

JSA-S1004: 2020

Cold Chain Logistics Services - Requirements for
Low Temperature Storage Services and Low Temperature
Transport Services

Certification Audit Guidelines

The copyright to the JSA-S1004 standard requirements described in this guideline belongs to the Japanese Standards Association, and no portion of the requirements in this standard may be reproduced, modified, exhibited, transmitted, distributed, transferred, reprinted, or translated, etc. without the consent of the Japanese Standards Association.

Table of Contents

Introduction	1
JSA-S1004 Certification Audit Procedures.....	3
1 Certification Audit Procedures Flowchart.....	4
2 Certification Audit Application and Contract	5
2.1 Certification Audit Application and Receipt	5
2.2 Contract.....	5
2.3 Formation of Certification Audit Team	6
3 Certification Audit.....	6
3.1 Basic Concepts of Work Manual Audits and On-site Audits	6
3.2 Work Manual Audits and On-site Audits.....	6
3.3 Measures with respect to Nonconformities	7
4 Registration.....	7
4.1 Review of Audit Results, Decisions of Certification, Issuance of Certificates, and Publication of Registration	7
4.2 Usage of Registration Mark	8
5 Audits for Maintaining Registration	8
5.1 General	8
5.2 Intermediate Audit	8
5.3 Renewal Audit.....	9
5.4 Occasional Audit	9
6 Transfer of Registration.....	9
7 Deletion, Suspension, and Scope Expansion/Reduction of Registration	10
JSA-S1004 Certification Audit Guide	12
1. Basic Concepts of Work Manual Audits and On-site Audits	13
1.1 Basic Concept of Work Manual Audits	13
1.2 Basic Concept of On-site Audits.....	13
2. Work Manual and On-site Audits of “Low Temperature Storage Services”	13
2.1 Compliance with Local Rules, Laws and Regulations	13
2.2 Loading Cargo into Low Temperature Warehouse.....	14
2.3 Low Temperature Storage	19
2.4 Shipping Out	23
2.5 Ensuring Safety and Hygiene	24
2.6 Education and Training	30
2.7 Maintenance and Management of Equipment and Facilities	32

3. Work Manual and On-site Audits of “Low Temperature Transport Services”	33
3.1 Compliance with Relevant Laws and Regulations	33
3.2 Loading Cargo into Low Temperature Vehicles	35
3.3 Transport.....	38
3.4 Transfer, Loading and Unloading.....	41
3.5 Ensuring Safety and Hygiene.....	43
3.6 Education and Training	49
3.7 Maintenance Management of Equipment and Facilities	51

JSA-S1004: 2020

Cold Chain Logistics Services - Requirements for Low Temperature
Storage Services and Low Temperature Transport Services

Certification Audit Guidelines

Introduction

The steady economic growth and increasing incomes in ASEAN countries in recent years has diversified food and food product choices and created a heightened awareness of the need to maintain food safety, leading to an increasing demand for transport and storage (cold chain logistics services) in conjunction with low temperature management at the logistics phase, primarily for foods such as agricultural and marine products, and frozen foods. On the other hand, though food is currently inexpensive in many ASEAN countries, food and food products quality and safety are often impaired because these countries lack highly reliable cold chain functions for ensuring food quality. According to the United Nations Food and Agricultural Organization (FAO), nearly 90% of food loss and waste in ASEAN countries occurs between production and distribution, and thus something must be done to resolve both the health and economic issues, including poor food safety and the amount of waste, that occur when food is transported.

To improve the quality of cold chain logistics services in ASEAN countries, the Ministry of Land, Infrastructure Transport and Tourism (MLIT) drafted the “ASEAN-Japan Guidelines on Cold Chain Logistics” under the framework of ASEAN-Japan transport cooperation. These guidelines include points for warehouse operators and transport operators to consider when carry out refrigerated/frozen storage and cold transport, as well as matters for national ministries and agencies overseeing logistics to consider when they plan systems and develop infrastructure related to cold chain logistics services, and were endorsed at the 16th ASEAN and Japan Transport Ministers Meeting in 2018. Furthermore, based on these guidelines and in collaboration with MLIT, the Japanese Standards Association issued JSA-S1004 in June 2020 as a standard for B2B cold chain logistics services.

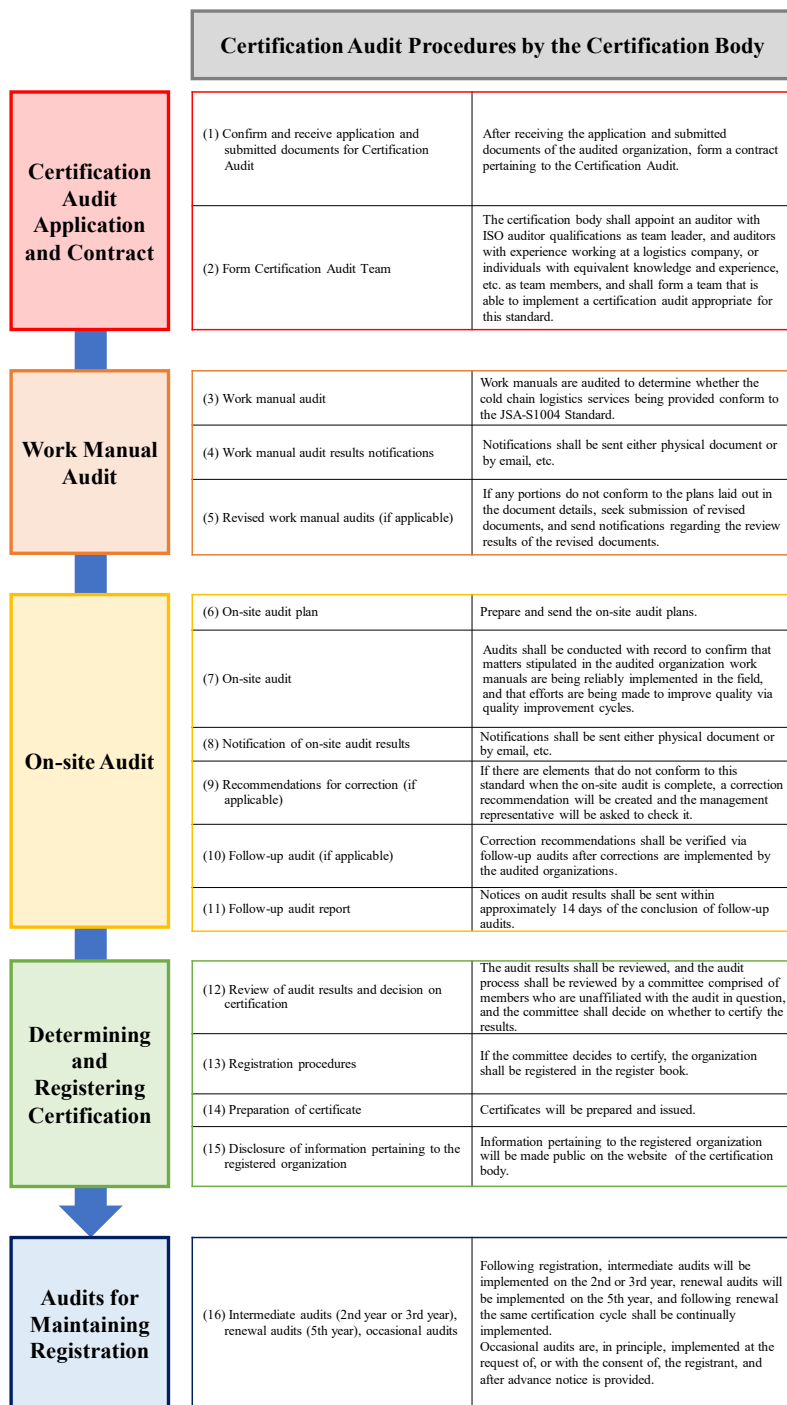
While MLIT intends to improve the level of high-quality cold chain logistics services in ASEAN countries by promoting this standard, it must first carefully and impartially audit it. To help with this examination, these certification guidelines are comprised of “Certification Audit Procedures” that include descriptions of the work manual audits, on-site audits, and audit registrations that follow acceptance of audits by the certification body, and of a series of procedures leading to subsequent audits; and a “Certification Audit Guide” that includes examples of measures to be disclosed in work manuals when conducting work manual audits and detailed examples of key points to be checked at on-site audits. It is expected that this certification audit guideline will contribute to certification audits by certification bodies in ASEAN countries.

JSA-S1004 Certification Audit Procedures

This document describes in detail the series of procedures following audit acceptance by an organization wishing to receive a JSA-S1004 Certification Audit, from work manual audits, on-site audits, audit registration, to the subsequent audit.

1 Certification Audit Procedures Flowchart

The flow of the certification audit procedures is as shown below.



2 Certification Audit Application and Contract

2.1 Certification Audit Application and Receipt

- (1) When an organization wishing to obtain JSA-S1004 certification applies for an audit, the certification body shall prepare the prescribed application forms disclosing required items.

[Required Items (Examples)]

- Type of audit (select from initial audit, intermediate audit, renewal audit, occasional audit, or transfer of registration)
 - Organization to be audited (note organization name, address, and managing department, or names and addresses of all business locations included in said department)
 - Organization representative (note CEO)
 - Management representative (note manager to act as point of contact for the audit work)
 - Scope of registration (note whether the range of work to be audited is limited to low temperature storage services by a warehouse business only, limited to on-land low temperature transport services by a transport business only, or covers both)
 - Requested audit date (date or time period on, or during which, the audited organization would like to receive the on-site audit)
 - Information on related documents (note information about the work manuals, etc. to be audited such as title, document number, revision number, revision date, etc.)
 - Where to send bills for auditing fees
- (2) The certification body shall obtain the following required documents together with the application as physical documents or electronic data from the audited organization.
[Documents (Examples)]
 - Company Overview
 - Work Overview
 - Work manuals, etc. that meet the requirements of this standard (warehouse work manuals, transport work manuals, training textbooks, etc.)
 - (3) The certification body shall check the contents of the application and documents submitted by the audited organization.

2.2 Contract

- (1) After receiving the application, the certification body shall prepare two copies of the “certification agreement” that will form the contract document, and shall confirm the details of the agreement between the two parties using physical documents or electronic data.
- (2) The certification agreement shall include the following.
 - Scope of registration and expiration date
 - Duties and rights (payment of audit fees, usage of certification mark)
 - Liabilities
 - Confidentiality

- Witness of certification body
- Governing law and jurisdiction

2.3 Formation of Certification Audit Team

When implementing audits based on the JSA-S1004 Standard, the certification body shall appoint an auditor with ISO auditor qualifications as team leader, and auditors with experience working at logistics company, or individuals with equivalent knowledge and experience, etc. as team members, and shall form a team that is able to implement a certification audit appropriate for this standard.

3 Certification Audit

3.1 Basic Concepts of Work Manual Audits and On-site Audits

Work manual audits and on-site audits in JSA-S1004 Standard certification audits are implemented based on the following basic concept.

Note that the JSA-S1004 Standard includes items that logistics operators should perform, but does not stipulate how operators should implement those items on a continuously basis. These guidelines recommend that specific measures corresponding to the standard's requirements be incorporated into work manuals so that the certification body can confirm that the audited organization continuously and reliably implements said requirements as an organization.

(1) Basic Concept of Work Manual Audits

- (i) The audited organization shall prepare work manuals corresponding with the items required by the JSA-S1004 Standard.
- (ii) The audited organization may use, in addition to relevant manuals, detailed instructions, checklists, and teaching materials, etc. as documents during work manual audits.
- (iii) During work manual audits, the certification body shall audit to ensure that all standard requirements, including specific measures, have been stipulated in relevant manuals, etc. (instructions, checklists, and teaching materials, etc.).
- (iv) Note that although these guidelines describe "examples of measures disclosed in work manuals" owned by the audited organization as reference examples when the certification body implements work manual audits, measures for meeting the standard requirements are not limited thereto.

(2) Basic Concept of On-site Audits

- (i) During on-site audits, the certification body shall confirm with the record that matters stipulated in the above work manuals are being reliably implemented in the field, and that efforts are being made to improve quality via quality improvement cycles (PDCA).
- (ii) Note that these guidelines describe "examples of checkpoints in on-site audits" relating to matters the certification body will find helpful when conducting audits at audited organization sites.

3.2 Work Manual Audits and On-site Audits

The certification body shall implement work manual and on-site audits.

- (1) Work manual audits: Work manuals are audited to determine whether the audited organization provides cold chain logistics services that conform to the JSA-S1004 Standard. Results of work manual audits are reported to the audited organization via physical document or email, etc. If there are places in work manuals that do not conform to this standard, this will be reported via physical document or email, etc., and the organization will be asked to resubmit revised documents.
- (2) On-site audits: Based on prior meetings with the audited organization, the certification body shall provide an audit plan that includes an on-site audit schedule via physical document or email, etc.

On-site audits are conducted primarily for the following purposes.

- (i) To confirm the degree to which the audited organization understands the JSA-S1004 Standard Requirements.
- (ii) To gather information related to compliance with relevant laws and regulations, management methods, work procedures, education and training, and maintenance and management of equipment and facilities in the provision of cold chain logistics services.
- (iii) To evaluate whether the audited organization is implementing cold chain logistics services appropriately with respect to the JSA-S1004 Standard Requirements.

Results of on-site audits are reported to the audited organization via physical document or email, etc. If there are elements that do not conform to this standard when the on-site audit is complete, a correction recommendation will be created and the management representative will be asked to check it.

Corrective measure completion deadlines shall be determined in cooperation with the management representative.

3.3 Measures with respect to Nonconformities

After the audited organization makes corrections with respect to corrective recommendations, the certification body shall confirm the corrections via one of the following methods.

- (1) If corrective measures have to be verified on site, they will be verified via follow-up audits. The reports of follow-up audit results will be created and provided within 14 days of audit completion via physical document or email, etc.
- (2) When verification is not required on site, the corrective measure plan created by the organization shall be confirmed and, when deemed suitable, the effectiveness of implemented corrective measures shall be confirmed in subsequent audits.

4 Registration

4.1 Review of Audit Results, Decisions of Certification, Issuance of Certificates, and Publication of Registration

- (1) If the certification audit team determines that the audit results and the audited organization's cold chain logistics services conform to the JSA-S1004 Standard Requirement, it shall recommend registration.

- (2) The reviewer shall review the work manual audit results report and the on-site audit results report created by the certification audit team to ensure that they record accurate and clear audits.
- (3) A committee made up of persons who were not involved in the audits shall deliberate over, and decide whether to certify, the audit results.
- (4) If the committee decides to certify, the organization shall be registered in the register book, and a certificate shall be issued.
Registration number, organization name, office name, location, applicable standards, scope of registration, initial registration date, and expiration date shall be disclosed on the certificate.
- (5) In principle, the certificate expiration date shall be for five years after the registration date.
- (6) Information about the registered organization (hereinafter “Registrant”) shall be published on the certification body’s home page, etc. via the registry.

4.2 Usage of Registration Mark

The certification body shall provide registration mark use standards established by the certification body to the audited organization at the time of registration.

5 Audits for Maintaining Registration

5.1 General

- (1) To maintain registration according to the wishes of the registrant, and to ensure said registration continues after the expiration date thereof, the certification body shall implement intermediate and renewal audits.
- (2) Intermediate audits shall be implemented in the second or third year after the registration date, and the renewal audit shall be implemented before the registration expiration date.
- (3) The certification body shall repeat the same audit cycle after registration renewal.

5.2 Intermediate Audit

- (1) The intermediate audit by the certification body shall conduct at least one on-site audit in the second or third year in order to confirm that the requirements of the applicable standards are being maintained on a continuous basis.
- (2) At a minimum, intermediate audits shall conduct on-site audits that include the following items.
 - Management status of cold chain logistics services that are appropriate according to the JSA-S1004 Standard Requirement.
 - Confirmation of records, etc. proving that the quality of the cold chain logistics services is being maintained.
 - Review of measures taken with respect to nonconformities and matters of concern identified during the previous audit.

5.3 Renewal Audit

- (1) The renewal audit by the certification body is conducted every five years to assess the continuous fulfillment of all requirements appropriate to cold chain logistics services, and must be fully implemented before the registration expiration date.
- (2) The renewal audit shall conduct work manual and on-site audits that include the following items. It shall also conduct a review of intermediate audit results while also taking the operational status of the cold chain logistics services over the past five years into consideration.
 - Management status of cold chain logistics services that are appropriate according to the JSA-S1004 Standard Requirement.
 - Confirmation of records, etc. proving that the quality of the services is being maintained.
 - Review of measures taken with respect to nonconformities identified during the previous audit.
- (3) If the renewal audit is completed before the registration expiration date, the certification body shall issue a new certificate based on the expiration date of the existing certificate.
- (4) If the renewal audit identifies any nonconformities, the registrant must implement corrective measures. The certification body must verify corrective measures taken with respect to the above identified nonconformities promptly before the registration expiration date.
- (5) If the renewal audit is not completed before the registration expiration date, the certification body shall temporarily suspend the registration. Provided, however, that if the uncompleted renewal audit is completed within six months after the registration was suspended, the registration will be restored and a new certificate issued.

5.4 Occasional Audit

- (1) Occasional audits by the certification body are, in principle, implemented at the request of, or with the consent of, the registrant, and after advance notice is provided.
- (2) Occasional audits shall be conducted when any one of the following applies.
 - When cold chain logistics services work procedures according to the requirements of this standard change
 - When the registered scope of registration changes
 - When serious whistleblower information, etc. relating to the cold chain logistics services provided by the registrant is received
- (3) If there are changes to the registrant that impact its ability to provide cold chain logistics services, the certification body shall implement work manual and on-site audits to determine whether the changes conform to the requirements of applicable standards, and shall report the results of said audits to the registrant.

6 Transfer of Registration

If a relevant organization applies to transfer a registration relating to cold chain logistics services that were registered under JSA-S1004 by a different certification body, and the certification body confirms the following matters and acknowledges that they conform, the registration shall be transferred and a certificate issued.

- (1) Reason for wishing to transfer registration
- (2) Is a valid certificate held?
- (3) Initial, or most recent, renewal audit report, latest intermediate audit report, and related documents

7 Deletion, Suspension, and Scope Expansion/Reduction of Registration

If the certification body recognizes that specific matters apply to registered cold chain logistics services, it shall either delete and suspend the registration, or expand or reduce the scope of the registration, and provide notification of said actions.

- (1) Registration deletion: If any of the following applies to the registrant, the certification body shall delete the registration and notify the registrant.
 - Registrant requests deletion of registration
 - Registrant does not receive stipulated annual audit or renewal audit
 - There were nonconformities in audits and it is recognized that registration deletion is appropriate
 - Audits uncover deliberately false explanations
 - There are serious legal violations
 - Target business activities have stopped for long periods of time
 - Registrant cannot pay audit fees.
- (2) Suspension of registration effect: If any of the following applies to the registrant, the certification body shall suspend the effects of the registration and notify the registrant.
 - When any of the items in (1) above apply and the certification body has allowed a deferment of registration deletion
 - Registrant requests suspension
- (3) Expansion of scope of registration: An occasional audit shall be conducted to determine the advisability of expanding the scope of registration based on a request from the registrant, and, if the registrant is found to be conformant, a certificate is issued.
- (4) Reduction of scope of registration: If the following apply to registered cold chain logistics services, the scope of registration shall be reduced, and the registrant shall be notified.
 - When nonconformities with respect to requirements relating to part of the scope of registration are found during the intermediate or renewal audit, and the certification body thus deems it appropriate to reduce the scope of registration.
 - When the registrant applies to have the scope of registration reduced

JSA-S1004 Certification Audit Guide

1. Basic Concepts of Work Manual Audits and On-site Audits

Work manual audits and on-site audits in JSA-S1004 Standard certification audits are implemented based on the following basic concept.

Note that the JSA-S1004 Standard includes items that logistics operators should perform, but does not stipulate how operators should implement those items on a continuously basis. These guidelines recommend that specific measures corresponding to the standard's requirements be incorporated into work manuals so that the certification body can confirm that the audited organization continuously and reliably implements said requirements as an organization.

1.1 Basic Concept of Work Manual Audits

- (i) The audited organization shall prepare work manuals corresponding with the items required by the JSA-S1004 Standard.
- (ii) The audited organization may use, in addition to relevant manuals, detailed instructions, checklists, and teaching materials, etc. as documents during work manual audits.
- (iii) During work manual audits, the certification body shall audit to ensure that all standard requirements, including specific measures, have been stipulated in relevant manuals, etc. (instructions, checklists, and teaching materials, etc.).
- (iv) Note that although these guidelines describe “examples of measures disclosed in work manuals” owned by the audited organization as reference manuals when the certification body implements work manual audits, measures for meeting the standard requirements are not limited thereto.

1.2 Basic Concept of On-site Audits

- (i) During on-site audits, the certification body shall confirm with the record, etc. that matters stipulated in the above work manuals are being reliably implemented in the field, and that efforts are being made to improve quality via quality improvement cycles (PDCA), etc.
- (ii) Note that these guidelines describe “examples of checkpoints in on-site audits” relating to matters the certification body will find helpful when conducting audits at audited organization sites.

2. Work Manual and On-site Audits of “Low Temperature Storage Services”

2.1 Compliance with Local Rules, Laws and Regulations

JSA-S1004 Standard Requirement 3.1

The warehouse operator shall acquire necessary business licenses and permits related to low temperature storage, not only for the laws of the country where the business is domiciled, but also based on the laws, regulations and rules applicable to the region where the business is conducted. In addition, the warehouse operator shall periodically confirm the validity of the licenses and permits. The warehouse operator shall not only comply with the laws of the country where the business is domiciled, but also the laws, regulations and rules applicable to the region in which the business is conducted.

Work Manual Audit	
Confirm that the manual stipulates that business licenses and permits applicable to relevant countries and regions are to be acquired from the perspective of complying with relevant laws and regulations applicable to the warehouse business, and that periodic checks are to be conducted to periodically confirm that the business licenses and permits are valid.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Conduct warehouse business while managing the following items effectively and complying with relevant laws and regulations. <ul style="list-style-type: none"> 1) Information such as business license and permit names, acquisition dates, expiration dates, and the names and provisions, etc. of governing laws 2) Entities and management methods for managing business license and permit expiration dates
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual ○ Business License List

On-site Audit	
Confirm that business licenses and permits for the warehouse business have been obtained and that they have not expired.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm that business licenses and permits for the warehouse business have not expired based on actual articles. ○ Confirm method for managing business license and permit expiration dates with managers. Conduct interviews about the latest update status as needed.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Business Licenses and Permits

2.2 Loading Cargo into Low Temperature Warehouse

2.2.1

JSA-S1004 Standard Requirement 3.2.1
The warehouse operator shall make a contract for cargo storage with the cargo owner in consideration of capacity, capability and the duration of storage in the low temperature storage facilities and equipment to be used for said business.

Work Manual Audit
Confirm that specific measures are stipulated in the manual for judging whether, when making a storage contract with a cargo owner, cargo can be stored according to cargo owner's requested storage and management conditions, etc. in consideration of the capacity and capability of, and the duration of storage in, in-house low temperature storage facilities and equipment.

Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Make a storage contract according to the flowchart and contract items that meets the cargo owner's requested cargo storage and management conditions, etc. in consideration of the capacity and capability of, and the duration of storage in, the necessary facilities and equipment. ○ Refuse requests from depositors having problems with unsuitable cargo or debt collection. ○ Adjust the amount of cargo inventory to be received in advance to match the capacity, etc. of in-house equipment and facilities, in consideration of variations in chilled and frozen cargo volumes to be received, when making a storage contact with the cargo owner. ○ When making a storage contract with a cargo owner, use a contract template that discloses the following items. <ul style="list-style-type: none"> 1) Stored Products 2) Storage Conditions (Location, Temperature Range, Quantity) 3) Storage Conditions (Expiration Date Management, FIFO) 4) Contract Period 5) Liability Insurance 6) Fees
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Internal Approval Flowchart for Signing Contracts ○ Approval Documents ○ Contract Templates, etc.

On-site Audit	
Designate any cargo and confirm that it is being stored under a warehouse storage contract (equipment and facility capacity and capabilities, storage and management conditions, and duration of storage).	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm that the contract has not expired based on actual articles such as contract documents, etc. ○ Confirm that the scope of storage work (stored products, storage and management conditions, and contract period) has been disclosed based on actual articles such as contract documents, etc. ○ Confirm that there are no deficiencies or omissions in the contract document, such as missing signatures or no contract date, based on actual articles.

Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Contract Document/Memoranda
--	---

2.2.2

JSA-S1004 Standard Requirement 3.2.2
After accepting cargo from a transport operator but before placing the cargo in the low temperature warehouse, the warehouse operator shall check 1) types of cargo, 2) volume of cargo, and 3) any damage to the cargo, within the temperature controlled acceptance and shipping area.

Work Manual Audit	
Confirm that the manual stipulates specific measures for confirming, within the temperature controlled acceptance and shipping area, 1) types of cargo, 2) volume of cargo, and 3) that the cargo is not damaged or dirty before accepting cargo from the transport operator and placing it in the low temperature warehouse.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Using the warehouse inspection table, confirm items that should be confirmed during acceptance. ○ Conduct cargo acceptance inspections in the temperature controlled acceptance and shipping area. If, for some reason, cargo must be confirmed in room temperature areas, take measures to keep cargo temperature from rising such as covering it with insulation sheets. Set, follow, and record allowable time for moving cargo from the unloading location to the storage location based on cargo types and acceptance and shipping area set temperature. ○ Since there is risk of frozen products thawing when they are inspected in a refrigerated area, comply with the time required for acceptance inspection after receipt. ○ When multiple items are packed together on a single pallet, unpack the pallet and check each individual item for type, volume, and the presence of damage. ○ Check the system for reporting when cargo is found to have abnormalities, and record report details in the prescribed form.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit
<ul style="list-style-type: none"> ○ Confirm that workers are taking the measures stipulated in the manual for confirming, within the temperature controlled acceptance and shipping area, 1) types

of cargo, 2) volume of cargo, and 3) that the cargo is not damaged or dirty before accepting cargo from the transport operator and placing it in the low temperature warehouse.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Set, follow, and record work time from cargo receipt, acceptance inspection, and placement in storage area based on cargo type and acceptance and shipping area set temperature. ○ Check the warehouse inspection table, etc.(*) in which it has been recorded that the required items were confirmed. <p>(*) Description examples: Cargo owner name, date of acceptance, accepted product name, product number, volume scheduled for acceptance, management dates (expiration date, date of acceptance, production date, etc.), vehicle number, transport company/driver name, etc.</p> <ul style="list-style-type: none"> ○ Confirm that report details (*) are being disclosed in irregularity reports when cargo is found to have abnormalities. <p>(*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, product name, volume</p>
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Acceptance, Loading/Unloading Work Checklist ○ Copy of acceptance slip ○ Irregularity Reports

2.2.3

JSA-S1004 Standard Requirement 3.2.3
The warehouse operator shall take appropriate measures to prevent temperature increases in the acceptance and shipping area when cargo is unloaded from the low temperature vehicle.

Work Manual Audit
Confirm that the manual stipulates specific measures for preventing acceptance and shipping area temperature increases that can occur when cargo is unloaded from the low temperature vehicle.

Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Set, follow, and record the allowable time to be spent during acceptance work for chilled cargo and frozen cargo, respectively, based on cargo type and acceptance and shipping area set temperature. ○ Use warehouse layout drawings, etc. to indicate dock shelters and heat shield doors, and locations of opening/closing doors to storage areas. ○ Use pallets, dollies, rollers, cargo elevators, and vertical carriers, etc. to move cargo into the warehouse quickly. ○ Inspect dock shelters for cracks, etc. and the operating status of major equipment such as freezers. ○ Check the system for reporting when abnormalities occur, and record report details in the prescribed form.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual ○ Warehouse Layout Diagram

On-site Audit	
Confirm that the measures stipulated in the manual for preventing acceptance and shipping area temperature increases that can occur when cargo is unloaded from the low temperature vehicle are being taken.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that acceptance work is being conducted according to set times. ○ Confirm that work is not being performed in the acceptance and shipping area while there is a large gap between the dock shelter and the loading platform on the low temperature vehicle. ○ Confirm that the dock shelter, heat shield doors, and opening/closing doors, etc. in the warehouse layout diagram have actually been installed. ○ Confirm that the opening/closing doors that separate the storage area are closed. ○ Confirm that there is a history of temperature measurements in the acceptance and shipping area. ○ Confirm there are maintenance records for the freezers installed in the acceptance and shipping area. ○ Confirm that pallets, dollies, rollers, cargo elevators, and vertical carriers, etc. are being used to move cargo into the warehouse quickly. ○ Confirm that report details (*) are being disclosed in irregularity reports when abnormalities occur.

	(*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, cause, improvement measures
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Irregularity Reports

2.3 Low Temperature Storage

2.3.1

JSA-S1004 Standard Requirement 3.3.1
The warehouse operator shall store the cargo at the temperature contracted in advance with the cargo owner. In addition, the warehouse operator shall keep a record of the temperature within the warehouse measured at regular intervals, so that warehouse operator can provide evidence for the cargo having been stored at the appropriate temperature.

Work Manual Audit	
Confirm that the manual stipulates specific measures for periodically recording the temperature inside the warehouse as evidence that cargo is being stored at the temperature range set forth beforehand in the contract with the cargo owner.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Record temperature measurement monitoring methods and temperature history so that temperature management status and the occurrence of temperature abnormalities inside the warehouse can be properly reported to the cargo owner. ○ Visually inspect thermometers in each storage area at regular intervals and record the temperatures manually. ○ Save measurement results from each storage location at regular intervals. ○ Periodically execute and record thermometer calibrations in order to accurately measure and record temperatures inside the warehouse. ○ Check the system for reporting when abnormalities occur in thermometers or systems, and record responses to such cases.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit

<p>As a sample survey to confirm that measures stipulated in the manual are being taken, select any cargo and confirm that it is being stored in the temperature range disclosed in the contract document. Furthermore, check the temperature record to confirm that said cargo is being stored in the temperature range established in the contract with the cargo owner.</p>	
<p>Examples of Checkpoints in On-site Audits</p>	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Conduct the following sample surveys to determine whether the cargo is being stored at the warehouse site in compliance with the temperature range disclosed in the storage contract with the cargo owner. <ol style="list-style-type: none"> 1) Confirm that measurement details are being disclosed in a temperature record ledger in which temperatures are being disclosed for each storage area. 2) Use a thermometer calibration implementation record ledger to confirm that calibration work is being conducted. 3) Confirm that there is an A/C equipment defrost history in the temperature record ledger. 4) Confirm that report details (*) are being disclosed in irregularity reports when abnormalities occur. (*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, cause, improvement measures
<p>Examples of Documents that Must be Confirmed</p>	<ul style="list-style-type: none"> ○ Temperature Record Ledger ○ Temperature Record History Data ○ Contract Document/Memoranda ○ Calibration Implementation Record Ledger ○ Irregularity Reports

2.3.2

JSA-S1004 Standard Requirement 3.3.2
<p>The warehouse operator shall make known the exact location of the stored cargo within the low temperature storage and keep records so that any cargo can be found easily and without fail.</p>

Work Manual Audit
<p>Confirm that the manual stipulates specific measures for making known the exact location of the stored cargo within the low temperature storage and for keeping records so that any cargo can be found easily and without fail.</p>

Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Record the exact storage location by assigning addresses such as numbers and symbols to the racks and floors where the cargo is stored. ○ Use a warehouse management system or cargo storage ledger to store and manage inventory. ○ If differences between the cargo storage ledger and the actual inventory status (storage location, batch code, volume, date of acceptance, etc.) are found, implement an inventory so this can quickly be reported to the cargo owner. ○ Since there are risks of shipping expired products or accidental products if return products, damaged products, or products to be discarded are mistakenly mixed with regular products, store such cargo in a designated storage area and mark it so that its condition is clearly known.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit	
As a sample survey to confirm that measures stipulated in the manual are being taken, select any cargo to confirm that it can be found easily and reliably within the warehouse where it is being stored.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that racks and flat storage spaces display location numbers and that all cargo is being stored loaded on racks, pallets, or dollies. ○ Confirm that location numbers are disclosed on lists and inventory tables during acceptance and shipping out. ○ Confirm that storage locations are clearly indicated and can be browsed as shown below based on storage ledger or Warehouse Management System (WMS) data in which inventory status is noted. <ul style="list-style-type: none"> 1) Inventory status can be displayed on screen via a WMS system. 2) Inventory ledgers are kept in prescribed locations in offices or warehouses. ○ Confirm that, when differences between the cargo storage ledger and the actual inventory status (storage location, batch code, volume, date of acceptance, etc.) are found, inventories are implemented so this can quickly be reported to the cargo owner.

	<ul style="list-style-type: none"> ○ Confirm that return products, damaged products, and products to be discarded, etc. are placed in their designated locations respectively and clearly marked.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Acceptance and Shipping Out Form/WMS System Data ○ Inventory Table

2.3.3

JSA-S1004 Standard Requirement 3.3.3	
The warehouse operator shall take measures to prevent the temperature from rising inside the storage during acceptance and shipping out.	

Work Manual Audit	
Confirm that the manual stipulates specific measures for preventing the temperature from rising inside the storage during cargo acceptance and shipping out.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Doors are closed except when cargo is being accepted and shipped out. ○ Use automatic doors to ensure doors close when cargo is being accepted and shipped out. ○ Open and close doors quickly when accepting and shipping out cargo. ○ Provide a plastic curtain at the warehouse entrance. ○ Create a low temperature controlled lobby or cargo handling room, or install an air curtain.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit	
Confirm that the measures stipulated in the manual for preventing the temperature from rising inside the storage during cargo acceptance and shipping out are being taken.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that doors to warehouses where cargo is being stored are always closed when necessary. ○ Confirm that automatic doors have been installed. ○ Confirm that plastic curtains are properly installed at warehouse entrances. ○ Confirm that a low temperature controlled lobby or cargo handling room has been created, or that an air curtain has been installed.

Examples of Documents that Must be Confirmed	-
--	---

2.4 Shipping Out

2.4.1

JSA-S1004 Standard Requirement 3.4.1
Before the warehouse operator hands over the cargo to the transport operator, the warehouse operator shall check 1) types of cargo, 2) volume of cargo, 3) any damage to cargo, and 4) the low temperature condition of the cargo, within the temperature controlled acceptance and shipping area.

Work Manual Audit	
Confirm that the manual stipulates specific measures for confirming, within the temperature controlled acceptance and shipping area, 1) types of cargo, 2) volume of cargo, 3) that the cargo is not damaged or dirty, and 4) the low temperature condition of the cargo when handing over cargo to the transport operator.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Use a shipping-out work check sheet (prescribed form), etc. to implement “from assorting, shipping inspection, to vehicle loading completion” for picked cargo. ○ Confirm cargo type and volume, that cargo is not dirty or damaged, and the low temperature condition of cargo in the temperature controlled acceptance and shipping area. ○ Set, follow, and record cargo confirmation work time based on cargo types and acceptance and shipping area set temperature. ○ Check the system for reporting when cargo is found to have abnormalities, and record report details in the prescribed form.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken for confirming, within the temperature controlled acceptance and shipping area, 1) types of cargo, 2) volume of cargo, 3) that the cargo is not damaged or dirty, and 4) the low temperature condition of the cargo when handing over cargo to the transport operator.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably.

	<ul style="list-style-type: none"> ○ Confirm that the warehouse operator's shipping manager is using a picking list or inventory replenishment list in the storage warehouse to check shipping destinations, product names, product code names, management dates, and quantities. ○ Confirm that, after confirming cargo to be shipped, the warehouse operator's shipping manager is doing inspections in the temperature controlled acceptance and shipping area using a loading check sheet in the presence of truck crews. ○ Confirm that report details (*) are being disclosed in irregularity reports when abnormalities are found in the cargo. (*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, cause, improvement measures
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Picking List and Shipping Inspection Table, etc. ○ Loading Check Sheet ○ Shipping Slip ○ Irregularity Reports

2.5 Ensuring Safety and Hygiene

2.5.1

JSA-S1004 Standard Requirement 3.5.1	
<p>The warehouse operator shall take measures for hygiene control since workers handle food and food products in low temperature storage. The warehouse operator shall periodically clean within the storage for insect and pest control. Any insects and pests shall be eliminated by methods that do not affect the stored cargos should they be discovered.</p>	

Work Manual Audit	
<p>Confirm that the manual stipulates specific measures for hygiene control. Furthermore, confirm that the manual stipulates specific measures for periodically cleaning inside the warehouse (in low temperature storage areas and facilities) for insect and pest control and for eliminating any insects and pests, should they be discovered, by methods that do not affect the stored cargo.</p>	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Implement the following appropriate and strict hygiene control methods to prevent accidents where foreign matter or viruses adhering to food and food products enter human bodies.

	<ol style="list-style-type: none"> 1) Worker hand washing 2) Wearing gloves to keep hands clean 3) Check worker clothing and appearance, and periodically clean work clothes and safety boots 4) Implement the 4S's (<i>seiri</i> (organized), <i>seiton</i> (tidy), <i>seiso</i> (clean), <i>seiketsu</i> (hygienic)) inside the warehouse and on the premises 5) Plan repairs to crevices, cracks, or peeling paint found on warehouse walls, ceilings, or floors, and remove any bird or insect nests should they be found 6) Clean and dry plastic pallets and crates, etc. <ul style="list-style-type: none"> ○ Use a professional exterminator to take monthly insect/mouse proofing measures. ○ When cargo handling work is not taking place, close warehouse entrance shutters to keep insects, pests, mice, and birds from getting inside the warehouse. ○ Since wooden pallets create risks of insects, pests, and mold, load cargo onto plastic pallets. ○ If wooden pallets are used during cargo loading, use clean wooden pallets that are free of insects, pests, and mold. ○ Check the system for reporting when hygiene control abnormalities occur, and record responses to such cases.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual ○ Annual Pest Control Plan

On-site Audit	
Confirm that the measures stipulated in the manual for hygiene control are being taken.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that managers are actually confirming that worker hands, gloves, work clothes, hats, and shoes, etc. are clean, and are instructing workers to wash their hands and change when these items are dirty. ○ Confirm that product storage locations, walkways, and cargo handling locations are cleaned and kept clean. ○ Confirm that cleaning tools are available. ○ Confirm that there are no crevices, cracks, or peeling paint on walls, ceilings, or floors in the warehouse. Confirm that a plan is in place for making repairs should they be discovered. ○ Confirm that there are pest traps.

	<ul style="list-style-type: none"> ○ Confirm that warehouse entrance shutters are being shut to keep insects, pests, mice, and birds from getting inside the warehouse when cargo handling work is not taking place. ○ Confirm that insect repelling lights and insect attracting light insecticides are placed outside the warehouse building. Confirm that insect attracting light insecticides are placed in the acceptance and shipping area. ○ Confirm that air curtains are installed at the entrances of warehouses where cargo is stored. ○ Confirm that cargo is being loaded onto plastic pallets. ○ Confirm that, if wooden pallets are used during cargo loading, clean wooden pallets free of insects, pests, and mold are being used. ○ If insect/mouse proofing measures are being outsourced, check reports relating thereto. ○ Confirm that event details and preventive measures are being recorded in irregularity reports when hygiene control abnormalities occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Report on Insect/Mouse Proofing Measures ○ Irregularity Reports

2.5.2

JSA-S1004 Standard Requirement 3.5.2	
The warehouse operator shall take safety measures for the equipment and facility in low temperature storage, and shall manage the health of the workers so that they can work safely inside.	

Work Manual Audit	
Confirm that the specific measures described in the manual with respect to equipment and facility safety measures and worker health management are being taken so that workers can work safely in low temperature storage.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Workers shall wear appropriate helmets or safety caps, warm clothing, gloves, and safety boots, etc. ○ Methods for making emergency contact or escaping from the low temperature warehouse should workers become trapped inside. ○ To ensure forklifts are operated safely and appropriately, only licensed individuals, or individuals recognized by operators who have completed the necessary operational training as

	<p>having the necessary driving skills, shall operate forklifts.</p> <ul style="list-style-type: none"> ○ Display the following cautions when forklifts are driven inside the warehouse. <ol style="list-style-type: none"> 1) Visually confirm vehicle blind spots before driving. 2) Sudden starting, turning, and stopping are prohibited. ○ Set worker break times. ○ Check the system for reporting when safety measure abnormalities occur, and record responses to such cases.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit	
Confirm that the measures stipulated in the manual with respect to equipment and facility safety measures and worker health management are being taken so that workers can work safely in low temperature storage.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that workers are wearing helmets or safety caps, warm clothing, gloves, and safety boots, etc. ○ Confirm that only licensed individuals, or individuals recognized by operators who have completed the necessary operational training as having the necessary driving skills, are operating forklifts. ○ Confirm that posters, etc. are displayed to remind workers to work safely in the warehouse. ○ Confirm that methods for making emergency contact or escaping from the low temperature warehouse, should workers become trapped inside, are being displayed. ○ Check the following environments to determine whether the work environment is appropriate in terms of safety. <ol style="list-style-type: none"> 1) Warehouse interior brightness 2) Is there ice on the floor? 3) Is garbage scattered about, are there garbage cans? 4) Are there signs warning of uneven floor surfaces? 5) Check for water leaks in chillers and frost on chiller walls

	<ul style="list-style-type: none"> ○ Confirm that event details and preventive measures are being recorded in irregularity reports when safety measure abnormalities occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Irregularity Reports

2.5.3

JSA-S1004 Standard Requirement 3.5.3	
The warehouse operator shall install the measures so that cargo does not get lost or stolen from the low temperature storage and shall set the measures for food and food products to avoid contamination with foreign matter.	

Work Manual Audit	
Confirm that the manual stipulates specific measures to keep cargo from getting lost or stolen and to ensure that food and food products stored in the warehouse are not contaminated with foreign matter.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Do not bring in anything that is not permitted inside the warehouse. Things that may be brought in: Writing instruments, calculators, etc. ○ Since it could cause contamination by foreign matter, do not write on cargo exteriors with pens, chalk, or magic markers, etc. ○ Record information on operators or workers entering/exiting the warehouse premises and the warehouse. ○ Install an appropriate number of security cameras in appropriate locations inside the warehouse. ○ Assign security guards as appropriate. ○ Check the system for reporting when abnormalities such as cargo loss or theft occur, and record report details.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit	
Confirm that the specific measures stipulated in the manual are being taken to keep cargo from getting lost or stolen and to ensure that food and food products stored in the warehouse are not contaminated with foreign matter.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably.

	<ul style="list-style-type: none"> ○ Confirm that confirmation records for operators and workers who enter/exit the warehouse premises and the warehouse are being confirmed in an entrance/exit ledger or via system management. ○ Confirm that security cameras have been installed in the warehouse. ○ Confirm that security guards have been assigned. ○ Confirm that event details and preventive measures are being recorded in irregularity reports when abnormalities such as the loss or theft, etc. of cargo occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Entrance/Exit Ledger ○ Irregularity Reports

2.5.4

JSA-S1004 Standard Requirement 3.5.4	
The warehouse operator shall establish in advance measures for the low temperature storage to be operated continuously during power outages.	

Work Manual Audit	
Confirm that the manual stipulates specific recovery measures during power outages that allow the low temperature storage to be operated continuously during power outages.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Provide a standby power source (private generator) taking into account the frequency of power outages and the time required for power to be restored and energized when power outages occur. (*) (*) Assuming it takes about 50 hours to recover from an earthquake or a power outage, the warehouse should be able to operate for about three days (72 hours) at a minimum. ○ Equipment and locations (carriers, lights, opening/closing doors, etc.) that can be used when using private power generation shall be disclosed. ○ Heat shield doors should be shut and outside air should not be let in until power is restored and energized.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual ○ Business Continuity Plan (BCP)

On-site Audit

Confirm that the measures stipulated in the manual are being taken with respect to recovery measures during power outages that allow the low temperature storage to be operated continuously during power outages.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that a standby power source (private generator) has been installed. ○ Confirm that the standby power source (private generator) works properly.
Examples of Documents that Must be Confirmed	-

2.6 Education and Training

2.6.1

JSA-S1004 Standard Requirement 3.6.1	
<p>The warehouse operator shall provide a variety of training programs to workers to ensure that items under 3.2 to 3.5 can be carried out inside the low temperature storage.</p> <p>NOTE It is possible for the quality of the cargo to deteriorate to the point that consumers suffer health damage, if the food and food products that need temperature management are not handled appropriately in the low temperature storage. When that happens, it not only creates trouble for the warehouse operator but it could also become a societal issue.</p>	
Work Manual Audit	
Confirm that the manual stipulates, in specific detail, education plans and training implementation methods for workers so they will be able to reliably carry out the items under 3.2 to 3.5.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Create an education planning table for new employees, etc. and implement regular external and in-house training, etc. in forklift operation. ○ Use a training textbook that discloses details about inventory management of cargo in warehouse work, items to be confirmed when accepting and shipping out cargo, temperature management and recording methods, and safety and hygiene control, etc.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Education Planning Table ○ Training Textbook

On-site Audit
Confirm that the training stipulated in the manual is being carried out to educate and train workers so they will be able to reliably carry out the items under 3.2 to 3.5.

Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm the content of training textbooks and training performance records. ○ Confirm that tests are being implemented to deepen the degree to which items under 3.2 to 3.5 are understood.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Implementation Record

2.6.2

JSA-S1004 Standard Requirement 3.6.2	
The warehouse operator shall create the manual about the overview and operation method of the freezers and chillers as well as about how to maintain safety and hygiene. The warehouse operator shall share this with the workers to have workers understand the latest job tasks in the low temperature storage so that workers can appropriately handle the cargo.	
Work Manual Audit	
Confirm that the manual stipulates specific measures for creating a manual and textbook summarizing overview and operation methods for freezers and chillers and how to maintain safety and hygiene, and that this manual is to be shared with workers so they will understand the latest job tasks in the low temperature storage and be able to handle cargo appropriately.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Make the following efforts to share a manual and textbook with workers that summarize details on freezers, chillers, and cargo handling equipment; operation methods; and efforts for ensuring safety and hygiene. <ul style="list-style-type: none"> 1) Equipment manufacturers shall prepare manuals and dispatch instructors to implement training. 2) Hold study briefings 3) Keep manuals and textbooks in warehouse work areas and breakrooms ○ When updates or changes are made to details on freezers, chillers, and cargo handling equipment; operation methods; and ensuring safety and hygiene, revise relevant textbooks and manuals.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual ○ Training Textbook

On-site Audit
Confirm that the measures stipulated in the manual are being taken with respect to efforts for ensuring overview and operation methods for freezers and chillers and how to maintain safety and hygiene so that workers will understand the latest job tasks in the low temperature storage and be able to handle cargo appropriately.

Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm that the state of the manual and textbook that summarize details on freezers, chillers, and cargo handling equipment; operation methods; and securing safety and hygiene can be seen by anyone anytime. ○ If equipment manufacturers dispatch instructors to implement training, confirm training attendance records. ○ Confirm that the manual and textbook are being revised properly.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Attendance Record ○ Revision History

2.7 Maintenance and Management of Equipment and Facilities

2.7.1

JSA-S1004 Standard Requirement 3.7.1	
The warehouse operator shall implement the measures so that freezers and chillers can be safely and efficiently operated.	

Work Manual Audit	
Confirm that the manual stipulates specific measures with respect to regulations for maintaining the safety of freezers and chillers, and measures to be taken in the event of an abnormality.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Create a plan for regular equipment and facility inspections, and retain records of the results of such inspections. ○ Create the following mechanisms for confirming that equipment and facility abnormalities are not occurring. <ul style="list-style-type: none"> 1) Implement patrols inside warehouse 2) Install equipment monitoring system ○ Check the system for reporting when equipment or facilities are found to have abnormalities, and record report details in the prescribed form.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Warehouse Work Manual

On-site Audit

Confirm measures stipulated in the manual are being taken with respect to maintaining the safety of freezers and chillers, and measures to be taken in the event of an abnormality.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the warehouse site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that a plan for implementing equipment and facility repairs and inspections has been created. ○ Confirm the inspection implementation record, etc. for recording that the following required items have been confirmed in accordance with the plan for implementing equipment and facility repairs and inspections. <ul style="list-style-type: none"> 1) Operation inspections of freezers, chillers, and forklifts, and replacement of worn parts 2) Confirmation of firefighting equipment ○ Confirm that a system of measures to be taken and for reporting when equipment and facility abnormalities are discovered has been created. <ul style="list-style-type: none"> 1) Restart equipment power supplies 2) Contact outside maintenance provider and ask them to restore the equipment and facilities
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Equipment Inspection Record Ledger

3. Work Manual and On-site Audits of “Low Temperature Transport Services”

3.1 Compliance with Relevant Laws and Regulations

JSA-S1004 Standard Requirement 4.1
<p>The transport operator shall acquire necessary business licenses and permits related to low temperature storage, not only for the laws of the country where the business is domiciled, but also based on the laws, regulations and rules applicable to the region where the business is conducted. In addition, the transport operator shall periodically confirm the validity of the licenses and permits. The transport operator shall sign a contract considering the availability of the assets required for the service and the period needed for the transport when the cargo owner requests cargo to be transported.</p>

Work Manual Audit
<p>Confirm that the manual stipulates that business licenses and permits applicable to relevant countries and regions are to be acquired from the perspective of complying with relevant laws and regulations applicable to the transport business, and that periodic checks are to be conducted to confirm that the business licenses and permits are valid. Furthermore, confirm that the manual stipulates specific measures for determining whether it is possible to respond to cargo transport requests, in consideration of in-house</p>

resources and associated transport periods, etc., when making a transport contract with the cargo owner.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Conduct transport business while managing the following items effectively and complying with relevant laws and regulations. <ol style="list-style-type: none"> 1) Information such as business license and permit names, acquisition dates, expiration dates, and the names and provisions, etc. of governing laws 2) Entities and associated methods for managing business license and permit expiration dates ○ Make a transport contract according to the flowchart and contract items that takes items, number of vehicles required, transport destinations, transport periods, and other conditions into consideration with respect to cargo transport requests from the cargo owner. ○ Adjust the maximum volume of cargo to be shipped in advance to match conditions such as the number of vehicles required, in consideration of variations in volumes of chilled and frozen cargo handled, when making a transport contact with the cargo owner. ○ When making a transport contract with the cargo owner, use a contract template that discloses the following items. <ol style="list-style-type: none"> 1) Transport Range 2) Transport Conditions (Temperature Range, Quantity) 3) Contract Period 4) Liability Insurance 5) Fees
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual ○ Business License List ○ Internal Approval Flowchart for Signing Contracts ○ Approval Documents ○ Contract Templates, etc.

On-site Audit	
Confirm that business licenses and permits for the transport business have been obtained and that they have not expired. Furthermore, designate any cargo and confirm that it is being transported under at transport contract (number of vehicles and transport periods).	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm that transport business licenses and permits have not expired based on actual articles. ○ Confirm method for managing business license and permit expiration dates with managers. Conduct interviews about the latest update status as needed.

	<ul style="list-style-type: none"> ○ Confirm that the contract has not expired based on actual articles such as contract documents, etc. ○ Confirm that scope of transport has been disclosed based on actual articles such as contract documents, etc. ○ Confirm that there are no deficiencies or omissions in the contract document, such as missing signatures or no contract date, based on actual articles.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Business Licenses and Permits ○ Contract Document/Memoranda

3.2 Loading Cargo into Low Temperature Vehicles

3.2.1

JSA-S1004 Standard Requirement 4.2.1	
The transport operator shall check the internal temperature of the low temperature vehicle before loading the cargo into the vehicle, and also inspect 1) types of cargo, 2) volume of cargo, 3) any damage to the cargo, and 4) temperature of the cargo in the temperature controlled acceptance and shipping area before loading the cargo.	
Work Manual Audit	
Confirm that the manual stipulates specific measures for checking the internal temperature of the low temperature vehicle and for inspecting 1) types of cargo, 2) volume of cargo, 3) any damage to the cargo, and 4) temperature of the cargo in the temperature controlled acceptance and shipping area when loading the cargo into the low temperature vehicle.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Conduct cargo acceptance inspections and shipping checks in the temperature controlled acceptance and shipping area. ○ Set, follow, and record low temperature vehicle pre-cooling procedures (*), as given below. (*)In consideration of minimum microbial growth temperatures, pre-cool to -10°C or lower by the time loading begins when frozen cargo is handled, and to about +5°C when handling chilled cargo. ○ Set a time after which vehicles shall be switched when set temperatures are not reached even after a given amount of time has passed since pre-cooling began. ○ If abnormalities (cracks, dents, peeling tape, repairs, broken bands, being wet, etc.) are found in the exterior condition of cargo when said cargo is being loaded, report this to the cargo owner.

Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual
--	--

On-site Audit	
<p>Confirm that the measures stipulated in the manual are being taken with respect to checking the internal temperature of the low temperature vehicle and for inspecting 1) types of cargo, 2) volume of cargo, 3) any damage to the cargo, and 4) temperature of the cargo in the temperature controlled acceptance and shipping area when loading the cargo into the low temperature vehicle.</p>	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Check the loading check sheet, etc. in which it has been recorded that the required items (*) were confirmed. <p>(*) Description examples:</p> <ol style="list-style-type: none"> 1) Temperature inside vehicle 2) Work start/end times 3) Any damage to cargo? 4) Product temperature according to cargo owner <ul style="list-style-type: none"> ○ Confirm that cargo is being loaded into a pre-cooled low temperature vehicle. ○ Confirm that report details (*) are being disclosed in irregularity reports when exterior abnormalities are found. <p>(*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, product name, volume</p>
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Loading Check Sheet ○ Shipping Slip ○ Irregularity Reports

3.2.2

JSA-S1004 Standard Requirement 4.2.2
<p>Before the cargo is moved out of the low temperature storage and loaded into the low temperature vehicle, the transport operator shall take measures to prevent the temperature from rising, so that the quality of the cargo does not deteriorate due to it being exposed to the outside air.</p>

Work Manual Audit

Confirm that the manual stipulates specific measures for preventing the cargo temperature from rising when cargo is loaded into the low temperature vehicle.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Cover packaged cargo that may thaw during transportation (sherbet, ice, etc.) with dry ice, a cold insulation sheet, or a foam box, etc. so that it does not come into direct contact with the outside air. ○ When transporting frozen cargo and chilled cargo mixed together, cover the chilled cargo with a blanket, etc. to prevent it from thawing or drying out due to cold air, and load it so that it does not come into direct contact with cold air. ○ When using a two-level low temperature vehicle that allows temperatures to be set to both freezing and chilled temperature ranges, set up partition plates to partition freezing and chilling chambers from one another so that frozen cargo and chilled cargo can be handled in their appropriate temperature ranges. ○ Implement loading so that vents for circulating cold air inside the low temperature vehicle are not blocked. ○ Set, follow, and record upper time limits for loading from the temperature controlled acceptance and shipping area to trucks based on truck size.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to ensuring cargo is not exposed to outside air, temperature does not rise, and quality does not deteriorate when cargo is loaded into the low temperature vehicle.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Cover all cargo with a blanket, etc. to protect products and keep them from coming into direct contact with outside air, and then load the cargo quickly using the loading platform and a forklift, etc. ○ When a two-level low temperature vehicle that allows temperatures to be set to both freezing and chilled temperature ranges is being used, confirm that partition plates are being set up to partition freezing and chilling chambers from one another so that frozen cargo and chilled cargo can be handled in their appropriate temperature ranges.

	<ul style="list-style-type: none"> ○ When transporting frozen cargo and chilled cargo mixed together, confirm that the chilled cargo is being covered with a blanket, etc. to prevent it from thawing or drying out due to cold air, and being loaded so that it does not come into direct contact with cold air. ○ Confirm that an air curtain, etc. has been installed at the truck warehouse entrance.
Examples of Documents that Must be Confirmed	-

3.3 Transport

3.3.1

JSA-S1004 Standard Requirement 4.3.1	
<p>The transport operator shall transfer the cargo in the environment with the temperature specified in advance in the contract with the cargo owner. The transport operator shall monitor and record the internal temperature of the low temperature vehicle at appropriate intervals.</p>	

Work Manual Audit	
<p>Confirm that the manual stipulates specific responses for monitoring and recording the internal temperature of the low temperature vehicle at the appropriate time after using a low temperature vehicle which is able to transport at the temperature range established beforehand in the contract with the cargo owner.</p>	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Monitor the temperature and record the temperature history at the following times when there are abnormalities in transport temperature, or temperature during transport, so that the abnormalities can be reported to the cargo owner. <ol style="list-style-type: none"> 1) Disclose the times temperature was measured inside the cold storage vehicle <ol style="list-style-type: none"> a) Temperature in the cold storage vehicle after pre-cooling b) Cargo temperature during loading c) Temperature in the cold storage vehicle when transport started and ended d) Internal temperature during transport 2) Use temperature measuring instruments (data logger, temperature sensor) to record measurement results 3) Check the thermometer in the cold storage vehicle visually, and record the temperature in the form manually

	<p>4) Use IT equipment such as GPSs to record real time temperature during travel</p> <p>5) Record the following items in order to accurately measure the temperature inside the cold storage vehicle.</p> <ul style="list-style-type: none"> a) Calibrate thermometers periodically, and record the results b) A/C defrosting schedule or implementation record <p>6) Check the reporting system, latest contact network, and reporting method for when thermometer and digital tachometer abnormalities occur, and record responses when such abnormalities occur</p>
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
<p>As a sample survey to confirm that measures stipulated in the manual are being taken, select any cargo and confirm that it is being transported at the temperature disclosed in the contract document. Furthermore, confirm that the temperature of the cargo is being recorded at the appropriate times.</p>	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Check the temperature record ledger, etc. in which it has been recorded that the required items (*) were confirmed. (*)Description examples: Measurement date/time, measured temperature, measurer ○ Conduct the following sample surveys to determine whether the transport temperature disclosed in the transport contract with the cargo owner is being complied with and whether the temperature is being managed at the appropriate times. <ul style="list-style-type: none"> 1) Check the record ledger that was recorded manually in the form 2) Confirm that digital tachometer measurement results are being saved as data (Excel or system) 3) Use GPS to confirm temperature management measurement results in real time 4) Check the following management forms for ensuring accurate vehicle interior temperature measurement <ul style="list-style-type: none"> a) Calibrate thermometers periodically, and record the results

	b) A/C defrosting schedule or record 5) Confirm response records (*) for when thermometer or digital tachometer, etc.. abnormalities occur (*) Description examples: Date of occurrence, events that occurred, causes, and improvement measures
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Digital tachometer data and temperature record ledger, etc. ○ Transport Contracts/Memoranda ○ Irregularity Reports

3.3.2

JSA-S1004 Standard Requirement 4.3.2	
The transport operator shall designate and identify who drives the low temperature vehicles. The transport operator shall train these drivers to comply with safety driving and driving manners to prevent damage to cargo during transport.	

Work Manual Audit	
Confirm that the manual stipulates specific measures for training designated drivers to comply with safe driving and driving manners to prevent damage to cargo during transport.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Implement driver training and confirmation tests to train drivers in safe driving and driving manners to prevent cargo damage. ○ To prevent damaging light cargo, heavy cargo should generally be placed under light cargo. ○ Protect cargo that is easily damaged by wrapping it in a blanket, etc. ○ Do not stack cargo vertically so that it will not collapse due to vibration during travel. ○ To prevent the packing material from being crushed or damaged, do not stack the cargo with gaps between, and use wraps, and cushioning materials (boards, styrofoam), etc. ○ Comply with legal and corporate speed limits, and keep a travel record of the digital tachometer. ○ Check the reporting system, latest contact network, and reporting method for when cargo abnormalities occur during cargo transport, and record responses when such abnormalities occur.

Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Textbook, Confirmation Test ○ Transport Manual
--	--

On-site Audit	
Confirm that the measures stipulated in the manual are being taken for training designated drivers to comply with safe driving and driving manners to prevent damage to cargo during transport.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm safe driving and driving manner training implementation records. ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Use lashing belts and partitions to secure the cargo. ○ Confirm that the cargo is not loaded with gaps between to prevent it from collapsing. ○ Confirm that event details and preventive measures are being recorded (*) in irregularity reports when cargo is damaged (broken or crushed). <p>(*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, cause, improvement measures</p>
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Implementation Record ○ Irregularity Reports

3.4 Transfer, Loading and Unloading

3.4.1

JSA-S1004 Standard Requirement 4.4.1
The transport operator shall implement measures to prevent the quality of cargo from deteriorating from the rise in temperature due to exposure to the outside air when a driver of a low temperature vehicle must transfer cargo at the logistics centers or dry ports that lacks low temperature facility.

Work Manual Audit	
Confirm that the manual stipulates specific measures for preventing a rise in cargo temperature when the driver of the low temperature vehicle transfers cargo at logistics centers or dry ports that lack low temperature facilities.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Vehicle door is to be closed immediately after cargo is unloaded from the vehicle. ○ Use dry ice, heat shield sheets, and blankets, etc. to prevent increases in cargo temperature.

	<ul style="list-style-type: none"> ○ Use digital tachometers or data loggers, etc. to manage temperatures and record temperature history. ○ Check the reporting system, latest contact network, and reporting method for when cargo abnormalities occur during cargo transfer and loading/unloading, and record responses when such abnormalities occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to preventing a rise in cargo temperature when the driver of the low temperature vehicle transfers cargo at logistics centers or dry ports that lack low temperature facilities.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Implement the following interviews with site managers about transfer work methods for preventing increases in cargo temperature. <ul style="list-style-type: none"> 1) Confirm that vehicle doors are being closed immediately after cargo is unloaded from vehicles. 2) Confirm that dry ice, heat shield sheets, and blankets, etc. are being used 3) Confirm that temperature histories are being recorded using digital tachometers or data loggers, etc. 4) Confirm that event details and preventive measures are being recorded (*) in irregularity reports when cargo is damaged (broken or crushed), etc. during transfer work. (*) Description examples: Report to cargo owner, description of request for action instructions, description of action taken after cargo owner report, date/time of occurrence, events that occurred, cause, improvement measures
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Digital tachometer data and data loggers, etc. ○ Irregularity Reports

3.4.2

JSA-S1004 Standard Requirement 4.4.2
Before the cargo is delivered to the cargo owner, drivers of low temperature vehicles shall inspect in the temperature controlled acceptance and shipping area about 1) types of cargo, 2) volume of cargo, 3) any damage to parcels, and 4) the status of low temperature of the cargo.

Work Manual Audit	
Confirm that the manual stipulates specific measures for confirming, in the temperature controlled acceptance and shipping area, 1) types of cargo, 2) volume of cargo, 3) whether the cargo is damaged, and 4) the low temperature condition of the cargo when drivers hand over cargo to the cargo owner.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ To confirm whether cargo abnormalities have occurred under the responsibility of the transport operator, use vouchers to confirm 1) types of cargo, 2) volume of cargo, 3) whether the cargo is damaged, 4) the low temperature condition of the cargo, and 5) cargo delivery completion in the presence of the cargo owner when cargo is unloaded. ○ Cargo is handed over in the temperature controlled acceptance and shipping area. ○ As a measure in cases where cargo transfer locations are not temperature managed, cover the cargo with a cold insulation sheet, and prepare a cool insulation box or dry ice, etc.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to confirming, in the temperature controlled acceptance and shipping area, 1) types of cargo, 2) volume of cargo, 3) whether the cargo is damaged, and 4) the low temperature condition of the cargo when drivers hand over cargo to the cargo owner.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Interview the on-site manager about the following with respect to work methods when the driver hands cargo over to the cargo owner. <ul style="list-style-type: none"> 1) Confirm types and volume of cargo, whether cargo is damaged, the low temperature condition of cargo, and the cargo owner confirmer signature based on the receipt 2) Confirm that, in cases where cargo transfer locations are not temperature managed, measures are being taken to cover the cargo with a cold insulation sheet, and to prepare a cool insulation box or dry ice, etc.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Invoice ○ Receipt

3.5 Ensuring Safety and Hygiene

3.5.1

JSA-S1004 Standard Requirement 4.5.1

The transport operator shall take measures for hygiene management for drivers of low temperature vehicles who handle food and food products.

Work Manual Audit

Confirm that the manual stipulates specific measures for hygiene control.

Example of Measures Described in the Work Manual	<ul style="list-style-type: none">○ Clean vehicles weekly.○ Use detergent to clean vehicle exteriors, water to clean interiors. Furthermore, dry interiors after cleaning to prevent rust and mold.○ Obtain permission from in-house maintenance department before using detergent to clean extremely dirty vehicle interiors.○ To prevent the cargo from becoming smelly, confirm that vehicles or containers are clean and free of odors before loading cargo.○ Do not deliver products that could cause other products to smell in the same vehicle with other products.○ Drivers shall wear clean work clothes and gloves.○ Check the reporting system, latest contact network, and reporting method for when hygiene control abnormalities occur, and record responses when such abnormalities occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none">○ Transport Manual

On-site Audit

Confirm that the measures stipulated in the manual for hygiene control are being taken.

Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none">○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably.○ Confirm that bulletin boards are posted that indicate proper wearing of work clothes, handwashing methods, cleaning tool organizing methods, and precautions for entering the warehouse.○ Confirm that managers actually confirm that worker hands, gloves, work clothes, hats, and shoes, etc. are clean, and instruct workers to wash their hands and change when these items are dirty.○ Confirm that the vehicle driver seat and loading platform are clean.
---	--

	<ul style="list-style-type: none"> ○ Confirm that event details and preventive measures are being recorded (*) in irregularity reports when hygiene control abnormalities occur. (*) Description examples: Date of occurrence, events that occurred, causes, and improvement measures
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Cleaning Record Ledger ○ Irregularity Reports

3.5.2

JSA-S1004 Standard Requirement 4.5.2
The transport operator shall instruct drivers of low temperature vehicles to comply with traffic rules and to improve driving manners to prevent traffic accidents. The transport operator shall implement the measures in advance for the time that a low temperature vehicle driver has a traffic accident.

Work Manual Audit	
Confirm that the manual stipulates specific measures for instructing drivers to make efforts to comply with traffic rules and to improve their driving manners. Furthermore, confirm that the manual stipulates specific measures with respect to preparing for traffic accidents.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none">○ Participate in training offered by the truck manufacturer and implement in-house training in traffic rules and manners.○ Turn off the vehicle’s engine and place wheel stops so the vehicle will not move during loading and unloading.○ Install GPS in vehicles to monitor driving conditions. If abnormalities occur, the operation management team will contact drivers to confirm their safety.○ Before drivers drive, check their physical condition (health condition, mental condition, residual alcohol, lack of sleep, fever, etc.).○ If deliveries are delayed by traffic accidents, etc., drivers shall notify in-house dispatchers of their status such as current location and ETA.○ Check the reporting system, latest contact network, and reporting method for when traffic accidents occur, and record responses when accidents occur.○ Create a crew list to manage driver names, license numbers, license expiration dates, and when licenses are to be renewed by type.

Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Guidance Planning Table ○ Transport Manual
--	---

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to instructing drivers to make efforts to comply with traffic rules and to improve their driving manners. Confirm that the measures stipulated in the manual are being taken with respect to preparing for traffic accidents.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm record of training results ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that drivers are turning off the vehicle engines and placing wheel stops so vehicles will not move during loading and unloading. ○ Confirm that drivers are being subjected to alcohol, drug, and health checks before driving. ○ Confirm that there is a system under which, if deliveries are delayed by traffic accidents, etc., drivers notify in-house dispatchers of their status such as current location and ETA. ○ Confirm that event details and preventive measures are being recorded (*) in irregularity reports when traffic accidents occur. <p>(*) Description examples: Date of occurrence, events that occurred, causes, and improvement measures</p> <ul style="list-style-type: none"> ○ Confirm that driver licenses are up to date.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Record Sheets ○ Crew Lists ○ Irregularity Reports

3.5.3

JSA-S1004 Standard Requirement 4.5.3
The transport operator shall take measures for drivers of low temperature vehicles to prevent loss and theft of cargo during transport.

Work Manual Audit	
Confirm that the manual stipulates specific measures for drivers to take when transporting cargo to prevent cargo loss or theft.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ After cargo is loaded, lock loading platforms on vehicles detained on standby.

	<ul style="list-style-type: none"> ○ Take theft prevention measures such as locking doors when leaving vehicles to prevent vehicles from being stolen. ○ Check the reporting system, latest contact network, and reporting method for when abnormalities such as cargo loss or theft occur, and record responses when cargo is lost or stolen.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to drivers preventing cargo loss or theft when transporting cargo.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm that loading platforms on vehicles detained on standby are being locked after cargo is loaded. ○ Confirm the following with respect to whether a system is in place for reporting when abnormalities such as cargo loss or theft occur. <ul style="list-style-type: none"> 1) Drivers or accompanying confirmers shall report matters to delivery supervisors or managers 2) Delivery supervisors shall report the matters to work managers, who shall share the matters internally 3) When necessary, crew members or delivery supervisors shall call the police to make theft reports 4) After making arrangements with customers, stolen products will be cancelled, or replacement products will be delivered either the same day or the next 5) Accident matters, causes, and prevention measures shall be recorded in reports and submitted to customers
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Irregularity Reports

3.5.4

JSA-S1004 Standard Requirement 4.5.4

The transport operator shall establish the safe transport route for the drivers of the low temperature vehicles so that the cargo can be delivered to the cargo owner on time with certainty.

Work Manual Audit	
Confirm that the manual stipulates specific measures for establishing safe transport routes for drivers of low temperature vehicles so that cargo can be delivered to the cargo owner on time with certainty.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Operation managers shall teach drivers suitable routes so they can deliver cargo to cargo owners on time. ○ Safe transport routes shall be secured by taking the following measures during heavy rain, storms, heavy fog, earthquakes and other natural disasters and extreme weather. <ol style="list-style-type: none"> 1) Move up departure times to give drivers more drive time 2) Pre-confirm systems and methods for contacting drivers while driving 3) Provide clear instructions on when to stop driving, when to wait temporarily, and when to drive slowly, etc. 4) Give drivers clear instructions on where to evacuate to or where to wait when they have to evacuate or wait 5) In the event of disasters, operation managers shall ensure safe operation by prioritizing safety 6) Drivers shall notify operation managers while driving if they are going to arrive late
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm that the measures stipulated in the manual are being taken with respect to establishing safe transport routes for drivers of low temperature vehicles so that cargo can be delivered to the cargo owner on time with certainty.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Operation managers shall set driving routes and instruct drivers to appropriate driving routes, in consideration of delivery destinations and volume of cargo to be delivered.

	<ul style="list-style-type: none"> ○ Interview managers about measures during heavy rain, storms, heavy fog, earthquakes and other natural disasters and extreme weather.
Examples of Documents that Must be Confirmed	-

3.6 Education and Training

3.6.1

JSA-S1004 Standard Requirement 4.6.1	
<p>The transport operator shall provide a variety of training programs to drivers of low temperature vehicles so that items under 4.2 to 4.5 can be carried out securely.</p> <p>NOTE It is possible for the quality of the cargo to deteriorate to the point that consumers suffer the health damage, if the food and food products that need temperature management are not handled appropriately in the low temperature vehicles. When that happens, it is not only the trouble for the transport operator but it could also become a societal issue.</p>	

Work Manual Audit	
<p>Confirm that the manual stipulates, in specific detail, education plans and training implementation methods for drivers so they will be able to reliably carry out the items under 4.2 to 4.5.</p>	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Create an education planning table for new employees, etc., and implement the following regular training. <ul style="list-style-type: none"> 1) New drivers shall receive driver training from veteran drivers for two weeks after joining the company, and shall take tests regarding cargo handling after completing driver training. 2) Drivers shall take training courses in safe driving. ○ Use a training textbook that discloses details about points to remember, safety management, quality control, hygiene control, etc. when loading, transporting, transferring, and unloading cargo in low temperature vehicles.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Education Planning Table ○ Training Textbook

On-site Audit
<p>Confirm that the training stipulated in the manual is being carried out to educate and train drivers so they will be able to reliably carry out the items under 4.2 to 4.5.</p>

Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm the content of training textbooks and training performance records. ○ Confirm that tests are being implemented to deepen the degree to which items under 4.2 to 4.5 are understood.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Implementation Record

3.6.2

JSA-S1004 Standard Requirement 4.6.2
The transport operator shall create and share with the drivers, manuals that provide an overview and explain operation methods of the facilities and equipment, such as freezers and chillers to ensure safety and hygiene, and that are updated with the latest job tasks for drivers of low temperature vehicles, so that they can handle the cargo appropriately.

Work Manual Audit	
Confirm that the manual stipulates specific measures for creating a manual and textbook summarizing operation methods of the facilities and equipment, such as freezers and chillers to ensure safety and hygiene, and that this manual is to be shared with drivers so they will understand the latest job tasks in the low temperature vehicles and be able to handle cargo appropriately.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none">○ Vehicle manufacturers shall implement training using manuals they created themselves.○ Make the following efforts to share a manual and textbook with drivers that summarize operation methods of the facilities and equipment, such as freezers and chillers to ensure safety and hygiene.<ul style="list-style-type: none">1) Hold study briefings2) Keep manuals and textbooks in offices and breakrooms○ When updates or changes are made to operation methods of the facilities and equipment, such as freezers and chillers to ensure safety and hygiene, revise relevant textbooks and manuals.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none">○ Transport Manual○ Training Textbook

On-site Audit
Confirm that the measures stipulated in the manual are being taken with respect to operation methods of the facilities and equipment, such as freezers and chillers to ensure

safety and hygiene so that drivers will understand the latest job tasks in the low temperature vehicles and be able to handle cargo appropriately.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Confirm that the state of the manual and textbook that summarize details on operation methods of the facilities and equipment, such as freezers and chillers to ensure safety and hygiene can be seen by anyone anytime. ○ If vehicle manufacturers dispatch instructors to implement training, confirm training attendance records. ○ Confirm that the manual and textbook are being revised properly.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Training Attendance Record ○ Revision History

3.7 Maintenance Management of Equipment and Facilities

3.7.1

JSA-S1004 Standard Requirement 4.7.1	
The transport operator shall take the measures for equipment and facilities to be operated safely and efficiently.	

Work Manual Audit	
Confirm that the manual stipulates specific measures with respect to regulations for maintaining the safety of vehicle equipment and devices, etc., and measures to be taken in the event of an abnormality.	
Example of Measures Described in the Work Manual	<ul style="list-style-type: none"> ○ Defrost vehicle A/C as follows on a regular basis <ul style="list-style-type: none"> 1) Automatic defrosting while traveling 2) If operated manually from the driver seat panel, defrost about once a day after delivery cargo and before returning to the garage ○ Implement vehicle inspections according to the vehicle inspection system. ○ Inspect the following to confirm there are no abnormalities with vehicles before driving them. <ul style="list-style-type: none"> 1) Tire pressure 2) Cooling water level 3) Engine oil level 4) Lights and hazard lights lite and blink ○ Have freezer manufactures perform regular maintenance on freezers.

	<ul style="list-style-type: none"> ○ Check the reporting system, latest contact network, and reporting method for when freezer and vehicle abnormalities occur, and record responses when such abnormalities occur.
Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Transport Manual

On-site Audit	
Confirm measures stipulated in the manual are being taken with respect to maintaining the safety of vehicle equipment and devices, etc., and measures to be taken in the event of an abnormality.	
Examples of Checkpoints in On-site Audits	<ul style="list-style-type: none"> ○ Have the manager sit down at the transport site and confirm that the measures described in the manual have been taken appropriately and reliably. ○ Confirm inspection implementation records, etc. of vehicle equipment and device daily and regular inspections. ○ Based on the vehicle management ledger, confirm that it is clear which vehicles are subject to annual inspection and that the following pre-drive vehicle inspections are being implemented. <ol style="list-style-type: none"> 1) Tires (pressure, punctures by nails, etc., and tread wear) 2) Cooling water level 3) Engine oil level 4) Lights and hazard lights lite and blink 5) Battery fluid level 6) How the vehicle starts and presence of abnormal noises 7) Brake efficacy 8) Wiper function ○ Interview managers about the following with respect to measures to be taken when abnormalities are discovered in vehicle equipment and devices, etc. <ol style="list-style-type: none"> 1) Contact maintenance operators when abnormalities are discovered during pre-drive vehicle inspection, and have them replace parts such as tires, lights, batteries, engine oil, etc. 2) After contacting the delivery supervisor when a vehicle breaks down while traveling, have the maintenance operator replace parts, or switch out the vehicle 3) If a freezer breaks down, contact the maintenance operator and have them switch out the delivery vehicle

Examples of Documents that Must be Confirmed	<ul style="list-style-type: none"> ○ Inspection Implementation Records ○ Vehicle Management Ledgers ○ Irregularity Reports
---	---

END