

# 'Making a Mark'

## Mark Holder Social Impact Declaration

### TrustMark

TrustMark is the Government Endorsed Quality Scheme covering work a consumer chooses to have carried out in or around their home.

Consumer protection is at the heart of what TrustMark does as an organisation as it strives to ensure consumers have optimum comfort, choice and confidence when choosing traders to work in or around their homes.



By ensuring all Registered Business adhere to and maintain required standards of customer service, technical competence and trading practices, TrustMark gives consumers increased confidence and choice.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **TrustMark** is Making a Mark, striving to create a positive impact on people and planet.

### Contributing to reducing carbon emissions

The Energy Company Obligation (ECO) is the government's scheme to reduce carbon emissions and tackle fuel poverty across Great Britain. This new version now includes TrustMark, which was developed based on the recommendations from the Each Home Counts Review.

TrustMark Registered Businesses will operate under a new rigour to meet these new requirements for quality, technical standards and consumer protection while ensuring longevity of the work they provide.

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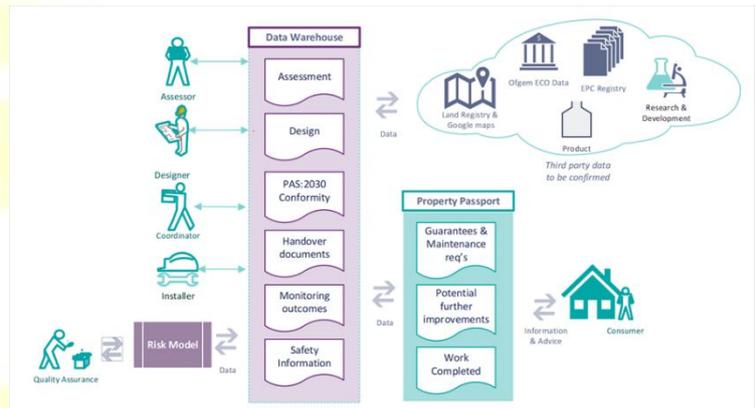
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By using a TrustMark Registered Business to carry out energy efficiency measures in and around their home, consumers are given high levels of confidence and protection. This will not only unlock unexpected health and financial benefits in their homes but will also help reduce their carbon footprint.

## Developing new tools to improve services

TrustMark has created the Data Warehouse, which supports the lodgement of data at various points in the installation lifecycle to close the information gaps that currently exist. New tools will be developed based upon learning from the Risk Model, to help industry understand causes of failures and improve the quality of work undertaken.



To support the Data Warehouse, the Property Hub will act as a logbook of work conducted in a property where homeowners will be able to view maintenance requirements, guarantees and other data relevant to their properties.

## Supporting the industry to put the customer first

By allowing for input from all sectors and from experts in consumer protection and finance, we are helping the industry to put the consumer first.

The Data Warehouse is a unique tool that provides detailed insight into works undertaken in and around the home – this benefits industry and government, which is critical for meeting the Net Zero targets by 2050 and preparing for the impacts of climate change.

The Property Hub is hugely beneficial to the consumer as it acts as a unique consumer-facing platform where a homeowner can access a “logbook” about their property, which will comprise a wealth of free information for consumers considering buying, selling or improving their properties.

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