

# Multifamily Speakers

## Mission & Commitment

### **MFS Mission**

At Multifamily Speakers, our mission is to curate a network of multifamily speakers and help companies identify the RIGHT speaker for their event.

### **Commitment**

The Multifamily Speakers (MFS) Network fosters a community of dedicated professionals committed to providing exceptional value and service to the multifamily industry. To uphold this commitment and ensure a consistently high standard of conduct, we establish the following agreements for all members.

#### **Key Principles:**

- **Professionalism:** Members agree to conduct themselves with integrity, respect, and courtesy in all interactions, both within the network and with clients, collaborators, and the broader industry.
- **Expertise and Education:** Members commit to delivering high-quality education and presentations, grounded in accurate, up-to-date information and valuable, unique content.
- **Ethical Conduct:** Members uphold the highest ethical standards in all business dealings, ensuring honesty, transparency, and fairness in every interaction.
- **Accountability:** Members accept responsibility for their actions and commitments, adhering to all agreements and expectations outlined by the MFS Network.
- **Collaborative Spirit:** Members strive to foster a supportive and collaborative environment within the network, promoting knowledge sharing and mutual respect.

#### **Specific Agreements:**

- **Adherence to Standards:** Members agree to abide by the spirit and letter of these agreements, recognizing their role in maintaining the MFS Network's reputation and integrity.
- **Professional Representation:** Members commit to presenting themselves and their services in a professional and ethical manner, reflecting positively on the MFS Network and the multifamily industry.
- **Honoring Commitments:** Members agree to honor all agreements, both verbal and written, with clients, collaborators, and the MFS Network.

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- **Timeliness and Preparedness:** Members commit to arriving on time for engagements and being fully prepared to deliver exceptional presentations.
- **Fair and Competitive Pricing:** Members agree to offer fair and competitive pricing for their services, taking into consideration the event, topic, and industry standards.
- **Ethical Marketing and Communication:** Members agree to engage in ethical and responsible marketing and communication practices, avoiding misleading statements or claims.
- **Collaborative Environment:** Members commit to fostering a collaborative environment within the network, sharing knowledge, and respecting the expertise of fellow members.
- **Emergency Replacements:** In rare cases of emergencies, members agree to work diligently with the MFS Network to find a qualified replacement speaker.

### Continuous Improvement:

To guarantee clients receive the most relevant and impactful information, MFS members commit to continuous learning and improvement. This includes:

- **Industry Knowledge:** Keeping current on trends, regulations, and best practices in the multifamily industry.
- **Content & Data Updates:** Regularly refreshing presentations with the latest information and data.
- **Presentation Skills:** Refining and honing communication and delivery skills for maximum audience engagement.

We believe in providing the highest value to our clients, and this commitment to ongoing professional development ensures we stay at the forefront of the industry.

### Confidential Information and Privacy:

MFS members are committed to:

- Protecting the confidentiality of all legitimate business information and intellectual property received from clients, colleagues, or other authorized sources.
- Not disclosing any confidential information to any outside party without prior written permission from the source.
- Recognizing that this obligation extends to all forms of communication, including electronic, verbal, and written.

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For clarity, members should remember:

- Confidential information includes any information designated as such by the source, or that should reasonably be understood as confidential due to its nature or the circumstances of its disclosure.
- Seeking permission before disclosing any potentially confidential information demonstrates professionalism and protects all parties involved.

## **Contracts:**

MFS members believe in transparent and collaborative relationships. To ensure everyone is on the same page, we require members to outline the following in clear and specific terms before engaging in any service or consultation:

### **1. Scope of Services and Deliverables:**

- Detailed description of the services to be provided.
- Specific deliverables expected, including format and timeline.
- Any exclusions or limitations to the scope of work.

### **2. Performance Expectations:**

- Member's responsibilities and deliverables outlined.
- Client's expected contributions and responsibilities.
- Success metrics and evaluation methods (if applicable).

### **3. Compensation:**

- Total agreed-upon fee for the services.
- Payment schedule and terms.
- Any additional fees or expenses (if applicable).

By clearly outlining these details, MFS members and clients can build trust, avoid misunderstandings, and ensure a successful and mutually beneficial collaboration.

Additionally, members are encouraged to:

- Use written contracts or agreements whenever possible.
- Seek legal counsel if needed, especially for complex engagements.
- Maintain open communication and address any concerns promptly.

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## **Benefits of Clear Agreements:**

- Reduced risk of disputes and misunderstandings.
- Improved project management and efficiency.
- Stronger client relationships are built on trust and transparency.

## **Compliance:**

- Uphold all applicable laws and regulations regarding diversity, equity, and inclusion in employment and professional development.
- Operate their businesses free from discrimination based on race, color, religion, sex, familial status, national origin, sexual orientation, or disability.
- Adhere to all federal and state laws promoting equal opportunity and fair treatment for all.

**All MFS Network members agree to uphold these agreements and contribute to a community of excellence within the multifamily industry.**