



## BUILDING TRUST, BUILDING LIVES: TITUS HUG'S VISION FOR HUG CONSTRUCTION

From quality craftsmanship to global outreach, Titus Hug's HUG Construction operates with honor, humility, and dedication—creating homes and lasting relationships.

Titus Hug's story began on a farm in eastern Oregon with an orange S10 pickup from the Oregon State Highway Dept. Today, HUG Construction stands tall in Spokane, built on values of integrity, relationships, and craftsmanship.

### HUMBLE BEGINNINGS, STEADY GROWTH

Titus and his wife Elizabeth moved to her hometown, where Titus started his construction career. Specializing in remodeling, he took on challenging projects, learning and improving his craft. What began as a small operation has grown into a thriving company with 50 full-time employees skilled in various trades.

Titus credits his success to a relationship-driven approach. "A lot of contractors focus on the next project and don't answer the phone after a job is done. We treat each person as a potential repeat customer or referral. Even if we make a mistake, we hold ourselves accountable and fix it."

### A VALUE-DRIVEN CULTURE

As HUG Construction grew, Titus emphasized creating a strong internal culture. "Instead of working directly with customers, I now do so through our culture," Titus says. The company's values guide everything they do:

**1. Honor People:** HUG Construction is a people-first business. Adding more people enhances the culture if the team is properly trained and aligned with the mission.

**2. Honesty:** Open, honest communication builds trust with clients and within the team.

**3. Humility:** Mistakes happen. The team holds accountability, remains coachable, and strives to improve.

**4. Hustle:** "Attack the day!" Every team member brings energy, focus, and dedication to their work.

These values permeate the organization, from project managers to employees working in clients' homes. "People love having our team in their homes," Titus says proudly.



### COMMUNICATION AND ACCOUNTABILITY

HUG Construction stands out through clear communication and proactive problem-solving. “We lay out the roadmap and communications process upfront,” Titus explains. This includes a weekly summary outlining progress, next steps, and any needs from the customer. Every conversation is documented to ensure nothing falls through the cracks.

### INTEGRITY IN SCHEDULING AND PRICING

HUG Construction approaches scheduling and pricing with transparency and integrity because the customer just wants to know “what’s this going to cost me?” The company uses a fixed-bid layout with a full schedule mapped out for each project. “We provide that schedule and relay any changes that may cause the schedule change and are out of our control, like weather or supply chain issues,” Titus explains. This keeps projects on track and clients informed.

The fixed-bid approach ensures customers understand costs upfront, avoiding unexpected charges. “We believe cost-plus pricing puts the incentives in the wrong place. If there is any time wasted, it should not cost the client more. That’s on us.”

### A FAMILY LEGACY OF TRUST AND EXCELLENCE

Construction, for Titus, is about more than buildings—it’s about

people, trust, and leaving a legacy of excellence. HUG Construction stands for quality and a deep commitment to making customers feel like family. As Titus says, “We’re not just building houses, we’re building relationships.”

Titus’s family includes his wife, eight kids ranging from 18 to 2 years old (there’s no shortage of excitement at the Hug Household!), and he includes his team at Hug as part of the family. Employees like Chad in turn, look out for those around them. Chad leads plumbing and helped a struggling young man by bringing him to work one day a week. This act of kindness transformed the boy’s life and gave him the self-esteem that only a job and contribution can give.

HUG Construction does about 80% residential work, specializing in challenging projects. They also enjoy custom home building, allowing homeowners to put their personality into their homes. “We’ve done some wild stuff that was fun to do!”

The company’s tagline, “Improve Your World,” reflects a mission to make a positive impact locally and globally.

To learn more, visit [www.hugconstruction.com](http://www.hugconstruction.com).



### TITUS HUG’S COMMITMENT BEYOND CONSTRUCTION

Titus Hug extends his commitment to making a difference as the president of “Heroes of the Nation.” He travels to Africa for ministry work, supporting over 1,000 schools and caring for 430 children. This work aligns closely with the values that guide HUG Construction—honor, humility, and dedication to people.



Kris Fuehr, Has been living in Legacy ridge for 6 years. She’s loving the last couple of years with her kids at home. She’s a business broker who loves to help businesses prepare for and transition into businesses. She loves BocoPop and walking around the neighborhood.