

# Our Operating Principles



01

## We are customer-centric and strive to stay one step ahead

We recognise that in order to be successful, we don't just have to understand our customers, but our customer's customers. We own outcomes for everyone along the value chain, proactively addressing needs and pain points better than anyone else.

04

## We operate from first principles

Our fundamentals are strong. We approach our work with a "shoshin", beginner's mind, coming up with innovative solutions based on core truths. We use data to inform our strategy, making sure to address root causes instead of treating symptoms.

07

## We are "micro-pessimists but macro-optimists" \*

On a day-to-day basis, we are skeptical; we focus on our weaknesses and question our ideas. However, we never lose sight of the bigger picture: we believe deeply in what FT is doing, and are unfailingly optimistic about the heights we can achieve.

02

## We maintain neutrality

Unlike many, FT was founded on the principle of neutrality. We always consider and balance the interests of our partners and customers across the ecosystem, bringing transformation for all, no matter big or small.

05

## At FT, the best idea wins. Always.

At FT, there is no hierarchy when it comes to ideas. We're committed to doing the best for the organization and its people, which involves healthy debate. However, once a decision is taken, we set aside personal opinions and work to create a successful outcome.

08

## We take ownership

We feel personally responsible for any project that passes through our hands, even if we are not leading it. We never say "that's not my job"; instead we do whatever is required to ensure the end result is of the highest standard.

03

## We have a bias for action

We don't need conditions to be perfect to get started. Being first matters, so we move fast, take calculated risks and iterate as we go.

06

## We never give up

We are unapologetically relentless. We enjoy solving tough problems, experimenting with new approaches and leapfrogging over obstacles until we get it done.

09

## We're always hungry to learn more, know more, be more

We get excited about new opportunities that push us out of our comfort zones. We leave our egos at the door, seeking alternative perspectives instead of defending our own.

\* Coined by Stripe