

# Code of Conduct & Community Engagement



## 4.0 Code of Conduct

To support our goal of providing the most realistic and enjoyable virtual aviation experience for every pilot, American Virtual (AAVA) has established a **General Code of Conduct**. This code sets the minimum standards of behavior required of all members. Its purpose is not to limit or restrict member activities, but to ensure that AAVA remains a safe, friendly, and enjoyable environment for everyone.

Submission of a pilot application and acceptance into the organization signifies your agreement to read, review, and comply with all components of the Code of Conduct. Failure to follow any section may result in disciplinary action, up to and including termination.

This code is not all-inclusive. No set of rules can address every possible situation. Members are expected to use good judgment and common sense in all circumstances. If a member conducts themselves in a disruptive or inappropriate manner, disciplinary action will be taken in accordance with the guidelines outlined in this document.

### 4.1 Our Core Values

Above all, AAVA is committed to building and maintaining an excellent reputation within the virtual aviation community, grounded in three core principles: **Professionalism, Integrity, and Trust.**

#### **Professionalism:**

We will uphold a professional atmosphere across all platforms, including our website, forums, and communication channels. Our operations will be conducted efficiently, respectfully, and in a business-like manner.

#### **Integrity:**

We will represent ourselves with honesty and provide truthful, reliable information regarding our operations and organizational goals. We will always maintain respect for others and conduct ourselves ethically in all interactions.

#### **Trust:**

We will strive to operate an organization that the community can rely on. Likewise, we will extend

trust to our members and the community without prejudice, fostering a supportive and respectful environment.

## 4.2 Code of Conduct Contents

We recognize that differences of opinion will occur, and we encourage respectful discussion within the community. However, the following behaviors are classified as **unacceptable**. Participation in any of the activities listed below constitutes a violation of the AAVA Code of Conduct.

Members may **not**, under any circumstances:

- Use foul, abusive, or otherwise inappropriate language toward **any** member of the AAVA community through any form of communication (including forums, email, Discord, or other platforms)
- Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights of others
- Publish, post, upload, distribute, or disseminate inappropriate, profane, defamatory, infringing, obscene, indecent, or unlawful content in any AAVA venue (including pornographic or sexually explicit material)
- Upload files containing software or material protected by intellectual property laws (or rights of privacy or publicity) without proper authorization or consent
- Upload files containing viruses, corrupted data, or similar software designed to damage or interfere with another member's computer or system
- Restrict, inhibit, or interfere with another member's ability to utilize and enjoy AAVA communication services
- Harvest or otherwise collect personal or identifiable information about others (including email addresses) without their explicit consent
- Violate any applicable U.S. or local laws or regulations
- Engage in recruiting, advertising, or solicitation on behalf of another virtual airline or competing virtual aviation organization within AAVA-controlled platforms or communication channels, including direct or indirect messaging, unless expressly authorized by AAVA Executive Staff. This includes responding to inquiries, initiating conversations, or redirecting members to external virtual aviation organizations for the purpose of recruitment.

**Hacking, or attempting to hack, any AAVA online system will result in immediate termination of membership.**

### 4.2.1 Forums

The forums are a place for friendly discussion, debate, and making new friends. They are not the place for inappropriate or aggressive arguments of any sort. Any persons found to be engaging in aggressive arguments on the forum will be subject to receipt of a code of conduct violation.

### 4.2.2 Discord

All members of the organization are welcome and encouraged to participate on Discord. While engaging in chats and discussions, you are expected to treat all members with respect. We support open conversation and free expression, including personal viewpoints, but members must recognize when a topic is inappropriate, escalating, or no longer suitable for the environment.

Comments that are derogatory toward any group—including, but not limited to, those based on race, sexual orientation, political or religious affiliation, gender, or nationality—will not be tolerated. Harassment, name-calling, excessive channel switching, spamming, or other disruptive behavior is strictly prohibited. Always aim to be positive, friendly, and helpful. Contribute to the community—do not detract from it.

If a conversation involves only a small group of members, please move to another channel. In general, each channel should maintain a single main conversation to avoid confusion and disruption.

Members who fail to follow Discord rules may be warned, removed from a channel, or temporarily banned from the server. The duration of any ban will depend on the severity of the offense. Abuse of Server Administrator (SA) privileges will result in immediate suspension.

Members using Discord must display their Pilot ID and the name registered with American Virtual as their Discord nickname (Example: **AAL123 John Smith**). Personal nicknames or names not registered with American Virtual are not permitted. Any member not in compliance will have their nickname changed to meet requirements or may be removed from the server. All actions taken will be documented in the pilot's personnel file.

### 4.3 Disciplinary Procedures

If any member intentionally violates any section of the AAVA Operations Manual or Code of Conduct, the following disciplinary actions will occur:

- **First Offense** --- A verbal warning will be issued by the member's Vice President of Operations. The VP will notify Human Resources of the action taken, and the incident will be documented in the member's personnel file.
- **Second Offense** --- A 14-day account suspension will be issued by the Chief Human Resources Officer. A written letter of reprimand will be provided to the member outlining the repeat violation and explaining the consequences of a third offense.
- **Third Offense** --- The member will be automatically suspended from the website, forums, Discord server, ACARS, and all other company-related resources pending review by the Disciplinary Board.

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## Disciplinary Board Review

The Disciplinary Board, appointed by the CEO and rotated regularly, will meet within one week of the offense. The board will request the presence of the member on Discord in a private room. The board will interview the member and consider any mitigating circumstances related to the violation.

Once the interview is complete, the board will determine the appropriate consequences, if any, and forward its recommendations to the Chief Operations Officer and Chief Executive Officer for review. The CEO will issue a final decision within 24 hours.

The CEO has the authority to impose any level of punishment up to and including termination. While the CEO will consider the board's recommendations, the final decision rests solely with the CEO. Once a decision has been made, the CEO will notify the Chief Human Resources Officer, who will contact the member to communicate the final outcome and implement the disciplinary action.

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## **Member Participation**

If the member wishes to defend themselves or present evidence or testimony, they must meet with the Disciplinary Board on Discord. Email correspondence is not permitted.

If the member waives the right to an interview, they are acknowledging acceptance of whatever disciplinary action is imposed and understand that they will not be able to appeal the final decision.

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