

# FreeUp Culture Doc

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## Our Purpose:

### ***#1 The Purpose of FreeUp:***

Connect clients quickly with the top 1% of pre-vetted freelancers while also providing fast 24/7 support for both parties.

### ***#2 The Purpose of FreeUp:***

For Freelancers: Our #1 goal is to treat our freelancers with the same respect that we give our clients. We understand that our platform is nothing without our freelancers. We are committed to always hearing both sides of every story.

For Clients: We strive to provide our clients with the highest quality freelancers. We always make sure to extensively pre-vet our freelancers.

## Our Culture:

### **Respect for Each Other and Leaders**

We will always treat one another with respect. This means no name-calling, derogatory language or anger towards one another. It is okay to have disagreements, however, outbursts will *never* be tolerated.

Freelancers and Clients: We will always treat our freelancers with the same amount of respect that we offer our clients.

We are committed to hearing both sides of the story.

### **Stay Humble**

No one is perfect and we would not have the awesome company and systems we have today without everyone on the team.

No one is “better” than anyone else. Don’t ask others to do things that you are not willing to do yourself.

## **Reliability**

We are committed to being reliable. This applies to our operations team, freelancers, and clients.

Reliability is what sets us apart from other freelancer platforms. We expect our freelancers to not suddenly drop projects and we expect our clients to not suddenly drop freelancers.

Do not commit to something unless you can 100% follow through.

## **Teamwork: Across All Departments**

We have a large operations team at FreeUp, and that’s great!

With that, always make sure that you are doing everything possible to help one another.

Cross-pollinate ideas: As we implement new processes and tools, share what you are doing with other department leaders. You may have implemented something that could be helpful to them!

Teamwork makes the Dream Work.

## **Always Strive to be Better**

We don’t want to settle.

There will always be things that we can be doing better. It is important for us as a team to identify what we can make better and then execute the tasks necessary to achieve those goals. We’re in this together

## **Celebrate Milestones**

We are always working towards a goal.

When we hit milestones, be sure to celebrate it! All of the hard work we put in to be better doesn’t mean much if we can’t take a step back to enjoy what we achieve.

## **Accountability & Responsibility**

Own your tasks all the way until the end.

You are responsible 100% of the way - meaning if you depend on someone else to help you with the task, you are still responsible for making sure that person comes through and helps you.

If a client asks you about something and you don't know, that's okay, but it's still your responsibility to get back to them. Do not ask them to ask someone else on the team. Find out for them and take responsibility until it's complete.

## **Ask for What You Need & Want**

In a culture of everyone striving to make each other's lives better, the only pitfall is not always knowing what that means to everyone else. As such, be open with what you want from other people and help them understand how they can empower you to do an even better job.

Asking for what you want and need doesn't have to be exclusive to your "work" - This can apply to the tools you need, training you need, something personal, or advice about your career.

We're on the same team and here to help you succeed.

## **Communicate Openly & Clearly**

Over-communicate, keep everyone in the loop. Put big updates in Slack as well as email to the entire team or staff. Always reply as fast as possible.

When replying, even a simple "I received this, and I will look into it" is better than waiting for an answer. Down the line a "Hey, I just wanted to update you on this, I do not have an answer yet but I'm still investigating" works great.

Make sure to follow the correct lines of communication if you have a suggestion or feedback. Contact the person in charge of the department who can make a change or give you the best response.

We value openness, calmness, and logic. We don't work in a hospital, no one is going to die, so we communicate with calmness and logic. Nothing heated. Always nice. And hopefully, fun as well.

## **Communicate Project Status Clearly**

If you have projects in the works, keep the other party up-to-date with consistent updates so they never have to wonder where things are at, even if the movement is stalled. This goes for both teammates and customers.

If you get stuck on a problem - ask! Take action. Get creative. Don't let the problem sit, it will not solve itself.

With all that said, actually following up with someone is great and very appreciated in many circumstances. It's common to juggle many projects at once, and it's nice to have the support and reminders from the team.

## **Give and Receive Meaningful Feedback**

Make it part of your routine to give feedback. Don't wait to be asked to provide feedback - offer it freely and constructively. Understand that feedback can be positive or corrective in nature and is ultimately what helps us grow and improve as a company.

If you think a FreeUp process can be done better - don't worry about offending anyone.

Embrace feedback that YOU receive. You will make mistakes, you will have areas for improvement, and when that's pointed out to you - understand that it's for your development and benefit. Take the advice and grow.

## **Mess Up, Fess Up**

It's okay to make mistakes. If we're afraid of making a mistake, we won't innovate and improve through taking reasonable risks. The key to growing and improving as a business is to see each mistake as another round of experience under the belt.

Take ownership of your mistakes. Acknowledge that you mess up and don't hide it from others. Genuinely, authentically, and transparently explain what happened and how you're going to make things right.

Most importantly, learn from your mistakes. A mistake made once is an experience and a mistake made twice is a choice.

## **No Abusive, Offensive, or Intolerant Language**

Any use of offensive, discriminatory or abusive language by anyone on the FreeUp team (FOC members or Freelancer) will not be tolerated.

Furthermore, if a client uses abusive or offensive language, we'd like it reported to FreeUp leadership, as this also will not be tolerated.

There is a difference between tough criticism and conversations and being abusive to those around you. Here are some examples:

- Calling someone or someone calling you a curse word
- Insulting somebody's intelligence (using words like "stupid" or "idiot")
- Using racist, homophobic, sexist, transphobic, or xenophobic language

If you observe any of these things coming from a team member or a client, please email [support@freeup.net](mailto:support@freeup.net), so we may address the situation and maintain a positive, respectful freelance platform.