

TENANT IMPROVEMENT NETWORK

Network Standards

Building a Better Commercial Contractor Network

The Tenant Improvement Network exists to connect commercial property owners, property managers, businesses, facility teams, developers, and other commercial decision-makers with qualified contractors capable of performing tenant improvement and commercial construction work within their markets.

Participation in the network is not simply a listing.

Network contractors are expected to represent a higher standard of **responsiveness, professionalism, communication, commercial capability, and accountability.**

These standards establish the expectations for contractors participating in the Tenant Improvement Network.

1. COMMERCIAL CAPABILITY

Network contractors should have demonstrated experience performing commercial construction, tenant improvement, renovation, build-out, or related specialty trade work.

Depending on the contractor's role within the network, this may include:

- Office tenant improvements
- Retail build-outs
- Medical and healthcare spaces
- Restaurants and hospitality
- Industrial and warehouse facilities
- Multifamily common areas
- Commercial renovations
- Occupied commercial environments
- Specialty trade work supporting tenant improvement projects

Contractors should only accept opportunities they are properly equipped, licensed where required, and qualified to perform.

2. RESPONSIVENESS

Commercial opportunities often move quickly.

Property managers, general contractors, facility managers, and business owners may be dealing with construction schedules, lease obligations, inspections, damaged facilities, tenant deadlines, or other time-sensitive requirements.

Network partners are expected to make reasonable efforts to respond promptly to opportunities received through the network.

Repeated failure to respond to legitimate project opportunities may affect continued territory participation.

3. PROFESSIONAL COMMUNICATION

Communication is one of the most important standards of the network.

Network contractors are expected to communicate professionally with prospective customers throughout the project-development process.

This includes:

- Returning calls and messages
- Clearly communicating scheduling expectations
- Requesting necessary plans, photographs, specifications, or site information
- Keeping customers informed when circumstances change
- Providing clear next steps
- Avoiding unnecessary communication gaps

Customers should never be left wondering whether their contractor received their request or intends to respond.

4. PROFESSIONAL CONDUCT

Every contractor operates as an independent business.

However, when an opportunity originates through the Tenant Improvement Network, the contractor's conduct also affects the reputation of the broader network.

Partners are therefore expected to conduct themselves professionally when interacting with customers, property representatives, other contractors, and members of the network.

Professional conduct includes:

- Respectful communication
- Reliable scheduling
- Appropriate jobsite behavior
- Honest representation of capabilities
- Professional estimating and proposal practices
- Respect for the customer's property and operations

5. LICENSING, INSURANCE & COMPLIANCE

Contractors are responsible for maintaining all licenses, insurance, registrations, permits, certifications, and other requirements applicable to the work they perform and the jurisdictions in which they operate.

Participation in the Tenant Improvement Network does not replace or modify those responsibilities.

Contractors should immediately notify the network of any material change affecting their ability to legally or safely perform work within their assigned service area.

6. SAFETY

Commercial construction environments require serious attention to safety.

Network contractors are expected to maintain appropriate safety practices for their trade, employees, subcontractors, equipment, and project environment.

Contractors remain independently responsible for jobsite safety and compliance with applicable safety requirements.

The network expects partners to treat safety as part of professional performance-not as an afterthought.

7. TERRITORY RESPONSIBILITY

Territory participation creates opportunity, but it also creates responsibility.

A contractor accepting a designated territory should have the reasonable ability and willingness to serve commercial customers throughout that area.

Partners should communicate immediately if:

- Their service area changes
- Certain project types are outside their capabilities
- Workload prevents them from accepting additional opportunities
- Staffing or operational changes materially affect coverage
- They temporarily cannot service part of their territory

The objective is simple:

Do not hold territory that you cannot reasonably serve.

8. PROJECT FIT

Not every contractor is appropriate for every project.

Contractors are encouraged to decline opportunities that fall outside their expertise, capacity, licensing, geographic coverage, or preferred project size.

Declining the wrong project is preferable to accepting work the contractor is not equipped to perform.

When possible, communicating the reason for declining also helps the network improve future project routing.

9. CUSTOMER EXPERIENCE

The Tenant Improvement Network does not require every project to become a sale.

We do expect every legitimate inquiry to be treated professionally.

Customers should receive a clear outcome whenever reasonably possible:

Interested.

Need more information.

Not the right project for us.

Silence is not an acceptable long-term response.

10. NETWORK FEEDBACK

The network may evaluate contractor participation using information including:

- Responsiveness to opportunities
- Customer communication
- Territory coverage
- Project acceptance patterns
- Customer feedback
- Contractor feedback
- Commercial capabilities
- Repeated complaints or communication failures
- Overall participation in the network

The purpose is not to micromanage independent contractors.

The purpose is to protect the quality and usefulness of the network.

11. INDEPENDENT CONTRACTORS

Members of the Tenant Improvement Network remain independent businesses.

Participation in the network does not create an employment relationship, partnership, joint venture, franchise, or guarantee of work.

Contractors remain responsible for their own:

- Estimates
- Contracts
- Pricing
- Employees
- Subcontractors

- Insurance
- Licensing
- Project management
- Workmanship
- Warranties
- Customer relationships

The network facilitates connections and develops commercial market infrastructure. Contractors independently determine whether to pursue and accept individual projects.

12. CONTINUED PARTICIPATION

Network participation is intended to create long-term value for strong commercial contractors.

The goal is not to constantly replace partners.

The goal is to develop reliable contractor relationships within defined markets.

However, continued participation depends on maintaining reasonable network standards.

Repeated problems involving responsiveness, professionalism, customer communication, territory coverage, licensing, safety concerns, or other material performance issues may result in review, territory modification, suspension, or removal from the network.

THE STANDARD IS SIMPLE

Be responsive.

Communicate professionally.

Know your capabilities.

Serve the territory you accept.

Operate safely.

Treat commercial customers well.

Protect your reputation and the reputation of the network.

The Tenant Improvement Network is being built around contractors we would be comfortable putting in front of commercial property owners, property managers, facility managers, businesses, and other professional decision-makers.

That standard is what gives the network value.