**Scrum Team Working Agreement**

**Project: Customer Feedback Portal**

\*\*1. **Communication**

* **Daily Standups**: We will hold daily stand-up meetings at -------- for no more than 15 minutes to discuss progress, plans, and blockers.
* **Meeting Etiquette**: All team members should participate actively during meetings. Use video conferencing and recording for remote team members and absent from the meeting.
* **Preferred Channels**: We will use WhatsApp for quick communication, email for formal communication, and Jira for task tracking.

\*\*2. **Collaboration and Respect**

* **Respectful Interactions**: All team members will treat each other with respect, listen actively, and value diverse perspectives.
* **Collaboration Tools**: We will use collaborative tools like Confluence for documentation and Google Drive for shared files.

\*\*3. **Roles and Responsibilities**

* **Product Owner**: Will ensure the product backlog is prioritized and clearly defined.
* **Scrum Master**: Will facilitate Scrum events, remove impediments, and ensure the Scrum process is followed.
* **Development Team**: Will self-organize to complete the work committed to in each sprint.

\*\*4. **Work Practices**

* **Definition of Done**: Work is considered done when it is fully developed, tested, and accepted by the Product Owner.
* **Sprint Planning**: We will plan each sprint on Monday mornings, ensuring the work committed is achievable.
* **Sprint Retrospective**: We will hold a retrospective at the end of each sprint to discuss what went well, what didn’t, and how we can improve.

\*\*5. **Quality and Review**

* **Code Reviews**: All code will be peer-reviewed before merging to the main branch.
* **Testing**: We will write automated tests for all new features and ensure they pass before considering work complete.

\*\*6. **Work-Life Balance**

* **Working Hours**: Core working hours are ……. AM to ………….. PM, with flexibility for personal schedules.
* **Time Off**: Team members will respect each other’s time off and avoid contacting them outside working hours unless absolutely necessary.

\*\*7. **Continuous Improvement**

* **Feedback**: We will actively seek feedback from users and stakeholders and incorporate it into our planning.

\*\*8. **Conflict Resolution**

* **Addressing Issues**: Issues will be addressed openly and honestly within the team. If a resolution can’t be reached, the Scrum Master will mediate.

\*\*9. **Commitment**

* **Sprint Goals**: Each team member commits to completing their tasks and supporting the team in achieving the sprint goal.
* **Transparency**: We will maintain transparency in our work progress and roadblocks through daily updates in Jira.

\*\*10. **Documentation**

* **User Stories**: All user stories will be documented in Jira with clear acceptance criteria.
* **Technical Documentation**: We will maintain up-to-date technical documentation in Confluence.

**Review and Adaptation**

This working agreement will be reviewed and potentially revised during each Sprint Retrospective to ensure it remains effective and relevant.

By adhering to this working agreement, we aim to create a productive, respectful, and enjoyable working environment that enables us to deliver high-quality work and continuously improve.

**Signatures:**

* **Product Owner: BA LEAD**
* **Scrum Master: Charity, Victoria, Adijat, Olatoyosi (Josephine SM GUIDE)**
* **Development Team Members: Aisosa**