GLOBAL CONVERGED SECURITY BOARD

Implementation Partner Bundle

Organisational Trustmark - delivery, boundaries and templates

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Intended for: GCSB Accredited Consultants and Partners

Classification: Party bundle - Implementation Partner

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HOW TO USE THIS BUNDLE

Purpose, parties and ground rules

The GCSB Organisational Trustmark is delivered through a set of party bundles. Each bundle contains only what one party needs: its responsibilities, its accountabilities and the templates it completes. All bundles share this opening section so every party works from the same routes, rules and vocabulary.

This is the Implementation Partner Bundle. It covers what an accredited consultant or partner does in Routes B and C, the boundaries it must respect, the commercial framework with the client, service levels and the handover to the Client.

Bundle	Intended for	Availability
Client Organisation Bundle (GCSB-OM-CLI-2026)	Enterprise clients applying for the Trustmark	Issued on request and on application
Implementation Partner Bundle (GCSB-OM-IMP-2026)	GCSB Accredited Consultants and Accredited Partners	Issued on accreditation
External Auditor Bundle (GCSB-OM-AUD-2026)	Independent GCSB-Registered External Auditors (GCSB-EA)	Issued on appointment

What stays public

The award criteria, domains, tier thresholds, fees, validity, the three certification routes and the complaints and appeals procedure are published at gcsb.uk and apply equally to everyone. Nothing in any bundle changes them. How the Board internally moderates and decides is GCSB know-how and is not part of any party bundle.

The three certification routes

Route	Who implements	Who examines evidence	Who decides
A - Self-implementation	The Client itself, using the published standards, procedures, playbooks and self-assessment	GCSB Board certification review	GCSB Board
B - Two-party (current)	GCSB Accredited Consultant or Accredited Partner	GCSB Board certification review	GCSB Board
C - Three-party (target)	GCSB Accredited Consultant or Accredited Partner	Independent GCSB-Registered External Auditor (GCSB-EA)	GCSB Board

Separation rule. GCSB never acts as implementation partner, in any route: a certification body may not build what it certifies (ISO/IEC 17065 and 17021-1 principle). Whoever examines evidence never implements for the same client. Consultants implement, auditors examine, the Board decides. Where no partner is available, the Client uses Route A and may obtain training from CSI or support from an existing GCSB Accredited Partner.

Integrity safeguard. No route changes, relaxes or shortcuts any criterion, domain weight, tier threshold, fee or validity rule. Clients move to Route C once an eligible, conflict-free GCSB-EA is available for their region, unless already in review.

Framework references

All codes follow the currently published GCSB Converged Security Framework (CSF) suite at gcsb.uk/csf. Proposed revisions are not referenced until the Board publishes them. Standards and procedures are mandatory; playbooks are advisory.

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#	Standard (mandatory)	Procedure (mandatory steps)	Playbook (advisory)
1	GCSB-CSF-STRAT - Strategic Standard	GCSB-PRC-STRAT-001	Strategic playbook
2	GCSB-ST-CSF-001 - Main Standard	GCSB-PRC-CSF-001	Main implementation playbook
3	GCSB-ST-CSF-GLA-001 - Governance & Leadership	GCSB-PRC-GLA-001	Governance playbook
4	GCSB-ST-CSF-RMA-001 - Risk Management & Assessment	GCSB-PRC-RMA-001	Risk playbook
5	GCSB-ST-CSF-TIA-001 - Technology Integration & Architecture	GCSB-PRC-TIA-001	Technology playbook
6	GCSB-ST-CSF-IAM-001 - Identity & Access Management	GCSB-PRC-IAM-001	Identity playbook
7	GCSB-ST-CSF-DPP-001 - Data Protection & Privacy	GCSB-PRC-DPP-001	Privacy playbook
8	GCSB-ST-CSF-IRBC-001 - Incident Response & Business Continuity	GCSB-PRC-IRBC-001	Response playbook
9	GCSB-ST-CSF-TRA-001 - Training & Awareness	GCSB-PRC-TRA-001	Training playbook
10	GCSB-POL-CSF-CCSO-001 - CCSO Policy	GCSB-PRC-CCSO-001	CCSO office playbook

In this bundle

- Section 1 - Your responsibilities, boundaries and accountabilities
- Section 2 - Contract sequence and project phases
- Section 3 - Fees, service levels and referrals
- Section 4 - Alignment mapping and handover

Annexes (templates)

- P1 Partner independence and conflict declaration
- P2 Mutual NDA - key terms outline
- P3 MSA and Pricing Schedule outline
- P4 Audit and deep inspection consent
- P5 Requirement trace table
- P6 Post-remediation handover declaration
- P7 Readiness statement

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SECTION 1

Your responsibilities and accountabilities

Partner may	Partner must never
Design, build and document controls and procedures	Issue, promise, guarantee or sell a Trustmark or tier
Run mock reviews and coach client staff	Speak for GCSB or describe its work as GCSB's
Prepare and index the evidence portfolio	Collect, discount or bundle GCSB fees
Support remediation of findings on the Client's request	Examine or audit evidence for a client it implemented for
Hold accreditation as consultant or partner	Amend evidence after handover without the Client re-signing

Who does what

Activity	Client	Partner	Auditor	GCSB Board
Implement controls and procedures	Accountable	Responsible (Routes B/C)	Never	Never
Own evidence and operations	Accountable	Supports	-	-
Pay GCSB fees	Responsible	Never collects	-	Receives
Examine evidence	-	Never	Responsible (Route C)	Responsible (Routes A/B)
Recommend outcome	-	-	Responsible (Route C)	-
Decide award and tier	-	-	Never	Accountable
Public Register entry	-	-	-	Accountable

Accountability. You are accountable to the Client for the quality of your work under your contract and SLA, and to GCSB for keeping your accreditation conditions. You are never accountable for, and may not influence, the Board's decision.

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SECTION 2

Contract sequence and project phases

Step	Document	Signed by	What it settles
1	Mutual NDA (P2)	Partner + Client	Confidentiality of scoping data before discovery
2	Commercial proposal	Client accepts	Business case, four-phase scope, indicative timeline
3	Master Services Agreement (P3)	Partner + Client	Liability, termination, England and Wales law
3a	Pricing Schedule	Partner + Client	Partner fees and milestones; GCSB fees shown separately
3b	Implementation SLA	Partner + Client	Response windows and deliverable quality
4	Audit and deep inspection consent (P4)	Client	Access to live systems and sites in scope
5	Handover declaration (P6)	Partner + Client	Operations and compliance return to the Client

Nothing technical starts before step 3 is signed.

The four project phases

Phase	Partner delivers	Client provides	Gate
1 Gap analysis	Scope boundary, gap report against the 10 standards, roadmap	Sites, inventory, sponsor, CCSO	Client signs off gap report
2 Framework engineering	Tailored procedures for all 10 standards; adapted playbooks	Process owners, test windows	Procedures adopted
3 Evidence portfolio	Indexed portfolio, mock review, hashes	Logs, records, exercise reports	No open critical gaps; handover signed
4 Submission	Submission support only	Pays GCSB fees; submits via own account	GCSB decision

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SECTION 3

Fees, service levels and referrals

Indicative partner packages (each partner sets its own)

Package	Typical scope	Indicative fee
A - Standard	Up to 2 sites, one cloud, up to 500 users	£35,000
B - Multi-region	Up to 5 sites, multi-cloud, up to 2,500 users, OT	£65,000
C - Global enterprise	Unlimited sites, hybrid estates, 2,500+ users	£120,000
D - Critical infrastructure	National or multi-jurisdiction critical operations	Quoted

Packages are named A-D so they are never confused with Trustmark tiers. A larger package never influences the tier awarded. Milestones: initiation 25%, gap analysis 25%, framework engineering 30%, pre-submission 20%; none is tied to the GCSB decision.

Service levels

Severity	Meaning	First response	Resolution
P1 Critical	Failure stopping the schedule	Under 2 hours	12 hours
P2 Standard	Gap or procedural issue delaying approval	Under 6 hours	48 hours
P3 Advisory	Questions on playbooks or optimisation	Under 24 hours	5 business days

GCSB review queues and Public Register publication sit outside the SLA.

Vendor referral programme

- Rewards trigger when a referred organisation's GCSB review closes, whatever the outcome.
- Discounts or ledger credits apply only to Partner services; never to GCSB application, award or renewal fees.
- Credits have no cash value, expire after 24 months and are disclosed to the referred organisation.

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SECTION 4

Alignment mapping and handover

- Code inheritance: every client document carries its parent GCSB code and the edition used.
- Requirement trace: every mandatory clause maps to a client control and an evidence item (Annex P5). Untraced clauses are gaps.
- No dilution: add steps, owners or local detail; never remove or weaken a mandatory step. Playbooks may be adapted freely.
- Legacy or third-party material is optional context; requirements come only from published GCSB standards.
- Change control: version and log edits after submission.

Handover rules

- The handover declaration (P6) is signed by you and an authorised Client officer before submission.
- From signature, the Client owns operations, evidence and compliance and is the applicant.
- You may answer Board or auditor questions only at the Client's request and with the Client copied.

Portfolio the Board or auditor expects

- Portfolio index with document IDs, parent codes, owners, dates and hashes.
- Trace table per standard; executive summary of scope and exclusions.
- Signed handover, mock-review report with closed findings, named Client contacts for interviews.

Disclaimer. This bundle is a template for information and planning. It is not legal, financial or regulatory advice; parties should take their own advice before signing any agreement. The GCSB Organisational Trustmark is awarded only by the Global Converged Security Board on evidence it has reviewed, under its published criteria; no Implementation Partner, consultant or auditor may promise, guarantee or sell an award. GCSB does not provide training, consulting or audit services. Where this bundle differs from gcsb.uk, gcsb.uk prevails. Governed by the laws of England and Wales. © 2026 Global Converged Security Board. All rights reserved. Partners should take their own legal advice on the NDA, MSA and consent wording before use.

ANNEXES

Implementation Partner templates

ANNEX P1

Partner independence and conflict declaration

Partner legal name	
Accreditation number	
Client	
Any role as auditor or examiner for this client (must be none)	
Any relationship with GCSB reviewers	
Other interests	

Name and position	Signature	Date

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ANNEX P2

Mutual NDA - key terms outline

Parties	
Purpose (scoping and readiness)	
Confidential information	
Permitted disclosures (incl. to GCSB with Client consent)	
Term and survival	
Return or destruction	
Governing law: England and Wales	

Name and position	Signature	Date

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ANNEX P3

MSA and Pricing Schedule outline

Services and package (A-D)	
Milestones and payments	
Statement that GCSB fees are paid by the Client directly to GCSB	
Statement that no award or tier is guaranteed	
Liability cap	
Termination	
Disputes: England and Wales law, London courts	

Name and position	Signature	Date

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ANNEX P4

Audit and deep inspection consent

Client	
Systems and sites authorised	
Inspection window	
Excluded systems	
Data handling and logging	
Client authorising officer	

Name and position	Signature	Date

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ANNEX P5

Requirement trace table

Parent standard and clause	Client control / procedure	Evidence item (doc ID)	Status

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ANNEX P6

Post-remediation handover declaration

Client	
Partner and accreditation no.	
Portfolio index reference	
Portfolio SHA-256 hash	
Statement: operations, evidence and compliance return to the Client from this date	
Open minor items (if any)	

Name and position	Signature	Date

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ANNEX P7

Readiness statement

Mock review date	
Findings raised and closed	
Standards fully traced (10 of 10)	
Statement: readiness does not imply or promise any GCSB outcome	

Name and position	Signature	Date

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