

AIR OCEANIC

BRINGING OCEANIA TOGETHER

Air Oceanic Code of Conduct Policy

Version 1.0.1

29/09/2025

1. Purpose

The Air Oceanic Code of Conduct establishes the behavioural expectations for all members of the airline. It ensures we maintain a respectful, inclusive, and professional environment across all operations, platforms, and interactions.

2. General Expectations

All members are expected to:

- Treat fellow members, staff, ATC, and the public with **respect**.
 - Represent Air Oceanic in a **professional and courteous manner**.
 - Follow all **Air Oceanic policies** (Constitution, SOP, Training, etc.).
 - Use common sense, remain calm under pressure, and act in good faith.
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3. Online and Public Conduct

While using platforms like VATSIM, Discord, forums, or social media:

- Avoid any **offensive, discriminatory, or inappropriate language**.
 - Do not engage in **arguments, trolling, or toxic behaviour**.
 - Respect **network rules**, other pilots, and all ATC instructions.
 - All members must adhere to the Air Oceanic Discord Server Rules as published in #rules. These rules form an extension of this Code of Conduct and violations of them may result in disciplinary action.
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4. Communication Standards

- Use the **correct channels** for queries, reporting, or support.
 - All communication should be **respectful, constructive, and on-topic**.
 - Do not share misleading, false, or confidential information.
 - English is the standard operating language and should be used where possible.
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5. Cheating, Misrepresentation, and Abuse

The following are strictly prohibited:

- Falsifying flight reports (PIREPs), hours, or logbook entries.
 - Using inappropriate callsigns or impersonating other members/staff.
 - Misusing ACARS or flight logging tools.
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- Harassment, bullying, threats, or discrimination of any kind.
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6. Staff Interaction

- Staff are to be treated with **respect and cooperation**.
 - Disagreements with staff decisions should be handled through **formal appeal or inquiry**, not public complaint.
 - Staff must also abide by this Code and lead by example.
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7. Disciplinary Process

Breaches of this Code may result in action as outlined in the **Conduct Policy**, including:

- Verbal/written warnings
- Retraining
- Rank reduction
- Temporary suspension
- Removal from Air Oceanic

Severe or repeated violations may result in **immediate termination** without prior warning.

Actions taken by Community Moderators or staff to address violations of this Code are **final at the time of enforcement** and **not open to real-time dispute or challenge** on public platforms, including Discord.

However, members retain the right to **formally appeal** any disciplinary action **within seven (7) days** by emailing the Air Oceanic Helpdesk at helpdesk@airoceanic.org. Appeals will be reviewed by the Executive Team or a designated appeals officer.

8. Reporting Concerns

Concerns regarding misconduct can be submitted via:

- Direct message to the Community Moderator or appropriate staff
- Email or formal support ticket through Air Oceanic
- Via designated reporting tools with /report using the bot's command and filling in the required details

Reports are taken seriously and will be handled discreetly.

9. Amendments

This Code may be revised by the Executive Team at any time. Members must comply with all current and future amendments and alterations.

10. Acknowledgment

By joining Air Oceanic - including the Discord server, all members agree to this Code of Conduct and commit to upholding the standards of behaviour expected of them.
