



**International  
Standard**

**ISO 31511**

**Requirements for contactless  
delivery services in cold chain  
logistics**

*Exigences relatives aux services de livraison sans contact dans la  
logistique de la chaîne du froid*

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This document was prepared by Technical Committee ISO/TC 315, *Cold chain logistics*.

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## Introduction

Contactless delivery services reduce direct face-to-face contact between personnel in logistics. Contactless delivery services are useful for people who require such services but worry about the spread of infection and foodborne illness.

Contactless delivery services in cold chain logistics can be standardized to avoid face-to-face contact, effectively prevent and control the spread of virus infection, and protect the health of consumers.

