

ISO 23412:2020-05 (E)

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

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.2 Cold stores	2
3.14 Refrigerated parcels	3
3.18 Temperature ranges and maximum temperatures	4
4 Refrigerated delivery service definition and communications	6
4.1 Refrigerated delivery service attributes	6
4.2 Name of the refrigerated delivery service	6
4.3 Business licence for refrigerated delivery service providers	6
4.4 Refrigerated delivery service provider's contact details and customer service	7
4.5 Service transport temperature of the refrigerated delivery service	7
4.5.1 General	7
4.5.2 Chilled parcels	7
4.5.3 Frozen parcels	7
4.6 Accepted terms and conditions for refrigerated parcels	7
4.6.1 General	7
4.6.2 Items not accepted for transport by the refrigerated delivery service provider	8
4.6.3 Areas for refrigerated parcel acceptance and areas for refrigerated parcel delivery to/collection by a recipient	8
4.6.4 Refrigerated delivery service operation business days and hours	8
4.6.5 Opening hours and days of the week of acceptance and delivery locations	8
4.6.6 Standard delivery timescales (times/days)	8
4.6.7 Non-delivery of refrigerated parcels including holding times, returns and recalls	8
5 Transport network	9
5.1 General	9
5.2 Geographical routing system	9
5.3 Demand and available resources	9
5.4 Operation sites	10
5.4.1 General	10
5.4.2 Responsible person	10
5.4.3 Transport	10
6 Information exchanged between the refrigerated delivery service provider and the delivery service user	11
6.1 Documented information	11
6.2 Information to be obtained from the delivery service user	11
6.3 Delivery service user confirmation	11
6.4 Information to be provided by the refrigerated delivery service provider	12
7 Refrigerated parcels	12
7.1 Acceptance of refrigerated parcels	12
7.2 Labelling, marking and visible information	12
7.3 Transferring refrigerated parcels into a refrigerated enclosure or cold store	12
7.4 Transferring refrigerated parcels between refrigerated enclosures and/ or cold stores	13
7.5 Temporary storage of refrigerated parcels in operation sites	13
7.6 Geographical sorting of refrigerated parcels	13
7.7 Delivery to the recipient	13

8	Information exchanged between the refrigerated delivery service provider and the recipient.....	14
8.1	Information to be obtained from the recipient on delivery of the refrigerated parcel.....	14
8.2	Information to be obtained from the recipient on collection by the recipient of the refrigerated parcel from an operation site	14
8.3	Information to be provided by the refrigerated delivery service provider on delivery of the refrigerated parcel	15
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.....	15
9	Conditions for operation sites, refrigerated enclosures, cold stores and cooling materials.....	15
9.1	Operation site.....	15
9.1.1	Security of operation site	15
9.1.2	Protection from external conditions.....	15
9.2	Refrigerated enclosures	16
9.2.1	General.....	16
9.2.2	Temperature monitoring of a refrigerated enclosure.....	16
9.3	Cold stores	16
9.3.1	General.....	16
9.3.2	Temperature monitoring of cold stores in operation sites.....	17
9.4	Cooling materials	17
9.5	Cooling material cold stores.....	17
9.5.1	General.....	17
9.5.2	Temperature monitoring of cooling material cold stores.....	18
10	Work instructions and operational manuals.....	18
10.1	General.....	18
10.2	Work instructions.....	18
10.2.1	General.....	18
10.2.2	Handling of refrigerated parcels	19
10.3	Work instructions for transferring refrigerated parcels.....	19
10.4	Operational manual for refrigerated enclosure.....	20
10.5	Operational manual for the pre-cooling and pre-freezing of refrigerated enclosures.....	20
10.6	Operational manual for cold stores in operation sites	21
10.7	Operational manual for cooling materials.....	21
10.8	Operational manual for cooling material cold stores.....	21
11	Staffing.....	22
11.1	Training programme.....	22
11.2	Additional training.....	22
11.3	Staff members responsible for driving.....	22
12	Monitoring and improving the refrigerated delivery service.....	23
12.1	Transport network	23
12.2	Delays and non-deliveries within standard delivery timescales	23
12.3	Temperature monitoring and temperature recording of the transport network.....	24
12.3.1	Temperature monitoring.....	24
12.3.2	Temperature recording.....	24
12.4	Temperature control within the transport network	25
12.5	Quality controls of refrigerated delivery service operations.....	25
	Annex A (informative) Additional guidance for use.....	26
	Annex B (informative) Considerations for the transport of refrigerated parcels containing foodstuff	32
	Bibliography.....	34