

TEAM CHARTER

VALUES	<ul style="list-style-type: none">• Customer satisfaction• Stay true and honest• Integrity of work
COMMUNICATION GUIDELINES	<ul style="list-style-type: none">• Timeframe (communication is during work hours)• WhatsApp communication (within 3 hrs)• Email communication in urgent cases (within 1hr)• Informal communication is permitted
FUN EVENTS	<ul style="list-style-type: none">• Celebrate regardless of the outcomes.• Go out on trips every few months.• Work bonding activities.• Fun breaks
NORMS	<ul style="list-style-type: none">• Working times• Primetimes• Lunch breaks• vacations
MEETING GUIDLINES	<ul style="list-style-type: none">• meeting objective• timeframe of the meeting.• Meeting goals• Communications rules.
DECISION MAKING PROCESS	<ul style="list-style-type: none">• team discussions• team gathered evaluation• decision discussion between team and Manager• project manager has the final say.
CONFLICT RESOLUTION PROCESS	<ul style="list-style-type: none">• In case of a conflict team members should resort to reasoning if it escalated, they need to seek higher supervisor (Manager) for further advice.