

Code of Conduct

The objective

The objective of this policy and procedure document is to set out expected behaviour and conduct of group members in order to maintain professionalism when acting within or on behalf of Untitled Solutions. Failure to comply with the Code of Conduct will result in disciplinary action as set out in the Disciplinary Procedure document.

Overview

The following document will attempt to outline expected conduct of group members in different situations, however it is by no means a comprehensive list. Just because your situation was not specified in this document does not mean the group will not retroactively find it a breach of conduct. In all cases, try to be understanding, polite and communicative when interacting with others. As long as behaviour in professional situations exhibits common sense, the group will tend towards leniency when handling a breach of conduct.

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General

1. In all situations, try to be understanding, polite and communicative when interacting with others. Exhibit a reasonable amount of common sense.
 - 1.1. E.g. Frequent usage of profanity is impolite and not particularly informative.
2. Any task assigned to an individual must be completed by the time stated in the Worklog.
 - 2.1. If the individual is unable to complete the work in time, notice should be given to the group via Discord so that alternative arrangements can be made to complete the work.

Communication with Client

1. Communication with the client must uphold the professional image of Untitled Solutions.
 - 1.1. For written communications, the relevant sections of the Quality Assurance document must be adhered to, in order to provide the client a consistent and coherent experience.
 - 1.2. Any behaviour deemed by the company as unbefitting of a professional while interacting with the client will result in disciplinary action.

Meetings

1. Members should not miss meetings without giving reasonable notice and/or valid reason.
 - 1.1. Attendees of the meeting will decide whether or not to hold missing persons accountable during the meeting.
2. Members are expected to actively participate in meetings and workshops so that meetings are kept as brief as possible.
 - 2.1. Continual refusal to participate is subject to disciplinary rules.
3. Meetings consisting only of company members need not be entirely formal, subject to the wishes of the participating members.
 - 3.1. However, these meetings should still be professional enough to be functional for the purpose of completing the stated objectives in a reasonable amount of time.
4. Celebratory actions, such as performing dance moves like “dabbing”, are disallowed during meetings unless a milestone as defined by the company has been met.
 - 4.1. For additional details, see the Meeting Regulations document.

Absences

1. Members absent from meetings or other events due to sickness or other reason should notify group members via Discord (if possible).
 - 1.1. Failure to reasonably send such a notification may result in disciplinary action being taken by attendees of the meeting.
2. Those in attendance should send the absentee details and a summary of the event at the nearest opportunity.

Discord

1. The Untitled Solutions Discord channels are meant for professional communications only. Failure to keep irrelevant topics to the off-topic channel or other similar channel is a breach of conduct.
2. All members should check the Discord server for new messages reasonably often throughout the week, or otherwise ensure they can be contacted through this channel.
 - 2.1. If the application is installed on a phone, notifications for the general channel should be enabled, barring exceptional circumstance.
 - 2.1.1. Notifications not always showing up is a known issue. Failure to manually check for messages due to this is not a reasonable excuse, though a delay in receiving messages may be deemed acceptable by the group.