



Add TrustMark  
to your toolbox



**TRUSTMARK**  
Government Endorsed Quality



## Who is TrustMark?

We are the only UK Government-Endorsed Quality Scheme for home improvements. We are passionate about quality and assurance and what that means for homeowners and our Registered Businesses.

# 5 reasons to join TrustMark



1

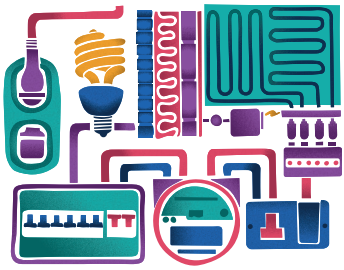
## Commitment to quality

- Your work is quality assured
- Proves high standards of competence, customer service and trading practices
- You will help drive up standards across all trades

2

## Access to new work

- We are working with third parties to create new work opportunities
- We provide access to Exclusive finance & cashback options for your customers from leading financial institutions
- We are recommended by lenders, local authorities and well-known brands & services



3

### Enhanced consumer protection

- Give your customers confidence that they're protected
- Help for you and your customers if things go wrong
- Access to support, training and an independent Ombudsman to help you resolve difficult complaints

4

### Access to ECO and Government Funded Schemes

- You need to be registered with TrustMark to access Government funded schemes including:
  - Energy Company Obligation (ECO)
  - Great British Insulation Scheme (GBIS)
  - Home Upgrade Grant (HUG)
  - The Social Housing Decarbonisation Fund (SHDF)

5

### TrustMark isn't just for energy efficiency installers

- TrustMark is a quality scheme for all domestic trades
- Plus, Government funded work such as the installation of heat pumps, new windows and under floor insulation creates demand for other quality trades such as landscape gardeners, decorators and carpet cleaners

**GROW** your  
reputation



## Build your Business

### **Making it easier for customers to find you**

Customers can easily find you using TrustMark's 'Find a Trader' online directory. Your unique TrustMark profile, which you can link to your website, will let you manage customer enquiries, track progress, manage your business presence and build positive feedback.

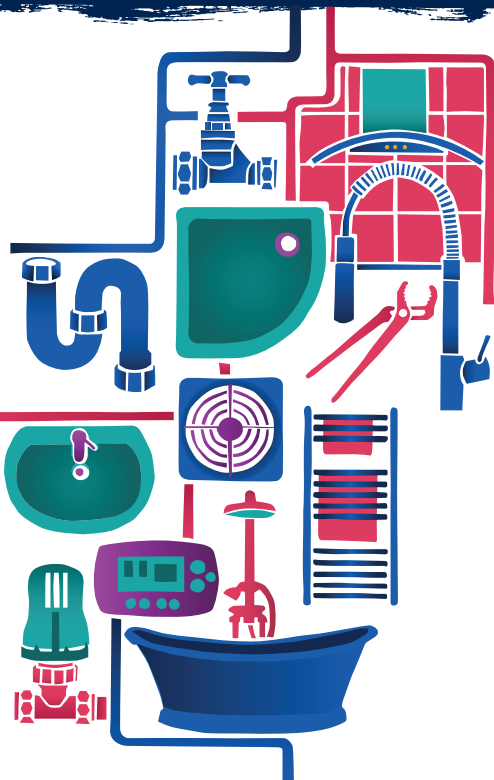
### **Visible Campaigns and Marketing Support**

Displaying the TrustMark logo on your letterheads, marketing material, website and vehicles will provide additional assurance to potential customers that you are a quality business. Benefit from our marketing initiatives aimed at driving customers to the TrustMark website and gain more exposure for your business.

### **Trading Standards**

As a TrustMark Registered Businesses you will be eligible for our national Trading Standards Approved scheme.

(£90.00+VAT)





## Making your life easier

### **24/7 Access Business Portal**

Promote your business with a personalised profile page to showcase your work, collect reviews and build your reputation.

### **Quality Management and Continual Improvement**

Access to advice, guidance and template contracts all based around the TrustMark Code of Conduct, providing clear legislative support in partnership with Trading Standards.



## Protecting you and your customers

### **Manage your complaints effectively**

Guidance on managing and resolving customer complaints, including access to the Dispute Resolution Ombudsman (DRO) service, giving businesses and customers the tools to handle complaints in a smooth and professional manner.

### **Protect your payments**

TrustMark's low-cost payment protection (Escrow) service provides both Registered Businesses and your customers a protective financial arrangement when entering into a contract.

### **Customer Finance**

Becoming a TrustMark business means that you may be able to access finance options and cash-back offers, provided by our partners, to help remove financial barriers for your customers.

**TrustMark businesses and tradespeople are recommended by:**



**TrustMark works with banks and building societies to open the door to the able-to-pay market**

More and more banks and building societies are recommending TrustMark tradespeople and registered businesses to ensure the compliance and quality of work carried out via their green lending schemes. This is a market you could be part of.



**Benefit from TrustMark's profile and relationship with the UK Government**

TrustMark is the only Government Endorsed Quality Scheme for trusted tradespeople that carry out work in and around the home.



Department for  
Business & Trade



Department for  
Energy Security  
& Net Zero

**PR and Marketing from TrustMark**

TrustMark frequently features in articles across most media sectors including trade titles, national and regional news titles and consumer magazines.

**We also promote Registered Businesses on all our social media platforms.**



# EXCLUSIVE OFFERS



Saves you money on your business breakdown cover



Protect your tools, save over £77 a year



20% off all tool hire and equipment



Save up to 10p per litre on fuel



Up to 15% off car and van hire



Savings on food, holidays, dining and much more



octopus electric vehicles

Cost-effective vehicle leasing



Save 10% every time you shop



Offer flexible financing options to your customers



MELLOR FINANCIAL TRAINING

Save 75% off on-demand finance training



Eligible for National Trading Standards Approved Scheme

Find out more

[www.trustmark.org.uk/business/member-benefits/exclusive-offers](http://www.trustmark.org.uk/business/member-benefits/exclusive-offers)





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📞 01332 225 112  
🌐 [bpca.org.uk](https://www.bpca.org.uk)

## Get started with BPCA



- Already a member? Head to [bpca.org.uk/trustmark](https://www.bpca.org.uk/trustmark) to sign up
- Not a membership yet? Find out more at [bpca.org.uk/membership](https://www.bpca.org.uk/membership)