
fts
VISION

Introduction

Working at FTS is a unique experience, and it is our responsibility to clearly communicate what makes us different.

While we don't always live up to 100% of what's addressed in this document, we fight like hell to do so. More importantly, we hire, train, promote, decide, celebrate, and intensely manage against these principles on a day-to-day basis.

At FTS, we recognize we're not for the vast majority of people — and we like it that way.

This document introduces who we are, who we are becoming, and what we stand for — our vision for what we are building here at FTS.

FTS's 3 Core Principles:

These define the way we behave and make decisions.



Incredible Customer Experience

To date, the primary driver of our growth has been our unique ability to deliver customer experiences worth bragging about. We're not perfect, but we strive for excellence on every single assignment.

Our firm is extremely **relational** — one that truly knows its customers on a deeper professional and personal level. We enjoy the relationships we build, and we intentionally invest heavily in meaningful, in-person experiences as a result.

FTS operates with the **highest degree of communication** on a 24/7 basis with our customers. We do **whatever it takes**, placing exceptional value on timely responsiveness, a sense of urgency, and clear, proactive, honest communication.

The **quality** of our deliverables defines our firm's reputation and is foundational to upholding our end of the bargain with our customers. We truly take the time to fully understand our customers' needs in all categories and as a byproduct, we expect our teammates to deliver high-quality results that meet or exceed our customer's standards.

Our reputation is not only defined by the quality of our work, but by how we treat clients and partners. At FTS, we treat every customer relationship with genuine care, respect, and a deep sense of responsibility. We take pride in being dependable, accessible, and willing to go above and beyond, especially when challenges arise. We approach every interaction with professionalism, humility, and a commitment to doing what's right, always striving to make our customers feel valued, appreciated, and confident in their decision to partner with FTS.

Our customers have high expectations, as they should. We work with some of the top companies and candidates in the world that build products and provide services relied on by many. Consequently, we're highly **adaptable** in our service approach. As our customers' needs evolve, so do we, quickly pivoting to get the job done. If projects increase in difficulty, our **ambition** for the assignment and **commitment** to the customer experience **never** waver.

This is what truly makes FTS, FTS.

Relentless Pursuit of Growth

At FTS, growth is non-negotiable. Our pace, our customers, our goals, and your teammates will consistently push you beyond your comfort zone.

We are building a firm where growth shows up personally, professionally, and financially. Our teammates are forced to **embrace the discomfort** as they become bigger, better versions of themselves over time.

The firm operates in rapid growth cycles, which demand ongoing improvements to our business processes, policies, technology, resources, and org structures. We're building a large, scalable organization where change is a constant.

Transformational growth tends to be a very painful process and that's why **resilience**, **humility** and **self-awareness** are essential characteristics to thrive here over the long term as a teammate.

Lastly, the most successful teammates at FTS are those who fully embrace what it means to be on a **relentless** pursuit of growth. As they continue to grow, their appetite for more only multiplies.



Definition: Continuing with intensity, determination, and persistence — without giving up, slowing down, or stopping, even when things are difficult.

Working here is not easy — you truly have to be relentless. If you're looking for a challenging environment that will push your boundaries, expand your thinking, and offer a long-term career path of continuous learning — this is it.

We're a Growth Firm, not a Lifestyle Firm, and we fully embrace all the challenges and opportunities that come with it.

Growth Firm

- KPI-disciplined
- Elevated standards
- Continuous improvement
- Teammate environment

Lifestyle Firm

- Low process discipline
- Average standards
- No change
- Family environment

As a byproduct, we're committed to a culture of **teammates — not family**. Families are built on unconditional love — teams are not. Teammates, on the other hand, commit to **high performance** and expect **excellence** from one another while elevating the team by being the right fit for the role.

As with any high-performing team, roles evolve as the team grows. The best fit for the job gets the position — not out of coldness, but out of commitment to the team and to each other's success — even when that means swapping out someone we love for a better teammate.

At times, this requires stepping up and doing whatever the team needs, even if it's not the easiest or most convenient path. We win together, not alone.

Our culture breeds **competition**, but in ways that are healthy and constructive; toxic competition is never tolerated.

Despite our intensity around growth, many teammates thrive here while still prioritizing other important aspects of life like family, friends, vacations, health, hobbies, and personal time. Continued support of work-life integration is one of our firm's major commitments.

That being said, working at FTS may mean occasional days exceeding 12 hours, working weekends, and attending to work emails or calls outside of standard hours. Depending on your role, project deadlines, or the time zones of our customers, off-hours work may simply be unavoidable. Again, we do whatever it takes to deliver.

Lastly, we believe growth and fun don't have to be mutually exclusive. Our teammates simply **work really, really hard** and **enjoy one another's company**. At FTS, we balance these aspects well and are continuously looking for ways to strengthen them throughout the firm.

We are Accountable & Trustworthy

Accountability and trust are at the foundation of everything we do at FTS. Teammates can count on one another, customers can count on us, and trust is never taken for granted. To uphold this foundation, we expect the following behaviors and values from every teammate:

Dependable

Teammates follow through on commitments and can be counted on to deliver — on time and to a high standard. We communicate proactively, provide updates before we're asked, and step up when challenges arise. Our teammates and customers know they can rely on us — every time, in every situation.

Ethical

We consistently make decisions based on what is right — not what is easy. All teammates protect confidential information, follow laws and policies, and avoid any behavior that could compromise trust.

Honest

We communicate openly, proactively, and truthfully. All information shared is accurate, and exaggeration or omission is avoided. Teammates admit mistakes and give credit where it's due.

Integrity

We do what we say we will — always. Even when no one is watching, teammates act with transparency, fairness, and consistency. Every decision, every action, and every interaction is an opportunity to build trust by doing what's right.

Respect

Teammates value others' time, contributions, and perspectives. We listen fully before responding, treating every person — teammate or customer — with dignity and professionalism.

In Closing

We recognize that this document is always evolving. Every current and prospective teammate at FTS has the opportunity to shape our vision for years to come — consciously or unconsciously. We hope this document serves as a compass for those seeking the right fit at FTS and as a magnet for those who share our principles and want to build with us.

This is who we are, who we are becoming, and what we stand for — our vision for building FTS.

A Final Word

"Never doubt that a small group of thoughtful, committed people can change the world. Indeed. It is the only thing that ever has." **–** Margaret Mead