



TRUSTED Mark[®] SCHEME

Trust 204:

Self Evaluation by Client/ Weightage System/ Explanation of Audit Value Ratings

On finalisation of a Certification Body (CB), client will receive an Excel file with several sheets with scores/ weights assigned to all criteria. Based on applicant's declaration of meeting criteria requirements in the file, the final score will automatically calculate the total points that the applicant can aspire for in the scheme. Points should be assigned only if the declaration can be supported with documentary proof to the assessor during the assessment process. Minimum 70 score is required to qualify for the Trusted Mark.

Total Score	Tick Mark to Select Your Level after self-evaluation and calculating your points in Excel File.
70 to 79.9	<input type="checkbox"/>
80 to 89.9	<input type="checkbox"/>
90 to 100	<input type="checkbox"/>

For Applicants other than Shopping Centres & Mall Management Companies:

Weightage score	Standard Heading
10	A. Regulatory Compliance (A.1 – A.4)
2	B. Practices and Systems – 1. Environment Sustainability (B1.1 – B1.3)
5	B. Practices and Systems – 2. HR practices (B.2.1 – B.2.6)
5	B. Practices and Systems – 3. Communication (B.3.1 – B.3.5)
8	B. Practices and Systems – 4. Goods and Services (B.4.1 – B.4.5)
8	B. Practices and Systems – 5. Terms and conditions of sale (B.5.1 – B.5.5)
8	B. Practices and Systems – 6. Transactions and Accounting (B.6.1 - B.6.3)
4	B. Practices and Systems – 7. IT Ecosystem (B.7.1 – B.7.5)
25	C. Customer Care – 1. Customer Service, Feedback and Dispute Resolutions (C.1.1 - C.1.3)
25	C. Customer Care – 2. Customer data, their safety & privacy (C.2.1 – C.2.6)
100	Total

For Shopping Centres & Mall Management Companies:

Weightage score	Standard Heading
10	A. REGULATORY COMPLIANCE
6	B. PRACTICES & SYSTEMS - 1. ENVIRONMENT SUSTAINABILITY
6	B. PRACTICES & SYSTEMS - 2. HR PRACTICES
6	B. PRACTICES & SYSTEMS - 3. COMMUNICATION
8	B. PRACTICES & SYSTEMS - 4. GOODS & SERVICES
8	B. PRACTICES & SYSTEMS - 5. TERMS & CONDITIONS OF HOSTING
8	B. PRACTICES & SYSTEMS - 6. TRANSACTION & ACCOUNTING
8	B. PRACTICES & SYSTEMS - 7. IT & DIGITAL INFORMATION
20	C. PRACTICES & SYSTEMS - 8. CENTRE SERVICES, FEEDBACK, DISPUTE RESOLUTION
20	C. PRACTICES & SYSTEMS - 9.CENTRE SAFETY, SECURITY & HYGIENE
100	Total

Explanation of Audit Value Ratings

Audit Score Points (ASP)

BLANK	Not Applicable (NA)	The standard is Not Applicable (NA) to the applicant
0	No Conformity	Non-Conformity to the standard
1	Conformity Deficient	The standard is documented but not followed
2	Improvement Needed	The standard / process is in practice but neither properly documented nor executed appropriately. There is a high probability that the standard / system will not produce required results. Improvements to the process / documentation are required.
3	Acceptable	The standard / process is included in the system. Planning and execution meet these standards. There is a high probability that the system will produce required results
4	Outstanding	The standard / process is included in the system. Planning and execution are thorough and exceed these standards. It is certain that the system will produce exemplary results

For clarifications contact any approved certification body or Trusted Mark Secretariat
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