



Trusona House Rules v1.8

Why do we need “House Rules”? So we will remember our origins.

So when we are told: “These rules were good when you were a startup, but now we need to drop them...” we will know that we have “gone corporate.”

We have experienced what happens when a team forgets their origins. When a team forgets how it all began and how they got to the house, by whom and why. The team may start making their own rules forgetting they were invited to help keep the House Rules.

House rules are for new and existing Trusonauts, so all can see what we are about and what we value. After reading the House Rules, you can decide if this is a house for you, and if you can flourish through its values.

“A house divided against itself cannot stand” – Abraham Lincoln

Thus, it is prudent upon us to publish our House Rules and live by them.

1. Founder and CEO can interview and veto any new employee hire.
2. Founder and CEO can read our code anytime.
3. Founder and CEO can ask for code review anytime.
4. NAP – No Assholes Policy (which includes Prima Donnas.)
5. Teamwork makes the dream work.
6. Kids are welcome in our offices at all times. However, unattended children will be sold to the circus, or be given espresso and free puppy!
7. Resort casual attire every day. Flip-flops rock!
8. We release only X.1 versions to the world – after we finish polishing it!
9. See something? Say Something!
10. We meditate on important decisions and take our time to reflect.
11. Once the team decides... If you don't like the decision, and feel that you will do things to upset the apple cart (through thoughts, words, actions, rumors, incitement etc.) - talk to your manager.
12. Don't say you are ok with a decision if you are not willing to go along with it as if it was your own.
13. Every opinion could be expressed with these four options:
 - I **love** it = It is so right/true/good I can cry.
 - I **like** it = I don't love it, yet I am willing to go along with it (all the way, no complaints/regrets).
 - I **don't like** it = It is a bad idea. I will not be able to stop thinking about it as being a bad idea.
 - I **hate** it = I quit. This goes against my livelihood.
14. One leader per task – A leader (singular) joined by many supporters (plural). Don't give **leadership** to more than one person.

15. An ounce of loyalty is better than a pound of knowledge. An ounce of humility is better than a pound of loyalty.
16. We are a values-based company. We value employees, customers, investors, community - in that order.
17. **Family First** – if your family needs you: a child is sick, your parents are in the hospital, or your spouse is stressed out? Be with them!
18. Speak about our customers as if they are here with us.
19. We have one reputation to keep.
20. Trust and verify – if you ask someone to do something, also verify they did it.
21. When there is doubt, there is no doubt – if there is a doubt about an issue, there is no doubt you will bring it up.
22. We love your family, but Nepotism not so much – jobs, services and contracts should not be done with employees and their families.
23. We're customer centric. We listen, empathize, create value and delight.

This is a living/breathing document – we will edit as we go along...