

# STAFF CODE OF CONDUCT

## 07/22

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This document contains the official JartexNetwork staff code of conduct policies.

### Terms and Conditions

Failing to comply with any of the listed items within this document will result in an official strike, warning, demotion, or potential blacklist. This document shall not be shared with any member outside of the staff team, and should only be shared with a member if they have one of the following ranks: Trial, Helper, Jr.Mod, Moderator, Sr.Mod, Manager, Owner. Sharing this document with a member who is not within any of the previously listed ranks will result in a rigorous investigation from the members of the Management Team to determine the root source of the leak, and the member will be blacklisted from the Network.

The terms and conditions of this document are by no means taken lightly, and actions will be taken against any member who shares any of the topics, details, and/or information discussed.

Throughout this document, many different rules, guidelines, expectations, and policies will be mentioned. We will first introduce a specific category and expand it further to ensure all of the information is clear.

As the Management Team, we will not punish a staff member for a rule, guideline, expectation, or policy not mentioned and described within this document. However, exceptions apply - these being if the Network's stability is under immediate threat by an action not necessarily specified within this document, at which point the Management Team will undergo a discussion to determine the proper course of action.

If you break any of the guidelines established by this document, you will be immediately notified through the respective action - a verbal warning, strike, official warning, demotion, or a blacklist.

## **a.1 Professional & Ethical Conduct**

- a.1.1** Be respectful and courteous to all your team members despite their rank.
- a.1.2** Be respectful and courteous to all your team members despite your personal relationships or thoughts.
- a.1.3** Avoid engaging in inappropriate or offensive language or behavior.
- a.1.4** Avoid engaging in gossip or negative talk involving any member of the staff team.
- a.1.5** Treat all of the team and community members equally, regardless of their race, gender, religion, or other factors.
- a.1.6** Respect the opinions and ideas of others, even if they differ from your own, and avoid creating conflicts over these topics.
- a.1.7** Maintain a positive attitude and remain open to feedback and constructive criticism.
- a.1.8** Take responsibility for your actions and mistakes.
- a.1.9** Avoid taking credit for someone else's work or accomplishments.
- a.1.10** Address any issues or concerns with your teammates or higher-ups in a respectful and constructive manner.
- a.1.11** Uphold integrity and ethics by being honest, transparent, and accountable.
- a.1.12** Do not spread any misinformation related to the staff team's or management team's protocols.
- a.1.13** Do not perform defamation of character against any member of the Network.
  - a.1.13.1** A member of the Network is defined as a user who has joined any of the Network's platforms at least once - which include but are not limited to Discord, Forums, In-game, Wiki, and other third-party JartexNetwork-related platforms.
  - a.1.13.2** Defamation of character is defined as the spread of negative speech against an individual - which also includes, and is not limited to pretentious information, personal bias, and invalid claims.
- a.1.14** You may not make use of any cheats on any Minecraft-related server.
- a.1.15** You may only jokingly punish staff members, you may not falsely or jokingly punish a player.
- a.1.16** Ensure not to show discriminative behavior both publicly and within staff chat
  - a.1.16.1** If you are referencing a racial slur, ensure to do so in quotation marks
- a.1.17** You may not post any form of sexually-explicit content publicly.
  - a.1.17.1** "Publicly" being considered as any discord server related to JartexNetwork.
  - a.1.17.2** Some content may not be considered as sexually-explicit, yet it may still be considered as inappropriate enough for it to be shared. Therefore, you should contact a member of the management team for clarification.
- a.1.18** You may only change your in-game name a maximum of 1 time throughout your journey as a staff member.

**a.1.18.1** If you resign and haven't changed your username anytime while being a staff member, you may change your username and re-apply under the new username.

**a.1.18.2** If while being a staff member you changed your username once, and you change your username a second time after having resigned, you will be required to re-apply with the username you previously held as a staff member.

## **a.2 Confidentiality**

**a.2.1** Do not share confidential information with anyone outside of the staff team - which includes the following: Trials, Helpers, Jr.Mods, Moderators, Sr.Mods, Manager, and Owners.

**a.2.1.1** Confidential information includes but is not limited to information only staff members have access to.

**a.2.2** Do not share any user's information that could be obtained through a staff-only permission, access.

**a.2.3** Do not disclose any personal information of players or staff members, including names, addresses, or any other identifying information, unless given authorization from the respective user.

**a.2.4** Do not share any information about server updates or upcoming events with players or anyone outside the staff team until the information is officially released.

**a.2.5** Do not make use of any information obtained through your position as a staff member for the personal gain or the benefit of others.

**a.2.6** Any attempts to breach the staff team's confidentiality policies and player's privacy policies must be immediately reported to the respective management members.

**a.2.7** Do not disclose any information to which you were accidentally exposed to anyone who was not involved in the discussion related to the respective information. Instead, forward this information to a member of the management team.

**a.2.8** Do not disclose any information related to a subgroup with any member of the Network, unless they are a staff member and a part of the respective subgroup, and they have access to the information themselves.

**a.2.9** Do not disclose any subgroup's information with its respective members if the information is not accessible to them, and has only been authorized to be accessed by you.

## **a.3 Conflict Resolution**

**a.3.1** You must treat all of the staff members with respect and professionalism regardless of their role, seniority, or personal characteristics.

**a.3.2** Avoid the use of abusive language, threats, or intimidation in any interactions with any member of the community or staff team.

**a.3.3** Listen actively and seek to understand others' perspectives before responding or making decisions.

**a.3.4** Communicate clearly and effectively, using appropriate channels and formats.

**a.3.5** Acknowledge and take responsibility for any mistakes or misunderstandings that may have contributed to a conflict.

- a.3.6** Seek to find common ground and identify shared goals or interests when attempting to resolve a conflict.
- a.3.7** Be willing to compromise or negotiate in order to find a mutually acceptable solution.
- a.3.8** Avoid making assumptions or jumping to conclusions about others' intentions or motivations.
- a.3.9** Focus on the behavior or issue at hand, rather than attacking the person by making personal judgments.
- a.3.10** Keep discussions confidential and avoid discussing conflicts or disagreements with others who are not involved.
- a.3.11** Use constructive feedback to address issues and offer suggestions for improvement.
- a.3.12** Take time to reflect and cool down before responding to a conflictive situation.
- a.3.13** Seek support or advice from a higher-up, colleague, or management member if necessary.
- a.3.14** Use active listening techniques, such as paraphrasing, summarizing, or asking clarifying questions, to ensure understanding and reduce misunderstandings.
- a.3.15** Avoid making accusations or blaming others for a conflict.
- a.3.16** Use a neutral, non-threatening tone of voice or context when discussing sensitive or conflictive topics.
- a.3.17** Avoid interrupting others or talking over them during discussions.
- a.3.18** Respect others' privacy and personal boundaries, and avoid invading their personal space.
- a.3.19** Be open to feedback and willing to learn from others' perspectives.
- a.3.20** Use "I" statements to express your own feelings and perceptions, rather than making assumptions about others' thoughts or feelings.
- a.3.21** Avoid using sarcasm, ridicule, or other forms of passive-aggressive behavior in conflictive situations.
- a.3.22** Be willing to apologize and make amends if you have contributed to a conflict.
- a.3.23** Seek to understand cultural differences and avoid making assumptions based on stereotypes or biases.
- a.3.24** Take responsibility for your own emotions and reactions and avoid blaming others for how you feel.
- a.3.25** Consider the impact of your actions and decisions on others and seek to minimize any negative consequences.
- a.3.26** Focus on finding a win-win solution that benefits all parties involved, rather than trying to "win" or "beat" the other person/party.
- a.3.27** Follow up after a conflict resolution to ensure that the solution is working and any necessary adjustments can be made.
- a.3.28** Be willing to admit when you don't know the answer or need more information before making a decision.

#### **a.4 Professional Development**

- a.4.1** Take advantage of any mentorship or coaching opportunities that may be available to you.
- a.4.2** Collaborate with other staff members on projects or initiatives that can help you learn new skills or develop your existing ones.
- a.4.3** Take responsibility for your own learning and development, and seek feedback from others on how to improve.
- a.4.4** Attend the staff meetings to discuss strategies, goals, and expectations for the staff team.
- a.4.5** Be open to constructive criticism and use it to improve your performance.

- a.4.6** Take on responsibilities or projects that can help you grow your skills and expertise.
- a.4.7** Offer to train or mentor other staff members who may be less experienced.
- a.4.8** Seek out opportunities for cross-training or staff shadowing to learn more about different roles on the server.
- a.4.9** Participate in or lead team-building activities to build better relationships with other staff members.
- a.4.10** Stay up-to-date with the latest announcements within the staff team's server and any important discussions taking place within it.
- a.4.11** Take advantage of any formal or informal mentoring programs that may be available to you.
- a.4.12** Participate in regular self-assessment or performance review processes to identify areas for improvement and set goals for your own development.

#### **a.5 Performance & Efficiency**

- a.5.1** Take initiative to suggest and implement improvements toward your staff duties and expectations.
- a.5.2** Take ownership of your responsibilities.
- a.5.3** Seek feedback from your supervisors and team members to improve your work.
- a.5.4** Demonstrate a willingness to learn and improve your skills.
- a.5.5** Set realistic and achievable goals for yourself and work towards achieving them.
- a.5.6** Take responsibility for any mistakes or errors and work towards resolving them.
- a.5.7** Manage your time effectively to balance work priorities and meet expectations.
- a.5.8** Maintain clear communication with your supervisors and team members.
- a.5.9** Be proactive in addressing any issues or obstacles that may arise in your work.
- a.5.10** Support your team members and contribute to a positive work environment.
- a.5.11** Strive for excellence and aim to exceed expectations.
- a.5.12** Seek opportunities to improve processes, systems, and tools related to your staff duties.
- a.5.13** Demonstrate flexibility and adaptability in response to changing staff duties priorities.
- a.5.14** Continuously evaluate and improve your work to achieve optimal performance.

Staff Team Motto: "Working hard, hardly working, same thing"