**Team charter**

Values : work dedication – having social life is as much important as your career- customer satisfaction

Communication guidelines : via Whatsapp group for subjects related to whole team or number of individuals - via E-mail for direct message for one of the team members when talking about issue or complaint

Fun events : weekly dinner meeting – monthly outing

Norms: team working – helpful mindset - team respect

Meeting guidelines: everyone should has his talking time – no interruptions –polite talking

Decision making: by voting almost all time but related to Project manager in critical situations which might need some experience

Conflict resolution: team meeting at the first then if the issue continues the team leader should have the decision maybe after consulting the PM