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Team Handbook

How we work at ZephyrCart. If something here disagrees with what your manager told you, your manager is right and this page is out of date — please open a PR.

Who we are

A 64-person company headquartered in Copenhagen, with offices in Berlin and Lisbon and remote teammates in Singapore, Toronto, and Cape Town. The org tree lives in BambooHR; the source of truth for who's on what team is the #team-* Slack channels and the squad map below.

Squads

- **Storefront API** — owns /v1/carts, /v1/checkouts, /v1/orders. Lead: Ali.
- **Catalog** — owns /v1/products, /v1/collections, search. Lead: Ali.
- **Tax & Money** — owns calculation engines, currency, refunds. Lead: Ali.
- **Platform** — owns the build, deploy, observability, the dev portal. Lead: Ali.
- **Growth Eng** — owns the marketing site, signup, billing portal. Lead: Ali.

Communication

We bias hard toward written, asynchronous, searchable. Three rules of thumb:

1. If more than two people care about it, put it in a channel, not a DM.
2. If you'd say it in a meeting, write it down before the meeting.
3. If a thread is more than ten replies long, write a doc.

Meetings are the most expensive way to make a decision. Defaults: cameras off, agenda required, notes shared within 24 hours.

How we ship

- Trunk-based development on `main`. Feature flags for anything user-visible.
- Code review by one engineer on the owning squad; design review by an EM for changes that touch the API surface or the data model.
- Production deploys are continuous and automated. Rollbacks are one Slack command.

Calendars and time off

The platform team owns the on-call rotation; everyone else's calendar is their own. Time off goes in BambooHR a minimum of one week in advance (more if it's longer than a week). Public holidays follow your home country's calendar.