

## ● ISO 23412 – Indirect, temperature-controlled refrigerated delivery services



ISO 23412 is the international standard suitable for enhancing control of the cold chain by helping organizations involved in refrigerated delivery services implement best practice to improve the quality, consistency and safety of their services.

### Benefits of ISO 23412

Certification to the requirements of ISO 23412 benefits your organization through:

- Reducing risk through the implementation of best practice in cold chain delivery helps ensure the safety and quality of the goods you deliver
- Enhancing customer and consumer confidence in your services
- Proven compliance to national and international legislation
- Driving continual improvement in your organization
- The opportunity to embed consistency across certified sites (national and/or international)

The global demand for chilled courier services is increasing, as is the expansion of e-commerce services and business-to-business chilled and frozen goods deliveries.

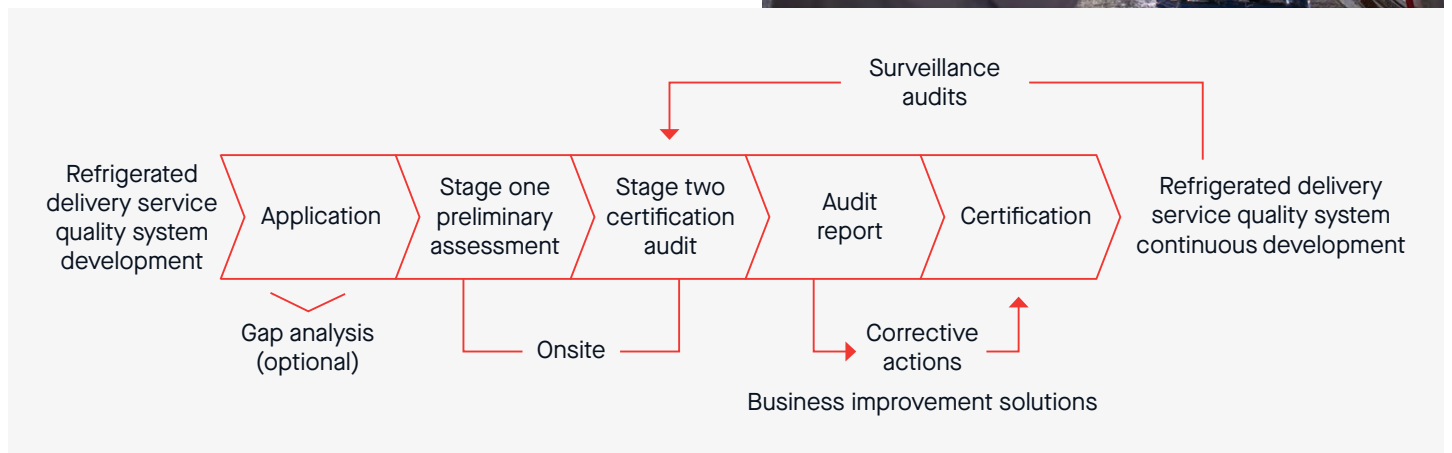
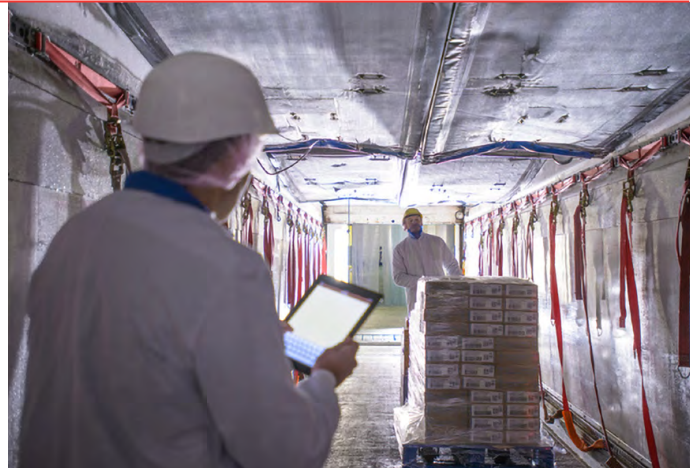
Certification to ISO 23412 is a critical step toward establishing a management system to ensure the products you transport are labelled, handled, routed and, if necessary, temporarily stored appropriately. Key requirements that can improve the resilience of your operations include defining the:

- Process of temperature monitoring to maintain quality and safety
- Scope of your service delivery (temperature, operational hours, delivery time commitments, types of freight handled, etc)
- Scheduling and routing of vehicles, for optimization
- Details of shipper and receiver
- Critical information required on shipping labels
- Process for transferring goods between cold stores and/or refrigerated enclosures
- Appropriate temperature range(s) for transport as well as operation sites and cold stores (if applicable)

# The journey to certification

Whether you're ready for the next step in best practice chilled transport or you're concerned about meeting the requirements of your customers or protecting consumers, certifying to ISO 23412 can drive meaningful change in your organization. From an initial introduction to the standard through to gap assessment, training and certification, no matter how far along you are, BSI can support your journey.

Email us at [food@bsigroup.com](mailto:food@bsigroup.com)



## Training

### ISO 23412 training

Our training course will help you understand the requirements of the standard to help you meet customer requirements as well as embed service quality into your indirect, temperature-controlled refrigerated parcel delivery services (including food, cosmetics, etc.).

Our BSI tutors provide the knowledge and skills you need to effectively develop, implement and maintain logistics services quality and food safety certifications as well as improve your understanding and management of industry issues. Our courses are available online, in public locations, online via our Connected Learning Live platform. We can also arrange to deliver it at to your site depending on the needs of your organization.

To find the right training course for you, visit [bsigroup.com](http://bsigroup.com)

## Why BSI?

BSI believes the world should be supplied with safe, sustainable and socially responsible food. We offer a broad range of certification and risk management services to help all organizations improve performance.


Our solutions for the food sector include certification, training, assessment, supply chain software and capacity-building, to enable food organizations to build trust and resilience in:

- Food quality and safety
- Environmental sustainability
- Occupational health, safety and wellbeing
- Information security

Learn more at

 [bsigroup.com](http://bsigroup.com)

Or talk to us about food safety management:

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