The Resolut Trust Model™

Version 1.0 – Foundational Framework

Foreword

Trust has always existed.

Long before organisations were formed, before contracts were written, before technology connected the world, trust determined whether people could cooperate, exchange value and build lasting relationships.

Today, the importance of trust has not diminished—it has become more critical than ever.

Modern organisations no longer operate in isolation. They depend upon complex ecosystems of employees, contractors, suppliers, software providers, regulators, customers and partners. Every one of these relationships influences an organisation's ability to operate successfully.

Yet trust itself remains largely unmanaged.

Most organisations measure financial performance, operational efficiency and cyber security with great precision, while trust continues to be treated as an intangible quality rather than an operational capability.

The Resolut Trust Model™ proposes a different perspective.

It begins with a simple proposition:

Trust is an operational asset that can be continuously established, measured, improved and shared across connected relationships.

The purpose of this framework is not to redefine trust philosophically, nor to replace established governance, compliance or risk disciplines. Rather, it provides organisations with a practical model for understanding how trust behaves within modern business ecosystems and how it can be managed with the same discipline applied to other strategic assets.

This document represents Version 1.0 of an evolving framework. As technology, regulation, organisational behaviour and practical experience continue to develop, the model will mature through evidence, collaboration and continuous learning.

Part I - The Nature of Trust

1. Why Trust Matters

Every organisation depends upon relationships.

- Employees trust employers.
- Customers trust suppliers.
- Businesses trust technology providers.
- Regulators trust evidence.
- Auditors trust documentation.
- Supply chains depend upon hundreds, and often thousands, of organisations fulfilling promises made to one another.

Historically, these relationships have been managed independently through contracts, policies, audits and manual assurance processes.

While these mechanisms remain important, they no longer scale effectively within highly connected digital ecosystems.

Trust can no longer be viewed as a static outcome achieved once each year through an audit or certification. It must become a continuously observable operational capability.

The organisations that will thrive in the future will not simply demonstrate compliance. They will demonstrate continuously measurable trust.

2. Defining Trust

Within the Resolut Trust Model™, trust is defined as:

Trust is the measurable confidence that enables people and organisations to collaborate, transact and operate successfully.

This definition deliberately shifts trust from an abstract human concept towards an operational capability.

- Trust is not assumed.
- Trust is demonstrated.
- Trust is supported by evidence.
- Trust evolves over time.
- Trust can strengthen.
- Trust can weaken.
- Most importantly, trust can be continuously improved.

3. The First Principle of Connected Trust

The foundation of the model is expressed through one guiding principle:

Every participant is responsible for maintaining their own trust so that every connected participant can operate with greater confidence.

- Trust cannot be delegated.
- It cannot be transferred without evidence.
- It cannot be created by software alone.
- Every individual and every organisation remains responsible for demonstrating their own trustworthiness.
- The network exists to recognise, measure and benefit from that commitment.

4. The Five Principles of the Resolut Trust Model™

Principle One — Trust Begins Before Technology

Technology does not create trust. It captures the first measurable evidence that trust already exists. An invitation is accepted because trust has already influenced a decision. Registration becomes the first observable expression of that trust.

Principle Two — Trust Belongs to the Participant

Trust is owned by the participant and experienced by the network. Individuals own their personal trust. Organisations own their organisational trust. The network neither owns nor creates trust. It benefits from the collective trust demonstrated by its participants.

Principle Three — Trust is Continuous

Trust is never static. Every interaction, assessment, audit, certification, behavioural observation and operational outcome influences trust over time. Trust therefore exists on a continuum rather than as a binary state.

Principle Four — Trust Compounds

Trust compounds through consistent behaviour that repeatedly reduces uncertainty over time. Every fulfilled commitment reinforces confidence. Every transparent disclosure strengthens credibility. Every verified outcome contributes to long-term resilience. Trust grows because uncertainty diminishes.

Principle Five — Trust is Measurable

Trust itself cannot be observed directly. Trustworthiness can. The Resolut Trust Model™ therefore measures observable evidence that contributes to trust, including identity, verification, compliance, behaviour, transparency and performance over time.

Trust is not estimated. It is evidenced.

PART II - THE TRUST LIFECYCLE

Trust is not an event. It is a lifecycle.

A person does not become trusted simply because they have been introduced, invited, verified or approved. An organisation does not become trusted because it passed an audit, received a certificate or completed a compliance exercise.

Trust develops through a sequence of interactions in which confidence is created, tested, demonstrated, maintained and strengthened.

The Trust Lifecycle describes that journey.

5. The Journey from Awareness to Confidence

The Trust Lifecycle begins before a relationship exists.

It starts with **Influence** — the signals, reputation, experience and evidence that cause one participant to become visible to another.

Influence creates **Interest**.

Interest creates the possibility of **Invitation**.

Invitation creates the opportunity for **Participation**.

Participation creates the conditions for **Verification**.

Verification enables **Connection**.

Connection creates the opportunity for **Measurement**.

Measurement reveals where trust is strong, weak or uncertain.

That creates the opportunity for **Improvement**.

Improvement increases **Confidence**.

Confidence creates **Advocacy**.

Advocacy contributes to **Network Growth**.

And as the network grows, new relationships begin the cycle again.

Influence → Interest → Invitation → Participation → Verification → Connection → Measurement → Improvement → Confidence → Advocacy → Network Growth → Trust

Trust therefore behaves less like a destination and more like a continuously moving system.

6. Trust Is Built Through Participation

Trust cannot be imposed from outside.

- A regulator may establish requirements.
- An organisation may establish policies.
- An auditor may provide assurance.
- A technology platform may provide infrastructure.

But the participant remains responsible for the trust they create and maintain.

Participation therefore changes the nature of compliance.

The question is no longer simply:

“Has this person or organisation complied?”

It becomes:

“Can this participant demonstrate that they remain trustworthy within the relationships in which they operate?”

That is a fundamentally different proposition.

7. Trust Changes Over Time

Trust is dynamic because relationships are dynamic.

People change roles.

Organisations change ownership.

Suppliers change.

Policies change.

Regulations change.

Systems change.

Risks change.

Evidence changes.

A trust model that records only what was true at a particular moment will eventually become inaccurate.

The Trust Model therefore treats trust as a **living state**.

The objective is not to create a permanent declaration of trust.

The objective is to maintain sufficient evidence for confidence to remain justified.

PART III - THE TRUST PARTICIPANT

Trust exists between participants.

A participant may be an individual, an organisation, a regulator, an auditor, a supplier, a customer, a professional or a digital system.

Each participant enters relationships carrying its own history, responsibilities, evidence and reputation.

8. The Participant Owns Their Trust

The second foundational idea of the Trust Model is ownership.

A participant should not need to surrender control of its trust information simply to demonstrate that it can be trusted.

The participant should be able to establish:

- what they claim;
- what they can evidence;
- what has been verified;
- who has verified it;
- when it was verified;
- what has changed;
- and which relationships depend upon it.

Trust therefore belongs to the participant.

It does not belong exclusively to the auditor.

It does not belong exclusively to the regulator.

It does not belong exclusively to the platform.

And it should not become trapped inside the systems of the organisation requesting the evidence.

9. Trust Is Relational

Trust is never completely abstract.

I may trust a person to perform one role but not another.

An organisation may trust a supplier to provide one service but require additional assurance before allowing access to another system.

A regulator may trust an organisation because of its governance, controls and evidence, while a customer may trust the same organisation for entirely different reasons.

Trust therefore exists within relationships and contexts.

The Trust Model recognises that **trust is contextual without becoming fragmented**.

A participant should have a coherent trust identity while allowing different relationships to establish different requirements for confidence.

10. The Trust Profile

Every participant can be understood through a collection of trust signals.

These may include:

Identity
Who is the participant?

Capability
What are they able to do?

Responsibility
What are they accountable for?

Evidence
What can they demonstrate?

Verification
Who has independently confirmed relevant claims?

History
What has happened previously?

Relationships
Who depends upon them and whom do they depend upon?

Current State
What is true now?

The Trust Model brings these signals together without requiring every participant to reconstruct them independently for every relationship.

PART IV - THE TRUST EVIDENCE MODEL

Trust requires evidence, but evidence is not the same thing as trust.

A document sitting inside a folder does not automatically create confidence.

A certificate does not automatically prove current compliance.

A completed questionnaire does not automatically establish that the underlying conditions remain true.

Evidence becomes meaningful when it is connected to the claim it supports, the participant responsible for that claim and the relationship in which the claim matters.

11. From Documents to Evidence

Traditional compliance systems have often treated documents as the primary unit of assurance.

The Trust Model treats the **claim** as more fundamental.

A participant may make a claim:

“I am compliant with this requirement.”

The important questions then become:

- What supports that claim?
- Who owns the evidence?
- Who verified it?
- When?
- Under what standard?
- Does the evidence remain current?
- Which relationships depend upon it?

This moves the system from **document collection** to **evidence relationships**.

12. Evidence Has a Lifecycle

– Evidence is created.
– Evidence is verified.
– Evidence is relied upon.
– Evidence changes.

- Evidence expires.
- Evidence is replaced.
- Evidence may become irrelevant.

Therefore evidence itself must be treated as a living component of trust.

The value of evidence is not determined simply by whether it exists.

Its value depends upon its **relevance, provenance, currency and relationship to the claim being made**.

13. The Principle of Minimum Necessary Evidence

Trust does not require everyone to see everything.

A participant should provide sufficient evidence to establish the confidence required for a particular relationship without unnecessarily exposing information that the other participant does not need.

This principle is fundamental to responsible trust infrastructure.

The purpose of evidence is to create confidence — not to maximise disclosure.

This distinction becomes increasingly important as organisations operate across multiple jurisdictions, regulatory regimes and digital ecosystems.

PART V - THE TRUST RELATIONSHIP

Trust becomes operational when participants connect.

A connection is more than an exchange of information.

It is a relationship in which one participant relies upon another.

14. Every Relationship Carries Trust

Every commercial relationship contains an implicit trust decision.

A customer trusts a supplier.

A supplier trusts a customer.

An organisation trusts its employees.

A regulator trusts an organisation to fulfil its obligations.

An organisation trusts an auditor to provide independent assurance.

A business trusts its technology providers.

These relationships form a network.

The resilience of that network depends upon the quality of the trust within its relationships.

15. Trust Is Reciprocal

The Trust Model does not treat trust as something granted by one side to another.

- Trust is reciprocal.
- Each participant has responsibilities.
- The supplier must maintain its obligations.
- The customer must maintain theirs.
- The auditor must maintain independence.
- The regulator must maintain appropriate oversight.
- The technology provider must maintain the controls upon which others depend.

This creates an important principle:

Trust is strongest when responsibility is distributed to the participant best placed to maintain it.

16. The Trust Chain

A relationship rarely exists in isolation.

An organisation may depend upon hundreds of suppliers.

Those suppliers may depend upon thousands of additional organisations.

Technology dependencies create further relationships.

Data moves between systems.

Services depend upon other services.

Compliance obligations move through the supply chain.

Trust therefore propagates through a network.

A weakness in one participant can create uncertainty for many others.

The Trust Model therefore recognises that organisational resilience increasingly depends upon understanding **relationships rather than simply entities**.

PART VI - THE TRUST NETWORK

A collection of trusted relationships becomes a network.

The network is where the economic and organisational value of trust begins to compound.

17. Trust Compounds Through Connection

One trusted relationship creates value for two participants.

A second relationship creates another connection.

As relationships accumulate, participants can rely upon existing trust signals rather than repeatedly rebuilding the same assurance from the beginning.

This creates a network effect.

The more participants that maintain reliable trust information, the more useful the network becomes.

The more useful the network becomes, the greater the incentive for participants to maintain their own trust.

Trust therefore becomes self-reinforcing.

18. The Network Is More Than a Directory

A directory answers: **"Who is connected?"**

A trust network answers:

"Who can be relied upon, for what, based upon what evidence, and how confidently?"

That distinction is critical.

The objective is not simply to map relationships. It is to make the **quality of those relationships visible**.

19. Trust Propagates Through the Network

When one participant improves its trust position, connected participants may benefit.

When one participant becomes uncertain, connected participants may be exposed.

This creates the possibility of continuously understanding:

- where trust originates;

- where it is relied upon;
- where it is weakening;
- and where intervention will have the greatest effect.

The Trust Model therefore moves beyond individual compliance toward **network resilience**.

PART VII - TRUST AS INFRASTRUCTURE

If trust is continuous, relational, measurable and networked, then it requires infrastructure.

Not infrastructure that stores everything. Infrastructure that allows trust to move.

20. The Trust Infrastructure

Modern organisations already rely upon infrastructure for money, identity, communication and data.

Payment infrastructure allows value to move.

Identity infrastructure allows participants to establish who they are.

Cloud infrastructure allows applications and services to operate.

The Trust Model proposes that trust requires its own infrastructure layer.

Its purpose is to allow participants to establish, maintain, verify and communicate their trust state across relationships.

21. The Infrastructure Principle

The infrastructure should not become the owner of trust.

It should enable the participant to remain the owner.

This means the infrastructure must support:

Ownership - participants retain control of their trust information.

Provenance - claims can be traced to their source.

Verification - confidence can be established without unnecessary duplication.

Continuity - trust can be maintained as conditions change.

Interoperability - trust can move between relationships and systems.

Visibility - relevant participants can understand the trust dependencies upon which they rely.

Privacy - information is disclosed according to legitimate need.

22. From Periodic Compliance to Continuous Trust

Traditional compliance is often organised around events:

- an audit,
- a questionnaire,
- a certification,
- a renewal,
- an assessment,
- a regulatory inspection.

The Trust Model does not remove these activities. It places them inside a continuous system.

- The audit becomes an input.
- The verification becomes an input.
- The evidence becomes an input.
- The relationship becomes an input.

The resulting trust state becomes something that can be maintained continuously rather than reconstructed periodically.

This is the shift from **compliance as an event** to **trust as infrastructure**.

PART VIII - THE TRUST ECONOMY

The final implication of the Trust Model is economic.

Trust is not merely an ethical or regulatory concept. It is an operating asset.

23. The Cost of Uncertainty

Every organisation pays a price for uncertainty.

People spend time checking.

Teams request documents.

Auditors repeat tests.

Suppliers complete questionnaires.

Customers wait for assurance.

Legal teams review evidence.

Security teams investigate dependencies.

Regulators demand proof.

The same information may be requested repeatedly because the parties involved do not share a common trust state.

Much of this activity is not productive.

It is the cost of uncertainty.

24. Trust Reduces Friction

When reliable trust information can be established once and appropriately relied upon many times, relationships become easier to create and maintain.

The organisation does not eliminate diligence.

It makes diligence more intelligent.

The individual does not eliminate responsibility.

They make their responsibility more visible.

The auditor does not eliminate assurance.

They make assurance more reusable.

The regulator does not eliminate oversight.

They gain better visibility into the systems they oversee.

Trust therefore becomes a mechanism for reducing friction while increasing confidence.

25. Trust Creates Network Value

The economic value of a trust network increases as more participants can rely upon trustworthy relationships.

A trusted professional can move between organisations with less friction.

A supplier can demonstrate its status without repeatedly reconstructing the same evidence.

An organisation can understand its dependencies more quickly.

An auditor can focus attention where risk is greatest.

A regulator can see beyond the boundaries of individual organisations.

Trust becomes reusable.

And when trust becomes reusable, it becomes infrastructure.

26. The Trust Dividend

The ultimate outcome of the Trust Model is what we can describe as the **Trust Dividend**.

The Trust Dividend is the value created when confidence can move through a network faster than uncertainty.

It appears as:

- less duplicated assurance;
- faster onboarding;
- better supplier visibility;
- reduced compliance friction;
- more responsive risk management;
- stronger organisational resilience;
- greater confidence in transactions;
- and more efficient relationships.

The Trust Dividend is therefore not a single financial metric.

It is the cumulative value created when trusted relationships become easier to establish, verify, maintain and extend.

CONCLUSION — THE TRUST MODEL

The Resolut Trust Model™ begins with a simple proposition:

Trust is the measurable confidence that enables people and organisations to collaborate, transact and operate successfully.

It then establishes a second:

Every participant is responsible for maintaining their own trust so that every connected participant can operate with greater confidence.

From these two principles follows the model.

Trust begins before technology.

Trust belongs to the participant.

Trust is continuous.

Trust compounds.

Trust is measurable.

Trust develops through a lifecycle.

Trust exists within relationships.

Trust depends upon evidence.

Trust propagates through networks.

Trust requires infrastructure.

And trust creates economic value.

The model therefore describes a transition.

From documents to evidence.

From evidence to confidence.

From confidence to relationships.

From relationships to networks.

From networks to infrastructure.

And from infrastructure to a new economic capability:

the ability to establish and maintain trust continuously across the relationships upon which modern organisations depend.

That is the Trust Model.

It is not a compliance framework.

It is not an audit methodology.

It is not a software feature.

It is a way of understanding how trust can operate as a foundational layer of modern organisational infrastructure.

RESOLUT exists to make that layer possible.

VERSION 1.0 — FOUNDATIONAL STATEMENT

Trust should not have to be repeatedly requested, repeatedly collected or repeatedly reconstructed.

It should be maintained by the participant, verified through evidence, understood through relationships and made available wherever legitimate confidence is required.

That is the Resolut Trust Model™.