Brassum Industry and Mining Initiative (BIAMI)

Directorate of Administrations Standard Operating Procedures (SOP)

The purpose of this SOP is to outline the steps every recruiter should be following when bringing new people into Brassum Industry & Mining Initiative (BIAMI). These steps will help reduce risk of allowing possible trouble causing individuals into BIAMA where they may cause harm to the corp and its members.

Contents:

1. PLAYER APPLICATION PROCESS
2. MEMBER ONBOARDING PROCESS
3. MEMBER CONFLICT MEDIATION PROCESS
4. MEMBER DEPARTURE/RESIGNATION PROCESS
5. MEMBER REMOVAL PROCESS

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1. PLAYER APPLICATION PROCESS
    - 1.1. Have the player go to the eve-HR link below and click the apply button. While the player is doing that follow the steps below. The link to apply to BIAMI Eve-HR should be included in the corporation recruitment advertisement as well as mails sent out to individuals that may be interested in joining BIAMI. https://eve-hr.com/BIAMI
    - 1.2. Check the *Persona Non Grata* list. This is a 'black list' of individuals known to cause harm to the corporations they join or have a past of directly harming BIAMI or its members. If an applicant's name is on this list, it is an automatic rejection of their application with no exceptions, and the applicant should be told why they were rejected. The black list can be found here: Persona Non Grata - Google Sheets.
        - 1.2.1. If an individual feels they are incorrectly listed on our black list they may plead their case to either the Director of Administrations (DirAd) or Chief Executive Officer (CEO). It should be noted 99.99% of these pleas to be removed from the list are likely to be denied unless they are able to submit sufficiently compelling evidence of their innocence.
    - 1.3. Check the applicant's zkillboard for red flags. For example, killing mining ships, freighters, and AWOXING are all red flags of concern.

1.3.1. A player with lots of PvP kills that does not appear to be ganking should not be rejected, providing they were not recently a member of a corporation that has caused harm to BIAMI.

1.3.1.1. Players should be informed that corp standards require them to engage in low and null sec PvP away from the area of space in which BIAMI engages in industrial activities in order to avoid harming potential allies and friendly corporations. HS ganking is strictly prohibited within BIAMI.

1.4. Check the applicant through Eve-HR. By now the individual applying to BIAMI should have successfully logged into Eve-HR. Eve-HR is a powerful ESI tool that allows a recruiter to do an in depth look into a character to ensure they are not a threat to BIAMI. More detailed information on how to vet a player through the Eve-HR system can be found in ANNEX A

1.4.1. The EVE-HR tool **only** pulls in game data and is **unable** to see your real name, address, account payment info, password or any other personally identifiable information (PII). BIAMI leadership has used ESI, and ESI's predecessor API, extensively and was required to submit ESI and API scopes while in larger null sec alliances. Despite that, PII has **never** been exposed.

1.4.2. Despite the ESI system being safe, some individuals will refuse to log into Eve-HR and submit their ESI. These cases will regretfully result in rejection from the corporation, and declination of their application to BIAMI.

1.5. Invite player to join BIAMI! If the above process has been completed, and no issues were discovered then that player may now be invited to join the corporation. More information and tips for recruiters can be found in ANNEX B

2. MEMBER ONBOARDING PROCESS

2.1. Following a players invitation to the corporation, the recruiter should hand off responsibility of onboarding that player to the Human Resources Officer (HRO), DirAd, or other officer. The player may have further questions about the corporation after they join, and may need help navigating to our HQ, especially considering that we market ourselves specifically to new players. The onboarding officer should:

2.1.1. Introduce the new member in corp chat and welcome them publicly. This makes the new member feel welcome, and starts the new relationship off with the right attitude.

2.1.2. Grant the title of “ENSIGN” to the new member in corp settings

2.1.3. Get the new member connected to our discord server, update their role to “ENSIGN” and their nickname to ‘[BIAMI] Character Name’

2.1.4. Help guide the player to our HQ system

2.1.5. Inform the new member of the various programs, incentives, resources, and capabilities BIAMI offers and how to take advantage of those opportunities

2.1.5.1. Ore Buyback Program

2.1.5.2. Free Fitted Venture (if they don’t own one)

2.1.5.3. Free fitted T1 Epithal for beginning PI (when they’re ready)

2.1.5.4. Access to various BPC’s upon request and at a small fee.

2.1.5.5. Regular Mining Fleets under Orcas/Porpoises with boosts

2.1.5.6. Friendly, helpful, and social members

2.2. After these formalities are handled, the new member can be let go to do as they wish. Inform them that they can ask anyone any questions they may have, and if that individual does not have the answer, someone else will.

3. MEMBER CONFLICT MEDIATION PROCESS

3.1. Inevitably there will be disagreements within members of the corp. Many of these can be left to be sorted out between the relevant parties involved, but occasionally an officers intervention is required or requested. If this becomes the case, the HRO should be the first one to attempt to remedy the problem. If the HRO fails, or is otherwise unsuccessful, the DirAd should step in and support the HRO, not take over.

3.1.1. Simple problems like accidentally scooping another players drones, jet-cans, ore, or the like can simply be fixed by requiring the proper owner take possession of the items, or be compensated at Fair Market Value (FMV) by the offending player if unable to transfer the goods back to the original owner.

3.1.2. More complex problems such as overt hostility toward another member will not be tolerated. Members who openly degrade, embarrass, assault, or insult other members will immediately be given a public warning, and advised to stop the action or risk being ejected from the corporation. BIAMI will not tolerate hate speech, slurs, or generally unfriendly sentiments, especially surrounding someones age, sex, religion, country of origin, or any other protected demographic.

3.1.2.1. It is important for the HRO and DirAd to recognize the differences between hostile behavior and mutual disagreements and discussions. “You’re going to hell because you’re gay” or “What is a girl doing playing this game?” is unacceptable. Having your opinions is allowed, forcing them unwelcomed on others is not. However, light hearted and good natured teasing is permitted, provided it does not upset anyone.

4. MEMBER DEPARTURE/RESIGNATION PROCESS

4.1. We will have members leave BIAMI in search of other opportunities. This is inevitable. However, member departure should be handled in such a way so as to mitigate risk to the corporation. Therefore, when it comes to light that a member will be leaving the corp, a few things should happen immediately:

4.1.1. Any titles should be removed from that player, disallowing them access to the shared hangar, and thereby limiting the opportunity for theft or embezzlement. Following this, should they require anything from a restricted space such as the shared hangar, it should be handled by an officer who will retrieve the item(s) for them. The officer should use their best judgement in these situations.

4.1.2. Member should be removed from any access lists to structures or bookmarks.

4.1.3. Members discord roles should be reduced to only ENSIGN.

4.2. Following the members departure from BIAMI, they should be wished well, ENSIGN role removed from Discord, and removed from the server.

4.3. Members who leave will generally leave on a good note, and will not want to burn a bridge with BIAMI upon their departure. Therefore, unless specific circumstances are present (like the member is leaving to join a HS ganking corp) they should be added as a corp contact with +5 standings under the “Previous Members” label.

4.4. Should the member decide to return, they should undergo the same recruitment process as any other new member, albeit shortened as they already know most of what they need to know.

5. MEMBER REMOVAL PROCESS

5.1. Occasionally, it may be required for the corp to forcibly remove a player from among our ranks. If this decision is made, it is likely due to repeated offenses of one kind or another, or one large contributing event, such as AWOXING another member, or conducting espionage against BIAMI. If this is the case:

5.1.1. Notify the HRO, DirAd, and CEO in game and via Discord IMMEDIATELY

5.1.2. Remove all members titles, roles, and accesses IMMEDIATELY

5.1.3. DirAd or CEO will make the final determination as to whether the member will be kicked, and if that decision is made, the member will be removed from the corp immediately.

5.1.4. The DirAd or CEO will remove the members' Discord roles and kick them from the server.

5.1.5. The member will be added as a corp contact with -5 standings under the “Previous Members” label.

5.1.6. The members will immediately be added to the *Persona Non Grata* list to ensure any reentry attempts will be denied.

ANNEX A

Vetting an applicant through the Eve-HR system

Once a recruiter has logged into Eve-HR they will see a number of drop menus directly under their character name on the left hand side of the page. Click on the recruitment menu to open more options. Select the “Applications” button. You will see all the players that have applied to BIAMI. Select the magnifying glass on the applicant you wish to review to view their ESI data. (Note Eve-HR can be slow to load when you click on a link, be sure to be patient and give the page time to load.) There are multiple tabs in this tool that need to be looked over, described below:

- Character Info: On this tab you will find information on the characters wallet, skill points, skills trained, Alts, Corp History, Skill Queue, contacts, and history. Below are some things you should be looking for.
  - Skills trained: This is an area where you can find some red flags on newer players. For example a newer player that is only a few days old with cynosural field generator skills is likely a spy interested in doing harm to BIAMI.
  - Alts: This allows you to see alts on the same account as the character that is applying BIAMI. These alts don't have to join BIAMI but they should be looked at to make sure they are not possible trouble.
  - Corp History: Here we are looking for joining a corp and then leave it a few short days. This can often be an indication that they are corp jumping in order to find one they can steal assets from. We are also looking for previous membership with corps that have had a past history of causing trouble for BIAMI.
  - Skill Queue: Same as skills trained looking for the training of skills that seem out of place for a new character.
  - Contacts: Here we are looking for contacts that suggest the character being in contact with groups or individuals who may want to do harm to BIAMI or its members.
- Assets Tab: We are looking for things that don't line up with what an applicant told you or for a newer player having fits that are out of place for a new player. For example a hanger filled with gank fit catalysts would be a red flag. PvP fit ships should not be considered a problem so long as they are not gank fit and the character’s kill board does not show any red flags.
- Mails: Here we just do a quick look at some of the character’s in-game mail. We are looking for anything that might indicate that an individual is in communication with someone who seeks to do harm to BIAMI or its members. (Note private info such as real names, addresses, passwords and other private info should never be sent to someone

using eve's in-game mail system. The in-game mail system is not encrypted and should never be considered secure enough for private info regardless of ESI use.)

- Kills: This tab brings up the players killboard however it is often faster and easier to just head over to Zkillboard as discussed above then to use this tab.
- Orders: Here we are looking for a past of buying ganking ships or other possible suspicious behavior such as attempting to laundry isk payments for being a spy with contracts.
- Journal: Here we are looking for possible payments for being a spy or paid to do harm. A player receiving ISK from another player is not a disqualifier. We are mostly looking for payments from players of corps or individuals known to do harm to BIAMI and its members.

ANNEX B

Tips for Recruiting

While it is important to check each applicant using the above process to reduce risk, the mass majority of applicants are not out to get us. We should be welcoming of individuals applying to BIAMI. Below is a list of systems where new players start the game. These systems can be a great way to boost numbers as new players are often looking for a corp to join to help then get started.

New Player Starting Systems

- Amarr
    - Chaven
    - Sehmy
    - Emrayur
- Caldari
    - Kisogo
    - Todaki
    - Amsen
- Gallente
    - Duripant
    - Bourynes
    - Cistuvaert
- Minmatar
    - Ammold
    - Ryddinjorn
    - Hulm

Career agent systems

- Amarr
    - Deepari
    - Pasha
    - Conoban
- Caldari
    - Uitra
    - Jouvulen
    - Akiainavas
- Gallente
    - Couster
    - Clellinon
    - Trossere
- Minmatar
    - Hadaugago
    - Malukker
    - Embod