Staff Conduct Policy

Version 1.0

05/09/2021

WARNING

Information contained in this document is
intended for flight simulation purposes and must
not be used for any real-world aviation use.

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Chapter 0   Document Control

0.1   Document Identification

Type	Policy
Name	Staff Conduct Policy
Owner	Director of Division
Version Number	1.0
Issue Date	05/09/2021
Effective Date	05/09/2021
Review Period	24 months
Scope	This policy applies to all VATPAC staff members.

0.2   Revision Record

Version Number	Issued Date	Ref No/Chapter	Details
1.0	05/09/2021	All	New Policy.

0.3   Explanations and Definitions of Terms

N/A

Chapter 1   Background Information

1.1   Introduction

VATPAC is a division of the Virtual Air Traffic Simulation Network (VATSIM), primarily focusing on the operations of the VATSIM network within Australia and the pacific (excluding New Zealand).

VATSIM Australia Pacific (VATPAC) is administered by volunteers, whom are members of VATPAC and willingly give their time for the benefit of all other members.

1.2   VATSIM and VATPAC Structure

1.2.1   History

VATSIM is a non-for-profit organisation which has an established set of policies crafted by the VATSIM Founders over 20 years ago. VATSIM has over 100,000 active members and the management of this large organisation is through a hierarchical structure.

1.2.2   Structure

As part of the VATSIM management structure, regional, divisional and in some cases, sub-divisional management was created. This structure gives authority to various members who carry certain duties to ensure the smooth running of the network within their local geographical area. The geographical area is based typically on ICAO Flight Information Region boundaries.

1.2.3   Local Management

The division of VATPAC was established many years ago and as described above, it has its own volunteer board and own policies.

The role of the volunteer VATPAC Board and staff is to ensure the effective operation of VATPAC, to uphold rules, regulations, policies and procedure, and to ensure the positive direction and development of the division.

1.3 Principles of Staff Conduct

A staff member, first and foremost, has the responsibility to ensure they are always acting in the best interests of the VATPAC Division and its members.

A staff member must also demonstrate the principles of:

- **Honesty**. Demonstrate honesty and high ethical standards in all organisation dealings.
- **Respect**. Treat everyone with respect and courtesy.
- **Integrity**. Protect the information of our members and protect our members themselves.
- **Quality**. Ensure that organisational decisions improve or enhance the quality of the service that VATPAC provides to the members.

1.4 Our Structure

VATPAC fits into the VATSIM hierarchical structure as follows:

- Each portfolio is made up of volunteer staff who report to a Portfolio Manager.
- The Portfolio Manager reports to their respective portfolio Director.
- The Portfolio Director reports to the Division Director.
- The Division Director reports to the VATSIM Board of Governors (through the Vice President of Asia Pacific).
- Lastly, the VATSIM Board of Governors are accountable to the VATSIM Founders as the original creators of the network.

The person to whom you report is sometimes referred to as a line manager.

Chapter 2 Policy

2.1 Applicability

This policy applies to all VATPAC Staff.

For the purpose of this policy, "staff" means everyone who has access to a restricted, staff-only area of any VATPAC system.

2.2 Requirements of Staff

Staff must:

- always remain professional when interacting with members and other staff; and
- not make or partake in any acts which could be a breach or perceived to be a breach of the VATSIM Code of Conduct; and
- ensure that any work that is done, does not directly impact the role of another staff member, unless that other member is involved, and their input is acknowledged; and
- meet all performance objectives and expectations set out by their line manager; and
- not be excessively absent without notification to their line manager; and
- abide by all VATSIM and VATPAC policies; and
- not share or distribute protected information about the division or a member; and
- not exploit or misuse VATPAC resources; and
- not be subject to formal VATSIM disciplinary procedures.

2.3 Breach of Expectations

In all instances of a breach of the above requirements, a staff member will be informed of that breach in writing either by their line manager, Portfolio Director, or the Director of Division, and will be notified of any disciplinary action against them.

For a first breach, a staff member will receive a formal warning.

A second such breach shall result in the staff member being dismissed from their duties without further warning.

In exceptional circumstances, and where the breach is determined to be serious in nature, the Division Director may waive the requirement of a first breach formal warning and dismiss the staff member immediately.

2.4 Other Performance Breaches

Despite VATPAC Board and Staff members being volunteers, they are still held to account for their performance.

If a breach is performance related, the staff members line manager shall advise the staff member of why their performance is considered inadequate and set an agreed performance benchmark, including a time frame in which that benchmark is to be met. Should those performance criteria not be met then that staff member may be dismissed from their duties without further warning.

In the case of formal VATSIM disciplinary proceedings being instituted against a staff member then that staff member shall be stood aside as soon as the Division is made aware of the proceedings. If, after all available avenues of appeal are exhausted, the disciplinary action is upheld then the staff member may be removed with immediate effect.

During the period which a staff member is stood aside they will not have access to any restricted, staff-only areas of any VATPAC systems.

Chapter 3   Advice to Staff

In many situations, someone may take offence to something you say. Be mindful about how you go about voicing your opinion. Noting that this is an "online community" where text can be easily taken out of context, and commonly is, to commence an argument.

There are people in our membership take joy in "making life difficult" while online. This may include behaviour which doesn't strictly breach the VATSIM Code of Conduct. It is important to ensure that you remain professional, and if in doubt, talk to another staff or board member about how to handle the issue.

It's easy to get caught up in the moment but it is much easier to turn off and walk away. You will thank yourself the next day.

IF IN DOUBT – DO NOT POST, DO NOT TRANSMIT, <u>DO NOT HIT THE SEND BUTTON</u>!!

It's easy to forget that whilst we fly and control virtual planes, this organisation is very real. The people are real. The companies they work for are real. As everyone always says, the industry is very small. You never know who you might be talking to and who could be a potential employer or colleague one day.

Everyone is entitled to voice their opinion (subject to the common rules of decency) even if certain people think that those opinions are obnoxious or annoying, or wrong!