

Our Foundational describe the values and behaviors that make our culture unique. They explain how we relate to each other, our customers, and our suppliers. It's who we are, it's what makes us leaders in our field, and ultimately what drives our success.

Foundational

1. ACT WITH INTEGRITY. Do the right thing in every action you take and, in every decision you make, even when no one is looking. Your word is your bond, so always tell the truth. When you make a mistake, own it, apologize for it, and make it right.

2. DELIVER A LEGENDARY CUSTOMER EXPERIENCE. In all situations, act in the best interest of our customer. Mere customer satisfaction is for lesser companies. In our business, the customer is not always the contractor purchasing the material. Sometimes it's the engineer. You're empowered to do what's necessary, so create extraordinary experiences they'll tell others about. Create customer loyalty by doing the unexpected.

3. PRACTICE BLAMELESS PROBLEM-SOLVING. Problems are going to occur that we have to solve, just know that. Apply your creativity, experience, and enthusiasm to develop solutions rather than pointing fingers or dwelling on problems. Identify lessons learned and use those lessons to improve ourselves and our processes so we don't make the same mistake twice.

4. HONOR COMMITMENTS. Do what you say you're going to do, when you say you're going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can't be fulfilled, notify others early and agree on a new commitment to be honored.

5. GO THE EXTRA MILE. Be willing to do whatever it takes to accomplish the job . . . plus a little bit more. Even if it takes doing something that's not in your job description, it's the extra mile that separates the ordinary from the extraordinary.

6. GET CLEAR ON EXPECTATIONS. Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you're not clear on what they expect of you. Don't make assumptions. End all meetings with clarity about action items, responsibilities, and due dates.

7. MAKE IT HAPPEN. Respond to every situation by looking for how we *can* do it, rather than explaining why it can't be done. Don't make excuses or wait for others to solve the problem. Be resourceful, show initiative by coming to the table with solutions and seeing issues through to their completion.

8. BE GENEROUS WITH GRATITUDE AND APPRECIATION. Recognizing people doing things right is more effective than pointing out when they do things wrong. Regularly extend *meaningful* acknowledgment and appreciation – in all directions inside and outside our walls. The more detailed appreciation that you give the more impact that it makes.

9. BE A FANATIC ABOUT RESPONSE TIME. Rapid response time is one of the easiest and best ways to make a great impression. Respond to questions and concerns quickly, whether it's in person, on the phone, or by e-mail. This includes simply acknowledging that we got the question and we're "on it." Keep all those involved continuously updated on the status of outstanding issues.

10. MAKE QUALITY PERSONAL. Take pride in the quality of everything you touch and everything you do. Always ask yourself, "Is this my best work?" Take pride in your appearance. Everything you touch has your signature and makes a statement about you. Make sure it's a statement of excellence.

11. EXEMPLIFY SOUTHERN HOSPITALITY. Treat others in a respectful, friendly, and courteous manner without expecting reciprocation. Every conversation, phone call, e-mail, letter, and even voicemail, sets a tone and creates an impression. Pay attention to every interaction and be sure you're setting a tone that's welcoming, warm, and helpful. Have grace under pressure, and let your smile and kindness shine through every time!

12. PRACTICE ACTIVE LISTENING. Listening is more than simply "not speaking." Give others your undivided attention, and stop the desire to multi-task. Be present and engaged. Be curious to know more, challenge yourself to ask great questions. Listen with care and empathy. Above all, listen to *understand*.

13. BE A STRAIGHT SHOOTER. Speak honestly in a way that moves the action forward. Say what you mean, and be willing to ask questions, share ideas, or raise issues that may cause conflict when it's necessary for team success. Avoiding uncomfortable situations doesn't smooth things over, it just allows the issues to grow. Address issues directly with those who are involved or affected.

14. BE EASY TO WORK WITH. Be wise in how you deal with people. Understand the nuances of team dynamics, and know how your words and actions impact others. Find ways to make working with you/us easier. Simplify everything. Provide simple and complete instructions. Be overly helpful.

15. STRENGTHEN THE FAMILY. Our relationships go deeper than simply being team members at work; always remember that we are family. We genuinely care for and about each other. Whether it's a kind word during a tough stretch, a friendly smile each morning, or a helping hand in stressful times, show your compassion. Have each others' backs, and always protect the FTI family.

16. MAKE IT BETTER. Anything worth doing is worth evaluating. Regularly reevaluate every aspect of your job to find ways to improve. Guard against complacency. Continue to find ways to get things done better, faster, and more efficiently. Get better every day.

17. THINK TEAM FIRST. Be a servant leader who puts the needs of others ahead of yourself to ensure the team performs at the highest level. Be willing to step into other roles and wear multiple hats when that's what's required for team success.

18. BRING IT EVERY DAY. Have a passion for what you do and be fully engaged. This is not your practice life. Make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Work with a sense of urgency to get things done. It's your responsibility to bring the very best and to be your best.

19. EMBRACE CHANGE. For us, change is growth. The roots of this company go back to 1986, and part of our long-term success has been the willingness to evolve and change. Be inspired by the opportunities that change brings and confident in your ability to adapt.

20. LOOK AHEAD AND ANTICIPATE. Be proactive. Solve problems *before* they happen by anticipating future needs and addressing them today. Preventing issues is always better than fixing them.

21. HONOR THE FTI FAMILY. We're all responsible for, and benefit from, the FTI image and reputation. It takes years to build up and establish trust and only seconds to lose it. Consider how your actions affect our collective reputation and be a proud ambassador for the company.

22. BUILD MEANINGFUL, PERSONAL RELATIONSHIPS. Our business is built on trust and trust is built on relationships. Make smart decisions that enhance long-term relationships. Strong relationships enable us to work through difficult issues and challenging times. Nobody cares what we know until they know that we care. Show them you care.

23. BE THE SUBJECT MATTER EXPERT. Whatever your role is in the organization, be the expert at what you do and constantly challenge yourself to learn more. Our clients buy our products, but they're really buying our expertise. Be curious and be a lifelong learner.

24. KEEP THINGS FUN! Work hard and play hard. Remember that the world has bigger problems than the daily challenges that make up our work, so keep perspective. Don't take yourself too seriously. Laugh every day.

25. WALK IN OUR CUSTOMERS' SHOES. Understand our customers' world. Know their challenges and frustrations. See the world from their perspective. Stay close to the customer. The better you understand them, the more effectively you can anticipate and meet their needs. Do what's best for the customer.

26. DO IT RIGHT THE FIRST TIME. The goal is to get things *right*, not simply to get them *done*. While we always want to work with a sense of urgency, sometimes we need to slow down in order to speed up. Double-check your work. Measure twice, cut once.

27. RESPECT CONFIDENTIALITY. Our customers share information with us because they need and trust us. Honor that trust by keeping their information in confidence and taking appropriate steps to safeguard how and where it is used. The same is true for information about our company, as well as about your teammates.

28. SEIZE THE OPPORTUNITY TO SHINE. Our biggest chance to shine is when the customer is at their lowest point, struggling with what seems like an insurmountable problem. See these situations as opportunities and do what it takes to amaze them. The bigger the problem, the greater our chance to shine.