

How it Works



Department
for Business
Innovation & Skills

The Government provides a Master Licence to **TrustMark** to operate the scheme and manage its Core Criteria - the Government-endorsed standards.



THE BOARD

All are non-executive roles.



3x

Trade
Directors



3x

Non-Trade
Directors



1x

Independent
Chairman

THE EXECUTIVE TEAM

The Chief Executive leads a small team of 4 full-time staff:

- Head of Quality Assurance & Regulatory Affairs
- Compliance & Quality Assurance Manager
- Head of PR & Marketing
- Office Manager

THE FORUM

All Members of **TrustMark (2005) Ltd** – trade and non-trade experts, industry and consumer groups – meet quarterly to discuss relevant issues and to vote on decisions affecting the future of **TrustMark**. Government officials often join as observers. The Forum elects the Directors.

TrustMark checks and approves a wide range of **Scheme Operators** which are required to comply with the Core Criteria. Scheme Operators can be trade associations, local authorities, retailers, certification and inspection bodies, organisations with panels of approved contractors etc. They are audited regularly by **TrustMark**.



Scheme Operators carry out the initial vetting, onsite inspections, checking and ongoing monitoring of **TrustMark Registered Firms**. They have to manage any complaints about those firms, in compliance with the Core Criteria. Tradesmen can choose which Scheme Operator they wish to use in order to become a **TrustMark Registered Firm**.

