SARP Staff Team Guidelines

Welcome to the SARP Staff team
Congratulations on being accepted as a member of our team. This document serves as the official staff guideline for moderating on SARP servers, discords and teamspeak. Please read in full and check back often for updates.

Last Update: 01/16/23 - By: Hyperion

SARP Management and Ownership Team:

SARP Owner – Charlie S.#3826
SARP Owner – DopeNames#1887
SARP Owner – Hyperion#5903
SARP Management - AbsentLotus5981#5588 - Staff Team Coordinator
SARP Management - *GuitaristKuro#5763* - Development Coordinator
SARP Management - Neptune#5189 - Department Coordinator
SARP Management - ozzymon68#1571 - In-Game Coordinator
SARP Management - Caseys#0001 - Community Coordinator
SARP Management - VACANT - Support Team Coordinator

SARP Management Role Descriptions

(SARP | Staff Team Coordinator)	Management: Alex R.
Role Description: The San Andreas Roleplay Staff Team Coordinator holds responsibility for running the Server's Staff Team. Ensuring that new staff team member's are hired, well-trained, competent, and professional at all times. This	

position works closely with the Staff Director to oversee recruiting, promotions and disciplinary actions.

(SARP | Development Coordinator)	Management: Isaac Z.

Role Description: The San Andreas Roleplay Development Coordinator holds responsibility for the control of the Server's files, optimization, and the completion of tickets directly requiring the development team. This position is critical to ensuring reported server errors involving maps, scripts and other backend assets are fixed or updated to ensure a positive overall experience for members.

(SARP | Community Coordinator)	Management: Casey K.

Role Description: The Community Coordinator holds responsibility for acting as a point of contact between the Server's Management and community as a whole. This position is responsible for helping to keep intact the community's morale and flow of information via communicating with ownership about issues, requests or problems. This also includes hosting community meetings, votes and reviewing server feedback forms. Additional duties include the handling of unban requests both in the discord and in game.

(SARP | In-Game Coordinator)	Management: Ozzymon68

Role Description: The In-Game coordinator is responsible for the overall quality of roleplay within the San Andreas Roleplay gaming server. This position ensures all in-game rules, guidelines and policies are being followed by all members during gameplay. The In-Game Coordinator may also work with Ownership to address or suggest any changes to in game rules or guidelines. This position also acts as a point of contact for the server's Certified Civilian Operations and will work with their command staff to ensure the best quality roleplay. Other duties include coordinating and planning server events.

(SARP | Department Coordinator)	Management: Neptune

Role Description: The Department Liaison acts as a point of contact for the server's public safety departments. This position is responsible for building and maintaining mutually beneficial relationships among the public safety command staff to better facilitate good communications. This position also reviews department fleet requests, EUP and may assist any department in its daily operations when called upon to do so. The Department Liaison will also hold the responsibility of managing CAD warrants, BOLOs and other record removal requests.

(SARP | Support Team Coordinator)	Management: VACANT
Role Description: The Support Team Coordinator holds the responsibility for the overall operation, and organization of the server's Support Team and its daily operations. This position ensures the Support Team is operating efficiently and addressing the needs of all members this includes support and purchase tickets.	

Staff Team Member Ranks & Responsibilities

Staff Team Director

Reports directly to and works with the Staff Team Coordinator

Responsible for the overall running of the staff team on a daily basis.

Processes resignations, retirements and terminations.

Approves/Denies all disciplinary actions proposed by Head Administrators.

Ensures all staff discord channels are kept up to date, organized and secure.

Ensures all staff documents are kept secure and confidential.

Oversees the Head Admins and ensures they are completing their tasks.

Holds Staff Meetings along with the Head Admins to get feedback.

Proposes all staff promotions, via vote or discussion with Head Administrators.

Must remain active and available to address the needs of the team as they arise.

Head Administrators

Staff Division Heads

Coordinates with the Staff Team Director

Oversees all staff operations in the absence of Staff Director

Votes on all staff promotions up to Senior Administrator.

Ensures that server rules and staff guidelines are being followed.

May mentor, counsel, warn any member of the staff team.

May issue up to 1 week staff suspension/strikes. (HA vote required)

May request the termination of any staff member for valid reasons.

Reviews all staff reports and addresses other internal disciplinary issues.

May host Staff Meetings to update the team and get feedback.

Assings TS3 roles to members requesting, including staff roles.

May assume some duties of Staff Director in his or her absence.

May be assigned other duties as needed by management.

Ensures all staff team discord roles are correct and up to date.

Moderates all department/civilian discords

Duties distributed among the head administrators:

Head Administrator - Head of Staff Internal Affairs
Head Administrator - Head of Staff Recruitment
Head Administrator - Head of Staff Personnel

Senior Administrators

Staff Command level supervisors

Reports directly to the Head Administrators

Responsible for maintaining the quality of staffing within the server.

Ensures on-duty staff are actively performing staff duties and maintaining server health while handling staff calls when absolutely necessary.

May spectate any staff member below their own rank to accomplish the above.

May be assigned as a Staff Investigator for Staff IA Team

Controls all ingame functions in the absence of Head Administrators+

Performs interviews on potential Trial Moderators

Responsible for remedial training of existing staff if needed.

May intervene in any situation if needed to aid in a resolution.

May correct staff caught breaking guidelines *(Reports this to Head Admin)*

May send lower ranking staff off duty and take roles pending disciplinary action.

Inherits all roles/jobs of Administrator in their absence *(staff training)*

Review and comment on staff team applications.

Assigns and removes TS3 roles to members requesting.

Assigns and removes discord roles if requested.

May be assigned additional duties by the Head Administrators

Moderates the server and responds to staff calls when needed.

Moderates the discord and teamspeak.

Administrators

Staff Supervisors

Reports directly to Senior Administrators

Ensures on-duty staff are actively performing staff duties and maintaining server health while still handling calls for staff.

May spectate any staff member below their own rank to accomplish the above.

Controls all ingame functions in the absence of Senior Administrator+

Mentor, coach and correct lower level staff when needed.

Responsible for ingame training of new Trial Moderators.

May assist in any staff sit if necessary to aid in a resolution.

Assist all lower ranking staff members with any questions or concerns.

Review and comment on staff team applications.

Assign TS3 roles to members requesting.

Staff IA Team - Ban Appeal Reviewer

Moderates the server and responds to staff calls.

Moderates the discord and teamspeak

Senior Moderators

Reports directly to Administrators.
Controls all ingame functions in the absence of Administrator+
Mentors and assists trial moderators and moderators as needed.
Review and comment on staff team applications.
Assign TS3 roles to members requesting.
Moderates the server and responds to staff calls.
Moderates the discord and teamspeak

Moderators

Reports directly to Administrators
Controls all ingame functions in the absence of Administrator.
Review and comment on staff team applications.
Mentors and assists trial moderators as needed.
Moderates the server and responds to staff calls.
Moderates the discord and teamspeak

Trial Moderators

Successfully complete staff training and trial phase.
Learn all staff guidelines, ban lengths, logs and commands.
Seek guidance from Moderator+ when questions arise.
Moderates the server and responds to staff calls.
Moderates the discord and teamspeak.

General Staff Guidelines:

Welcome to the San Andreas Roleplay Staff Team General Guidelines. Listed below, you will find all the directives and guidelines that must be followed, at all times, by a sworn member of the San Andreas Roleplay Staff Team.

➤ **Guideline Introduction**

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As a member of the SARP Staff Team, you are to set and enforce the standard while active in the community FiveM server and all other community-related areas this includes the following: All discord servers owned by Community Ownership or Management, the server TeamSpeak 3 server, and the community forums.
You are to maintain a professional standard when entering other community FiveM servers and or discords. All members of the team are responsible for their conduct within others discords, should their conduct be deemed detrimental to the image of the team or the server as a whole they may be disciplined or removed from staff.

You may be subject to punishment if found to be acting unprofessional. Incidents of staff being unprofessional are to be reported via a staff complaint ticket system for the Head Administrator over Staff Investigations to review. Anything noted within areas of the community related to the staff team, banned members or updates to the servers that have not been released to the community are to remain confidential

Staff members are asked to maintain a working relationship with the team. You might not get along with everyone but you must work together professionally.

➤ **ZERO TOLERANCE GUIDELINES**
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No Staff Team Member shall leak any documents, logs or other information found within the Staff Directory.

Dual clanning is allowed **only** if the staff member who is dual clanning can maintain their minimum required hours for staff in SARP while dual clanning. Below is the list of positions you may *not* dual clan in:

Ownership/Management
Coordinator/Director
Server Staff Team
High Command/Command Staff
Support Team/Public Relations
Development Team

No Staff Team Member shall break Server rules found in the server rules channel.

No Staff Team Member shall intently disrespect another member of the Community. This includes players, members, staff, management and owners.

No Staff Team Member shall intently abuse their power & privileges via the use of commands, menus or any other means.

Any abuse of staff permissions either for personal gain or to the detriment of a member of the community shall be met with immediate punishment and will be considered abuse of power and privileges.

➤ **Activity Guidelines**
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Staff members are required to stay active both in game and in the discord. Staff are ambassadors to the community and as such should make themselves available to help members with questions or concerns.

Active Staff are required to commit a minimum of 4 hours per week or 15 hours a month to be considered "active" within the team. If there is an issue preventing you from meeting this minimum please notify a Head Administrator or if needed request LOA.

To clock your staff hours you must go do /staffduty while in game **and more than 4 members are on the server** (excluding staff). Once the command is used it will clock you in, start your timer and move you to the "staff on duty" portion

of the member list. Once you finish your staff shift you must either use /staffduty once again to go offduty or simply leave the server. This will then clock you out, total your time and return you to your normal slot in the member list.

To see a total of your staff hours you may use the command **%data**.

All hourly data will be reset at the end of each month.

Staff who are caught AFK and clocking time may be kicked from the server so that they do not continue to clock time while not actually staffing.

Only Admin+ may kick ranks lower than themselves for being afk while staffing. Admins may not kick those equal to or higher than their rank.

If you need to step away from the computer for a moment that is understandable and you may do so but no longer than 10min, and ensure that you let others in staff RTO know this. You should also use the away message feature in TS to show you will be back in 10min.

If you fail to respond to pokes, pings or in RTO after 10min you may be kicked by an Administrator or above to stop accruing staff time.

This will not count as a disciplinary action unless it becomes continuous and there is a clear pattern of this occurring.

Head Administrators and above are exempt from this as they are not required to clock in game time.

If a Senior Administrator or Administrator is found to be afk while on as staff they are also subject to being kicked but ONLY by someone of a higher rank. Or a staff report may be submitted if there are no higher ranks on.

➤ Inactivity Policy
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This is a fast growing team with a lot of talent, because of this we will not allow staff members to fall inactive and still maintain their current ranks. However all staff will be given every opportunity to improve and step up to the plate. Please see the below outline:

Inactivity Actions:

Head Administrators: (Must remain active and complete assigned tasks)
- 1st month of inactivity will result in a warning via DM or announcement.
- 2nd month of inactivity, may face demotion to senior administrator.

Senior Administrator: (15hrs a month)
- 1st month of inactivity will result in a warning via DM or announcement.
- 2nd month of inactivity, will result in demotion to Administrator.
- 3rd month (in a row) will result in removal.

Administrator: (15hrs a month, 4hrs a week)
- 1st month of inactivity will result in a warning via DM or announcement.
- 2nd month of inactivity, will result in demotion to Senior Moderator.
- 3rd month (in a row) will result in removal.

Senior Moderator: (Maintain Department Hours + 15 Staff Calls)
- 1st month of inactivity will result in a warning via DM or announcement.
- 2nd month of inactivity, will result in demotion to Moderator.
- 3rd month (in a row) will result in removal.

Moderator: (Maintain Department Hours + 15 Staff Calls)
- 1st month of inactivity will result in a warning via DM or announcement.
- 2nd month of inactivity will result in a strike.
- 3rd month of inactivity, will result in removal

This system allows for 90 days total (3 months) before a staff member is actually removed from the team. This allows ample time for anyone on the team to bring their hours back into good standing. Those who are demoted can be promoted again if their hours/dedication have improved and meet standards.

Those who have not met the minimum requirements **for 60+ days** may not take LOA to prevent being removed from the team. If you have not been active for two straight months AND request an LOA it is time to reevaluate your commitment to the team.

If a member wishes to become a reserve staff member, they must be a Retired Owner, Retired Management, Retired Director, or Retired Head Administrator . There is no hourly requirement but they would receive no clip permissions unlike Moderators/Senior Moderators.

Those not meeting the minimum hourly requirement will be labeled "Low" in the activity section of the roster.

➤ **In Game Guidelines**
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No Staff Team Member shall execute in-game Commands, including, but not limiting to: PeaceTime, AOP, and Server Screenshot, **without the explicit permission from the highest ranking Staff Team member in "Staff RTO" Channel OR without discussion in the staff chat in game.**

Active Staff while on duty as staff may only **PASSIVELY** roleplay during times of low call volume and or low player count.Moderators/Senior Moderators must pay attention to in-game calls at all times. You must continue to monitor incoming staff calls and may need to end the roleplay to respond if staff members are lacking in the server.

No _on duty_ staff member is to create **ANY PRIORITY** call.

No Staff Team Member shall spectate another Staff Team Member, without their explicit permission. Admins, Senior Admins, Head Administrators, Management and Owners are exempt and may spectate a junior staff member to ensure staff duties are being performed, server rules and guidelines are being followed, and to address any disciplinary issues.

No Staff Team Member shall execute permissions onto another Staff Team Member. This includes freezing, slapping, kicking, teleporting to or from etc. You can TP to another staff member if you have been granted per request.

While not on duty, staff should be actively creating *good* roleplay within the server. This could be within a whitelisted department or as a civilian.

Staff members are never to interfere with an ongoing roleplay scene unless serious server rules are being violated *and/or* a person within the roleplay calls for a staff member.

>   This includes no clipping too low so that your ID is visible to others in roleplay or nocliping in a vehicle so that the vehicle's engine can be heard during role play.

Easy Admin is the primary tool for all staff members to use for their In game actions

>   vMenu only to be used when issues occur with EasyAdmin will only be used once allowed and notified in Staff Announcements Channel
>
>   Easy Admin is a menu used by all staff members to help moderatorate the ingame services. This menu allows staff to kick, ban, teleport, spectate and other options based on their permissions in game.
>
>   Easy Admin should not be abused in any fashion. Staff should only use the menu to address server rule violations. Staff should not use the menu to affect or interfere with ongoing roleplay which does not violate rules/guidelines.
>
>   Kick/ban messages should be professionally written utilizing a format as much as possible with the abbreviations of in game violations. (FAILRP, RDM, VDM, LTAP etc..) Example: Reasons: (LTAP | MASS RDM) or (FAILRP | Unrealistic Driving) or (No working MIC) or (RDM | Blacklisted Term | N word)
>
>   EasyAdmin Built-in Warning System: The warning system within EasyAdmin should be utilized on an as needed basis to inform the member of their rule violation. Each member can receive up to 2 warnings. On the third warning they will be kicked by the system automatically.
>
>   Those with access may utilize the car/ped/prop clear in areas around AOP instead of a server wide car clear. This allows for server care without ruining ongoing RP scenes.

Members of the team are not above the server rules

>   Any cases of FailRP and or Unprofessionalism whilst active as staff or not will be met with punishment

You must address a member before kicking them or banning them. You may not kick without warning. The only exemption is for the spamming of chat and modders.

> You may issue an easyadmin warning without speaking to the individual as long as you document the reason well.

Any additional permissions for RP are subject to approval from Management and any permissions given are only valid for that one in-game session.

> This includes Animal RP
>
> Administrators and above may use common animals for **QUALITY** roleplay
>
> No staff should use animals that are either not commonly found or that are not in their proper environment *(i.e. whale's on land, mountain lion in the city)*
>
> Administrators+ may start fires w/fire script and at least 2 active firefighters.

Staff members may not "live stream" FiveM while staffing, in staff RTO or performing staff actions while roleplaying. This includes streaming to non-staff members in discord.

> If a staff member is roleplaying and encounters an incident where they must take staff action they must use an "intermission screen" or end the stream temporarily so as not to show easyadmin features.

Staff members are not permitted to give non-staff members ride alongs in marked staff vehicles. It is not desired for multiple staff members to ride together unless there is sufficient staff to do so.

Staff may not use /onduty LEO/FD perms while actively staffing. Using the /onduty command as a staff member reveals your presence to the LEOs/FD since they will see blips flying around. This command is only for on-duty LEOs/FD only.

> The only exception is to quickly toggle on duty commands to provide a service such as uncuffing. Perms should be toggled back off after aid is rendered.

Staff Members must use appropriate attire while actively staffing. You may not run around in underwear and a mask while staffing. Use professional attire that is supplied to you in VMenu. (**Staff Shirts and vests preferred**)

Only one staff member should respond to each EasyAdmin call unless additional staff are requested or obviously needed.. If you are called to assist, allow the primary staff member on scene to take lead on the call and assist them as needed. **If you are passing by and happen to see the staff sit, do not "spy", rather un-noclip and make yourself known on scene while allowing the primary to address the issue unless called upon.**

Staff members must claim calls in EA **BEFORE** responding to the call. This is to indicate to the rest of the team which calls have been claimed. A Staff Member also may not claim more than one EasyAdmin call at a time. Upon completion, the call must be closed to show it is complete.

Senior Administrators+ holds the right to discipline any member for any actions that are not explicitly stated in the rules above but are deemed borderline or harmful to the overall community itself.

Staff members may not engage in the trading or use of other **non-staff** member's paid personal vehicles. This constitutes a conflict of interest and opens the door for abuse of power and favoritism.

> You may still drive/trade personals with other staff members.

While we don't care what you do in your down time, Staff members may not join the server at any point if intoxicated with either alcohol or any other substance. This leads to behavior in the server that could be against server rules and could result in punishment.

➤ **Discord Guidelines**
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All staff channels within SARP are for purposes related to staffing. While staff chat is for general light conversations among staff members it should remain semi-professional.

> Members should not post photographs of either male or female persons in clothing that may be deemed unprofessional.
>
> Non-offensive GIFs are allowed. No *NSFW, RACIST, GORE etc..*

If any memeber's discord status is deemed inappropriate the staff member will be asked to remove it.

Staff may not change their discord ID name unless special permission is granted. (This is not referring to your nickname)

Staff should have their discord name and forum name closely matching so they may be easily identified in both.

Staff members must have their discord game activity on while in the SARP server.

> Staff members must be appearing either online or Do not Disturb on discord.
>
> You may not appear offline/hidden on Discord.
>
> You may disable game activity while playing other servers/games.

Moderators and above are allowed to comment on member's staff applications on the community forums.

> Staff members must provide 2 full sentences or 3 bullet point answers (with effort) to justify your response.
>
> Failure to follow this guideline may see responses on applications deleted by Head Administrators or Management.

Staff members are asked to answer respectfully if asked to provide their side of an argument within a staff complaint.

Members of the team are to remain professional and respectful when interacting with members of the community at all times.

A member of the Staff Team must have one set name while staffing. You may have your departmental name, or your normal discord name. However they must always match in the main discord and in game. If you are on as a LEO, FD, or any other department you must have your callsigns, and department name in use in teamspeak. If you return to staff you must return to the name set as your nickname in the main discord unless you are going by your department name all the time.

➤ **TeamSpeak Guidelines**
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When active staff members (Trial Mod and Admin +) join the community Teamspeak you must join the Staff RTO channel and check in with the current staff members online. Staff should join RTO expecting to staff for a bit before asking to roleplay.

> If you wish to RP you may ask politely, this can be refused by the highest active member in the channel if the server requires more staff or an active staff member has been staffing for in excess of 2 hours. This entitles the staff member who has been working for in excess of 2 hours to a break where they may choose to RP or leave the server.
> If the highest in RTO wishes to RP they must ensure there are sufficient staff on-duty to handle the current call volume of the server. This may not apply if during the overnight NA time zones when the player base is below 20 players.

The highest-ranking active staff member in the Staff RTO holds control of all in game related services at that time

> This includes the changing of the Area of Play (AOP), Peacetime, Car Clears, Screenshots etc..
> If a higher ranking member is deafened for a period of longer than 5 minutes the staff member is to poke the high ranking member, if they fail to respond, the staff member may proceed with the requested action.
> Non- active staff may use /sc to discuss changes as well.
> Members of the Team who are on as LEO or FD may utilize the following commands when needed.

Staff members are asked to remain respectful and professional at all times while within the Staff RTO. Conversations are to remain professional and non-offensive.

➤ **Staff LOA, Retirement & Resigning**
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A staff member becomes eligible for retirement after **4 months** of service. Staff members wishing to retire must give a notice of minimum 7 Days to be considered for the retired staff role.

> The retirement notice may be retracted within 6 days.
> After a member retires, they must wait at least 30 days before rejoining the team and may be moved to Moderator upon rejoining. The member may only do this twice in one year.

If a member wishes to resign they must notify the Head Administrator with a letter of resignation detailing their reasons for resignation from the team.

Members who resign must wait 1 month if they wish to reapply. In addition, No staff member can resign and reapply more than twice in a one year time frame.

Members who are terminated from the staff team will receive the "staff blacklisted" role for no less than six months and are not eligible to re-apply during that time frame.

If a member of the team wishes to take a leave of absence (LOA) the member agrees to the following terms:

The member agrees their in-game permissions/roles are to be taken for the length of their LOA and they will be assigned the "Leave of Absence" Role.

The member shall not enter the community FiveM server for the length of their LOA. Staff found in the server while on LOA they may face punishment.

Exemptions can be applied for through the Head Administrators which will be put to a vote

The member is stating by taking any form of leave they are wishing to take time away from the server as a whole.

Those who fail to respond to DMs regarding LOA updates/timelines will be subject to removal.

Trial moderators may not take extended LOAs during their trial phase unless strong effort is shown prior to the LOA request and the LOA request is of an extreme nature and then only by approval of the Staff Coordinator.

➤ **Admin+ LOA Policy**
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When it comes to Admin+ LOAs, those who hold supervisory or key positions must have the time and availability to fulfill such responsibilities. The following policy will outline the LOA policy for all admin+ ranks.

Admin+ may take no longer than 30 days LOA in a three month period.

Head Admins must designate someone to cover for their position while on leave.

If more than 30 days of LOA is needed, the member will be moved to extended LOA and may be reassigned to a lower rank/assignment upon their return.

Those who fail to respond to DMs regarding LOA updates/timelines will be subject to removal.

➤ **Reserve Staff** ——————————————————————————————————————

The reserve staff component of SARP acts as a mutually beneficial position composed of experienced Command Staff members, retired Management, retired Owners, retired Directors, and retired Head Administrators who wish to

contribute to the overall well being of the server but are currently assigned to another division with heavy activity requirements.

Reserve members are assigned moderator permissions in game and may warn, kick or ban based on the severity of the offense.

The duties of the reserve staff component is to assist with moderation of the server while in game via the "see something, do something" way of operating. If the member sees a blatant or egregious server rule violation while roleplaying they may take action to control the scene by warning, kicking or banning an individual.

Reserve staff must follow all of the SARP saff guidelines. Any unprofessional conduct, violation of server rules or staff guidelines may be met with removal from reserve staff.

Monthly activity requirement for reserve staff is **5 hours a month**. During those 5 hours reserve staff must respond to staff calls and remain in Staff RTO. Of course anything above 5 hours is greatly appreciated by all.

Reserve staff will not be required to check in with RTO when entering the server however if a modder or other serious situations arise they should move to staff RTO until the threat has passed.

> Reserve staff are not required to respond to staff pings, however if the reserve staff role is pinged available reserve staff should respond.
> Reserve staff are not eligible for promotions while on reserve status.
> Reserve staff may be activated to assist the server with large events or incidents as needed.
> Reserve staff are permitted to wear the "Moderator" staff shirt and drive staff vehicles at the moderator level if they so choose.

➤ **Staff of The Month**———————————————————————————————————

The SARP Owners & Management team continuously seeks to recognize the excellent work and dedication shown everyday by our members of the staff team. It is for this reason the "**SARP | Staff of The Month**" program has been developed and instituted as a way of rewarding those who support both the server and the team.

Each month a member of the staff team will be named staff of the month and receive the following perks, rewards and distinctions:

- *"SARP | Staff of The Month"* Role in the main discord
- Senior Admin and Admin gets Diamond VIP for 30 days
- Senior Moderator gets Gold VIP for 30 days
- Moderator gets Silver VIP for 30 days

The selection of the staff member of the month will be voted on by HA+ and based on the following criteria:

- Hours clocked in / Activity & Calls answered in logs.
- Overall performance, conduct and teamwork abilities.
- Work on special projects assigned (media, dev, support)
- Interviews/trainings conducted for Admin+

Conditions for eligibility will consist of the following:
- Senior Administrator and below *(trial moderators not included)*
- No disciplinary issues or verified staff tickets in the last month.
- Members are eligible only once in a 2 month period.
- Must meet or exceed the monthly activity requirements for staff.
- Must not be on LOA or extended LOA.

Staff Team Promotions & Demotions

Staff promotions will be held as needed at the discretion of the Staff Team Coordinator or Head Administrators. No promotion is ever guaranteed and not everyone will be promoted at every promotion cycle. Staff are not to request or complain about promotions. In general the criteria for all promotions is based on the following:

Time in current rank
Conduct & Performance
Knowledge & Experience
Activity & Involvement

Staff demotions may occur in the event of a specific disciplinary issue or cumulative issues that bring into question the staff member's qualifications for a specific rank. Staff members who have been demoted may be eligible for promotion again once the related issues have been corrected and the member shows a consistent effort to improve.

Cooldowns:

Staff Team - Promotion cooldown periods - (NOT IN EFFECT AT THIS TIME)	
Senior Administrators	Dependant on Head Admin openings
Administrators	2 Months+
Senior Moderators	1 Months+
Moderators	1 Months+
Trial Moderators	Trial Period: 2-6 weeks

Administrator Level Promotion Process

Letter of Interest - Moderators seeking a promotion to Administrator must submit a letter of interest to be considered for the promotion. The letter should detail why you believe you should be selected as the next administrator. This letter should be detailed and well written including grammar and spelling. You should articulate what makes you stand out and how promoting you would benefit the team and server as a whole.

Any Moderator may submit a letter of interest at any time. All letters will be kept on file for 6 months and the top letters will be pulled from the list to be offered an opportunity to take the Administrator's Exam.

Link to letter of interest:

Administrator's Exam – The top letters of interest may be offered an opportunity to take the Administrator's Exam. Anyone who is eligible and interested in pursuing the rank of Administrator will be required to take this exam. The exam covers multiple criteria including server rules, staff guidelines, ban lengths, leadership abilities and more.

Once both the letter and the results of the exam have been taken into consideration, The Head Administrators will vote on who to recommend for the position of Administrator.

Those who tested but did not receive the promotion may still be eligible to retake the test at the next opportunity.

The Administrator's Exam is confidential. Anyone caught coping, sharing or discussing specific questions may face disciplinary actions up to demotion or removal from staff.

Testing Procedure

The Administrator's Exam will be given in a private discord office free of distractions.

The applicant will be required to screen share during the test with their windows bar visible.

The applicant may not use any discord channels, google documents or other forms of information that may be considered cheating.

The applicant will be given 20 minutes to complete the test or accomplish as much as they can in that time period.

Once the allotted time period has expired the applicant will be required to submit what they have and the exam will be over.

Staff Team Interviews & Training Guidelines

Staff Interviews

All potential new staff members must be interviewed prior to being formally accepted into the staff team. Only **Senior Administrators** and above may conduct a staff interview.

The interview must be conducted in a private area of the discord preferably the staff interview office or other controlled access staff channel. The interview must be conducted free of interruptions and distractions.

Both the interviewer and candidate must allot themselves ample time to dedicate to the interview process.

The questions, answers and comments made during the interview should not be shared outside of the staff team leadership and are considered confidential.

Senior Admins+ should utilize and complete this form for all interviews: https://forms.gle/8Rz38QWPW9DGu4Cr8

Staff Training:

Unless otherwise specified by management, only **Administrators** and above are cleared to conduct staff training. In the absence of an Administrator, Senior or Head Administrators may step in to assist with staff training of new trial moderators.

The training should consist of three phases; Lecture Phase, Demonstration Phase and Observation Phase lasting no less than one hour in total.

During the lecture phase the trainer should verbally review all staff guidelines, in-game punishments, logs, RTO guidelines and other expectations of staff. This should be done thoroughly and take no less than 15min.

During the demonstration phase the trainer should demonstrate all in-game functions of EasyAdmin along with any extra F1 menu options the trainee may have such as tp into vehicles, clear area and other developer tools along with all chat commands. They should then have the trainee execute the commands. This should be done thoroughly and take no less than 15min.

During the observation phase the trainer should observe the trainee responding to easyadmin calls and evaluate their ability to handle the scenes, communicate effectively and properly utilize commands/menus. This should last no less than 30 minutes and involve at least 4 easyadmin calls.

All trainers should utilize and submit this form while conducting trainings:

https://forms.gle/BpyDVEL7dahRi31v5

Remedial Training:

Unless otherwise specified by management, only Senior Administrator+ may conduct remedial training.

Remedial training can be ordered for any staff member failing to meet the high standards of the team. This could be due to many reasons and should be used as a tool to prevent further issues from occurring.

Only Head Administrator(s)+ can place a staff member in remedial training.

Those conducting the remedial training should utilize the same training form used during standard trial mod training.

Discord Log Channels

Type of Log	Used For
Staff Calls	Displays incoming staff calls
Staff Actions	Logs kicks/bans/warnings
Chat Logs	Logs multiple things such as players joining/leaving, chat commands and more.
Discord Logs	Logs all activity on the main discord.
Shooting Logs	Shows serverwide shooting/melee weapon usage.
Death Logs	Shows all server wide deaths with weapon used and player identifiers
Taser Logs	Shows all use of tasers
Jail & Hospital Logs	Shows all jailing and hospital activity on the server.
Fire Logs	Logs users who use the fire command to start a fire or end a fire.
Entity Logs	Show items being spawned into the server, some items may be suspicious and may have been spawned by a modder. Further investigation is needed.
Screenshot Logs	Shows most player's in- game screen on the server at that time of the screen shot showing those using a Non–HMTL based mod menu provided they have it open. This is only to be used during a Modder.
Advert Logs	Logs ingame advertisements done in game using the civilian menu.
Management Logs	Viewable for Management Only
Leave Logs	Logs all members who have left the discord.

SARP Punishable Offenses & Ban Limits

Tier I Offenses - <mark>Minor Roleplay Violations</mark>
(For any of the following you may issue a warning, kick or 6 hour ban.).
Staff are encouraged to use discretion with these Offenses when deciding punishments and start at the lowest levels first before progressing to the highest level depending on circumstances)

NITRP / FAILRP	Warning / Kick / 6hr Ban
No working mic	Warning / Kick / 6hr Ban
Metagaming	Warning / Kick / 6hr Ban
Cop Baiting	Warning / Kick / 6hr Ban
Unrealistic Driving	Warning / Kick / 6hr Ban
Conducting Restricted Roleplay	Warning / Kick / 6hr Ban
Driving/Stealing Restricted Vehicles	Warning / Kick / 6hr Ban
Using Restricted Peds/EUP/Animals	Warning / Kick / 6hr Ban
Breaking of New Life Rule (NLR)	Warning / Kick / 6hr Ban
Teleporting Away/Leaving to Avoid Jail Time	Warning / Kick / 6hr Ban
Violating Restricted Areas (Air Fields)	Warning / Kick / 6hr Ban
Violating Peacetime/Cooldown	Warning / Kick / 6hr Ban
Violating Green Zone Rule	Warning / Kick / 6hr Ban
Ingame name violations (Offensive or Red)	Warning / Kick / 6hr Ban
Spamming /calladmin or /report <ID>	Warning / Kick / 6hr Ban
Interfering with a live stream (Outside Streamer)	Warning / Kick / 6hr Ban
Cheating During A Server Event	Warning / Kick / 6hr Ban

Tier II Offenses – <mark>Serious Violations</mark>	
(For any of the following you may issue a warning, kick or 1 to 3 day ban.). *Staff are encouraged to use Discretion with these Offenses when deciding punishments and start at the lowest levels first before progressing to the highest level depending on circumstances)*	
RDM / VDM	Warning / Kick / 1–3 Day Ban
Chat/Mic Spam	Warning / Kick / 1–3 Day Ban
Member Disrespect	Warning / Kick / 1–3 Day Ban

Not Listening/Lying to Staff	Warning / Kick / 1-3 Day Ban
Exploiting ingame Glitches	Warning / Kick / 1-3 Day Ban
Abusing Permissions (Weapons, Torque)	Warning / Kick / 1-3 Day Ban
Interfering with roleplay scene	Warning / Kick / 1-3 Day Ban
Interfering With A Server Event	Warning / Kick / 1-3 Day Ban
Non-Staf/Dev Team using Dev tools	Warning / Kick / 1-3 Day Ban

Tier III Offences - Major Violations	
(For any of the below you may ban UP TO the max amount). *(Staff are encouraged to use discretion with these offenses when deciding punishments)*	
Mass or Repeated rule breaking	7 Day Max
Staff/Server Disrespect	7 Days Max
Distributing Personals	7 Days Max
Using Crosshairs	7 Days Max
Interfering with a live stream (Media Team)	14 Days Max
Use of R word **targeted at someone**	14 Days Max
Leaving to Avoid Punishment (LTAP)	30 Days Max
Staff Impersonation	30 Days Max

Tier IV Offenses - Malicious Violations	
(For any of the below you may ban UP TO the max amount). *(Staff are encouraged to use discretion with these offenses when deciding punishments)*	
Racism / Sexism / Homophobic Terms	12 months/ Permanent Ban
Malicious Threats (DDOS/Hacking/DOX)	12 months/ Permanent Ban
Advertising Another Discord/Server	12 months/ Permanent Ban
Blatant or Admitted Trolling (use wisely)	12 months/ Permanent Ban
Ban Evasion	12 months/ Permanent Ban

SARP Staff Vehicles

MARKED STAFF FLEET
All extras allowed, all engine upgrades allowed, X4 torque max.
Color should remain black, rims should be professional or stock.
(You may use any vehicle at your rank or below)

Vehicle Rank	Vehicle Type	Vehicle Make	Vehicle Spawn Code
Management	Exotic	Aventador	CLASSIFIED
Director	Super	Ford GT	CLASSIFIED
Head Administrator	Coupe	Corvette	staff_corvette
Senior Administrator	Sedan	Caddy CTSV	staff_caddy
Administrator	Coupe	Mustang	staff_mustang
Senior Moderator	Truck	Raptor	staff_raptor
Moderator/Reserve	Coupe	Mach E	staff_mache
Trial Moderator	SUV	Bronco	staff_bronco
ALL	Marked	Hellcat	staff_hellcat
ALL	Plow	Snow Plow	staff_plow

SARP Staff Commands

Staff In-Game Commands

Command	Details	Usability
/staffduty	Used when going on duty as staff	All Staff
/staffbliptag 1	Sets your staff blip	All Staff
/cc 1 to 12	Use 1 to 12 to set staff chat color. Red is preferred for staff, Blue for Management/Owners. Typing /cc will list the colors.	All Staff
/aop	Used to change the area of play	All Staff
/pt	Used to enable or disable peacetime server wide	All Staff

Command	Description	Access Level
/cooldown	Used to start a priority cooldown for a specified time frame.	All Staff
/resetpcd	Used to rest cooldown	All Staff
/onhold	Holds all priorities until further	All Staff
/inprogress	Shows that a priority is currently active	All Staff
/setada	Used to set a staff sit area on map	All Staff
/clearada	Used to clear a staff sit area on map	All Staff
/screenshot [ID]	Used to screenshot a user's screen. Should only be used during a modder.(-1 at the end will print entire server)	All Staff
/delgun	Used to turn delgun on and off	All Staff
/entitywipe	Wipes all props & peds from server due to modder. (use an ID instead of -1 if prop is attached to a specific player)	All Staff
/carclear	Used to clear all unused vehicles from the map	Moderator+
/clearchat	Clears the current chat window of all messages	Senior Moderator+
/unjail [ID]	Used to unjail a player	Senior Moderator+
/gz toggle [area]	[Sandy Shores][Legion Square][Grove] Max 15-20 mins	Senior Moderator+
Time Options (EA)	Used to adjust time in game.	Administrator+
Weather Options (EA)	Used to adjust weather conditions in game.	Administrator+
/restart easyadmin	Used to restart easyadmin	Senior Administrator+
/restart chat	Used to restart chat	Senior Administrator+
Classified Command	Used to raise slots in game	Senior Administrator+
/restart ###	Senior Admins may also start/stop any resource in the server upon request.	Senior Administrator+
/announce	Used to send server wide announcement (Should be used sparingly)	Management

Approved AOP's and Bannable Areas

AOP	Bannable Areas / Notes	Player Count
State Wide	[Sandy Banned] [Paleto Banned] [Legion Banned] [Grove Banned][Mirror Park Banned]	50-60+
Los Santos	[Legion Banned] [Grove Banned] 15-20min max [Mirror Park Banned]	30-50
North Los Santos	[Mirror Park Banned]	25-50
South Los Santos	NONE	25-50
East Los Santos	NONE	25-40
Vespucci	NONE	20-40
Blaine County	[Sandy Banned] [Paleto Banned] 15-20min max	30-50
Sandy, Harmony, Grapeseed	NONE	30 or less
Paleto Bay	NONE	25 or less
Mirror Park	NONE	25 or less
Sandy Shores	NONE	20 or less

These AOP's are the approved ones for use in-game. Only SA+ may set a custom AOP other than what is listed here. Keep in mind the player counts are approximate and not exact; you may adjust as needed for the current circumstances and conditions in-game.

Discord Commands & Actions

If someone is spamming any channel within the Discord Server, make sure to mute them and contact a Senior Administrator or above for a possible ban.
If someone broke a Discord Rule you may Warn them
You must use /warn @user Reason
You may also mute them per guideline below
If a staff member broke Discord rules, do not warn them (Unless mass rule breaking). You must contact a Head Administrator or Management member.
Tier I Infraction - Verbally warn first, if needed mute user between 1 Hour to 1 Day.

Arguing about a kick/ban in chat.

Toxicity/General Arguing in General/Public Chats

Simple disrespect to a SARP Member

Tagging entire staff team for no reason

Breaking any one of our community rules.

(Tier II Infraction - Mute user between 1 - 3 Days)

Any Mass Rule Breaking (3+ Tier I Infractions)

Spamming Chat

Mass Disrespecting SARP Members

(Tier III Infraction - Mute for 1 Week & Tag Senior Admin+ to Ban them.)

Positing Phishing Links

Posting Racist/Homophobic/sexist statements

Mass Tagging entire server

Advertising

How to give Discord Warnings

To give a Discord warning, simply enter the command /warn @USER [Reason]

The warning should only be given if a player has broken a community guideline/rule.

Each Warn should be then followed by a mute as shown below.

How to give out Discord Mutes

Each Warn should be then followed by a mute as shown below.

How to Kick, Ban & Lockdown (Senior Admin+)

Each other command such as kick/ban works on the same premise as the warn command. (/ban @USER [REASON])

Each other command such as lockdown works on the same premise as the mute command and will prevent anyone from posting in the channel. (/lockdown [TIME, 1m, 1h, 1d])

Information & Tips on How to Catch a Modder

Modders love names with phrases and once they are kicked for server care they WILL NOT join back under same name

Here is the list of people you should kick first

People you have never seen before standing still or crouching.

Players who have not been on the server long.

Members that you have seen before but have been on previous attacks.

Whitelisted cops also if you are sure there is a modder and you know who it is Ban first and ask questions later.

Also sometimes they will even chat to taunt everyone and most likely will not be in discord

If you are a Senior Admin+ enable God Mode so that you are able to open Vmenu and take actions without the need to revive.

When you are in the F1 menu, spectate every player you have not seen before and if they are standing still kick them for server care.

If you see someone under the ground with PEDs spawning they are most likely still connecting to the server and not a modder.

If you see someone under the ground flying around with fire or some other kind of evidence of hacking/modding/cheating then ban them.

If some areas of the map change color to green or pink it causes games to crash and these are signs of modders.

If 20-25 people crashed spontaneously, this is also a sign for modding possibly taking place.

If the server is really lagging like; Desyncing everywhere, VC not working for anyone, Commands in the general chat aren't working, there may be a modder.

When gas stations start exploding uncontrollably this is NOT a modder. This just means you need to go to your f1 menu/developer tools/Clear area. This will resolve this issue temporarily.

Another way to tell is that they are often in default peds Michael Desanta, default daniel, etc. They also will sometimes find a busy place but be the only one acting bizarre like standing still.

Utilize the f1 menu and then hit "Print Identifier" That then means that we can find out who they are even if they get kicked and come back with a different name.

Types of Modders:

Ghost Modding:

These are modders that attempt to crash the server outside of public view by the spawning of props etc.

> If you notice a large amount of lag and people are complaining about it do the following:
>> Check what is often referred to as point 0 this where players sit when they are spawning in Modders like to put ramps cars and other props here to attempt to overload the server
>> Check other spawn points e.g Sandy Spawn/Los Santos Airport for the same spawning of props.
>> Check entity logs for anything suspicious.
>> Server screenshots may be taken if all else fails and logs are clear.

Mass Explosion Modding:

These modders can be characterized by the mass exploding of Vehicles and People.

>> Staff should immediately check chat logs for explosions and watch those indicated by the logs. This is not concrete evidence of modding but can be a clue.
>> Staff members may kick members for the reason "server care" if the explosions stop this could be your modder.
>> Staff members can choose to spectate members of the server to look for suspicious activities being performed such as sitting still

for extended periods of time, weird movements such as crouching or proning a lot which could be deemed in line with the use of a mod menu.

Server screenshots may be taken if all else fails and logs are clear.

Prop Modders:

Deemed to be those that spawn in ramps, trains and alike.

Staff should immediately check entity logs for suspicious items.

Staff members are to spectate members of the server for any suspicious activity.

Server screenshots may be taken if all else fails and logs are clear.

General Tips and Tricks For Modders:

Try not to sit in one spot and spectate. spectate a few people and move because some more advanced menus have the ability to spectate staff members meaning they can tell when you are spectating people and will obviously stop what they are doing to avoid getting caught.

When there is a modder active within the server, staff members should enter Staff RTO in teamspeak. Staff should be communicating who they believe the modder is and ask for other staff members' opinions. This should be done calmly and efficiently. There is no need to get excited and loud. Clear communication is required.

END OF DOCUMENT

Created and Maintained by: Hyperion
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Authorized Personnel Only