

## **The Angi Code of Conduct**

*Last updated on March 17, 2021*

Angie's List, Inc. d/b/a Angi ("Angi") is honored to connect homeowners and home service professionals to complete home projects, and we strive to provide each with the best experience possible. To that end, we require that all pros and homeowners uphold our core values:

### **Be respectful**

Respect each other and each other's property. If there's a conflict, respectfully work together to resolve it.

### **Be fair**

As a pro, ensure that you're providing good customer service and producing quality work at a fair price. As a homeowner, be considerate of pros' time and money. Also, be fair in giving pros the reviews they've earned and deserve.

### **Be professional**

Present yourself in a professional manner. Communicate clearly and often and do your part to ensure each other's comfort in every situation.

### **Be honest**

Honor your agreements and be honest about your expectations and limitations. As a pro, be honest if a job is outside your skillset or licensing. As a homeowner, be honest if you have no intention of completing a project. Always be upfront if something isn't going as agreed upon or planned.

### **Be reliable**

Answer calls, texts and emails in a timely manner. Show that you value each other's time by being present and punctual for all appointments. Never leave someone wondering how to reach you or where you are.

### **Be inclusive**

Don't discriminate based on race, national origin, social and economic class, sex, sexual orientation, gender identity and expression, age, political belief, religion, mental and physical ability, or any other factor. Angi adheres to a strict zero-tolerance discrimination policy.

Angi reserves the right to remove all users who fail to follow this code of conduct from our site and platform.