

## Moderation Staff Guide

# Moderation Staff Guide

In this guide, you will find a list of ranks (and their abbreviations), allowed and unallowed MS (moderation staff) conduct, our escalation policy, handling high-level, low-level and minor infractions.

## Ranks list

Below you can find a list of our ranks. Ranks with blue text are supervisor ranks, meaning they are in charge for that shift.

- I. Junior Moderation Staff (JMS),
- II. Moderation Staff (MS),
- III. Senior Moderation Staff (SMS),
- IV. Head of Moderation Staff (HOMS),
- V. Community Management Staff (CMS),
- VI. Community Directors Team (CDT).

## Behavior and Conduct

### Moderation staff should:

- I. Lead by example, always maintaining a high level of professionalism and respect.
- II. Ensure the roleplay experience is immersive, engaging, and fun for everyone involved.
- III. Act in a neutral and unbiased manner when dealing with disputes or issues.
- IV. Provide clear and concise communication when interacting with players.
- V. Ensure all bans, kicks and warnings are reported to your supervisor.

### Moderation staff should never:

- I. Engage in any form of harassment, discrimination, or unfair treatment.
- II. Participate in roleplay or use game features for personal gain, including abusing admin powers.
- III. Show favouritism toward specific players or groups.
- IV. Use inappropriate language or engage in unprofessional behaviour.
- V. Ignore the concerns or complaints of players.

## Escalation Policy

### Level 1 – Verbal Warning

- I. Used for minor infractions, such as small rule violations or disruptive behavior.
- II. Provide a clear explanation of the issue and remind the player of the rules.
- III. Keep the tone respectful and constructive.
- IV. **Example:** “Please remember to follow the rules regarding the use of weapons in the game. This is just a friendly reminder to keep things fair for everyone!”

### Level 2 – Official Warning

- I. For repeated minor violations or more serious infractions, such as disruptive roleplay that impacts others' enjoyment.
- II. Issue an official warning through the moderation system (e.g., warning logs).
- III. Provide a clear explanation of the behavior and consequences for continued violations.
- IV. **Example:** “You've received a warning for inappropriate language in chat. Please refrain from using such language in the future to avoid further consequences.”

### Level 3 – Temporary Ban (Time-Limited Suspension)

- I. For significant disruptions, repeated infractions, or behavior that severely impacts the roleplay environment.
- II. The player is temporarily banned from the game (e.g., 1 hour, 24 hours) to cool off and reflect on their behavior.
- III. Provide clear communication regarding the reason for the suspension and the duration.
- IV. **Example:** “You have been temporarily banned for 24 hours due to repeated harassment of other players. Please review the rules and come back with a positive attitude.”

### Level 4 – Permanent Ban

- I. Used for severe infractions, such as hacking, exploiting, or continuous behavior that detracts from the game.
- II. Permanent bans should be issued with caution and as a last resort.
- III. All evidence of the infraction should be documented before action is taken.
- IV. **Example:** “Due to continuous violations of the rules, including exploiting and cheating, you have been permanently banned from the game.”

## Moderation Staff Guide

### Handling Minor Infractions

- I. Always ensure the player understands the reason for the action taken and provide a chance for them to appeal the decision if necessary.
- II. If an infraction is serious, such as exploiting or harassment, ensure you document the evidence (screenshots, chat logs, etc.) and consult with senior moderation staff before escalating to a permanent ban.

### Handling high-level issues

- I. High level issues (or risks) such as exploiting, hacking, threats of leaking information, threats of committing crimes, or any illegal activities of that matter, should be INSTANTLY reported to a supervisor, or the CMS (@technojls, @x.rubymae or @jaydpowell13). Failure to report incidents like this can be enforced with a suspension of power, or being discharged from the Moderation Team.

### Handling low-level issues

- I. Low level issues, such as bullying, teaming, gang roleplay (without permission from a supervisor), or rank impersonation is to be dealt with by any staff member online. This can include (but is not limited to): MS, JMS, HOMS.
- II. Escalation of low-level issues is not ONLY be dealt with by a supervisor, for example: HOMS+. Once a low-level issue has been escalated, JMS and MS will not be allowed to view any case files (or information) relating to the incident. Nor will any lower ranks than the supervisor the incident was escalated to. For example: if a low-level bullying incident was escalated to a member of the CMS, any ranks below CMS will not be able to view information.