

Team Policies and Procedures

Our attitude and culture

- We treat each other with respect.
- We intend to develop personal relationships to enhance trust and open communication.
- We value constructive feedback. We will avoid being defensive and give feedback in a constructive manner.
- We treat subcontractor and customer team members in the same way as contractor team members.
- We strive to recognise and celebrate individual and team accomplishments.
- As team members, we will pitch in to help where necessary to help solve problems and catch-up on behind schedule work.

Team meetings

- We will hold a regular weekly meeting on Tuesday at 2PM in Room 3 at Level 8.
- Additional meetings can be scheduled to discuss critical issues or tabled items upon discussion and agreement with the team leader.
- All team members are expected to attend team meetings unless they are out of town, on vacation or sick. If a team member is unavailable, he or she should have a designated, empowered representative (another team member, a representative from their functional organisation, etc.) attend in their place.
- The team leader can cancel or reschedule a team meeting if sufficient team members are unavailable or there is insufficient subject matter to meet about.
- The team leader will publish and distribute an agenda by email by Noon Monday. Team members are responsible for contacting the team leader or leaving a voice message or email with any agenda items they want to include by 9AM Monday. Agenda items can be added at the meeting with the concurrence of the team.
- Meetings will start promptly on time. All members are expected to be on-time. If, for extenuating circumstances a member is late, he/she must catch-up on their own.
- An action item list with responsibilities will be maintained, reviewed in meetings, and distributed with the meeting minutes.
- No responsibilities will be assigned unless the person be assigned the responsibility accepts it. If a person to be given a responsibility is not at meeting, the team leader must review that assignment or action item with the person before the responsibility is designated.
- The responsibility for taking and distributing meeting minutes will rotate monthly among core team members.
- Meeting minutes will be distributed within 24 hours after the meeting.
- We will emphasize full discussion and resolution of issues vs. sticking to a timetable.

Communication and Decision-Making

- One person talks at a time; there are no side discussions
- Each person is given a chance to speak their mind while at the same time respecting the group's time and the meeting timetables. We will be brief and focus on facts, not opinions.
- We emphasise open and honest communication – there are no hidden agendas.
- We de-personalize discussion of issues – no attacks on people.
- We will listen, be non-judgmental and keep an open mind on issues until it is time to decide.
- We emphasize balanced participation of all team members.

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- We will emphasise collaboration and use consensus for important decisions and issues. For less important issues, we will rely on the subject matter expert with input from others. Planning and Management
- We will mutually commit to our team's objectives as stated in the team charter or negotiate until we can make this mutual commitment.
- We accept the responsibility and accountability along with the authority given to us.
- We will maintain the team's work-plan and schedule each month.
- If a team member believes they are being asked to do a task outside the scope of the team's charter, he/she will bring this to the attention of the team leader for resolution.
- We will maintain awareness of customer-contractor roles while being responsive to customer representative needs. Any suggestions or direction we believe will constitute a scope change will be handled through proper channels. We will avoid a constructive change without proper documentation and authorization.
- When we pose an issue or a problem, we will also try to present a solution.
- Team commitments shouldn't be made lightly, but we will keep those that we do.