CREST Cyber Buyers Charter



CREST Charter for Responsible Buying of Cyber Services
As a buyer of cyber security services, we commit to procuring in a way that prioritises competence, integrity, and good outcomes. We recognise that high-quality cyber services protect organisations, customers, and society.

We commit to:

1. Choose quality-assured providers
Prioritise suppliers who can demonstrate independent assurance of their services (including CREST accredited services where relevant).

2. Make buying decisions in a balanced way, not just on price
Balance value for money, risk, capability, and professionalism.

3. Set clear, realistic requirements and be fair
Define objectives, scope, and success measures clearly, and avoid unrealistic demands that encourage poor practice. Apply proportionate terms, pay fairly and on time.

4. Expect and support professional conduct
Require suppliers to operate under robust codes of conduct/ethics, manage conflicts of interest, and act responsibly. Discuss supplier performance issues fairly and where unresolved, report issues with accredited services delivered by CREST members to CREST to investigate.

5. Contribute to a stronger cyber ecosystem
Encourage continuous improvement, skills development, and constructive feedback— helping raise standards across the market. Organisations that sign the Charter will receive a CREST badge to demonstrate their commitment to responsible cyber security procurement.

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