



ACCREDITATION SCHEME

APPLICATION KIT

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Introduction

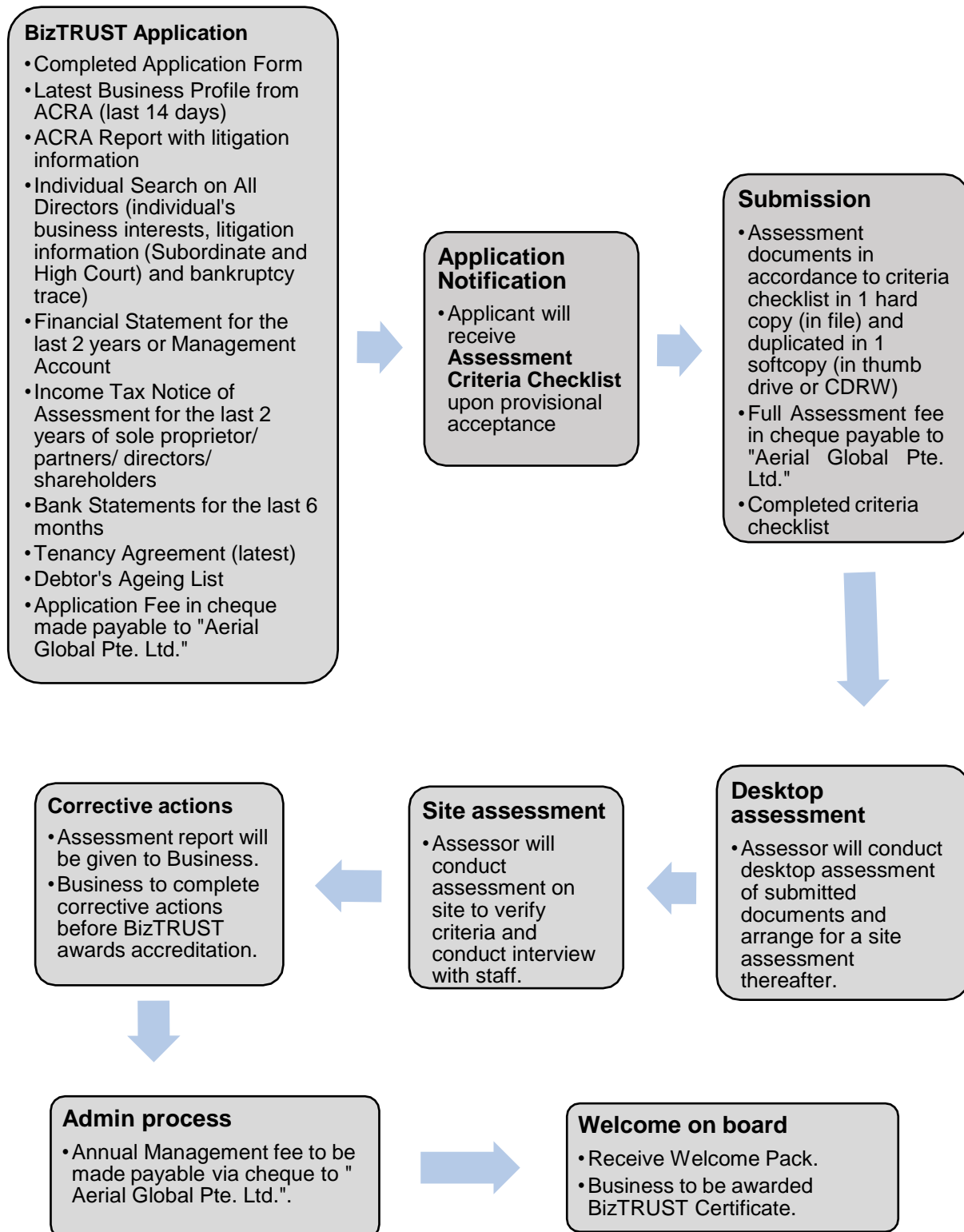
The BizTRUST Accreditation Scheme was developed to raise industry standards among businesses in B2B dealings with their business partners and clients.

Under this scheme, accredited businesses are audited under a set of comprehensive criteria, covering the aspects of

- Business Excellence (business integrity and secure business systems)
- Conflict & Dispute Resolution (proper feedback management and resolution systems)
- Environmental Responsibility (corporate social responsibility)
- Fair Trade (sound and fair policies)

Businesses who qualify to obtain the BizTRUST accreditation will be able to display the BizTRUST logo on their shop fronts, websites and marketing materials as an outward sign of their commitment to fair trading.

Application Stage



Note: The accreditation process may take up to a month to complete depending on the completeness of the submitted documents.

Fees Schedule

	Small Business	Large Business
Sales Turnover	< S\$1M	> S\$1M
Application	S\$500	S\$500
Full Assessment	S\$1,000	S\$1,500
Annual Management	S\$800	S\$1,200

BizTRUST Criteria

The full criteria checklist, incorporating assessment elements, will be made available to businesses upon submission of the BizTRUST application form and application fee.

Business Excellence	
Business System	
A1	<p><u>Transactional Documents</u></p> <p>a. My business provides customers with receipts to acknowledge payment of deposits or reservation charges.</p> <p>b. Receipts for deposits and reservations have full detailed information.</p>
A2	<p><u>Payment Schedules/Terms</u></p> <p>a. My business issues quotations, invoices and receipts to customers with details of the purchases of the goods/ services provided.</p> <p>b. The receipt and sales slip reflect relevant detailed information, such as remaining balance and etc. clearly.</p>
A3	<p><u>Job Completion Record/Handover Form</u></p> <p>a. My business provides delivery forms.</p> <p>b. Delivery forms show full detailed information. My business gets customer's signature acknowledging receipt of delivery. A copy of the delivery form is given to the customer.</p> <p>c. My business keeps customer updated on the status of their deliveries should the need arise.</p>
Business Security	
A4	<p><u>Security (Privacy Breach)</u></p> <p>My business has a confidentiality policy and complies with all applicable laws and regulations, so that the personal data protection obligations for the collection, use and disclosure of personal data as well as the Do Not Call Registry obligations are satisfied at all times.</p> <p>My business has appropriate measures against data protection and malicious attacks such as encryption, proper data bookkeeping, adequate document processing measures and etc.</p>
Regulatory Framework	
A5	<p><u>Compliance with Regulations</u></p> <p>My business complies with its respective regulations from relevant authorities with regards to industries based (BCA, MOH, HSA, AVA and etc.)</p>

Quality Management	
A6	<p><u>Quality of Process/Product/Service</u></p> <p>My business has in place quality control and management over the products/services offered, with routine audits and systems in place such as (ISO, CASETRUST, TRUSTSG, BIZSAFE and etc).</p>

Conflict & Dispute Resolution	
Feedback / Complaints Management	
B1	<p><u>Complaint Resolution Procedure</u></p> <p>My business has a procedure or system to handle disputes between businesses</p>
B2	<p><u>Alternative Forms of Redress</u></p> <p>My business informs customers of alternative forms of redress (BizTRUST) should the business be unable to resolve the complaint within the time frame.</p>
B3	<p><u>Legal Background</u></p> <p>My business has no major legal implications with regards to B2B issues within 1 year.</p>

Environmental Responsibility	
C1	<p><u>Source/Provider of Cleanliness</u></p> <p>Details of engaged cleaning agency/contractor/provider or in-house</p>
C2	<p><u>Computerised Business Management Systems</u></p> <p>Computerised systems to generate documents for accuracy and book-keeping purposes, as well as to reduce paper waste.</p>

Fair Trade	
Good & Services	
D1	<p><u>Satisfactory Goods & Services</u></p> <p>My business offers goods and services of satisfactory quality as defined in the Sales of Goods Act S14 (2).</p>

D2	<p><u>Measures against Non-Performance & Defects</u></p> <p>My business clearly states the terms and conditions of any warranties, workmanships or service guarantees to protect customers against defects and non-performance.</p>
D3	<p><u>Exchange & Refund</u></p> <p>My business has an exchange and refund policy clearly stipulating the time frame and conditions for any exchange and refund.</p>
D4	<p><u>Cancellations</u></p> <p>My business clearly states the terms and conditions for any deposits paid should the transaction be cancelled.</p>
Pricing & Payment	
D5	<p><u>Honouring Price Quotes</u></p> <p>My business is committed to honour price quotes.</p>
D6	<p><u>Payment Schedules</u></p> <p>My business clearly states and honours the payment methods and schedules available to customers.</p>
D7	<p><u>Standardized Price Lists</u></p> <p>My business is committed to avoid over or under-charging, with standardized price lists to avoid discrepancies.</p>
D8	<p><u>Additional Charges</u></p> <p>My business clearly states any additional charges including delivery and shipping charges if any.</p>
D9	<p><u>Inventory</u></p> <p>My business keeps adequate records of orders received and ensure fulfilment of all orders for goods or services within the period stipulated in their store or web policies; and where the goods or services ordered by the customer are unavailable for reasons beyond the control of the business, such must be notified to the customer forthwith and the customer may cancel such order without any penalty whatsoever.</p> <p>This must not negate the accredited business' responsibility to update their records accordingly.</p>

Terms & Conditions

1. Fees are exclusive of the prevailing GST rate and are subject to change, depending on economic situation and discretion of the BizTRUST department.
2. Application fee is to be paid together with submission of application form, and is strictly non-refundable regardless of application result. Full assessment fee is to be paid at the submission of desktop assessment documents.
3. The application will be considered NULL & VOID, with the Applicant considered to have failed the assessment if:
 - a. Documents and fee for assessment are not submitted within 6 months from date of application.
 - b. The Applicant failed to obtain BizTRUST accreditation within the period of 1 year from date of application.
4. If the Applicant does not pass the assessment, a re-assessment fee equivalent to the full assessment fee must be paid.
5. The annual management fee is payable only after the Applicant passes the assessment process.
6. Below are the cancellation fees in the event the Applicant cancels its application under the following circumstances:
 - a. Assessment fees are refundable if withdrawal request is made within 3 days from the submission of assessment items.
 - b. If withdrawal request is made after 3 days from submission of assessment items, but at least 3 days before commencement of site assessment, 50% of the assessment fees will be refundable.
 - c. Assessment fees are strictly non-refundable if withdrawal request is made within 3 days before site assessment.

Application

7. The Applicant is bound by the Terms and Conditions herein and such variations, which may be from time to time, be made by the BizTRUST department, and upon submission of their application to the BizTRUST department.
8. The Applicant must not have any pending litigation cases against it and must have a clean track record with BIZTRUST and relevant authorities (within a period of 12 months before the date of application) in order to qualify for the accreditation scheme.
9. Businesses with different ACRA numbers are considered separate entities, even if they are under the same holding company. Separate applications will be required.
10. An application for BizTRUST accreditation must be accompanied by:
 - a. Completed application form as prescribed, together with any supporting documents required
 - b. Application fee

11. If the Applicant fails the prescribed assessment conducted, the Applicant may be given a further opportunity to apply for re-assessment so long as the Applicant does not exceed 2 further assessments. All assessment fees, if any, must be paid by the Applicant.
12. The Applicant may ask for a review of the assessment with reasons. Upon receipt of the review fee, the Applicant's request will be considered by the BizTRUST department. Such review will be allowed at the discretion of the BizTRUST department and will be final. This review fee will be refunded if the review is found in the Applicant's favour.
13. In the event that there is a need for the Applicant to consult an existing panel of consultancy firms, the Applicant will liaise directly with such consultants, who will be independent of the BizTRUST department, and appropriate fees will be paid to them for the consultancy. The BizTRUST department will under no circumstance be liable for any advice rendered by such consultancy firms.
14. Applicants whose desktop submission is insufficient as determined by the assessor, will have to submit the corrective actions within 2 months from the date of notification. Failing which, the Applicant is deemed to have failed the desktop assessment.
15. Failure of the assessment applies for applicants who pass the desktop assessment but subsequently fail the site assessment.

Accreditation Details

16. Accreditation for the Scheme will be for a period of 3 years, renewable subject to the assessment, investigation results, feedback from the public i.e. complaints if any, and other relevant factors. The BizTRUST department reserves the right to revoke or not renew the accreditation should businesses fail to adhere to the standards set by the BizTRUST department.
17. Businesses who make changes to its ownership/partnership/directorship after obtaining accreditation may be subjected to re-assessment and have to furnish BIZTRUST with a deed of assignment. This assessment shall be independent of other assessments that the business is scheduled to undertake.

Standards

18. Businesses are required to maintain the BizTRUST standards as stated, among other things, in the assessment criteria provided. The criteria may be revised from time to time and the businesses must be so bound by such.
19. Upon acceptance of accreditation, store-based retailers are required to display their policies clearly in their stores or such policies must be easily accessible to consumers. Web-based retailers are required to publish their web policies on their web sites.
20. Businesses are required to comply with all government laws, rules, and regulations at all times. Should the accredited businesses be found to be in breach of such laws, rules, and regulations, the accredited business has been made aware of the BizTRUST department's empowerment to suspend, expel, or blacklist, either singly

or jointly, depending on the severity of the non-compliance, or by any other appropriate means.

21. Businesses must have a proper criterion to deal with complaints and a dispute resolution programme in place and, which is transparent and known to consumers. If the consumer who has a dispute with a BizTRUST accredited business requests for mediation at BizTRUST Mediation Centre, the BizTRUST accredited business must attend the mediation session arranged by BIZTRUST.
22. In order to uphold the standards, which may be updated from time to time, set by BizTRUST, all businesses shall adhere to the Code of Practice and abide by penalties imposed upon breach/infringement of the Code of Practice.

Conditions Precedent

23. Businesses should allow BizTRUST representatives into their premises for auditing and/or investigation purposes, whether notified or not.
24. The business agrees to indemnify and keep BizTRUST, its directors, employees, officers, agents or representatives) fully and effectively indemnified against any and all actions, liabilities, cost, claims (including third party), losses, damages, proceedings and/or expenses (including all legal costs on an indemnity basis) arising from or in connection with the business's application for BizTRUST accreditation scheme.

Audit/Investigation

25. The business has been made aware of the BizTRUST department'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.
26. Businesses are required to undergo an interim assessment before being lifted from suspension orders.

Termination

27. Upon termination and expiry of BizTRUST accreditation scheme, all BizTRUST related materials including the BizTRUST decal must be returned to BIZTRUST office within 7 days, and such materials and such decals should not be used in any manner whatsoever by the businesses before its return.
28. The BizTRUST department reserves the right to revoke accreditation should businesses fail to adhere to the licence agreement or breach the Terms and Conditions herein, or for whatsoever reasons, as the BizTRUST Department deems fit.

Application Form

BizTRUST Accreditation Scheme

Particulars of business			
Name of Business:			
Trading name (if any):			
Address (mailing):			
Tel:		Email:	
Fax:		Website:	
ACRA Registration no:		Date of Registration:	
<p>1) Has your business or any of your Directors/Partners/Owners ever been rejected, suspended or removed from any accreditation scheme, including but not limited to this Scheme? ^ YES / NO(^ delete where appropriate)</p> <p>Please provide details (attach additional sheets if necessary):</p> <p>2) Has your business or any of your Directors/Partners/Owners ever been convicted of any criminal offence or infringed any regulatory requirements? ^ YES / NO(^ delete where appropriate)</p> <p>Please provide details (attach additional sheets if necessary):</p> 			
Contact Particulars			
Name of Organization Head:			
Designation of Organization Head:			
Name of Contact Person for BizTRUST:			
Designation of Contact Person for BizTRUST:			
Tel:			
Email:			

Size of Business	
<input type="checkbox"/> Small – Sales Turnover less than S\$1M <input type="checkbox"/> Large – Sales Turnover more than S\$1M	
Nature of Business	
Please specify:	
If Business is a subsidiary of a Holding Company	
Name of Holding Company:	
Address:	
Tel:	
Email:	Fax:
Declaration	
I / We declare that: <ul style="list-style-type: none"> ○ All the information given is accurate and truthful. ○ I have read, understood and agree to the terms and conditions in this application kit. 	
Authorized Signature:	Business Stamp:
Name:	Designation:
Date:	

Items to submit for application:

- Completed Application Form
- Latest Business Profile from ACRA (last 14 days)
- ACRA Report with litigation information
- Individual Search on All Directors (individual's business interests, litigation information (Subordinate and High Court) and bankruptcy trace)
- Financial Statement for the last 2 years or Management Account
- Income Tax Notice of Assessment for the last 2 years of sole proprietor/ partners/ directors/ shareholders
- Bank Statements for the last 6 months
- Tenancy Agreement (latest)
- Debtor's Ageing List
- Application Fee in cheque made payable to " Aerial Global Pte. Ltd."

Particulars of the outlets	
Total number of outlets:	
Outlet Name:	
Address:	
Tel:	Fax:
Total number of staff:	Size of Outlet (sqft):
Number of <u>local</u> staff:	

Total number of outlets:	
Outlet Name:	
Address:	
Tel:	Fax:
Total number of staff:	Size of Outlet (sqft):
Number of <u>local</u> staff:	

Total number of outlets:	
Outlet Name:	
Address:	
Tel:	Fax:
Total number of staff:	Size of Outlet (sqft):
Number of <u>local</u> staff:	

Print and attach more copies if needed.