TRUSTED MARK® CERTIFICATION SCHEME

Trust 150 B

Guidelines for
150A.1 to Trust 150A.7 and 150B to 150J
Self-Evaluation by Applicant (Retailers)
and
Independent Evaluation & Final Scoring by Certification Body Auditor

Revision History

Version	Date	Description
1.0	24.11.2020	Original publication
2.0	28.11. 2022	COVID-19 protocols incorporated
3.0	19.07.2026	COVID-19 protocols withdrawn and enhanced hygiene and safety requirements incorporated
4.0	07.08.2026	Comprehensive revision incorporating updated customer-centric requirements, Mystery Audit Guidelines and Certification Body Audit Guidelines, and alignment with the revised IRF TRUSTED MARK® Certification Scheme

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Guidelines for Self-Evaluation by Applicant (Retailers) and Independent Evaluation & Final Scoring by Certification Body Auditor

Weightage System / Explanation of Audit Value Ratings

The Trust 150A.1 to Trust 150A.7 and 150B to 150J Self-Evaluation and Audit Workbooks are used first by the Applicant Retailer for Self-Evaluation against the applicable TRUSTED RETAIL Standard and subsequently by the Certification Body (CB) Auditor for recording its independent audit evaluation, remarks and final scores.

Applicable for:

Trust 150A.1 – Fashion: Clothing, Footwear, Wearable accessories (except Jewellery)
Trust 150A.2 – Food & Grocery – Spupermarkets, Grocery Chains, Gourmet Food Retailers
Trust 150A.3 – Hypermarkets
Trust 150A.4 – Lifestyle - Home Decor, Leisure & Luggage
Trust 150A.5 – Consumer Electronics
Trust 150A.6 – Consumer Durables
Trust 150A.7 –Beauty & Cosmetics
Trust 150B - Trusted Spa
Trust 150C - Trusted Salon
Trust 150D - Trusted Care - Gyms, Fitness & Health Wellness Centres
Trust 150E - Trusted Restaurant
Trust 150F - Trusted Cineplex
Trust 150G - Trusted Funzone
Trust 150H - Trusted Pharmacy
Trust 150I - Trusted Jewellery
Trust 150J – Trusted E-Shop

The completed Self-Evaluation Workbook is submitted by the Applicant to the IRF Trusted Mark Secretariat and the selected Certification Body in accordance with the TRUSTED MARK Certification process. The Applicant's Self-Evaluation is intended to provide the CB Auditor with an understanding of Applicant's assessment of its own conformity with the applicable requirements. The Applicant's self-scores are not certification scores and do not determine the certification outcome.

The CB Auditor shall review the completed Self-Evaluation and supporting information as part of audit planning and may use the Applicant's responses to identify areas requiring verification during the Certification Audit. The CB Auditor shall independently assess conformity with each applicable requirement on the basis of objective evidence obtained during the audit and assign the final CB audit scores.

Separately, the Mystery Audit is conducted independently under the TRUSTED MARK Certification Scheme. The Mystery Audit Report is shared by the IRF Trusted Mark Secretariat directly with the selected Certification Body. The CB Auditor shall review relevant Mystery Audit findings and, wherever a Mystery Audit finding is relevant to an applicable requirement, record the observation or verification point in the designated "Remark on MA" column of the Trust 150A to J Workbooks, particularly where the Mystery Audit indicates a compliance gap, inconsistency, weakness or area requiring improvement.

During the Certification Audit, the CB Auditor shall verify whether such observed gaps or concerns continue to exist or have been satisfactorily addressed by the Applicant. The Auditor's conclusion after verification shall be recorded, where applicable, in the **"Final Remark"** column. Mystery Audit findings therefore provide an additional independent input for verification but **do not substitute the CB Auditor's own assessment or independent certification judgement.**

Structure of the Trust 150A.1 to Trust 150A.7 and 150B to 150J Workbooks

The excel workbooks contains a total of 14 sheets with selective access and usability: -

a) 11 Section sheets (all to be filled by both The Applicant and The CB Auditor)
b) 1 Annexure – A (to be filled by both The Applicant and The CB Auditor)
c) 1 Scoring guidelines & weightage sheet (to be referred by both The Applicant and The CB Auditor while assigning scores)
d) 1 Final score sheet (Only to see Section wise scores; no entries to be done in this)

<u>For The Applicant (Retailer)</u>

1. Refer first sheet "Scoring guideline and weightages" in the workbook to: -
   i. understand scoring system
   ii. weightages assigned to each Standard section
2. In every Section sheet and Annexure A, read the given clause/sub-clause and "Select" most appropriate 'score' from the drop-down list in the cells of column E (Self-evaluation).
3. Concurrently "Select" most appropriate 'Remark Code' from the drop-down list in the cells of column F (Remark) referring the 'Remarks' table given at the bottom of the sheet.

4. Basis your selection, all scores, calculated automatically, will be reflected in the "Self-score by applicant" grid of the Final Score sheet.
5. Before submitting this workbook to authorised person/authority, please check thoroughly for any left out / pending cell/score in all Standard sheets as it may impact your final score.
6. Submit it as prescribed.

<u>For The CB Auditor</u>

7. Refer first sheet "Scoring guideline and weightages" in the workbook to: -
   iii. understand scoring system
   iv. weightages assigned to each Standard section
8. In every Section sheet and Annexure A, read the given clause/sub-clause and "Select" most appropriate 'score' from the drop-down list in the cells of column G (Auditor-evaluation) on the basis of findings of your audit.
9. Concurrently "Write" related 'Remark' on Mystery Audit (wherever applicable) in column H (Remark on MA) and column I (Final Remark) on the basis of findings of your audit.
10. Basis your selection, all scores, calculated automatically, will be reflected in the "CB score by auditor" grid of the Final Score sheet.
11. Before submitting this workbook to authorised person/authority, please check thoroughly for any left out / pending cell/score in all Standard sheets as it may impact the final score of the audit.
12. Submit it as prescribed.