

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

1. Description of the application form

1) Type of Audit

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

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

2) Organization Name and Address

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

- a) Name and address of the organization to be audited.
- b) Name and title of the top management of the organization.
- c) Name and title of the responsible person of the organization for this audit.

d) Name and title of the person in charge and contact information.

3) Scope of Certification/Business Activities

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

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

e.g.

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

4) Expected On-site Audit Date

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

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

5) Contract with Consultant

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

6) Attached Data

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

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

7) Where to charge certification audit fee

Please select the applicable billing address for certification audit fee.

8) Type of Certificate

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

9) Copy of Certificate

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

10) Description of an English Certificate

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

2. Notification of Acceptance

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

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

3. Miscellaneous

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