**- 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