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

*Services de livraison frigorifiques indirects sous température
dirigée — Transport terrestre de colis comprenant un
transbordement*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Project Committee ISO/PC 315, *Indirect, temperature-controlled refrigerated delivery services — land transport of parcels with intermediate transfer*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

0.1 Why develop this document?

In recent years there has been a growth in temperature-controlled refrigerated delivery services in response to the growing need to deliver temperature-sensitive goods in the form of chilled parcels and frozen parcels. Such temperature-controlled refrigerated delivery services have been modelled on typical postal and distribution services to support the development of e-commerce.

These specific types of temperature-controlled refrigerated delivery services can contribute to the ability of local food producers to expand their businesses and increase their sales channels.

Temperature-controlled refrigerated delivery services can provide an affordable option to send chilled parcels and frozen parcels without the need to add cooling materials inside them. As a result of the global trend towards more online trading for food industries, a number of countries have started to implement temperature-controlled refrigerated delivery services of this nature.

There is an expectation for further growth of refrigerated delivery services across more countries. Therefore, there is a recognised need for the refrigerated delivery services to develop industry standards and good practice in this area. However, because of the temperature sensitivity of the transported goods and the specific rules for food safety, there is a need to recognise a lack in existing food safety or refrigerated transport standards to cover the specificities of this new activity.

0.2 What are the aims of this document?

This document sets out the requirements for refrigerated delivery service providers in order to improve the quality and consistency of their refrigerated delivery services for both receiving refrigerated parcels and sending them through the refrigerated delivery service.

In addition, this document aims to be a guideline for refrigerated delivery service providers to support consumer safety through a total control of the cold chain while the refrigerated parcel is in the possession of the refrigerated delivery service provider.

The information that the refrigerated delivery service provider is required to give the delivery service user through this document (see [Clause 4](#)) could help the delivery service user to make a more informed choice when selecting a temperature-controlled refrigerated delivery service and could improve overall consumer trust in using such refrigerated delivery services.

0.3 Which service does this document target?

Refrigerated delivery service users may choose service temperature ranges from among refrigerated services offers that are suitable for their shipments. The requirements within this document focus on the service provided by, and the processes for, temperature control within the refrigerated delivery service offered. The exact temperature ranges of the 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 therefore are not covered.

The scope of this document 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. This document's requirements focus on the temperature control of the service, rather than the temperature of the goods themselves. Therefore, it is not necessary to open each refrigerated parcel to monitor the temperature of the goods.

Certain refrigerated delivery services might need to apply some additional requirements that fall outside of this document (these might include temperature measuring of the refrigerated parcels themselves – see also 0.4) but in such instances it is the responsibility of the refrigerated delivery service provider to find out what these are and implement them as appropriate.