

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

Commercial strength for social good

PILLAR 1

Sustainable Profitability

Strategic Objective 1:

Maintain a financially stable Trust House for future generations.

Measures

- Deliver budgeted Group profit
- Develop Asset Management Plan
- Banking covenant above 2.5

Actions

- Offer value for money products and services
- No operational outlets reporting cash losses
- Increase housing portfolio via regeneration of land and tenancy management contracts

PILLAR 2

Regulatory Compliance

Strategic Objective 2:

To create a culture where failure is not an option

Measures

- No CPO failure
- No Class 4 failure
- Maintain CHP status
- All Health & Safety folders up to date and accurate
- All Food Hygiene folders up to date and accurate

Actions

- Grant management software
- Standardise internal audit procedures
- Company-wide commitment to adopting best practice
- Regular review of what we do

PILLAR 3

Community Well-being

Strategic Objective 3:

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

Measures

- To increase the year on year charitable donations, grants and sponsorship back to the communities in which we trade
- Community Engagement Survey

Actions

- Annual community surveys to measure the perception of Trust House and its businesses within the communities in which we trade
- Commitment to building relationships in our communities
- Publish high impact stories on the positivity of our grants, charitable donations and sponsorship have on our communities
- Review sponsorship and charitable donation strategy for impact in our community

PILLAR 4

Systems and Processes

Strategic Objective 4:

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

Measures

- Deliver budgeted Group profit
- Staff Engagement Survey

Actions

- Implement Grant management software
- Standard operating procedures for all processes
- Automate retrieval of supplier's invoices from their website

VALUES

Respect | Innovation | Collaboration | Commitment | Humility



TRUST HOUSE®