

TRUSTED HOME NETWORK LLC

The THN Professional Standards™

Membership Rules & Code of Ethics

“The standards we live by. The trust we build together.”

Our Purpose

Trusted Home Network exists to connect homeowners with trusted professionals while helping contractors build stronger, more respected, and more successful businesses.

Our reputation is built one homeowner, one project, and one relationship at a time.

Every Contractor who participates in Trusted Home Network represents not only their own business, but also the values and reputation of the THN community.

These Professional Standards define the conduct expected of every Member and are intended to guide the way we serve homeowners, work with one another, and represent Trusted Home Network.

Because our organization continues to grow and improve, these Professional Standards may be updated periodically. Continued Membership signifies your commitment to uphold the current version of these Standards.

Our Mission

To connect homeowners with trusted contractors while helping contractors build stronger, more respected, and more successful businesses.

Our Vision

To become the most trusted contractor network in Florida by developing professionals who serve with integrity, pursue excellence, and build lasting relationships within the communities they serve.

Our Core Values

Every Trusted Home Network Contractor commits to conducting business with:

- **Integrity** — We do the right thing, even when no one is watching.
- **Honesty** — We communicate truthfully and keep our promises.
- **Professionalism** — We represent ourselves and THN with excellence.
- **Respect** — We value every homeowner, employee, and business relationship.
- **Accountability** — We take ownership of our work and our decisions.
- **Excellence** — We continually improve our skills and craftsmanship.
- **Transparency** — We communicate openly and clearly.
- **Five-Star Service** — We strive to create experiences homeowners are proud to recommend.

The THN Contractor Covenant

Membership in Trusted Home Network is more than participation in a contractor network. It is a commitment to professionalism, integrity, continual growth, and serving homeowners with excellence.

As a THN Member, I voluntarily commit to:

I Will Build Trust

I will conduct my business honestly, ethically, and with integrity in every interaction.

I Will Put People First

I will treat homeowners, employees, suppliers, fellow contractors, and community partners with dignity, respect, and professionalism.

I Will Pursue Excellence

I will continually improve my skills, my business, and my customer experience, recognizing that growth is a lifelong journey.

I Will Honor My Commitments

I will communicate clearly, fulfill my agreements, and take responsibility for my work.

I Will Lead with Accountability

When mistakes occur, I will respond with honesty, humility, and a sincere commitment to make things right whenever reasonably possible.

I Will Protect the THN Reputation

I understand that my actions reflect not only on my own business but also on every contractor who proudly represents Trusted Home Network.

I Will Support Fellow Professionals

I believe the home service industry becomes stronger when professionals encourage one another, share knowledge, and pursue excellence together.

I Will Honor The THN Trusted Standard™

I understand that The THN Trusted Standard™ is not simply something I have earned—it is a standard I commit to uphold every day through my character, professionalism, and service to homeowners.

Professional Standards

1. Serving Homeowners with Excellence

Every homeowner deserves an exceptional experience.

As a THN Member, I will:

- Listen carefully before recommending solutions.
- Recommend only work that is honestly needed.
- Never pressure homeowners into unnecessary purchases.
- Treat every homeowner with courtesy, respect, and professionalism.
- Protect the homeowner's confidence throughout every interaction.

2. Professional Communication

Clear communication builds trust.

Members agree to:

- Respond to homeowner inquiries as promptly as reasonably possible.
- Keep scheduled appointments or provide timely notice when delays occur.
- Return phone calls, emails, and messages promptly.
- Communicate honestly throughout every project.

3. Honest Pricing

Members will:

- Provide clear written proposals whenever practical.
- Explain the scope of work.
- Identify known exclusions.
- Avoid hidden charges.
- Obtain homeowner approval before performing additional work.

4. Quality Workmanship

Members commit to delivering workmanship consistent with professional industry standards.

This includes:

- Following applicable building codes.
- Using quality materials appropriate for the project.
- Performing work safely.
- Correcting legitimate workmanship concerns in a timely manner.

5. Respect for Every Home

We recognize that every project takes place in someone's home.

Members agree to:

- Protect landscaping, flooring, furnishings, and finishes.
- Maintain an orderly job site.
- Remove debris upon completion.
- Leave the property in a condition that reflects professionalism and respect.

6. Professional Business Practices

Members agree to maintain:

- Required licenses.
- Required insurance.
- Applicable permits.
- Compliance with all applicable laws and regulations.
- Accurate business information with THN.

Members shall promptly notify THN of any material change affecting their eligibility to participate in The THN Trusted Standard™.

7. Integrity in Business

Members shall never:

- Misrepresent qualifications.
- Misrepresent pricing.
- Falsify licenses, insurance, or credentials.
- Submit fraudulent information.
- Mislead homeowners.
- Engage in dishonest or deceptive business practices.

8. Respect for Others

Trusted Home Network values every individual.

Members shall:

- Compete fairly.
- Speak respectfully of competitors.
- Avoid harassment, intimidation, or abusive conduct.
- Provide professional service without unlawful discrimination based on legally protected characteristics.
- Treat every person with dignity and respect.

9. Safety

Safety protects everyone.

Members agree to:

- Maintain safe work practices.
- Follow applicable OSHA requirements.
- Protect homeowners from unnecessary hazards.
- Protect employees, subcontractors, and the public whenever work is being performed.

10. Stewardship of the THN Brand

Membership is a privilege.

Members agree to represent Trusted Home Network in a manner that strengthens public trust.

Members may use THN branding only while actively participating in good standing and shall never imply that THN guarantees their work or serves as their employer or business partner.

11. Commitment to Growth

Professional growth is part of The THN Trusted Standard™.

Members are encouraged to participate in:

- Business Growth Academy
- Coaching opportunities
- Educational programs
- Leadership development
- Networking events
- Continuing professional education

Because stronger businesses create better homeowner experiences.

12. Accountability

Trusted Home Network may periodically review Membership to help preserve the integrity of the network.

When concerns arise, THN's goal is to restore and strengthen relationships whenever reasonably possible.

Depending upon the nature of the concern, THN may take one or more of the following actions:

- Coaching
- Corrective action
- Written warning
- Probationary Membership
- Temporary suspension

- Removal from homeowner referrals
- Termination of Membership

THN reserves the right to determine the appropriate response based upon the seriousness, frequency, and circumstances of each situation.

Annual Member Commitment

Each year, every Contractor renewing Membership in Trusted Home Network acknowledges the following:

- ✓ I have carefully read The THN Professional Standards™.
- ✓ I understand these standards.
- ✓ I agree to uphold these standards in my business and in my representation of Trusted Home Network.
- ✓ I understand these Professional Standards may be updated from time to time as THN continues to grow.
- ✓ I understand that continued Membership requires ongoing compliance with these Standards.
- ✓ I understand that failure to uphold these Standards may result in coaching, corrective action, suspension, or termination of Membership.

Contractor Business: _____

Authorized Representative: _____

Title: _____

Electronic Signature: _____

Date: _____