

### **- Values:**

- Customer Satisfaction comes first
- Teamwork is the spirit of our team
- Respect we're the same person, no differences and discriminations

### **- Communications Guidelines:**

- Formal Emails in Business English
- Response is as soon as possible : maximum 2 hours

### **- Fun Events:**

- We celebrate failure and mistakes before success.
- We just need to do our best for our team not just the reward.

### **- Norms:**

- Working hours from 9 am to 5pm
- Feel free to wear casual but Formal Dressing is preferred

### **-Meeting Guidelines:**

- Daily Stand-Up meeting at 11 am
- Weekly meeting on Sunday at 2 pm
- Please Keep your phones silent during the meeting
- Please Attend 10 minutes before the meeting

### **-Decision-Making:**

- Voting with 70% Majority.

### **- Conflict Resolution Process:**

- Friendly communication between the teammates

- Call the PM if the conflict is crucial and unresolved