



VATSIM SAUDI ARABIA
HUMAN RESOURCES

Policy Document
Code Of Conduct

Human Resources Department

Revision 01/2024

WARNING

All the following information documented is intended for flight simulation use **only**. Do not use for real world operations.

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1. Document Information

1.1. Purpose

The purpose of this document is to outline the guidelines that staff, members and visitors to the Saudi Arabia vACC must follow to create an environment that reflects core values of Quality, Integrity and Respect.

1.2. Limitation of Liability

This document has been prepared by **VATSIM Saudi Arabia** to be used on the VATSIM network for aviation simulation purposes *only*. VATSIM Saudi Arabia staff team is ***not responsible*** for any misuse of this document in real-world aviation.

1.3. General Provisions

This document covers the code of conduct for all members regardless of membership status, shall follow as a member, controlling, training or participating in any activities within the vACC. The vACC staff reserves the right to suspend or terminate membership and revoke a member's controlling privilege if any member violates any policy covered by this document.

There will be no exceptions to these policies set forth by this document.

If you have any inquiries, please contact the HR Department at hr@vatsimsa.com.

2. Document Identification

Document Identification	
Type	Policy
Revision	Initial Document
Issue Date	13 MAR 2024
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Prepared By	Justin Saunders– ACCSA5
Approved By	Ismail Hassan – ACCSA1
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2.1. Amendment Record

Revision	Date	Changes	Prepared By	Approved By
01/2024	13/03/2024	Initial issue	Justin Saunders – ACCSA1	Ismail Hassan – ACCSA1

3. Membership Code of Conduct (COC)

This Code of Conduct applies to all staff, residents and visiting members of VATSIM Saudi Arabia. VATSIM Saudi Arabia possesses an illustrious past and prides itself in providing superior service for everyone on the VATSIM Network.

VATSIM Saudi Arabia strives to provide an environment where pilots and controllers feel comfortable and free from fear of reprisals, ridicule and actions that can discredit VATSIM Saudi Arabia or VATSIM.

At the heart of the Saudi Arabian vACC lies our core values: **Quality, Integrity and Respect**. All staff, residents and visitors are expected to always maintain professionalism during network controlling, events, meetings and training sessions. VATSIM Saudi Arabia will not tolerate any discriminatory behavior, harassment or derogatory language used towards any member, regardless of status, resident or visiting.

3.1. Professionalism

All members and staff must show integrity and professionalism while interacting with other members of the VATSIM network.

- **Corruption**

All staff and members are discouraged from accepting any gifts or favors for favorable actions, advancement in rating and/or appointment to staff positions.

- **Staff duties and authority**

Staff members should fulfill their duties and responsibilities with respect towards other staff and vACC members. Staff members must not abuse authority at any time. Staff members may use delegation in completing department tasks but must take members competences and workload into account. Staff members are expected to follow instructions from their superiors and complete any assigned tasks with skill in a timely manner.

The staff member's contributions are assumed property of the vACC upon their resignation. The vACC shall always credit staff members for their contributions before/after their resignation.

- **Conflict**

All staff and members are expected to always avoid any conflict between other staff and/or members. Staff and members are expected to not involve themselves in any conflict that may cause dissension among staff and members within the vACC.

- **Communication**

All members must conduct themselves in a professional manner while controlling/interacting with other members on the VATSIM network. Use of derogatory, demeaning, or abusive language is prohibited.

- **Policies**

All staff and members must read, understand and follow vACC policies. Any questions should be directed to the Human Resources (HR) department.

3.2. Controller Code of Conduct

Controlling on VATSIM and for the Saudi Arabian vACC is a privilege. All controllers are expected to conduct themselves in a manner that will not discredit or damage the reputation of VATSIM and the Saudi Arabian vACC.

- Treat all pilots and controllers with respect and dignity.
- Adhere to all provisions in applicable VATSIM and Saudi Arabian vACC documents and policies.
- Must not use any speech that may be deemed intimidating, harassing, abusive, derogatory or demeaning while communicating on the network.
- Be respectful of differences – including cultural and religious.
- Act with integrity, competence, diligence, respect and in an ethical manner while controlling on the network.
- Members must always maintain confidentiality, protect all sensitive information and documents of other members and Saudi vACC.

3.3. Instructor Code of Conduct

Mentors, instructors and examiners are held to the highest standard and are expected to conduct themselves in a manner that will reflect the core values of the Saudi Arabia vACC.

- Mentors, Instructors and examiners must ensure assessments are transparent, fair and based on objective criterion.
- Mentors, Instructors and examiners should create a learning environment that respects values and diversity, free from discrimination and bias.
- Mentors, Instructors and examiners must maintain and develop their professional skills and knowledge.
- Mentors, Instructors and examiners must adhere to all relevant policies regarding training

3.4. Pilot Code of Conduct

Pilots are expected to conduct themselves in a professional manner while flying on the network within the Saudi Arabian vACC. Members who join the Saudi Arabian vACC and have the ATC rating of **Observer (OBS)** and/or any Pilot Rating, shall be considered pilot members, until such time they start ATC training, the following information shall apply to Saudi Arabian vACC pilot members.

- Treat all Saudi vACC controllers with respect and dignity.
- Must not use any derogatory, demeaning or abusive language.
- Follow all instructions given by the Saudi Arabia vACC controllers.

3.5. Discord Server

Saudi Arabian vACC Discord server is for discussions regarding anything hobby related. Any person found insulting, bullying or harassing another user shall be removed from the Discord server and have their membership from the Saudi Arabian vACC terminated without prejudice. The use of the Saudi Arabian vACC Discord server is a privilege not a right.

- Always behave respectful, civil and welcoming.
- Keep spam down to a minimum.
- Keep all conversations primarily in English.
- Don't post malicious software.
- Political or religious discussions is strictly prohibited.
- The use of profanity and any demeaning language is strictly prohibited.

4. Reporting Violations and Incidents (COC)

All staff, residents, visiting members of VATSIM Saudi Arabia and pilots operating within VATSIM Saudi Arabia vACC are eligible to file a report of violations of any COC guidelines and policies.

Anyone filing a report is free from any retaliation including being transferred, terminated or adverse actions.

To file a report of any violations and incidents, questions or comments, please email the Director of Human Resources at hr@vatsimsa.com.

5. Disciplinary Actions

This vACC may take disciplinary action against any staff member or member who willingly or unwillingly fails to follow the vACC and/or VATSIM code of conduct. Disciplinary actions vary depending on the violation.

Possible consequences include:

- Demotion (vACC)
- Letter of reprimand (vACC)
- Suspension or termination (vACC/VATSIM)
- Reduction of rating (VATSIM)