



# **Kinetic Network: Staff Code of Conduct and Guidelines 2023**

This document will cover how staff should act and behave when on our servers.

If you have any questions, please contact a Network or Staff Manager.

## Welcome

First of all, thank you for joining the Kinetic Network staff team! We're looking forward to working with you. To help you get started on our network, please read over this document. Breaching any part will mean you'll be removed from the staff team without warning. Don't worry, it's not anything scary, and our code of conduct is very easy to follow.

## Underage Players

We're going to get the big boy chat out of the way first. Some of you reading this may think that this goes without saying but turns out that isn't the case.

A number of underage players are on our network. When we're talking about underage players, we're meaning any player that is under the age of 18. It's our job as the server staff team to make sure these players are safe while they're on our network. If you see anything that doesn't feel right to you, then you should contact a Network Manager without hesitation.

## Pornographic Content

As a member of the Kinetic Staff team, you can not be an owner or take part in a discord server that has any pornographic content where underage children are present. If you're found to be on these servers, you will be removed from the Kinetic staff team. The same rule applies to sending or receiving pornographic content to/from underage children over Discord or any other means.

## What do we classify as pornographic content?

Any piece of media that depicts nudity, unless used for educational purposes,

is deemed as pornographic content. This covers videos, images, drawings, gifs, links to porn sites, etc.

## **Inappropriate Behaviour**

We're also going to cover inappropriate behaviour with underage players. No member of our staff team should be having any kind of inappropriate interactions with underage members on our network, be this a fellow staff member or player.

## **Talking to our players**

The Kinetic Network has always been run and was built on the belief that a network is made by its staff team. If you have a toxic or rude staff team, then you'll have toxic and rude players. This is why we stress so hard on this matter. If you join a server and all the staff are rude and unhelpful, then you'll likely not stick around for long.

## **Pushing those buttons**

When talking to our players you should always be kind and understanding, no matter what the situation. There are some players that will enjoy pushing your buttons or like to cause an argument over a simple thing. The thing is, you're never going to win with these types of people, so don't bother. Be kind in your replies, or if you're not sure what to say, just simply direct them to a higher member of staff, and then end the conversation.

## **Dealing with player disputes**

If a player is having a dispute with you or another staff member, then please direct this to a higher member of staff. If they keep messaging you, just keep putting the same line back, saying you have contacted a higher member of staff.

If players are having an argument with each other, finding who is really at fault here can be tricky. Make sure you don't fall into the trap of picking a side or joining in with the argument.

## **Helping players**

When on the server, never ignore a player's request for help. If you don't want to deal with the issue right there and then, please direct them to our Discord or if another staff member is on the server ask for their help using staff chat. (/sc).

## **Annoying players**

Staff members are never allowed to abuse their commands or perms we have given them on the server, this is especially the case when it comes to annoying/trolling players. Staff members on our network should always be friendly and approachable, not deliberately annoying the players.

## **Making jokes about players**

Staff members are never allowed to make a "meme" or unkind joke about our players. As we keep saying, we're trying to build a friendly environment on our servers, and actions like this directly contradict that.

## **Wrong information**

Spreading wrong information about our servers, modpacks, or issues on our servers even if done out of naivety is a breach of this code of conduct. Always make sure you have the correct information at hand before talking to the players.

This covers server bugs and issues, upcoming servers, and current modpacks.

If you ever have a question or are unsure of something, then please ask a higher staff member.

## Meetings and their notes

From time to time we may host staff meetings. You don't have to show to these meetings, but we would like if it if you could. If you can't make it, don't worry, we'll post notes from the meetings in the Staff Discord. These meetings are a good place to keep updated with what we're working on, and for you to ask questions to the admin team.

## Basing with staff

Due to past actions from members of the team, we now have a rule on staff bases... This is why we can't have nice things :D

You can only have 4 staff accounts based on each other at the same time on normal servers. This does not apply to staff members' alt account(s).

Staff members can not base together at all on any Kinetic PvP server. If you would like to base with fellow staff members on PvP servers, you must be using alt accounts. This is to stop players from thinking the server is unfair if killed by a team of staff members. We have had players in the past accuse staff members of favouritism or cheating.

## Playtime on our servers

As a staff member on our network, you must remain active. This is why we ask that you're on the servers for at least an hour every 2 week.

### Going on leave

We all have a life in the real world, and that has to take priority over our role here in the Kinetic Network. That's why we have the on-leave system.

As a staff member, you can mark yourself as on leave when you need to take time away from the servers, or if you can't meet the 1 hour a week's goal. When going on leave please make sure you fill out the on-leave form. Just telling an Admin or Manager does not mark you as on leave. You need to fill out the form found in the staff Discord

We have some rules on this system:

You must always put an estimated time of when you're going to come off leave, it doesn't matter if you don't hit it bang on.

You can't go on leave for more than a month. You can always leave the staff team, and then apply again when you've got free time.

If you're repeatedly going on leave, you will be removed from the staff team for inactivity.

If you're going on leave for less than five days, you do NOT need to use the on-leave system.

## **Dealing with bans**

To make sure we have a fair system, do not reply to ban appeals of someone you've punished. Please allow another member of staff to look over this appeal.

To avoid arguments in-game chats or on discord, we do not talk about bans there. We'll only deal with ban appeals if they're via our google form. If someone who has been banned keeps messaging you, just keep directing them to our appeal form. Do not say anything else or get into arguments.

The same goes for their mates. Sometimes when banning someone on our servers, you may find pushback from their mates as well. Keep directing them to the appeal forums. If they keep pushing back, warn them about it. If they still carry on, also ban them from the server and direct them to the form to make an appeal.

When you ban a player, you MUST log the ban in the correct discord chat. Otherwise, the ban is null. You must also log all warnings, mutes, and unbans.

## **What's not okay to say**

The Kinetic Network is open to all walks of life, no matter your background. No one should be made fun of or insulted due to the way they were born, their beliefs, or where they live in the world.

It's not okay to use any homophobic, racist, transphobic or any other language to insult a group of people or a person. We don't care if you personally don't see an issue with the word. Language like that is not welcome on our network.

## **Reporting issues**

If you find an issue, bug, dupe issue, or exploit you must report it to a higher staff member. Abusing any kind of exploit on our servers as a staff member will find you banned from the team as well as the network.

## **Past staff members**

No matter the reason for a staff member leaving the team, we never speak ill of them in public chats. If players ask why a past member left the team, just say they've moved on to other projects, or ignore the message.

## **Following our rules**

As a member of the staff team, you must also follow all of our normal server rules. Please make sure you know them.

## **Formatting nicks**

As a member of the staff team, you're not allowed to have obnoxious nicknames. So formatting like &l, &k and more than two colours are not allowed.

## **Staff interactions**

Like with players, you should also be kind and friendly with fellow staff members. If you have a falling out with another member of staff, this should be an issue kept outside of the network. You're also not allowed to block other members of staff on discord.

## **Couples and relationships**

We've had a number of couples on our staff team over the years, however, as you might expect, if one-half of the couple is removed from the team, often that can cause issues. Due to this, we ask that if anyone is a couple, they declare it to us as soon as they are offered a spot on our team.

## **Keep it at home**

Please keep any personal issues out of the staff chats and discords. Treat the staff team much the same as you would a workplace, and keep it at the door.

## **Lack of communication**

If you have an issue with any part of the staff team. Be this the Network Managers/higher-ups, or just an issue with how we run things, then please let us know. We will NEVER fire someone from the team for giving feedback on a staff member, Network Manager, or how the network is managed. If you have an issue, the only way we can fix it, is if we know about it. So please, let us know.