

Overview of Certification Related Processes including granting, maintaining, extending, reducing/expanding, suspending and withdrawing certification

Granting Certification

SCS shall grant certification if client meets relevant Assessment Requirements of *Cyber Essentials Mark* & *Cyber Trust Mark*, recommended by Lead Assesor and approved by Global Reviewer.

Maintaining and Extending of Certification

SCS shall maintain and renew clients' certification if they continue satisfying the above requirements (Granting Certification), at various stages of certifications such as interim surveillance and recertification/revalidation assessment. Reminder notification will be sent to client before the expiry of certification and before the surveillance assessment.

For *Cyber Essentials Mark*, once the certification is granted, it will be valid for two (2) years. Should the client wishes to continue their certification, they have to apply for recertification. For *Cyber Trust Mark*, the certification granted will valid for three (3) years and an annual surveillance is required within the cycle. Annual surveillance is required to verify the effectiveness of the system to maintain the mark. Recertification will be carried out prior to expiry of certification should the client wishes to continue their certification to Trustmark.

Expanding or Reducing Scope of Certification

After *Cyber Trust Mark* certification being granted, should the client wishes to either expand or reduce the scope of certification, a special audit or review could be implemented to meet the relevant requirements at the appropriate level of Trustmark.

For *Cyber Essentials Mark*, for any expansion of scope, a fresh application is required.

Suspension and Withdrawal of Certification

SCS shall suspend client's certification if they do not meet SCS and relevant Assessment Requirements of *Cyber Essentials Mark* or *Cyber Trust Mark* including the following scenarios:

- Failure of *Cyber Essentials Mark* and/or Trustmark holder to meet the certification requirements. For Trustmark holder, suspension can occur if major non-conformities not closed;
- *Cyber Essentials Mark* and/or Trustmark holder does not allow re-certification assessments to be conducted at the required frequencies;
- Missed surveillance audits for Trustmark holders;
- Serious breach or mis-use of *Cyber Safe Essentials Mark* and/or Trustmark certification;
- Provision of false information in the submission by the *Cyber Essentials Mark* and/or Trustmark holder; or
- Violation of contractual agreement of certification

The period of suspension shall not exceed 6 months period. The Lead Assessor and Global Reviewer shall review applicable corrective actions and other actions taken that complies to SCS and relevant Assessment Requirements of Cyber Essentials Mark & Cyber Trust Mark, decision to restore client status shall be considered. A special audit is required to lift suspension.

Upon suspension, further promotion of certification mark/cyber safe logo is prohibited.

SCS shall withdraw the granted certification including the following scenarios:

- If the 'relevant issue(s)' that lead to suspension has not been resolved within 6-months from the date of commencement of suspension, then the certification will be withdrawn and new certification is required; or
- Cyber Essentials Mark and/or Trustmark holder has voluntarily requested for withdrawal

Upon withdrawal, client will need to return the granted certificate and to remove/stop using the certification mark/ cyber safe logo.

Complaint

SCS views all complaints as very important and assure confidentiality of client is safeguarded. All complaints shall be reviewed by Customer Service Manager. Customer Service Manager with the assistance of assigned staff, shall conduct investigation into the circumstances of the complaint including communicating with the complainant. Appropriate actions shall be taken and client will be updated accordingly.

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Appeal or Dispute

In event that the client disagrees (disputes) with the findings raised by the Assessor, they could appeal to the Head of Certification (HOC). The HOC will conduct a preliminary investigation and feedback to the Appeal Board (Comprises of Governing Board Members). Upon its investigation, appropriate decision will be taken and client will be informed. Corrective action may be taken if necessary.

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