport temperatures are present at the same operation site, each temperature enclosure of the cold store shall be enclosed and separated. The refrigerated enclosure shall be constructed and maintained to minimize temperature variances through the structure when closed and in operation. Unless cold stores are being used for transferring refrigerated parcels, the refrigerated delivery service provider shall keep any openings to the enclosure closed when the cold store is in use. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9.3.2	Temperature monitoring of cold stores in operation sites						
	<ul style="list-style-type: none"> The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into each cold store to continuously monitor the internal temperature. The internal temperatures of each cold store shall be displayed separately. The internal temperature measured by the temperature monitoring instrument shall be visible. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

<ul style="list-style-type: none"> Where applicable, several sensors may be used to ensure that the temperature is consistent all around the cold store. The temperature inside the cold store shall be recorded at three scheduled times a day as a minimum and maintained for a defined period of time (e.g., 12 months). 						
9.4	Cooling materials					
<p>Where cooling materials are used, the refrigerated delivery service provider shall check that they maintain the temperature of the refrigerated enclosure (see 9.2.1) at the service transport temperature defined by the refrigerated delivery service provider (see 4.5) while the refrigerated enclosure is in operation.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9.5	Cooling material cold stores					
9.5.1	General					
<ul style="list-style-type: none"> Where cooling materials are used within the refrigerated delivery service, the refrigerated delivery service provider shall use cooling material cold stores for their refrigeration and storage. The cooling material cold stores in operation sites shall: <ol style="list-style-type: none"> have a refrigerated enclosure that can be maintained at, or below, the freezing temperature of the cooling materials; be able to function continuously without interruption. A contingency plan shall be implemented to cover power source interruptions. The refrigerated delivery service provider shall maintain the internal temperature of the cooling material cold store below the freezing temperature of the cooling materials. Unless the cooling material cold store is being used for loading or unloading cooling materials, the refrigerated delivery service provider shall keep any openings to the enclosure closed when the cooling material cold store is in use. The maintenance procedure and service interval should be in accordance with the cold store and cooling systems manufacturer's recommended maintenance schedule. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9.5.2	Temperature monitoring of cooling material cold stores					
<ul style="list-style-type: none"> The refrigerated delivery service provider shall insert a calibrated temperature monitoring instrument into the cooling material cold store to monitor the internal temperature. The internal temperature measured by the temperature monitoring instrument shall be visible. The temperature inside the cooling material cold store shall be checked at three scheduled times a day, as a minimum. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Summary:							
ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
10	Work instructions and operational manuals						
10.1	General						
	The refrigerated delivery service provider shall identify and document relevant legislation and regulations applicable to its refrigerated delivery service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10.2	Work instructions						
10.2.1	General						
	<p>The refrigerated delivery service provider shall provide work instructions for each staff member working within the refrigerated delivery service, as applicable to their role.</p> <p>The work instructions shall include, as a minimum:</p> <ul style="list-style-type: none"> a) the handling of chilled parcels and/or frozen parcels (see 10.2.2); b) the transport network (see 5.1); c) the geographical routing system (see 5.2); d) the operation sites (for example, security) (see 5.4); e) the procedure to confirm pre-cooling/pre-freezing conditions of refrigerated parcels with the delivery service user (see 6.3); f) the contingency plan(s) in the event that a refrigerated parcel is exposed to non-temperature- controlled environments exceeding those stated in the operational guidelines (see 10.3), including if a refrigerated parcel is wrongly sorted into a different service transport temperature; g) the handling of equipment, including procedures for the use of cooling materials (see 10.4 to 10.8), including any potential contact with hazardous or dangerous substances; h) the hygiene of employees and anyone involved in the service, transportation, and facilities; i) minimizing the door opening duration. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Whenever there are changes made to the operational processes or procedures, the refrigerated delivery service provider shall update the relevant work instructions.								
10.2.2	Handling of refrigerated parcels							
a)	The work instructions for the handling of chilled parcels and/or frozen parcels shall include that the refrigerated parcels shall not be:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
b)	damaged, defaced;							
c)	thrown, dropped, placed directly on the ground, on heated surfaces or in direct sunlight;							
d)	exposed to conditions outside of the operational guidelines (see 10.3);							
e)	put into the wrong service transport temperature.							
10.3	Work instructions for transferring refrigerated parcels							
10.3.1	The refrigerated delivery service provider shall have operational guidelines for:							
a)	the transfer of refrigerated parcels from the delivery service user to a refrigerated enclosure or cold store;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
b)	the transfer of refrigerated parcels between refrigerated enclosures and/or cold stores;							
c)	the transfer of refrigerated parcels to the recipient from a refrigerated enclosure or cold store.							
10.3.2	These operational guidelines shall cover:							
a)	the transfer time durations;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
b)	the temperature of the temperature-controlled environment, or non-temperature-controlled environment to which parcels are exposed;							
c)	the recording, monitoring and storage of data covered by a) and b).							
10.4	Operational manual for refrigerated enclosure							
The refrigerated delivery service provider shall provide documented procedures for the following aspects of the refrigerated enclosure in accordance with manufacturers' instructions:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
a)	use and operation of the refrigerated enclosure including defrost procedures;							
b)	pre-cooling/pre-freezing of the refrigerated enclosure (see also 10.5);							
c)	best loading practices to ensure optimized air flow;							

<p>d) temperature monitoring of the refrigerated enclosure when in operation (see 9.2.1);</p> <p>e) maintenance of the refrigerated enclosure including cooling systems;</p> <p>f) cleaning of the refrigerated enclosure;</p> <p>g) where cooling materials are used, the duration of the cooling material in relation to the:</p> <ol style="list-style-type: none"> 1. type of cooling material; 2. amount of cooling material present; 3. volume of the refrigerated enclosure; 4. insulation properties of the refrigerated enclosure. <p>h) procedure for transferring refrigerated parcels to recipient, for example by not avoiding lengthy door openings.</p> <p>Whenever there are changes made to the refrigerated enclosure, the relevant documented procedures shall be updated.</p>						
10.5	Operational manual for the pre-cooling and pre-freezing of refrigerated enclosures					
<p>The refrigerated delivery service provider shall provide documented procedures for the pre-cooling and pre-freezing of the refrigerated enclosure covering the following:</p> <ol style="list-style-type: none"> a) method of refrigeration (for example, cooling material, refrigeration unit); b) order of steps; c) time required to create the defined operational transport temperature (see 10.1) of the refrigerated enclosure; d) monitoring of the internal temperature. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10.6	Operational manual for cold stores in operation sites					
<p>The refrigerated delivery service provider shall provide documented procedures for the following aspects of cold stores in operation sites:</p> <ol style="list-style-type: none"> a) use and operation; b) temperature monitoring when in operation; c) maintenance schedule and record; d) cleaning schedule and record; e) pest control; f) defrost of the cold store for frozen parcels, where applicable. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

10.7	Operational manual for cooling materials					
	<p>Where applicable, the refrigerated delivery service provider shall provide documented procedures for the following aspects of cooling materials used in the refrigerated delivery service:</p> <ul style="list-style-type: none"> a) use and operation; b) visual monitoring when in operation; c) maintenance or replacement; and d) cleaning <p>Conditions including the following are taken into account:</p> <ul style="list-style-type: none"> a) external temperature conditions; b) thermal properties of the containers; c) conditions of use (openings, loading rates, etc.); d) type and packaging of the passive cooling systems; e) expected duration of effectiveness cooling material before recharge. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10.8	Operational manual for cooling material cold stores					
	<p>Where applicable, the refrigerated delivery service provider shall provide documented procedures in the form of an operational manual for the following aspects of cooling material cold stores used in the refrigerated delivery service operations:</p> <ul style="list-style-type: none"> a) use and operation; b) operational temperature; c) temperature monitoring when in operation; d) maintenance schedule and record; e) cleaning schedule and record; f) defrost. <p>To function correctly, the frequency of defrost is conducted in accordance with the manufacturer's instructions, or advice sought from the manufacturer, where appropriate.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Summary:						
ISO 23412: 2020			Conform	Grade	If No - detail NC	NC #

Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification
11	Staffing					
11.1	Training program					
	<ul style="list-style-type: none"> • The refrigerated delivery service provider shall design, document, and provide relevant training programs for new staff members engaged in the refrigerated delivery service operations in operation sites. • As a minimum, the training program shall cover: <ol style="list-style-type: none"> a) work instructions (see 10.1 and 10.2); b) work instructions for transferring refrigerated parcels (see 10.3); c) use of relevant cold stores (see 10.6, 10.8); d) use of relevant refrigerated vehicles (see 10.4, 10.5, 10.7 and 11.3); e) handling and transferring refrigerated parcels, where applicable (see 10.2 and 10.3); f) contingency plans for problems within the refrigerated delivery service (for example, cold store breakdown, service transport temperature breaches and manual errors) (see 5.3, 9.3.1, 9.5.1 and 10.2.1); g) customer service procedures and behaviors, if applicable (see 4.1 and 4.4); h) awareness raising regarding hygiene and sanitation. • The refrigerated service provider shall retain training records and be aware of the relevant regulations. • Each employee in contact with chilled or frozen parcels shall receive appropriate food-safety related training. • When a new staff member has completed the training program, the refrigerated service provider shall retain training records and be aware of the relevant regulations. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11.2	Additional training					
	<p>The refrigerated delivery service provider shall provide additional training or repeated training where:</p> <ol style="list-style-type: none"> a) there is a change to the refrigerated delivery service attributes or operations; b) there are new processes or procedures introduced in the refrigerated delivery service; c) there are new cold stores or there are new refrigerated enclosures; or 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

d) a staff member is underperforming.							
11.3	Staff members responsible for driving						
<p>The refrigerated delivery service provider shall, as a minimum:</p> <ul style="list-style-type: none"> a) request that potential staff members involved in driving activities provide evidence of their valid driving license prior to being offered a position; and b) check that the driving licenses of the staff members involved in driving activities are valid on an annual basis. c) provide initial and regular update training for drivers for this specialized activity; d) provide manufacturers' instructions on the operation of the temperature-controlled equipment. <p>If the driving staff members are engaged in activities other than driving, refer to 11.1 for the contents of the program to be covered.</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Summary:							
ISO 23412: 2020		Conform			Grade	If No - detail NC	NC #
Clause	Requirement	Yes	No	N/A	Minor/ Major/ Critical	If N/A - provide justification	
12	Monitoring and improving the refrigerated delivery service (
12.1	Transport network						
<p>The refrigerated delivery service provider shall have a system in place to record and monitor the following:</p> <ul style="list-style-type: none"> a) the number of refrigerated parcels delivered through the transport network and each operation site daily (see 5.3); b) the identification number of each refrigerated parcel (see 7.2); c) the location of each refrigerated parcel (see 5.1); d) the designated destination (for example, geographical code) of each refrigerated parcel; e) the size and/or mass of each refrigerated parcel; f) the time and date of acceptance of each refrigerated parcel; 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

<p>g) the time and date of delivery to the designated destination of each refrigerated parcel;</p> <p>h) the total time taken for each refrigerated parcel delivery from acceptance to arrival at the designated destination;</p> <p>i) the temperature of the refrigerated enclosures within which the refrigerated parcel has been transported since acceptance from the delivery service user, and, where applicable, the environmental temperatures during transfer times;</p> <p>j) non-deliveries of refrigerated parcels.</p>						
12.3	Temperature monitoring and temperature recording of the transport network					
<ul style="list-style-type: none"> The refrigerated delivery service provider shall define and classify the level of refrigerated delivery service temperature monitoring and temperature recording in accordance with 12.3.1 and 12.3.2. The level of temperature monitoring and temperature recording shall be expressed using symbols specified in 12.3.1 and 12.3.2. The refrigerated delivery service provider shall document the temperature monitoring and temperature recording and its result and retain them. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
12.3.1	Temperature monitoring					
<p>The temperature monitoring of the refrigerated delivery service shall be classified in accordance with Table 1.</p> <p>Table 1: Temperature monitoring</p> <ul style="list-style-type: none"> TM:A - Temperature monitoring of the refrigerated enclosures, temperature- controlled environments and non-temperature-controlled environments to which parcels are exposed is continuous throughout the entire refrigerated delivery service process, including during transfer times TM:B - Temperature monitoring of the refrigerated enclosures and temperature-controlled environments is continuous throughout the refrigerated delivery service, except during transfer times within non-temperature-controlled environments to which parcels are exposed. TM:C - Temperature monitoring of the refrigerated enclosures and temperature-controlled environments is carried out at identified points throughout the refrigerated delivery service, but is not continuous If the refrigerated delivery service is classified as TM:C, the refrigerated delivery service provider shall implement some additional process. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

<p>The process needs to describe tests that have to be done frequently on representative samples of the means of transportation (for example, putting a disposable sensor once a month in a small number of mobile enclosures from each category) (see 12.4).</p>						
<p>12.3.2 Temperature recording</p>						
<p>The temperature recording of the refrigerated delivery service shall be classified in accordance with Table 2.</p> <p>Table 2: Temperature recording</p> <ul style="list-style-type: none"> • TR:1 - Temperature recording of the refrigerated enclosures, cold stores, temperature- controlled environments and non-temperature-controlled environments to which parcels are exposed is continuous throughout the entire refrigerated delivery service process, including during transfer times. • TR:2 - Temperature recording of the refrigerated enclosures, cold stores and temperature-controlled environments is continuous throughout the refrigerated delivery service, except during transfer times within non-temperature-controlled environments to which parcels are exposed. • TR:3 - Temperature recording of the refrigerated enclosures, cold stores and temperature-controlled environments is carried out at identified points throughout the refrigerated delivery service but is not continuous. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
<p>Summary:</p>						