

PRESS RELEASE

19 May 2005

Consumers Association of Singapore (CASE) and Singapore Retailers Association (SRA) are pleased to launch a joint accreditation scheme for the retail industry.

"This joint accreditation builds upon the Memorandum of Understanding which SRA and CASE signed in 2004 to co-operate in our efforts to improve standards in the industry. It will go a long way to ensure a reputable retail sector with the highest standards, giving due credit to those in the industry who are deserving," commented Dato Dr Jannie Tay, SRA President.

Members of SRA are automatically invited to sign up to a voluntary SRA Code of Practice as part of the Association's Good Retail Practices and Standards Scheme. Indeed many have done so and display the Good Retail Practices and Standards Logo in their stores.

With this new Joint Accreditation launched today, SRA and CaseTrust have provided even more opportunity for retailers to build their reputation and gain added recognition for their endeavors, and the retail industry as a whole will benefit.

A total of 23 SRA Members who are already accredited with CaseTrust will be the first to display the new Joint Accreditation logo within their stores.

In addition as part of the arrangement with CaseTrust, those SRA Members who have yet to join the joint accreditation scheme, but wish to do so, will have the one-time CaseTrust Application Fee waived for them until the end of 2005.

Similarly for non-SRA retailers who are CaseTrust Members and who wish to join the SRA, they will also benefit, as the one-time entrance fee to the retailers association will be waived for them also until the end of 2005.

Under the Joint-Accreditation Scheme, CASE will audit those retailers who participate, and undertake mediation for them via its mediation centre if required.

In the event of unresolved mediation cases which are referred to the CaseTrust Dispute Resolution Board, CASE will invite a representative from SRA to be on the board.

Ms Penny Low
Chairman

CaseTrust Advisory Council