

CORE PURPOSE

to enhance the well-being of our communities by:

Distributing profits in support of community organisations and events

Operating successful businesses that benefit from community ownership

Vision

To make a positive difference to our communities

PILLAR 1

Sustainable Profitability

PILLAR 2

Regulatory Compliance

PILLAR 3

Community Well-being

PILLAR 4

Brand Equity

PILLAR 5

Systems and Processes

Strategic Objective 1:

To build a financially stable Trust House for future generations

Strategic Objective 2:

To create a culture where failure is not an option

Strategic Objective 3:

To ensure that what we do is having a positive impact to our communities

Strategic Objective 4:

Linking our brand to our value proposition

Strategic Objective 5:

To ensure that all that we do adds value to our markets, products and services

Strategic Actions:

- Ensure exceptional customer service is linked to every transaction
- Offer value for money products and services.
- No operational outlets reporting cash losses
- Increase housing portfolio via regeneration of land
- Continual review of product and placement
- Social media strategic development

Strategic Actions:

- Investigate apps to introduce on line grant application process
- Standardised internal audit procedures
- Company-wide commitment to adopting best practice
- Investigate app for auditing and food assessments
- Regular review of what we do

Strategic Actions:

- Annual community surveys to identify areas where we can make a difference
- Get out and meet the people
- Commitment to relationship building
- More 'good news' stories on community well-being

Strategic Actions:

- Continual reinforcement of company's core purpose and what it stands for
- Consistent messages as we advertise and promote our business under our umbrella brand. Add tag line 'A Trust House Business'
- Social media strategic development

Strategic Actions:

- Annual review for effectiveness and impact
- Review asset management software
- Implement time and attendance systems
- Standard operating procedures
- Implement fortnightly payroll

VALUES

Respect | Innovation | Collaboration | Commitment | Humility



TRUST HOUSE
COMMUNITY ENTERPRISE