



'TRUSTED SHOPPING CENTRE' Trusted Mark Certification Scheme *for* Retail Real Estate Developers & Facility Management Companies

Application Form - Instructions

- Applicant can be an organisation with own shopping centre/s or can be a facility/ operation management company.
- Applicant has to apply for each centre under its portfolio/ management separately.
- Please read the 'Important Note' and 'Application Terms and Conditions' mentioned at the end of this Application Form.
- Please type or write clearly using black or blue ink. Where not applicable, please fill in the blanks as NA. Delete where appropriate.
- Please note that blank answers may result in processing delay.
- Attach separate sheets if space provided is insufficient.

PARTICULARS OF YOUR BUSINESS

Name of Organisation :		
H.O. Address:		
CIN/ Establishment Reg. no.:	Date of Registration:	
Applicant Shopping Centre's Name:	Launch Date:	Website:
Address with Location, City, State with Pincode :		

CONTACT PARTICULARS

Name of Organisation Head: Dr/Mr/Ms	Designation of Organisation Head:
Contact Person for the purpose of certification:	Designation
Name: Dr/Mr/Ms	Email:
Tel:	Mobile:

IF ENGAGED A CONSULTANT FOR 'TRUSTED MARK' CERTIFICATION

Name of Consultancy Business:	
Name of consultant (s):	Email:
Tel:	Mobile:

SIZE OF APPLICANT SHOPPING CENTRE

Total Area in Acre:	Total Built Up Area in Sq. Ft.	Total GLA n Sq. Ft.
Total Common Area in Sq. Ft.	Total Carpet Area in Sq. Ft.	Total Service Area in Sq. Ft.

MALL TYPE – PLEASE TICK MARK AND MENTION %

<input type="checkbox"/> Leased	<input type="checkbox"/> Partly Sold	<input type="checkbox"/> Strata
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TOTAL NO. OF TENANTS

No. of Anchors	No. of Vanilla Stores	No. of Kiosks
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FOOTFALLS - PRE COVID

Weekdays	Weekends	Peak So Far
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SPACE ALLOCATION – Please mention %**MALL OCCUPANCY: %**

Fashion & Lifestyle: %	Food & Grocery: %	Leisure & Entertainment: %
F&B: %	Home & Electronics: %	Others: %

UTILITIES

No. of Main Entry Gates:	No. of Main Exit Gates:	No. of Entry Points:	No. of Exit Points:
No. of Floors GF & above:	Basement Levels:		
No. of Guests Lifts:	No. of Service Lifts:	No. of Escalators:	No. of Emergency Stairs:
Parking Space in Sq. Ft.	No. of Parking Levels:	2-wheeler parking capacity:	4-wheeler parking capacity:
No. of Washrooms:	No. of Medical Rooms:		

STAFFING

Own Employees Count:	Tenant's Employees Count
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EXTERNAL PROFESSIONAL AGENCIES INVOLVED

Mall Management & Ops:	Staff Deployed:
Parking Management:	Staff Deployed:
Fire Safety & Security Management:	Staff Deployed:
Others (Please Mention):	Staff Deployed:

TYPE OF OWNER:

Wholly Local	Wholly Foreign:
Foreign/Local Joint Venture/ Foreign Country:	Foreign Equity (%):
Has your business or any of your Directors/Partners/Owners ever been rejected, suspended or removed from any certification scheme, including but not limited to this Scheme? YES / NO Please provide details (attach additional sheets if necessary):	
Has your business or any of your Directors/Partners/Owners ever been convicted of any criminal offence or infringed any regulatory requirements? YES / NO Please provide details (attach additional sheets if necessary):	

SIGNED DECLARATION

I / We declare that:

- All the information given is accurate and truthful.
- The terms and conditions in this information kit had been fully read and understood.
- Declaration in regard to applicable Laws/Acts of the land as submitted in Annexure A is verifiable at any given time including application stage, audit stage and / or during certification cycle. The Certification shall stand cancelled in case any discrepancy is found in this regard at any stage of certification process.
- My business is committed to serve customers and consistently work towards improvement in systems and process to upgrade offerings and services. To be a certified 'TRUSTED SHOPPING CENTRE' my business is committed to comply with 'TRUSTED MARK' Certification standards.
- The TM Secretariat is given the explicit authority to capture on site video, audio and pictures for our centre/sites including the entrance area, inside the centre, staff, billing etc and further indemnifies TM Secretariat & its audit partners against any action taken by anyone with regards to capturing of such proof, wherever required, for the purpose of Mystery Audit only.

Authorised Signature: CEO / Director / CFO/Owner

Business Stamp:

Name:

Designation:

Date:

Please remember to include the following together with your application:

- Registration fee
- Company profile

Important Notes

- While Registration Fee to be paid together with submission of application form to TM Secretariat, the Mystery Audit Fee to be paid to TM Secretariat after receiving an invoice on the basis of man hour/ man day/ per mystery audit calculations. CB audit fee to be directly paid to the Certification Body as per man day calculations and other expenses as per mutually agreed terms between applicant and the CB. On successful completion of audit process, full term management fee together with yearly 'TRUSTED MARK' mark usage fee to be paid to TM Secretariat. The 'TRUSTED MARK' usage agreement will be signed only after remittance of all prescribed fees.
- From the date applicant enters into audit stage through submission of all required audit items, it will take around 4-8 weeks to complete the audit in order for shopping centre to be certified – subject to no major discrepancies.
- The scheme owner is free to change the sequence of audit stages to suit audit requirements.
- A Certified Business must go through yearly checks by the chosen CB every 12 months. Additionally there shall be a surprise audit anytime during certification cycle of 3 years.
- The TM Secretariat reserves the right to direct designated CB to perform interim audit in case of complaints/ doubts.
- None of the fee paid to TM is-refundable.
- In the event that there is a need for the applicant to consult a consultancy firm the applicant will liaise directly with such consultant, who will be independent of the TM Secretariat. The TM Secretariat will under no circumstance be liable for any advice rendered by such consultancy firms.
- Applicants whose e-submission is insufficient as determined by the CB auditor, will have to submit the corrective actions within 2 weeks from the date of notification. Failing which, the Applicant is deemed to have failed the e-audit

Fee Structure – Per Shopping Center - (Applicable Taxes Extra)

	Less than 1 Lakh Sq. Ft. GLA	1 Lakh to 5 Lakh Sq. Ft. GLA	Above 5Lakh Sq. Ft. GLA
Registration Fee to TM Secretariat with each application	Rs. 5,000	Rs. 7,500	Rs. 10,000
Mystery audit Fee to TM Secretariat– aft.er getting the quote from TM Secretariat	As per visit/ man day calculations – to be paid to IRF TRUSTED MARK LLP		
CB Audit and Yearly Surveillance Fee As defined in Trust 202 – Rs. 15,000 per manday – to be paid to Certification Body	Rs. 30,000 2 Mandays	Rs. 45,000 3 Mandays	Rs. 60,000 4 Mandays
Full Term Management Fee to TM Secretariat– aft.er e-certificate is issued by CB	Rs. 50,000	Rs. 75,000	Rs. 1,00,000
Yearly 'TRUSTED MARK' mark usage fee to TM Secretariat: Logo incorporation in 'TRUSTED MARK' Certification Mark consumer & trade campaign	Rs. 50,000	Rs. 75,000	Rs. 1,00,000
Display Certificate Fee to TM Secretariat	Rs. 1,000 per certificate		
Review Fee to TM Secretariat in case the applicant fails the audit by chosen CB and applies for review of the audit process or if a certified shopping centre reapplies for upgradation	Rs. 1,000	Rs. 5,000	Rs. 10,000

Note:

1. All above fee to be paid on basis of total GLA of the shopping centre enrolled for the Trusted Mark Certification.
2. Client would provide/ pay/ reimburse for travel, stay & meals in cities where CB/ TM Secretariat auditor/s/mediation committee members need to travel.
3. Charges for 'TRUSTED MARK' stickers, hangtags etc. will be notified and to be paid to TM Secretariat as per client requirements.
4. All fee in connection with CB audits (1st year, Subsequent surveillance audits) to be paid the engaged certification body (CB) directly by the client.
5. Fees like Registration with application, Mystery Audit, Full Term Management, Trust Mark Usage, stickers, hangtags etc. and Review Fee to be paid to TM Secretariat.

Details for remittance of all fees payable to TM Secretariat:

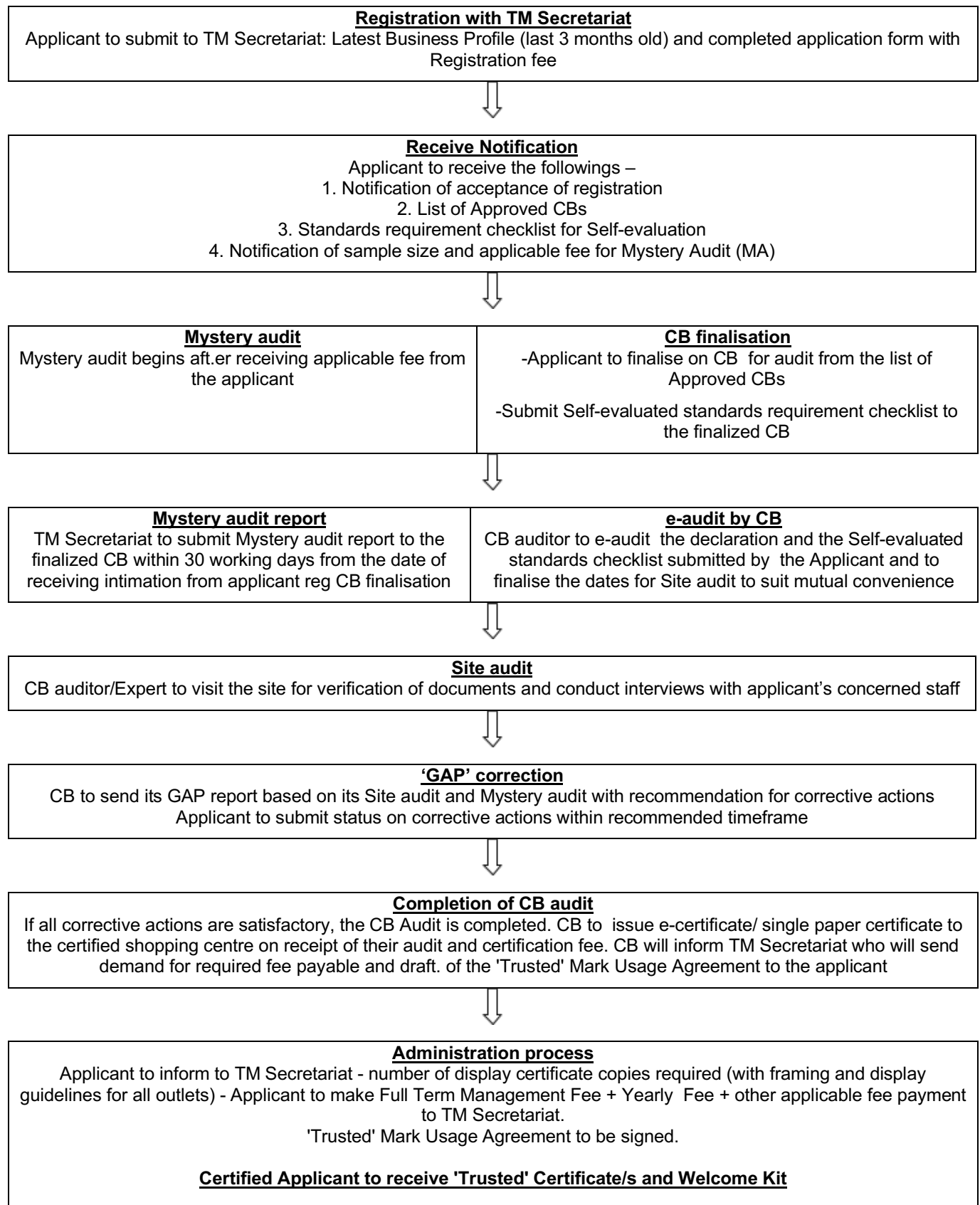
In favour of "IRF TRUSTED MARK LLP" by cheque/ demand draft./ bank transfer.

- PAN Number: AA GFI 1315Q • LLPIN : AAI-2150
- Bank Account No.: 0812117224 • IFSC Code: KKBK0000195
- Bank Name: Kotak Mahindra Bank • Bank Address: Pamposh Enclave, GK-1, New Delhi-110048

Mailing Address:

R S Roy, **Trusted Mark** Secretariat
S-61A, Okhla Industrial Area, Phase II, New Delhi-110020, India
Telephone No. : +91-11-40525000, Fax No. : +91-11-40525001

'TRUSTED MARK' Certification - Application & Audit Stages



Application Terms and Conditions

1. The application is **common for all kinds of Shopping Centres** for certification.
2. All applicable fees mentioned in this form do not include any taxes or government levies and the same will be charged extra as applicable at the time of billing.
3. The applicant is bound by the Terms and Conditions herein and such variations, which may be from time to time, be made by the TM Secretariat.
4. The applicant must not have five (5) or more complaints lodged against it with breaches of any of the applicable laws/acts, and must have a clean track record with TM Secretariat and relevant authorities in order to qualify for the certification scheme.
5. If the shopping centre or its developer/ Manager is found to be prosecuted / deviating from applicable compliance at any given time during the certification cycle, the certification shall be cancelled.
6. An application for **'TRUSTED MARK'** certification scheme must be accompanied by:
 - i. Completed application form as prescribed
 - ii. Registration fee
7. The application will be considered Null & Void
 - i. if complete set of required audit items as per the checklist are not submitted/ presented to chosen CB within 6 months from the date of CB finalisation
 - ii. with the Applicant considered to have failed the audit if the Applicant's chosen CB does not intimate the TM Secretariat about the completion of the audit within 1 year from the date of CB finalisation

Certification Details

1. Full Term **'TRUSTED MARK'** certification would mean certification of a shopping centre for a period of 3 years, renewable subject to the audit, investigation results, feedback from the public i.e. complaints if any, and other relevant factors. TM Secretariat reserves the right to revoke or direct the CB/s not to renew the certification should businesses fail to adhere to the Certification standards in its yearly checks.
2. Any change in ownership structure after obtaining certification may be subjected to re-audit with furnishing a deed of assignment. This audit shall be independent of other audits that the business is scheduled to undertake.

Standards

1. All Certified TRUSTED SHOPPING CENTRES are required to maintain the **'TRUSTED MARK'** standards as stated, among other things, in the audit criteria provided. The criteria may be revised from time to time and the centres must be so bound by such.
2. Upon acceptance of certification, all certified centres are required to display their customers/ guests policies clearly in their centres or such policies must be easily accessible to consumers.
3. All Certified TRUSTED SHOPPING CENTRES are required to comply with all government laws, rules, and regulations at all times.
4. All Certified TRUSTED SHOPPING CENTRES must have a proper criterion and process to deal with complaints and a dispute resolution programme in place and, which is transparent and known to consumers.
5. In order to uphold the standards, which may be updated from time to time, set by the TM Secretariat, all Certified TRUSTED SHOPPING CENTRES shall adhere to the standards and abide by penalties imposed upon breach/infringement of the set standards.

Conditions Precedent

6. Applicant should allow **'TRUSTED MARK'** representatives/ certification bodies into their premises for auditing and/or investigation purposes, whether notified or not as the audit process will include mystery audit.

Assessment

7. The applicant has been made aware of the **TM Secretariat's** empowerment to deal with breach/infringement of the Code of Practice. Businesses who commit a breach/infringement shall be suspended, expelled or blacklisted, either singly or jointly, depending on the severity of the breach/infringement, or by any other appropriate means.

8. Such shopping centres would be required to undergo an interim assessment before being lifted from suspension orders.

Failing in CB Audit

9. Failure of the audit applies for applicants who pass the e-audit but subsequently fail the site assessment.

10. If the applicant does not pass the CB audit, a re-audit fee may be charged by the CB as mutually agreed upon.

11. If an applicant fails to pass the prescribed audit process two more chances will be given to apply for re-audit. All re-audit fees, if any, must be paid by the applicant to the CB.

12. If an applicant fails to pass the audit by the chosen CB, the applicant may ask for a review of the audit with reasons to the TM Secretariat. Upon receipt of the request along with the review fee, the **'TRUSTED MARK'** Certification Review Committee will discuss the audit process and discrepancies with the CB. The review fee will be refunded if the review is found in the applicant's favour and in that case CB will re-audit wherever necessary as per the direction of the Review Committee.

Termination

9. Upon termination and expiry of **'TRUSTED MARK'** Certification scheme, all related materials including the **'TRUSTED MARK'** certificate/s, stickers, hangtags, logo should not be used in any manner whatsoever by the businesses before its return.

10. The TM Secretariat reserves the right to revoke certification should certified shopping centres fail to adhere to the license agreement or breach the Terms and Conditions herein, or for whatsoever reasons, as the TM Secretariat certification department deems fit.