



Legal, Safety & Compliance Framework

Terms of Agreement • Community Standards • Enforcement & IP Policy

Effective 1 January 2026 | EGR-LSC-001

Emirates Group Roblox (EGR) — Legal, Safety & Compliance Department





Document Control

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Applies To	All members, staff, contractors, partners, guests, and participants across EGR-operated platforms
Platforms	Roblox experiences, Discord servers, and official communications channels
Classification	Public

This document establishes the legal, safety, compliance, and operational standards for Emirates Group Roblox (EGR). Participation in any EGR space constitutes agreement to comply with this Framework as updated from time to time.

Where this Framework is stricter than platform rules, the stricter standard applies within EGR spaces. If any provision conflicts with platform rules, platform rules control.



Platform Terms Incorporated by Reference

EGR operates on third-party platforms. All users must comply with the governing rules of those platforms at all times. EGR incorporates the following policies by reference and enforces them within EGR spaces.

Discord

Discord Terms of Service and Discord Community Guidelines, as published by Discord, Inc., apply to all Discord activity. EGR enforces all Discord safety and community standards relevant to harassment, hate, threats, privacy abuse, scams, and child safety.

Roblox

Roblox Terms of Use and all Roblox platform-wide rules, as published by Roblox Corporation, apply to all Roblox activity. EGR enforces Roblox standards relevant to safety, age-appropriate behavior, cheating, exploitation, and impersonation.

EGR does not reproduce third-party terms in this document. Users are responsible for reading the current versions of those policies directly from the platform publishers.



Table of Contents

Document Control	2
Platform Terms Incorporated by Reference	3
Discord	3
Roblox	3
Executive Summary	7
EGR Terms of Agreement - Members	8
Eligibility and Participation	8
Member Responsibilities	8
Consent to Moderation	8
EGR Terms of Agreement - Staff	9
Core Duties	9
Conflicts of Interest	9
Confidentiality and Information Security	9
Privacy Policy	10
Information We May Collect	10
How We Use Information	10
Retention	10
Sharing and Disclosure	10
Security	10
User Choices	10
Employee Rights	12
Hiring Rights	12
Rules and Standards	13
Section 1 - Community Conduct & Professionalism	13



Section 2 - Harassment, Hate, and Discrimination	13
Section 3 - Threats, Violence, and Safety	14
Section 4 - Privacy, Doxxing, and Data Protection	14
Section 5 - Sexual Content, Exploitation, and Age-Appropriate Standards	16
Section 6 - Fraud, Scams, and Impersonation	16
Section 7 - Platform Integrity and Cheating	16
Section 8 - Event Integrity and Roleplay Standards	17
Section 9 - Staff Standards and Authority	18
Section 10 - Flight Operations Standards	18
Section 11 - Airport & Ground Operations Standards	18
Section 12 - OCC and ATC Integrity Standards	19
Section 13 - Training and Certification Integrity	20
Section 14 - Cross-Organization Partnerships and Alliances	20
Section 15 - Intellectual Property, Assets, and DMCA Compliance	20
Section 16 - Enforcement, Appeals, and General Provisions	21
 Enforcement Matrix	22
Severity Levels	22
Typical Action Ranges	22
Enforcement Principles	22
 Staff Standard Operating Procedures (SOPs)	23
A. Intake and Triage	23
B. Evidence Rules and Integrity	23
C. Interviews and Statements	23
D. Decision and Documentation	23
E. Confidentiality and Information Controls	23
F. Escalation and Platform Reporting	24



Cross-Organization Alliance Standards	25
Partner Vetting	25
Joint Event Hosting Standards	25
Mutual Bans and Safety Notifications	25
Termination and Suspension of Alliances	25
DMCA and Intellectual Property Enforcement Procedure	26
Scope of Protected Materials	26
Takedown Procedure (Internal Steps)	26
Elements of a DMCA Notice (Checklist)	26
Counter-Notice Procedure (General Standard)	26
Repeat Infringer Standard	27
Template - Infringement Report Summary	27
Role-Specific Operational Standards	28
Flight Deck Standards (Pilots)	28
Cabin Crew Standards	28
Ground Operations Standards	28
OCC Standards (Dispatch and Scheduling)	28
ATC Standards	28
University and Training Standards	29
Legal Standard Regarding Real-World Entities and Brand References	30
Appendices	31



Executive Summary

EGR is committed to a safe, professional, and operationally consistent community. This Framework defines enforceable rules, staff procedures, privacy standards, and asset protection controls. It also establishes alliance standards and role-specific operational expectations for aviation simulation activities.

EGR retains the right to moderate and enforce standards to protect safety, integrity, and community trust. Severe risks may result in immediate action, including permanent removal and escalation to platform safety systems.





EGR Terms of Agreement - Members

This section sets the minimum standards for any person participating in EGR-operated activities or communications. Membership is a privilege and may be restricted or revoked to protect safety, integrity, and operational quality.

Eligibility and Participation

Members must comply with platform rules and EGR standards. EGR may restrict access based on misconduct history, safety risk, or integrity concerns. Participation may be paused or limited during incidents or operational changes.

Member Responsibilities

- Comply with all rules, policies, and reasonable staff instructions within EGR spaces.
- Maintain respectful communications and avoid actions that disrupt events or operations.
- Do not misrepresent your role, certification, or authority.
- Report safety concerns, scams, and serious misconduct using official reporting channels.

Consent to Moderation

Members acknowledge that EGR may moderate content, restrict access, preserve evidence, and apply enforcement actions consistent with this Framework and platform rules.



EGR Terms of Agreement - Staff

Staff are representatives of EGR and are held to elevated standards. Staff appointment is discretionary and may be modified or revoked based on performance, conduct, inactivity, or organizational needs.

Core Duties

- Enforce policies fairly, consistently, and without favoritism.
- Protect confidentiality of internal reports, evidence, and investigations.
- Use moderation tools responsibly and only for legitimate purposes.
- Document significant actions and decisions in approved channels.
- Escalate credible safety risks promptly.

Conflicts of Interest

Staff must disclose conflicts (personal relationships, alliance partner involvement, disputes) and recuse from investigations or decisions where impartiality is reasonably in question.

Confidentiality and Information Security

Unauthorized disclosure of internal discussions, evidence, moderation logs, or staff-only content is prohibited and may result in immediate removal and enforcement.



Privacy Policy

This Privacy Policy explains how EGR may collect, use, store, and share information within the limits of the platforms used (Roblox and Discord). EGR is a community organization and does not operate independent identity verification systems. Data handling is limited to what is necessary for safety, moderation, operations, and integrity.

Information We May Collect

- Platform identifiers (usernames, user IDs) and role assignments within EGR spaces.
- Communications and activity logs visible to staff within EGR-controlled spaces, including timestamps.
- Support tickets, reports, and evidence submitted by users (screenshots, links, descriptions).
- Operational logs used to manage events (session rosters, training records, certification outcomes).

How We Use Information

- To enforce community standards, investigate incidents, and maintain safety.
- To operate trainings, certifications, staffing assignments, and event planning.
- To protect EGR assets and respond to intellectual property violations.
- To prevent fraud, impersonation, raids, or repeated misconduct.

Retention

EGR retains moderation and operational records for as long as reasonably necessary to meet safety and integrity objectives. Severe incidents may require longer retention. Records may be deleted when no longer needed, subject to platform constraints and ongoing investigations.

Sharing and Disclosure

- Within EGR staff for safety, enforcement, and operational purposes on a need-to-know basis.
- With alliance partners only when safety-relevant and limited to what is necessary (for example, mutual ban notices or event safety coordination), consistent with this Policy.
- With platform safety and support systems (Roblox/Discord) when reporting severe violations, including evidence as required.

Security

EGR limits access to internal records to authorized staff. Staff must follow confidentiality rules. No system is perfect; however, deliberate leaks, unauthorized access, or evidence tampering are strictly prohibited and enforced.

User Choices



Users may request correction of factual inaccuracies in records when appropriate. Appeals processes are described in the Enforcement and Appeals section. Users may discontinue participation at any time by leaving EGR spaces; however, enforcement records may be retained for safety.



Employee Rights

EGR recognizes that staff and contributors are entitled to fair treatment, professional communication, and due process where feasible. This section applies to all staff roles, including moderators, trainers, operations staff, and leadership delegates.

- Right to respectful treatment and a professional working environment.
- Right to raise good-faith safety or misconduct concerns without retaliation.
- Right to clarity regarding role expectations, standards, and performance requirements.
- Right to step down voluntarily without harassment or intimidation.
- Right to review and respond to allegations in non-emergency circumstances.

Hiring Rights

EGR reserves the right to recruit, appoint, promote, reassign, demote, or remove staff at its discretion to meet operational needs and safety standards, consistent with platform rules.

- Selection based on merit, reliability, conduct history, and safety fit.
- Probationary periods and training requirements may apply to new roles.
- EGR may decline or terminate staff engagement for misconduct, dishonesty, inactivity, or loss of trust.
- Bribery, pay-for-rank arrangements, and favoritism for personal benefit are prohibited.



Rules and Standards

The following enforceable rules are organized by category. Rule numbering follows the format requested (1.1-1.9, 2.1-2.9, and so on through 16.1-16.9). Enforcement outcomes are guided by the Enforcement Matrix and may be escalated based on severity, intent, and history.

Section 1 - Community Conduct & Professionalism

- 1.1 **Respectful Conduct.** Maintain courteous, professional interaction across all EGR spaces. Harassment, intimidation, humiliation, or persistent hostility is prohibited.
- 1.2 **Disruptive Behavior.** Intentional disruption of events, operations, trainings, or communications channels is prohibited.
- 1.3 **Inappropriate Language.** Excessive profanity, vulgarity, or explicit language in official contexts is prohibited. Keep communications suitable for a broad audience.
- 1.4 **Targeted Provocation.** Deliberate provocation aimed at inciting conflict, outrage, or retaliation is prohibited.
- 1.5 **Spamming & Flooding.** Spam, repetitive messaging, mass tagging, or disruptive media flooding is prohibited.
- 1.6 **Compliance with Staff Direction.** Refusal to follow reasonable instructions issued by authorized staff during official operations is prohibited.
- 1.7 **False Statements Presented as Fact.** Knowingly spreading false information as fact about EGR, its staff, or members is prohibited.
- 1.8 **Misuse of Support Systems.** Abuse of ticketing/support channels through spam, threats, or manipulation is prohibited.
- 1.9 **Off-Platform Targeting.** Off-platform raids, harassment, or threats that target EGR or its members may be enforced when evidenced and safety-relevant.

Section 2 - Harassment, Hate, and Discrimination

- 2.1 **Harassment and Bullying.** Harassment, bullying, or sustained unwanted contact is prohibited.
- 2.2 **Hate Speech.** Slurs, hateful conduct, or demeaning content targeting protected characteristics is prohibited.
- 2.3 **Discrimination.** Discriminatory treatment or exclusion based on protected characteristics is prohibited.
- 2.4 **Coded Hate and Dogwhistles.** Coded language, symbols, or memes used to promote hate are prohibited.
- 2.5 **Sexual Harassment.** Unwanted sexual comments, advances, or sexualized targeting is prohibited.
- 2.6 **Stalking.** Stalking, obsessive monitoring, or repeated intimidation is prohibited.



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- 2.7 **Public Shaming Campaigns.** Organized public shaming, humiliation threads, or call-out campaigns are prohibited.
 - 2.8 **Hate as Roleplay.** Roleplay does not excuse hate speech, discriminatory conduct, or targeted abuse.
 - 2.9 **De-escalation Duty.** Members must disengage and report rather than escalate through retaliation or dogpiling.
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Section 3 - Threats, Violence, and Safety

- 3.1 **Threats of Violence.** Threats of violence or harm (real or implied) are prohibited.
 - 3.2 **Encouragement of Harm.** Encouraging self-harm, violence, or dangerous behavior is prohibited.
 - 3.3 **Incitement and Brigading.** Inciting others to harass, raid, or target individuals is prohibited.
 - 3.4 **Extremism and Violent Ideology.** Extremist propaganda, recruitment, or glorification of violence is prohibited.
 - 3.5 **Emergency Conduct.** During incidents, comply with staff instructions, do not obstruct response, and avoid spreading panic.
 - 3.6 **Dangerous In-Game Conduct.** Reckless actions intended to cause collisions, crashes, or safety incidents during official sessions are prohibited.
 - 3.7 **Child Safety.** Any conduct that risks child safety, including grooming or exploitation, is prohibited and will be escalated.
 - 3.8 **Safety Reporting Integrity.** Do not discourage reporting. Intimidation of reporters or witnesses is prohibited.
 - 3.9 **Retaliation for Safety Reports.** Retaliation against individuals who report safety concerns is prohibited.
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Section 4 - Privacy, Doxxing, and Data Protection

- 4.1 **Doxing.** Sharing, threatening to share, or soliciting private information is prohibited.
 - 4.2 **Invasive Requests.** Requesting photos, addresses, school/work details, or other sensitive data is prohibited.
 - 4.3 **Account Security Abuse.** Attempting to obtain credentials, security codes, or account access is prohibited.
 - 4.4 **Impersonation for Access.** Impersonation used to obtain private information or access is prohibited.
 - 4.5 **Unauthorized Publishing of Restricted Content.** Publishing private staff discussions, internal evidence, or restricted communications without authorization is prohibited.
 - 4.6 **Privacy of Minors.** Extra care is required with minors. Any attempt to collect or exploit minor data is prohibited.
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- 4.7 **Unauthorized Tracking.** Use of tracking services, doxxing tools, or stalking behavior is prohibited.
 - 4.8 **Consent Standard.** Consent to share information must be explicit, informed, and freely given.
 - 4.9 **Privacy Threats.** Threatening to leak information or to report maliciously as coercion is prohibited.
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Section 5 - Sexual Content, Exploitation, and Age-Appropriate Standards

- 5.1 **Sexual Content.** Explicit sexual content is prohibited in all EGR spaces.
- 5.2 **NSFW Material.** Pornographic or sexually explicit imagery, links, or descriptions are prohibited.
- 5.3 **Sexualization of Minors.** Any sexual content involving minors is prohibited and will be escalated.
- 5.4 **Grooming.** Manipulative conduct intended to form sexual relationships, especially involving minors, is prohibited.
- 5.5 **Solicitation.** Soliciting sexual content, nudes, or sexual favors is prohibited.
- 5.6 **Age-Inappropriate Discussions.** Age-inappropriate content is prohibited in EGR public spaces.
- 5.7 **Coercion.** Coercion, pressure, or manipulation for sexualized interaction is prohibited.
- 5.8 **Boundary Violations.** Ignoring boundaries or continuing after being told to stop is prohibited.
- 5.9 **Mandatory Escalation.** Severe violations may be escalated to platform safety channels and result in permanent removal.

Section 6 - Fraud, Scams, and Impersonation

- 6.1 **Scams and Phishing.** Scams, phishing, fake giveaways, or deceptive links are prohibited.
- 6.2 **Fraudulent Trades.** Deceptive trading, fake items, or impersonated exchanges are prohibited.
- 6.3 **Impersonation of Staff.** Impersonating EGR staff, leadership, or official roles is prohibited.
- 6.4 **Impersonation of Members.** Impersonating members, partners, or communities is prohibited.
- 6.5 **False Authority Claims.** Claiming authority, certification, or rank without authorization is prohibited.
- 6.6 **Unapproved Solicitation.** Unapproved fundraising, donations, or monetary solicitation in EGR spaces is prohibited.
- 6.7 **Extortion or Coercion.** Extortion, coercion, or threats to obtain benefits are prohibited.
- 6.8 **Misleading Branding.** Misleading media implying official affiliation or endorsement is prohibited.
- 6.9 **Failure to Report Scams.** Members should report scams; knowingly enabling scams may result in enforcement.

Section 7 - Platform Integrity and Cheating



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- 7.1 **Exploits.** Use, distribution, or promotion of exploits is prohibited.
 - 7.2 **Unauthorized Scripts or Automation.** Unauthorized scripts, cheat tools, or automation that alters integrity is prohibited.
 - 7.3 **Bug Abuse.** Intentional abuse of bugs for advantage or disruption is prohibited.
 - 7.4 **Ban Evasion.** Ban evasion or circumvention tactics are prohibited.
 - 7.5 **Malicious Links or Malware.** Posting malware, malicious links, or harmful files is prohibited.
 - 7.6 **Unauthorized Data Collection.** Collecting user data through bots or tools without authorization is prohibited.
 - 7.7 **Evidence Tampering.** Altering logs, screenshots, or evidence is prohibited.
 - 7.8 **Operational Interference Tools.** Using tools to interfere with ATC/OCC or operations is prohibited.
 - 7.9 **Platform Rule Compliance.** Roblox and Discord enforcement actions may be mirrored within EGR spaces.
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Section 8 - Event Integrity and Roleplay Standards

- 8.1 **Operational Realism.** Maintain realistic behavior aligned with aviation roleplay standards during official sessions.
 - 8.2 **Session Discipline.** Do not derail briefings, ceremonies, or operations.
 - 8.3 **Procedure Compliance.** Follow procedures for check-in, boarding, ATC interaction, and dispatch coordination.
 - 8.4 **Sabotage.** Intentional sabotage of flights, ground operations, ATC/OCC, or training is prohibited.
 - 8.5 **Communications Discipline.** Use correct channels and avoid unnecessary chatter during active operations.
 - 8.6 **Uniform and Identity Rules.** Respect role assignments, uniforms, and credential standards where applicable.
 - 8.7 **Unauthorized Directives.** Do not issue operational directives or announcements unless authorized.
 - 8.8 **Qualification Misrepresentation.** Do not claim qualifications, ranks, or certifications not assigned.
 - 8.9 **Event Privacy.** Publishing restricted operational communications is prohibited.
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Section 9 - Staff Standards and Authority

- 9.1 **Abuse of Authority.** Staff must not abuse tools, permissions, or authority.
- 9.2 **Bias and Favoritism.** Selective enforcement, favoritism, or protection of friends is prohibited.
- 9.3 **Professional Conduct.** Staff must model professionalism, restraint, and impartiality.
- 9.4 **Confidentiality.** Staff must protect internal discussions, evidence, and reports.
- 9.5 **Retaliation.** Retaliatory moderation or intimidation is prohibited.
- 9.6 **Conflict of Interest.** Staff must disclose conflicts and recuse where appropriate.
- 9.7 **Evidence Handling.** Staff must preserve evidence integrity and avoid tampering.
- 9.8 **Documentation.** Staff must document significant actions using approved channels.
- 9.9 **Duty of Care.** Staff must prioritize safety and respond to credible risk promptly.

Section 10 - Flight Operations Standards

- 10.1 **Flight Deck Discipline.** Pilots must follow published SOPs, briefings, and aircraft limitations.
- 10.2 **Clearance Compliance.** Follow ATC clearances and OCC dispatch instructions unless safety requires deviation.
- 10.3 **Runway and Taxi Safety.** Unsafe taxiing, runway incursions, or reckless maneuvering is prohibited.
- 10.4 **Comms Protocols.** Use correct channels and concise phraseology; avoid unnecessary chatter.
- 10.5 **Professional Interactions.** Maintain professional tone with passengers, crew, ATC, and ground teams.
- 10.6 **Controlled Emergency Roleplay.** Emergency roleplay must remain controlled and not be used to harass or disrupt.
- 10.7 **Aircraft Handling Integrity.** Intentional stalling, crashing, or unrealistic maneuvers in official sessions is prohibited.
- 10.8 **Crew Coordination.** Coordinate with cabin leadership when roleplay requires interaction.
- 10.9 **Operational Reporting.** Comply with logging, checklists, and reporting requirements where in effect.

Section 11 - Airport & Ground Operations Standards

- 11.1 **Gate Management.** Follow assigned gate procedures and respect OCC/dispatch assignments.
- 11.2 **Ramp Safety.** Unsafe ramp behavior, vehicle collisions, or reckless towing is prohibited.
- 11.3 **Passenger Service.** Maintain respectful guest service and avoid confrontations.



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- 11.4 **Queue and Boarding Integrity.** Do not bypass lines or interfere with staff operations.
 - 11.5 **Equipment Use.** Use ground equipment only when authorized and in realistic manner.
 - 11.6 **Coordination.** Coordinate with ATC/OCC and flight crew during turns and departures.
 - 11.7 **Incident Reporting.** Report safety incidents promptly with relevant evidence.
 - 11.8 **Restricted Areas.** Do not enter restricted areas without authorization.
 - 11.9 **Operational Channel Discipline.** Keep operational channels clear during active sessions.
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Section 12 - OCC and ATC Integrity Standards

- 12.1 **Impartial Control.** Controllers and dispatchers must operate impartially and without favoritism.
 - 12.2 **Operational Clarity.** Provide clear instructions and maintain calm communications under pressure.
 - 12.3 **No Abuse of Power.** Do not weaponize clearances, delays, or assignments to retaliate or harass.
 - 12.4 **Safety First.** Prioritize safety, de-escalation, and orderly sequencing.
 - 12.5 **Documentation and Logs.** Maintain required logs and preserve evidence during incidents.
 - 12.6 **Qualification Requirements.** Only qualified members may staff ATC/OCC roles in official sessions.
 - 12.7 **Confidentiality.** Protect operational data, internal notes, and incident evidence.
 - 12.8 **Escalation Protocol.** Escalate severe disruptions according to incident SOP.
 - 12.9 **Integrity of Decisions.** Do not fabricate constraints to manipulate outcomes.
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Section 13 - Training and Certification Integrity

- 13.1 **Fair Assessment.** Examiners must assess fairly and consistently.
- 13.2 **No Certificate Fraud.** Falsifying certificates, ranks, or records is prohibited.
- 13.3 **Trainee Conduct.** Trainees must remain respectful and follow instructor guidance.
- 13.4 **Exam Security.** Sharing exam materials without authorization is prohibited.
- 13.5 **Instructor Conduct.** Instructors must avoid harassment, favoritism, or retaliation.
- 13.6 **Record Integrity.** Do not misrepresent attendance or completion.
- 13.7 **Safety Emphasis.** Training must prioritize safety and professionalism.
- 13.8 **Remediation Compliance.** Participants must follow remediation plans when assigned.
- 13.9 **Appeals Process.** Certification disputes must follow the defined review and appeals process.

Section 14 - Cross-Organization Partnerships and Alliances

- 14.1 **Partner Vetting.** Partnerships require due diligence and safety review.
- 14.2 **Event Hosting Standards.** Joint events require a written plan, roles, moderation coverage, and escalation path.
- 14.3 **Mutual Ban Notices.** Safety-relevant notices may be exchanged consistent with the Privacy Policy.
- 14.4 **Brand Controls.** Partners may not use EGR branding without written permission.
- 14.5 **No Raid Cooperation.** Partners must not facilitate raids, disruption, or harassment campaigns.
- 14.6 **Dispute Resolution.** Cross-org disputes must be escalated to liaisons; public escalation is prohibited.
- 14.7 **Guest Standards.** Guests must follow EGR rules while in EGR-controlled spaces.
- 14.8 **Termination Rights.** EGR may suspend or terminate alliances presenting safety or integrity risk.
- 14.9 **Recordkeeping.** Alliance agreements and incident summaries must be documented and retained.

Section 15 - Intellectual Property, Assets, and DMCA Compliance

- 15.1 **Asset Protection.** EGR-created assets may not be copied, redistributed, or re-uploaded without permission.
- 15.2 **Unauthorized Resale.** Selling or trading EGR assets without authorization is prohibited.
- 15.3 **Derivative Works.** Derivative works using EGR assets require written authorization.



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- 15.4 **Attribution Removal.** Removing identifiers, watermarks, or authorship markers is prohibited.
 - 15.5 **Confidential Materials.** Internal documents and training content may not be publicly distributed.
 - 15.6 **Report Asset Theft.** Report suspected theft promptly with evidence.
 - 15.7 **DMCA Cooperation.** Users must comply with takedown and investigation procedures.
 - 15.8 **Repeat Infringer Standard.** Repeated infringement may result in permanent removal.
 - 15.9 **Third-Party IP.** Do not upload content you do not own or have permission to use.
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Section 16 - Enforcement, Appeals, and General Provisions

- 16.1 **Discretionary Enforcement.** EGR may act quickly to protect safety and integrity when risk is credible.
 - 16.2 **Graduated Discipline.** Actions range from warnings to permanent removal depending on severity and history.
 - 16.3 **Evidence Standards.** Enforcement requires reasonable evidence; severe actions require stronger documentation.
 - 16.4 **Appeals.** Appeals must be submitted through official channels within stated timelines.
 - 16.5 **No Harassment of Staff.** Harassing staff for enforcement decisions is prohibited.
 - 16.6 **No Public Trials.** Public disciplinary debates or evidence exposure is prohibited.
 - 16.7 **Policy Updates.** EGR may update policies; continued participation constitutes acceptance.
 - 16.8 **Severability.** If any provision is unenforceable, remaining provisions remain in effect.
 - 16.9 **Non-Affiliation.** EGR is a community organization and not affiliated with any real-world airline or company.
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Enforcement Matrix

EGR uses a graduated enforcement model. Outcomes depend on severity, intent, harm, recurrence, and cooperation. This matrix describes typical action ranges; EGR may escalate when safety risk is credible.

Severity Levels

Level 1 (Minor)	Low harm, first-time, cooperative; typically resolved with guidance or warning.
Level 2 (Moderate)	Disruptive conduct, repeated minor issues, or refusal to comply; may require temporary restrictions.
Level 3 (Serious)	Harassment, scams, cheating, significant disruption, or integrity violations; likely suspension and role removal.
Level 4 (Severe)	Doxing, credible threats, exploitation, severe hate, repeated serious misconduct; likely permanent removal and platform escalation.

Typical Action Ranges

Category	Level 1	Level 2	Level 3	Level 4
Conduct / Disruption	Guidance or warning	Mute/timeout; event ban	Suspension; restricted access	Permanent ban; escalation if needed
Harassment / Hate	Warning; corrective action	Temporary restriction	Suspension; role removal	Permanent ban; platform report
Privacy / Doxing	Immediate restriction	Suspension	Extended suspension	Permanent ban; platform report
Fraud / Scams	Warning; education	Restriction	Suspension; evidence preservation	Platform ban; platform report
Exploits / Cheating	Restriction	Suspension	Extended suspension	Permanent ban; platform report
Staff Misconduct	Coaching	Formal warning; monitoring	Role removal; suspension	Immediate removal; permanent ban

Enforcement Principles

- Safety first: credible risk may require immediate restriction without prior warning.
- Consistency: similar conduct should lead to similar outcomes, adjusted for context.
- Documentation: significant actions must be logged with evidence where feasible.
- Least necessary impact: apply the minimum action that reasonably protects safety and integrity.
- No retaliation: enforcement must never be used to settle personal disputes.



Staff Standard Operating Procedures (SOPs)

This section defines required procedures for investigations, evidence handling, confidentiality, and enforcement documentation. These SOPs apply to all staff involved in moderation, safety response, investigations, and operational enforcement.

A. Intake and Triage

- Acknowledge receipt of a report and assign an incident reference ID.
- Classify severity (Level 1-4) and identify immediate safety risks.
- If credible severe risk exists, apply temporary restrictions while evidence is gathered.
- Route the incident to the appropriate team (Moderation, Safety, Operations, or Legal).

B. Evidence Rules and Integrity

- Preserve original evidence (screenshots, links, logs) with timestamps and source context.
- Do not edit evidence; if redaction is required for privacy, retain an unredacted copy in restricted storage.
- Maintain chain-of-custody notes for severe incidents: who collected, when collected, and where stored.
- Corroborate when feasible (multiple sources, log checks, witness confirmation).

C. Interviews and Statements

- Request statements neutrally and avoid leading questions.
- Separate parties when conflict is active to reduce escalation.
- Document statements in writing with date/time and staff collector name.
- For minors or sensitive matters, use minimal questioning and escalate appropriately.

D. Decision and Documentation

- Base decisions on evidence and the rule set; avoid personal bias.
- Document the violated rule(s), the evidence basis, and the applied action.
- Include any aggravating/mitigating factors (prior history, intent, cooperation).
- Communicate outcomes professionally and avoid inflammatory language.

E. Confidentiality and Information Controls

- Share incident details only on a need-to-know basis.
- Never publish internal evidence in public channels.
- Do not discuss sensitive incidents outside authorized staff channels.



- Report suspected leaks immediately for investigation.

F. Escalation and Platform Reporting

- Escalate Level 4 incidents to Safety leadership and Legal, Safety & Compliance leadership.
- Report severe violations to platform systems (Roblox/Discord) when appropriate, including evidence required by the platform.
- Coordinate with alliance partners only as permitted by the Privacy Policy.
- Complete post-incident review to identify process improvements.



Cross-Organization Alliance Standards

All alliances, partnerships, and cross-community events must protect safety, brand integrity, and operational quality. These standards define minimum requirements for partner vetting, joint event hosting, and information sharing.

Partner Vetting

- Assess partner conduct history, moderation maturity, and safety posture.
- Confirm partner rules prohibit harassment, hate, doxxing, scams, and raids.
- Verify primary contacts and escalation path for incidents.
- Document partnership scope, branding permissions, and termination criteria.

Joint Event Hosting Standards

- Publish an event plan including roles, timeline, staffing coverage, and contingency actions.
- Define moderation coverage and incident escalation responsibilities.
- Establish comms channels for operations (ATC/OCC/ground) and for safety response.
- Require guests to comply with EGR rules while inside EGR-controlled spaces.

Mutual Bans and Safety Notifications

Where safety-relevant, EGR may share limited enforcement notices with partner organizations (for example, mutual bans for credible raid risk). Shared information should be minimal, factual, and consistent with the Privacy Policy.

Termination and Suspension of Alliances

- EGR may suspend or terminate alliances that present safety risk, enable harassment, or undermine compliance.
- Brand misuse, misleading affiliation claims, or asset theft are grounds for termination.
- Serious incidents may trigger immediate suspension pending review.



DMCA and Intellectual Property Enforcement Procedure

EGR protects its original assets and documentation. Unauthorized copying, redistribution, re-uploading, resale, or misuse of EGR-created materials is prohibited. EGR may pursue enforcement through platform reporting systems and, where applicable, under the Digital Millennium Copyright Act (DMCA).

Scope of Protected Materials

- Roblox models, maps, environments, UI components, textures, and liveries created by EGR.
- Training curricula, SOPs, handbooks, certificates, and operational documents authored by EGR.
- Branding materials created by EGR, including logos, banners, and marketing graphics.
- Custom code and scripts authored for EGR use, where applicable.

Takedown Procedure (Internal Steps)

- 1. Collect evidence: links, screenshots, timestamps, and a description of the infringement.
- 2. Verify ownership: confirm EGR authorship or licensed rights to the work.
- 3. Preserve originals: retain original files or source records and creation context.
- 4. Submit platform report: use Roblox and/or Discord reporting mechanisms as appropriate.
- 5. Issue formal notice where applicable: include required statements and contact information.
- 6. Record action: log the enforcement action, evidence, and outcome in restricted records.
- 7. Monitor recurrence: apply the repeat infringer standard for repeated misconduct.

Elements of a DMCA Notice (Checklist)

- Identification of the copyrighted work claimed to be infringed.
- Identification of the infringing material and its location (URLs, asset IDs, server/channel references).
- Contact information of the reporting party (or authorized agent).
- A good-faith statement that the use is not authorized by the copyright owner, its agent, or the law.
- A statement under penalty of perjury that the notice is accurate and the reporting party is authorized.
- A physical or electronic signature of the reporting party or authorized agent.

Counter-Notice Procedure (General Standard)

A counter-notice may be submitted by an accused party if they believe material was removed in error. EGR will review counter-notice claims and may coordinate with platform processes.



Counter-notices should include identification of the material, a statement under penalty of perjury, consent to jurisdiction where applicable, and a signature. False counter-notices may result in enforcement.

Repeat Infringer Standard

Repeated infringement, asset theft, or intentional redistribution of EGR materials may result in permanent removal from EGR spaces and escalation through platform enforcement mechanisms.

Template - Infringement Report Summary

Incident ID	_____
Reported By	_____
Date/Time (UTC)	_____
Work Claimed (Describe)	_____
Infringing Material Location	_____
Evidence Attached	Yes / No (links, screenshots, IDs)
Action Taken	_____
Outcome / Notes	_____



Role-Specific Operational Standards

The following standards apply during official EGR operations and trainings. They are intended to maintain realism, safety, and a consistent passenger experience.

Flight Deck Standards (Pilots)

- Attend briefings when required and comply with route/aircraft assignments.
- Use checklists and observe realistic taxi, takeoff, cruise, approach, and landing procedures.
- Maintain communication discipline; use concise callouts and avoid chatter on operational channels.
- Do not intentionally crash or perform unrealistic maneuvers during official sessions.
- Report operational issues, conflicts, or safety incidents to OCC and Safety staff promptly.

Cabin Crew Standards

- Maintain professional passenger engagement and avoid conflict escalation.
- Coordinate with flight deck leadership where roleplay includes service updates or safety items.
- Support event flow: boarding, announcements, and deboarding procedures as published.
- Protect passenger privacy and do not encourage harassment or targeting.

Ground Operations Standards

- Follow gate, ramp, baggage, and turnaround procedures.
- Operate vehicles and equipment safely and realistically.
- Keep ramp and ops channels clear; prioritize concise operational comms.
- Do not access restricted areas without authorization.

OCC Standards (Dispatch and Scheduling)

- Maintain impartial scheduling and assignments; avoid favoritism.
- Document major changes (gate changes, cancellations, irregular ops) with rationale.
- Coordinate with Safety staff during disruptions and preserve logs during incidents.
- Provide clear, professional instructions to operational teams.

ATC Standards

- Provide clear, calm instructions; prioritize safety and sequencing.
- Do not weaponize clearances or delays to harass or retaliate.
- Use consistent phraseology and avoid unnecessary chatter during peak operations.



- Escalate disruptions to Safety staff and preserve evidence where necessary.

University and Training Standards

- Maintain exam security; do not share protected exam materials.
- Assess fairly; avoid favoritism or retaliation.
- Document outcomes, remediation plans, and certification status accurately.
- Ensure training spaces remain respectful and safe for all participants.



Legal Standard Regarding Real-World Entities and Brand References

Emirates Group Roblox (EGR) is a community organization operating within Roblox and Discord. EGR is not the real Emirates airline or The Emirates Group, and does not claim to be affiliated with, endorsed by, or representing any real-world airline, company, government, or authority.

All real-world trademarks and brand elements remain the property of their respective owners. EGR prohibits misleading statements or media that could reasonably cause confusion about affiliation. EGR may remove content and restrict access to protect compliance and integrity.



Appendices

The appendices provide standardized templates and reference materials used by EGR Legal, Safety & Compliance. These templates support consistent documentation and enforcement practices.



Form Template - Incident Record (Appendix Page 1)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 2)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 3)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 4)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 5)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 6)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 7)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 8)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 9)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 10)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 11)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 12)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 13)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 14)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 15)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 16)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 17)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 18)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____



Form Template - Incident Record (Appendix Page 19)

Complete all fields. Attach evidence links or files as required. Store completed forms in restricted records.

Reference ID	_____
Date / Time (UTC)	_____
Platform (Roblox/Discord)	_____
User(s) Involved	_____
Rule(s) Applied	_____
Summary of Facts	_____
Evidence (links/IDs)	_____
Action Taken	_____
Reviewer / Approver	_____
Outcome and Notes	_____
