

'Making a Mark'

Mark Holder Social Impact Declaration

TrustMark

TrustMark is the only not-for-profit Government licensed scheme operating in the domestic building services sector, with a clear remit to protect consumers against rogue traders and improve professionalism and recognition for the trades delivering services to local communities across the UK. We award registered firms with a stamp of achievement, following vigorous inspecting and vetting procedures to show that the firm surpasses industry standards.



The TrustMark framework approves Scheme Operators working in the repair, maintenance and improvement (RMI) sector, to promote sector standards. We audit operators annually, to ensure processes, standards and complaint procedures are being maintained, and also ensure the firms under which the operators sit are thoroughly checked, with on-site inspections before becoming TrustMark registered firms.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **TrustMark** is Making a Mark, striving to make a difference to local communities:

Social inputs – partnerships and collaborations

We act as an impartial body for any disputes between tradespeople and homeowners, providing consumers with a safe and unintimidating means of bringing a dispute forward against work carried out below our industry-improving standards.

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Our recent collaboration with the Welsh Government supports homeowners to find tradespeople that they can trust in Wales.

In 2015, we partnered with Buckinghamshire and Surrey Trading Standards to provide assured advice to TrustMark Scheme Operators and registered firms.

Through our partnership with Gas Safe Register, we are also piloting a scheme that offers gas engineers and their customers' advice on non-gas related queries, via our in house customer support team.

Social outputs – key activities

- **Providing support for local community** - customers can feel secure knowing we feed profits back into the business to enhance and broaden the services we offer to both TrustMark tradespeople and their customers
- **Reducing disputes between tradespeople and customers** - we provide easily accessible information to help tradespeople stay compliant with the law, and various means of improving relationships between both parties
- **Promoting wider awareness of TradeMark** – establishing wider support for consumers through education and awareness

Social outcomes – social benefits of activities

We care about the end user, the contractor and all those engaged in delivery of a supporting scheme that will make a difference. Any initiatives we undertake are carefully chosen for their social benefit, and to help those most prone to falling into the trap created by rogue traders.



- **Campaign with Welsh Government** – working to reduce the number of vulnerable people being taken advantage of by rogue tradespeople in Wales
- **Partnership with Gas Safe Register** - ensuring customers and registered firms have another means of receiving help that will be less time-consuming and more specific to their issue

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