



MetroStar

Culture Guide

From Our Co-Founders

Since MetroStar was founded, we have understood that a core component of our success as a company would rely on creating a culture and a brand based on a shared passion, vision, and courage to disrupt the IT landscape. This culture is what continues to inspire us as we have grown from a team of 3 to nearly 500, and it binds us with a shared sense of curiosity, creativity, and confidence.

As MetroStar continues to grow, our solutions and digital services will constantly evolve to enable transformation. The essence of #MetroStarCulture is our collective desire to solve complex IT challenges, build innovative solutions, and evolve world-class services with the best people in the industry.

Our hope is that you will see the fingerprints of your contributions on our ever-expanding culture, and that you will always feel empowered to grow, learn, and achieve extraordinary things during your time here.

Sincerely,



Ali Reza Manouchehri
Chief Executive Officer & Co-Founder



Robert J. Santos
President & Co-Founder



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“We’re a dynamic, innovative team. New skills, new ideas, and new DNA drive a new path forward for growth across all levels of the organization.”

**Our value-focused DNA
has made us one of the
fastest-growing technology
providers in the industry.**

mission:

A passion for our people.
Value for our customers.



500+ Employees



\$2M+ Invested
Annually into R&D



75+ Profitable Quarters



Founded in 1999



2 Headquarters:
Reston, VA & Bloomington, IN



27% Veterans



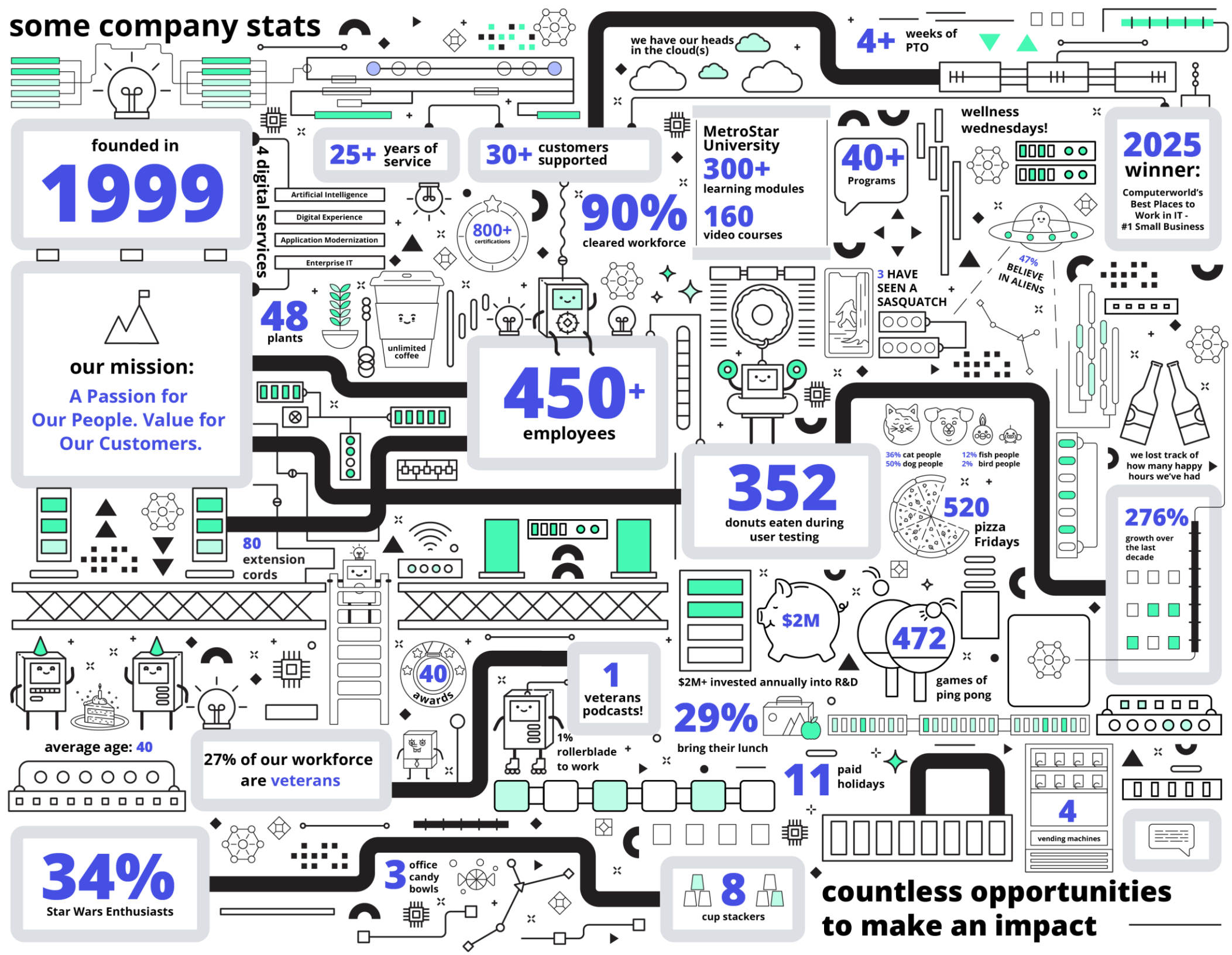
40+ Programs



4 Digital Services, 8
Ready-to-Use Solutions

“ Culture doesn’t just happen. It’s a cautious, calculated investment across all levels of the organization to nurture and provide human capital with the resource to thrive ”





Our Customers + Industries

Federal Civilian

- U.S. Department of Agriculture
- General Services Administration
- U.S. Department of Commerce
- Environmental Protection Agency
- U.S. Patent & Trademark Office
- Mainstreet Bank
- U.S. Department of Treasury
- American Armed Forces Mutual Aid Association
- Federal Housing Finance Agency
- U.S. Department of Health & Human Services
- NIH IT Acquisition and Assessment Center
- New York City Health + Hospitals

National Security

- U.S. Department of Agriculture
- U.S. Department of Homeland Security
- U.S. Department of Justice
- U.S. Department of State
- Federal Bureau of Investigation

Defense

- U.S. Air Force
- U.S. Army
- U.S. Marine Corps
- U.S. Navy

“ No matter where you go, you’ll always find a MetroStar employee looking to add value! ”

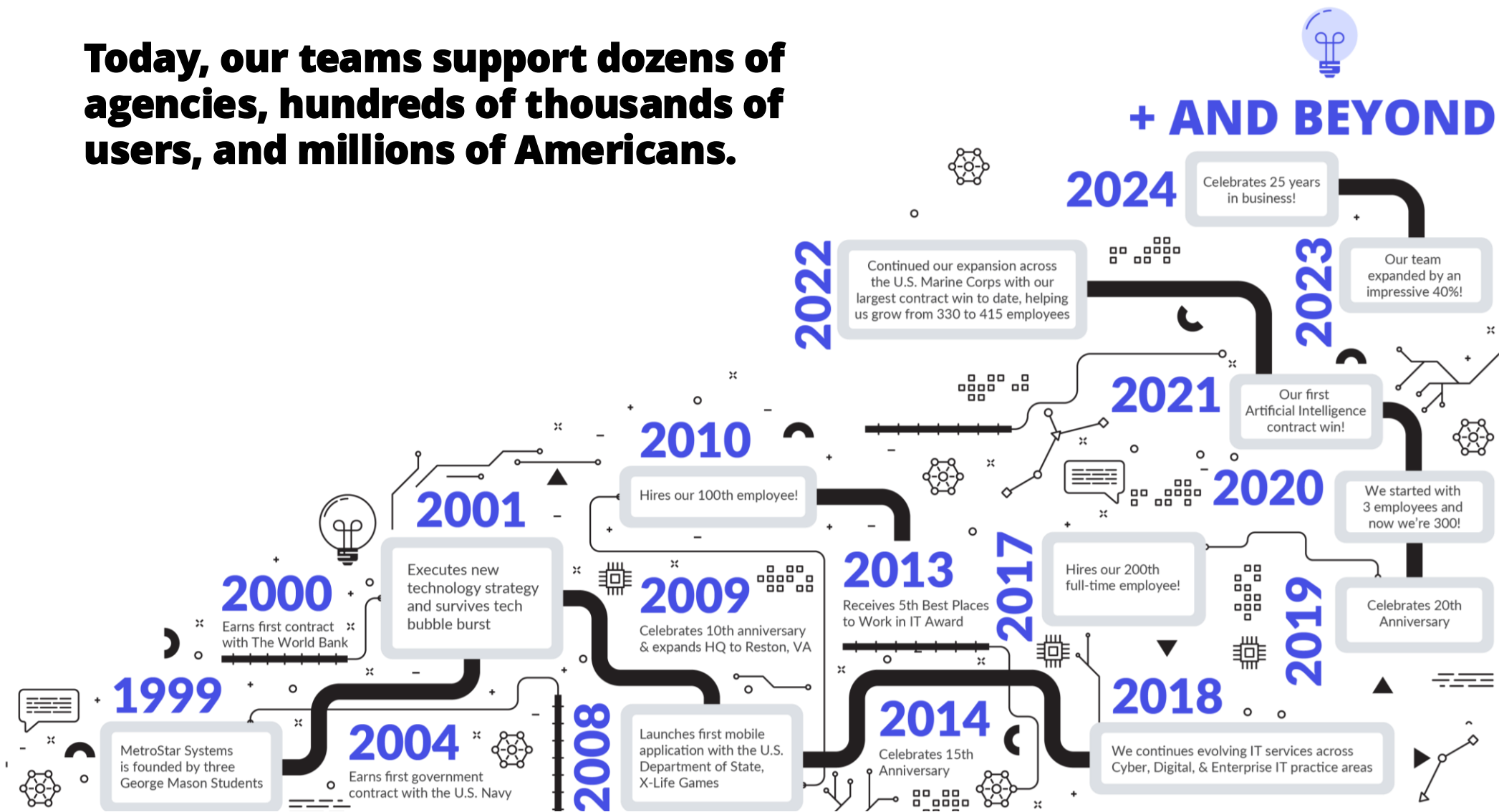


What you can tell your friends:

I work with government agencies to solve some of their toughest IT and business challenges. Together, with my team, we are transforming the way the government delivers digital services to citizens, military, and our partners to provide a more perfect union.

Our story began by creating tools that empowered developers to build faster solutions across the World Wide Web.

Today, our teams support dozens of agencies, hundreds of thousands of users, and millions of Americans.



Awards

We're a company of builders, technologists, artists, and everything in between. We know that the best teams are ones where different backgrounds comes together to power change.



3X Awardee



Our Culture's Heartbeat



Our values propel us towards our shared vision

Our Culture Code serves as a compass that helps us navigate through challenges and make difficult decisions. They provide clarity and direction, ensuring that we stay true to our principles even in times of uncertainty. By upholding our Culture Code, we maintain the integrity and trust that are essential to our success.

Our Culture Code also shapes our relationships and interactions within MetroStar. They set the tone for how we treat one another, fostering respect, empathy, and collaboration. By living our Culture Code, we create an environment where every individual feels valued, heard, and supported, enabling us to harness the collective power of our vibrant community.

Ultimately, our values are not just words on a page; they are the embodiment of MetroStar's character and aspirations. They inspire us to continuously strive for excellence, to push the boundaries of innovation, and to make a positive impact on the world.

A Message from our **CEO + Co-Founder**

Welcome to our Community!

At MetroStar, we embrace a vibrant culture that sets us apart. Our Culture Code is the guiding principle that fuels MetroStar. At our core, we believe in fostering an environment that encourages collaboration, innovation, and personal growth. Together, we are committed to the following:

We celebrate and respect the unique perspectives and backgrounds of our people, creating an atmosphere where everyone has an opportunity to grow and do their best work.

Innovation is in our DNA. We thrive on pushing boundaries and challenging the status quo. We encourage our people to think outside the box and embrace new ideas. We encourage experimentation and risk-taking, recognizing that failure can be a steppingstone to success.

We are obsessed with growth. We provide continuous learning opportunities, mentorship programs, and a supportive but challenging environment. We believe in investing in our employees' professional and personal growth, recognizing that their success is our success.

We uphold the highest ethical standards in all our interactions. We believe in open and honest communication, fostering trust, and building strong relationships with our team members, customers, and partners.

We are making a positive impact on our communities. We actively engage in corporate social responsibility initiatives, supporting causes that align with our values and making a difference in the lives of others.

At MetroStar, we are not just a team but a community. We support each other, celebrate each other's successes, and provide a nurturing environment where everyone can thrive. Our culture is the foundation upon which we build our future, and we are excited to have you join us on this incredible journey.



ALI REZA MANOUCHEHRI
CEO & CO-FOUNDER

Our Culture Code



Our Ways of Working



People-First

By adopting a people-first approach, we ensure that our decisions, products, and services prioritize the well-being, happiness, and success of people. We value empathy, compassion, and respect, to create positive impacts for the people around us.



Collaborative

We foster a culture of collaboration where team members from all backgrounds share ideas, insights, and expertise. We encourage open communication, and active participation to leverage the collective superpowers of our team.



Results-Oriented

We prioritize efficiency, effectiveness, and meaningful impact aligned to our strategy map and BHAG. We set clear goals and objectives, and we work with determination and accountability to deliver results.



create connections

Starting a new job can be intimidating. It's important for us to help our new people successfully navigate their transition by providing several resources, including a designated mentor, team meet and greets, and a 90-day roadmap custom-tailored by your manager.

communicate

Use Microsoft Teams to help you stay connected with your co-workers or to find instant company news and events in our Corporate Communications channel. Once a month, tune in for our Huddle, a forum where we keep employees up-to-date with the latest from our leadership team. Look out for communications like our quarterly Mashup, a newsletter with the inside scoop on what's happening in the company or tune into our quarterly CEO fireside (which is Hybrid!). We celebrate all things big and small and strive to foster a sense of community across the organization. These components of our communications are essential to staying connected to those we care about the most – our people.

don't be shy

Our team is committed to upholding its open-door policy. Our technical, operations, and management teams are ready and willing to answer any questions you may have. We also have an ethics line for employees to share concerns they might be feeling a little shy about.

always be learning

Employees have free access to MetroStar University, customized career paths, and an Individual Career Development Plan (ICDP) with \$2,000 per year to spend on tools to advance their interests and careers. Take advantage of these resources and free courses to develop your soft and technical skills offered throughout the year.

A photograph of three MetroStar employees in an office setting. Two men are seated in the foreground, and one woman is standing behind them. They are all smiling and looking towards the camera. The man on the left is wearing a dark blazer over a black t-shirt that says 'METROSTAR EST. 1999'. The man on the right is wearing a black t-shirt that says 'METROSTAR EST. 1999'. The woman in the background is wearing a dark blazer. The background features a wall with a large, pixelated graphic of a staircase and a potted plant on the right.

welcome aboard

“The people I get to work with inspire me to be better every day! MetroStar is on a serious growth trajectory, and I'm excited to help shape the future of the organization.”



balanced life

We recognize everyone's life has unique rhythms, priorities, and obligations. Because of this, we believe in a culture of trust, where our people manage their own time.

Our Paid Time Off (PTO) Policy is ever evolving to fit our people's needs. You receive **4 weeks** of base PTO when you start your journey at MetroStar without a waiting period or accruals. PTO increases based on tenure with a cap at 7 weeks on your 10-year anniversary. We also have supplemental leave programs to explore, like maternity leave and military leave (among others!)

Some things to keep in mind when requesting PTO:

plan ahead

- Keep open communications with your manager
- Keep open communications with your team

act responsibly

- Don't disregard deadlines
- Make sure your deliverables are met
- Help your team plan for your PTO

refresh

- Go on vacation
- Share your awesome pictures with us
- Come back with fresh ideas!

“The culture is great – employees are open and collaborative and there are a number of company-organized events each month to promote healthy lifestyle and work-life balance.”

Look Forward To



**Working with
Talented Colleagues**



**Employee Morale
Activities**



**Open-Source Communities
& Sandboxes**



Tech Conferences

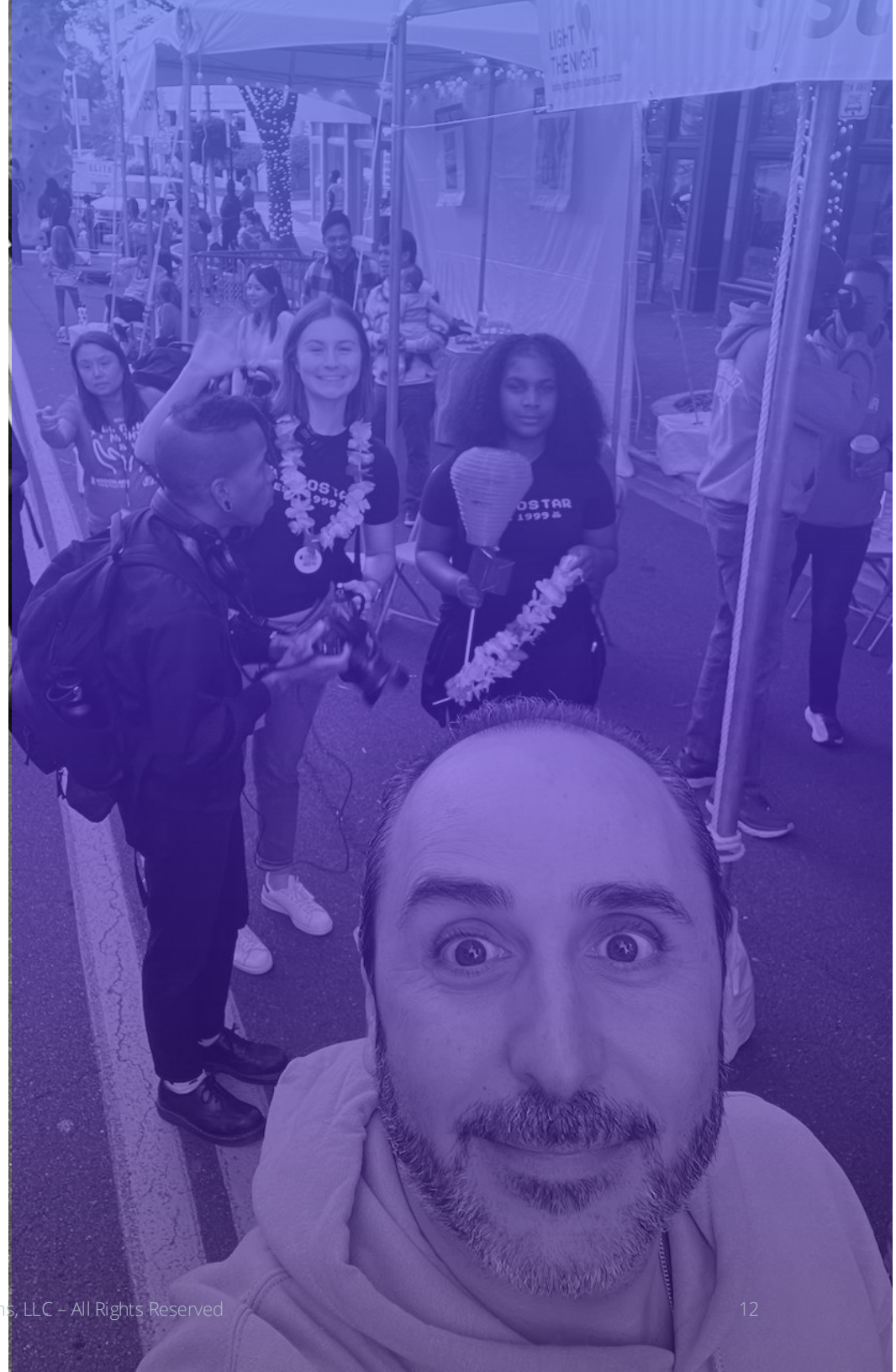


Team Building Events



**Community Service
Activities**

“ The people that work here are passionate about what they do, extremely skilled in not only their fields, but others as well. My team cares about me as a professional within my career not only the bottom line. ”



Benefits



401(k) + Roth IRA



Career Development



Employee Assistance Program



Dental + Vision



Life & Disability



Medical



4+ Weeks PTO



Voluntary Insurance

We make sure to constantly assess and update our employee benefits and coverage to evolve with our people, ensuring their needs are met.

Giving Back to Our Community

In order to power change in the technology industry, we must also empower those around us. Our Collaborative Action of Responsible Employees for Society (CARES) program focuses on giving back because it's simply the right thing to do.

Our three primary focus areas are:

Health & Humanitarian

We strive to build a better tomorrow through strategic investments and partnerships. Donating to non-profits that push for greater health and wellness in our communities is a top priority.

Education & Communities

We push to inspire the next generation of technologists, entrepreneurs, and artists. Working with universities and educational non-profits helps MetroStar ensure we share our skills and resources with those who want to grow.

Hometown Heroes

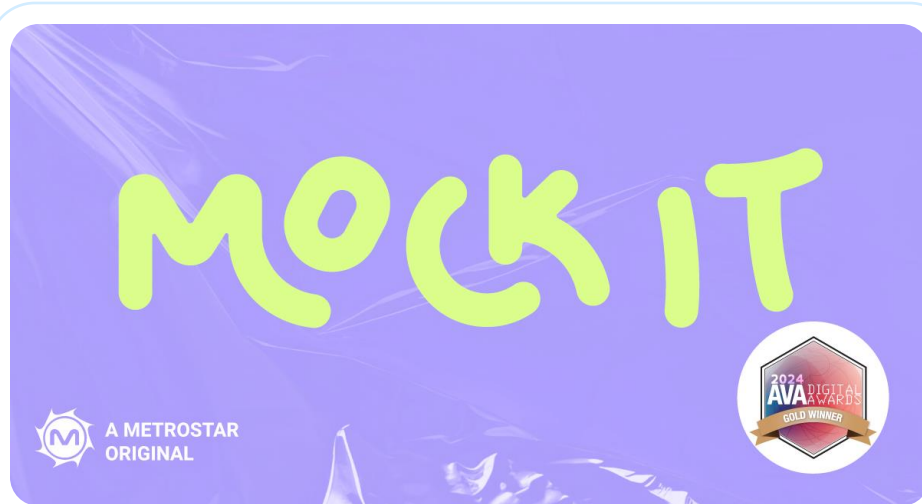
We continuously thank the everyday heroes and veteran communities for their sacrifices. We back missions that support our service members and essential workers.



CARES represents our commitment to giving back and maintaining the connection to the communities that have given us so much.

Ali Reza Manouchehri, CEO & Co-Founder

MetroStar Voices: Culture + Tech Podcasts



Our Culture & Design Podcast

Mock IT is a design and culture podcast sponsored by MetroStar. Hosts Liz and Rachel are passionate about all things design and tech. Listen for an inside look at how two friends navigate creating innovative solutions for the government while exploring emerging tech trends. The duo often invite their peers and industry experts on the show to chat about their careers and discoveries.

[listen to the latest episode](#)



Our Veteran Podcast

For over two decades, MetroStar has partnered with the armed forces to protect and empower our service members through technology. We're proud to be a part of many veterans' journeys as they transition to civilian roles. Civvies is our chance to share the stories and experiences of the community.

[listen to the latest episode](#)

Making Memories



That's a Wrap

MetroStar's brand is a reflection of our people and our culture – unified in purpose and passion. Our story is always evolving, and like all organisms, it requires care, cultivation, and protection. Our Culture's growth depends on dedicated people, a variety of perspectives, and innovative ideas. What you build today will define the kind of company MetroStar is tomorrow.

it's your turn

Inspired to power change?
We'd love to hear from you and have you on our team.

recruiting@metrostar.com
metrostar.com/join-us

