



**TRUSTMARK**  
Government Endorsed Quality

**TrustMark**  
A Consumer Protection, Quality and Compliance Solution

[trustmark.org.uk](https://trustmark.org.uk)

# What is TrustMark

TrustMark is a 'not for profit', Social Enterprise and delivers an all-encompassing mark of quality that consumers can recognise and trust.



TrustMark is the only  
**Government Endorsed Quality Scheme**

# TrustMark: How it works

## Business & Trade / Energy Security and Net Zero

- Master Licence Agreement

## TrustMark

- Sub-licence agreements and Framework Operating Requirements
- Audit and compliance requirements

## Scheme Provider

- Sub-licence agreement and Code of Conduct
- Inspection and audit of licensed businesses
- Delivery of Technical Standards

## Licensed Business

- Customer Charter

## Consumer / Customer

- Protected

**A Licence** process / sub-licence that extends from government through to the business.

**Framework** – the engine of the quality mark that determines how the Scheme Providers register the businesses.

**Code of Conduct** – sets out the expectations and requirements between the business and the Scheme Provider, the consumer and the legislation applicable.

**Customer Charter** – what the customer should expect when engaging with the business.

**Technical Standards** that are applicable to that sector delivered by the Scheme Providers.

## Now a Welsh Based TrustMark Scheme Provider

A new TrustMark Scheme Provider, NetRet, is the first to be based in Wales and focused on supporting the social housing sector to achieve net zero goals through ORP.



Providing training, guidance and certification, NetRet can help upskill the workforce within the social housing sector, supporting the supply chain and skills gap issues.

Businesses can register with NetRet to become TrustMark registered, enabling them to demonstrate their commitment to quality, consumer protection and maintaining high standards.

# TrustMark – Our Tool Book



## Framework Operating Requirements

- **Standards and competency** of their members (Technical & TrustMark)
- **Pre-entry and annual checks** of registered businesses by Scheme Providers
- **Consumer safeguarding** to ensure consumers are not exploited/disadvantaged
- **Enforcement and sanctions** for non-compliance
- **Dispute process** must be provided by Scheme Providers
- **Financial Protection** such as warranties and guarantees



## Code of Conduct

- **Content of quotes, contracts and invoices.**
- **Registered Businesses required to understand and comply with Consumer Rights Regulations**



## Customer Charter

- **Behavioural expectations of Registered Businesses**
- **Accurate advice, proper testing and hand over to customer**
- **Re-enforces expectations about being clear, transparent and fair with customers**

# The Retrofit Challenge

Improving energy efficiency and decarbonising our energy supplies

28.3 Million homes identified through Council Tax Register

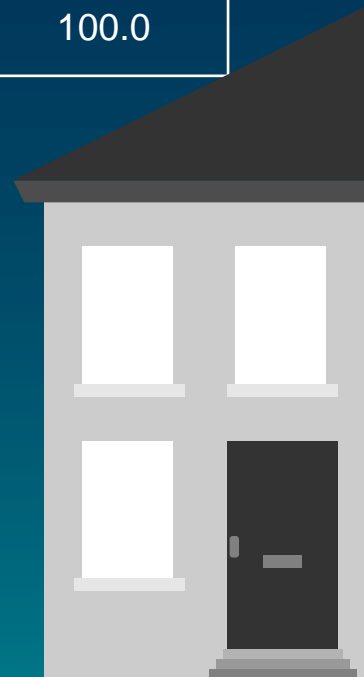
EPC rating	A	B	C	D	E	F	G	
EPC No's	51,581	2,778,160	7,019,774	9,163,893	3,750,309	957,929	294,560	24,016,206
% of EPC's	0.0002	11.6	29.2	38.2	15.6	3.9	1.2	100.0

Estimated **24 Million UK homes** need retrofitting

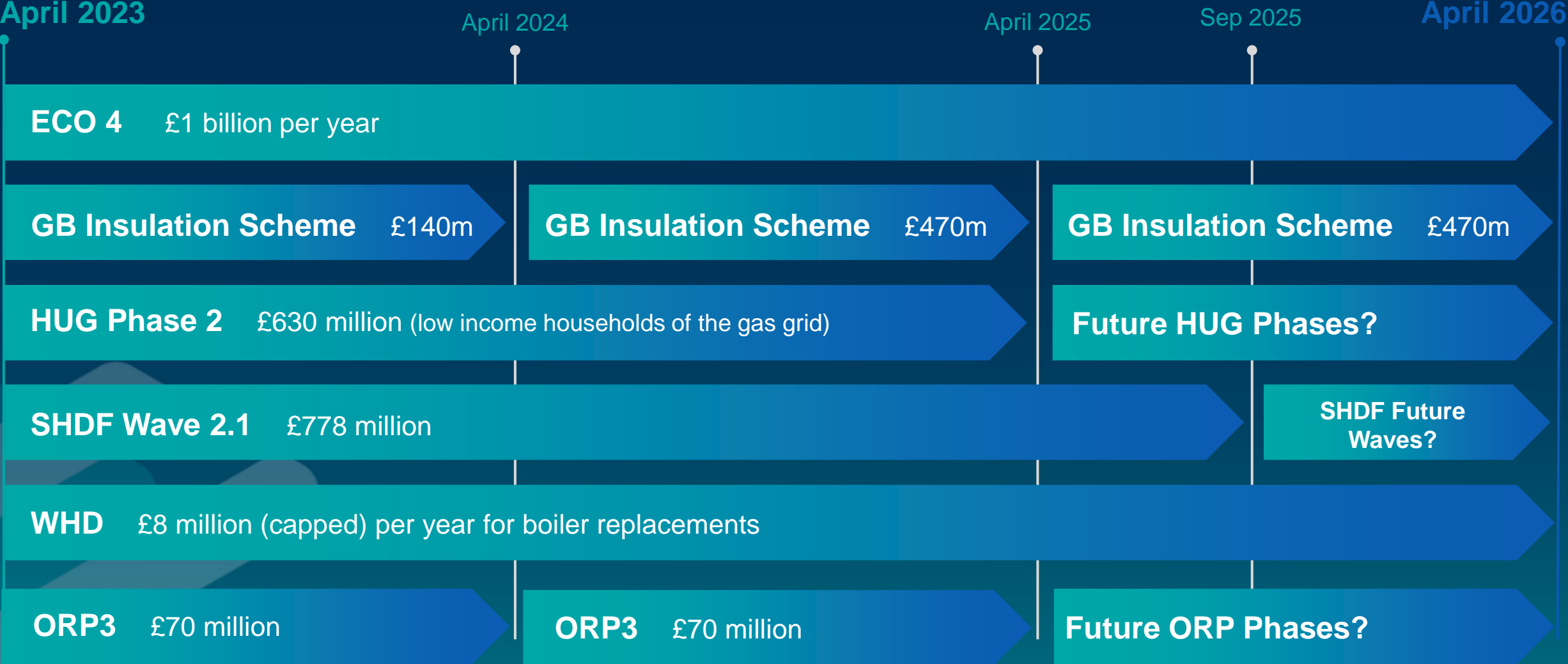
'Net Zero' target 2050

**2450 + homes** per day, 7 days a week for the next **27 years**

1.4 million homes in Wales, 142 per day



# ECO and Government Capital Funded Energy Efficiency Schemes



# What is PAS 2035

- The (relatively) new overarching retrofit standard.
- Requirements include:
  - Dwelling assessment – including ventilation
  - Improvement options evaluation & medium-term improvement plan
  - Design
  - Monitoring
  - Advice
- Calls up other standards, such as:
  - BS 7913 Guide to the conservation of historic buildings.
  - BS 5250 Code of practice for the control of condensation in buildings.
- Must be used with PAS 2030: 2019.
- Every retrofit project will have a Retrofit Coordinator.
- Protecting the client/public interests.





# How TrustMark Supports the PAS Delivery

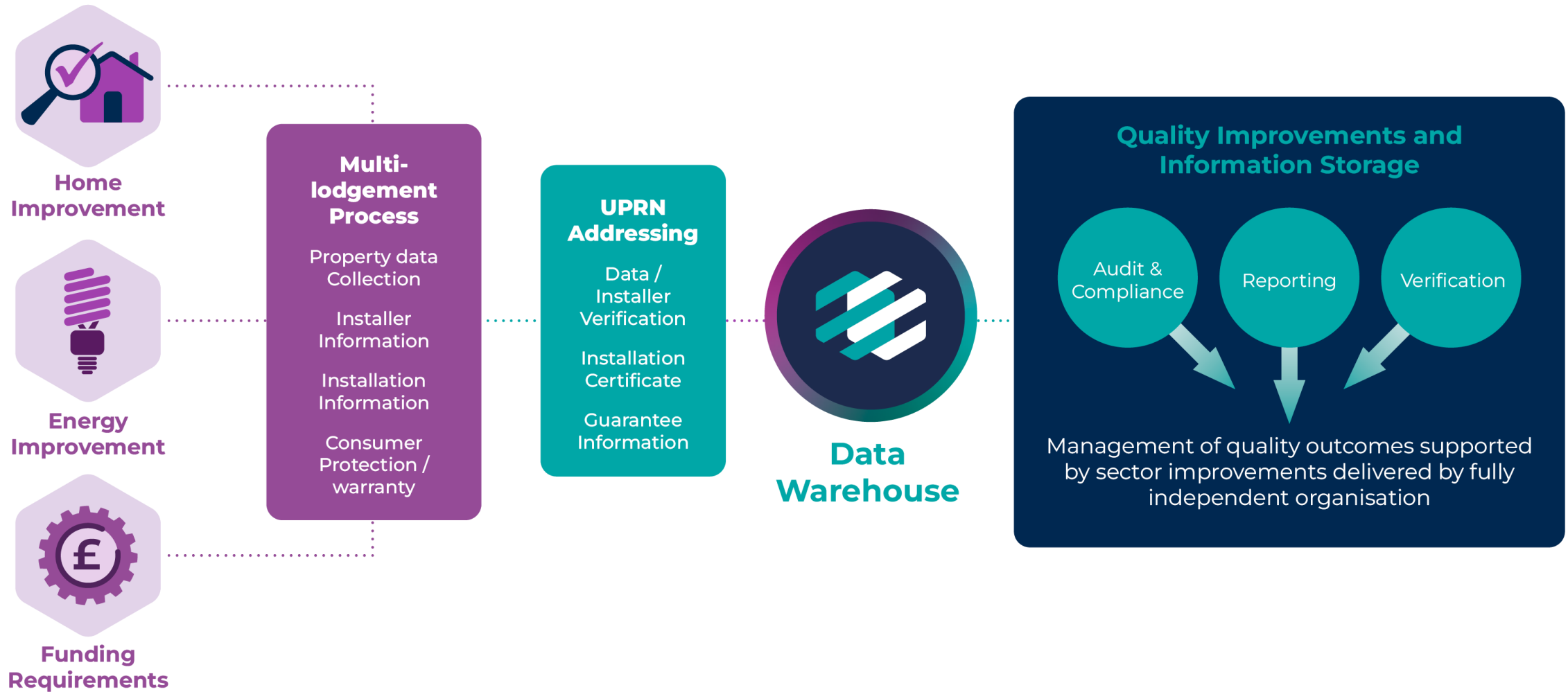
The PAS provides a specification for the energy retrofit of domestic buildings and best practice guidance about domestic retrofit projects.

It is intended to provide a technical retrofit standard for TrustMark, where TrustMark provides coverage including the following areas:

- Consumer protection and disputes process
- Data Warehouse lodgement
- Independent audit of Retrofit Assessor, Coordinator & Installers
- Risk based PAS 2035 audit and compliance process including a remediation, escalation and proportionate sanctions process
- Reporting processes



# The TrustMark Data Warehouse





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Philip Mason – Head of Regulatory Engagement

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