TRUSTED MARK® CERTIFICATION SCHEME

Trust 152 B

Guidelines for
Self-Evaluation by Applicant (Shopping Centre)
and
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3.0	19.07.2026	COVID-19 protocols withdrawn and enhanced hygiene and safety requirements incorporated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	05.08.2026	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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Weightage System / Explanation of Audit Value Ratings

The Trust 152A Self-Evaluation and Audit Workbook is used first by the Applicant Shopping Centre for Self-Evaluation against the applicable TRUSTED SHOPPING CENTRE Standard and subsequently by the Certification Body (CB) Auditor for recording its independent audit evaluation, remarks and final scores.

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 the Shopping Centre'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 152A Workbook, 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 Shopping Centre. 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 152A Workbook

The Trust 152A Excel Workbook contains a total of **14 sheets**, with selective access and usability:

a) 9 Section Sheets – to be completed by both the Applicant and the CB Auditor.
b) 3 Annexures – A, B & C. Annexure A is to be completed by both the Applicant and CB Auditor; Annexures B & C are for reference only.
c) 1 **Scoring Guidelines & Weightages** Sheet – to be referred to by both the Applicant and CB Auditor while assigning scores.
d) 1 **Final Score** Sheet – automatically reflects Section-wise and overall scores; no manual entries are to be made in this sheet.

For the Applicant (Shopping Centre)

1. Refer to the first sheet, **"Scoring Guidelines and Weightages"**, to understand the scoring system and the weightage assigned to each Standard Section.
2. In every Section Sheet and Annexure A, read the applicable clause/sub-clause and select the most appropriate **Score** from the drop-down list in **Column E – Self-Evaluation**.
3. Concurrently, select the most appropriate **Remark Code** from the drop-down list in **Column F – Remark**, referring to the Remarks table provided at the bottom of the respective sheet.
4. Based on the selections made, the applicable scores will be calculated automatically and reflected in the **"Self-Score by Applicant"** grid of the Final Score Sheet.
5. Before submitting the Workbook, the Applicant shall check all applicable Section Sheets and Annexure A to ensure that no required score or response has been left blank or pending, as incomplete entries may affect the Self-Evaluation score and subsequent review.
6. The completed Self-Evaluation Workbook, together with the prescribed supporting information/evidence, shall be submitted in accordance with the TRUSTED MARK Certification process.

For the Certification Body (CB) Auditor

7. The CB Auditor shall review the Applicant's completed Self-Evaluation Workbook and supporting information as part of preparation for the Certification Audit. The Auditor shall also review the Mystery Audit Report shared separately by the IRF Trusted Mark Secretariat.

8. Refer to the first sheet, “Scoring Guidelines and Weightages”, to understand the scoring system and the weightage assigned to each Standard Section.
9. In every Section Sheet and Annexure A, read the applicable clause/sub-clause and independently select the most appropriate **Score** from the drop-down list in **Column G – Auditor Evaluation**, based on objective evidence and findings of the Certification Audit.
10. Where a Mystery Audit finding is relevant to a particular requirement, the Auditor shall record the relevant observation or verification point in Column H – Remark on MA. Particular attention shall be given to areas where the Mystery Audit indicates a compliance gap, inconsistency, weakness or improvement requirement.
11. During the Certification Audit, the Auditor shall verify the current status of such Mystery Audit observations and determine whether the identified issue continues to exist or has been satisfactorily addressed. The Auditor's conclusion and other relevant audit observations shall be recorded in **Column I – Final Remark**, as applicable.
12. Based on the Auditor's scores entered in Column G, the applicable scores will be calculated automatically and reflected in the **“CB Score by Auditor”** grid of the Final Score Sheet.
13. Before finalising the Workbook, the Auditor shall check all applicable Section Sheets and Annexure A to ensure that no required audit score or applicable entry has been left blank or pending, as this may affect the calculation of the final audit score.
14. The completed audit Workbook shall be submitted in accordance with the applicable TRUSTED MARK Certification Scheme requirements and the Certification Body's prescribed procedures.
