

## **SAILONLINE MANAGEMENT TEAM PROCEDURE FOR DEALING WITH ALLEGED CHAT AND FORUM MISBEHAVIOUR**

- In accordance with the statement issued by the Corporate Entity of Sailonline NavSim AB (Board of Directors), the Sailonline Management Team will, with immediate effect, establish and adhere to the following procedure:
  - Any member of the Community who witnesses chat misbehaviour in Race Chat or a Forum, either directed to themselves or to another member, can report the event to the following email address: [solnetiquette@sailonline.org](mailto:solnetiquette@sailonline.org).
  - The Corporate Entity has stated that events of this kind are part of Sailonline's "operational" remit and therefore a case file will be opened by the SOL Coordinator, who will monitor the SOL Netiquette Panel's response that will be led by the Panel Lead.
  - The SOL Netiquette panel will comprise five people. It will comprise initially the names below and be updated and reposted annually from December 2021: -
    - SRC Chair – Go4iT
    - OPS Chair – Rainbow Chaser
    - One member of SRC nominated by SRC Chair - Sebensa
    - One member of OPS nominated by OPS Chair - bonknhoot
    - One SYC member nominated by the Sailonline Coordinator – Tamalone.
  - The SRC and OPS Chair positions are automatic from their appointment as Chair. The nominees are limited to two annual terms within a four-year period.
  - The member reporting the event will be notified by the SOL Coordinator that the reported case has been formally received and will be pursued by the Netiquette Panel.
  - The Panel Lead will be selected by the SRC and OPS Chairs from the panel members.
  - The reporting member may be invited by the Panel Lead to provide more information to the Netiquette Panel if that already supplied is not considered sufficient.
  - The Panel Lead will invite other members of Operations and Sailonline Race Committee to contribute any additional information that may be relevant.
  - Once the documentation is complete, the Panel Lead will write to the alleged offender, enclosing a brief summary of the alleged misbehaviour, asking for his/her comment/denial/confirmation/explanation of the event, and require a written answer within seven days.
  - When the answer is received, or the seven days have elapsed, the Panel Lead will formulate his/her decision and any recommendation for sanction.
  - The sanction will vary from case to case, and may result in a private warning to the individual to abide by the rules, through to suspension of Race Chat or Forum privileges up to total exclusion from the platform. The sanction imposed will always reflect the seriousness of the offence, and whether or not this is a first or repeat offence.
  - The Netiquette Panel will vote on the proposed decision and on any sanction by a majority vote.
  - The Panel Lead shall inform the offender in writing, with a copy to the Sailonline Coordinator, of the decision and any sanction.
  - If one or more of the Netiquette Panel's positions is not filled, or the relevant person does not vote, the vote of the Panel Lead will count for the absent member/s.

- In extreme cases of clear misbehaviour in the Race Chat or Forum, any one of the Netiquette Panel shall promptly report the event to [solnetiquette@sailonline.org](mailto:solnetiquette@sailonline.org) for further action by the SOL Coordinator that may result in the offender being advised in writing of an immediate temporary suspension of their Race Chat or Forum rights, pending a full investigation in accordance with this Procedure.
- Should the offender consider that the decision and any sanction imposed in accordance with this Procedure is unfair or inequitable they may submit a written request for review to the SOL Coordinator, within three days of the decision or sanction being issued by the Panel Lead and whilst serving any imposed sanction. The SOL Coordinator shall respond in writing within three days of receiving the review request.

The SOL Netiquette Panel is NOT a legal tribunal, and will never be, but everyone sailing on Sailonline needs to understand that his/her freedom to speak ends where that of others begins and, as a global community, our aim is to ensure that reasonable standards of interaction are observed at all times.

**Sailonline Management Team**

2020-10-08

2021-03-17      Rev 1 - Amended report email address