

Nine commitments, signed by every contractor and vendor in the TruPoint network.

It runs both ways. The Transparency Pledge is TruPoint's side, signed to the boards and owners we serve, and posted at trupointadv.com/pledge.

— THE INDUSTRY PROFESSIONAL PLEDGE —

I commit to the following:

- 1 Communication**
I answer calls and emails promptly and keep the client and its manager updated from bid through closeout.
- 2 Service**
I treat owners, residents, tenants, staff, and the property with respect.
- 3 Honest dealing**
I win work on price and quality. Before the client decides, I disclose any relationship that could be read as a conflict of interest.
- 4 What the building needs**
I report what the building needs, and I say so when it needs nothing.
- 5 Workmanship**
I install to the manufacturer's written instructions and to current code and safety standards. I follow the scope the client approved.
- 6 Documentation**
I photograph the work before and after and deliver photos upon request.
- 7 The client comes first**
The client is the board or ownership group that hires the work. Questions and requests from individual owners, residents, or tenants go to the client or its manager.
- 8 The management company**
When a management company represents the client, I include the manager in every step.
- 9 Insurance and licenses**
I keep my insurance and licenses current and register with the vendor compliance program the client or its manager requires.

Join the network.

Contractors and vendors: sign the pledge and list your trades at trupointadv.com. Boards and managers: ask us who has signed.

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