Code of Conduct

1. Purpose & Scope

This document sets the behavior expected of guests, applicants, members, and staff; hereby known as constituents.

Constituents shall adhere to this code when communicating or interacting on the ProFlight website, ACARS, Discord, multiplayer servers, and with ProFlight constituents on any form of communication not already listed.

As a free, not-for-profit, service, membership requires compliance with this code.

2. Respect & Communication

As an 18+ community, communications may include cursing/swearing, and topics that may not be appropriate for a normal workplace, however constituents shall abide by the following:

- Constituents and external participants shall be treated with dignity and respect.
- Harassment, bullying, intimidation, threats, stalking, targeted abuse, humiliation, and retaliation are prohibited.
- Discrimination, slurs, hateful language, and degrading stereotypes are prohibited.
- Respect personal boundaries; do not pressure others into unwanted private or social interaction.
- Disagreements are permitted; constituents are encouraged to debate; however, personal attacks, arguing/yelling, and attempts to drive members from the community are not.
- Give criticism constructively.
- Do not intentionally disrupt conversations.
- Do not target others with political, religious, other divisive, excessively violent, otherwise inappropriate or unwanted material.
- Advertising or solicitation unrelated to ProFlight or aviation simulation requires staff approval.

3. External Conduct

Your conduct reflects ProFlight when representing it on external services:

- Comply with all rules, regulations, and/or procedures set by external services.
- Comply with ATC instructions of any virtual air traffic service used (VATSIM, SayIntentions, etc.). If a conflict can't be resolved, disconnect respectfully rather than arguing.
- Operate aircraft professionally, in accordance with procedures for the aircraft type, and ProFlight SOP.
- Constituents shall not use inappropriate language for any communications on external platforms.
- Reports from external services that negatively reflect the associate or ProFlight may result in disciplinary action.

4. Integrity

Accurate tracking, meaningful progression, associate safety and security are core principles to ProFlight services; as such:

- Do not bypass, disable, or manipulate tracking systems, or exploit bugs, unintended behavior, APIs, or security weaknesses for personal benefit; report known exploits by opening a support ticket; refer to the SOP for the support ticket process.
- Do not falsify application information, PIREPs, flight hours, scores, ranks, ratings, awards, virtual finances, maintenance records, or other progression systems.
- Manual PIREPs are for legitimate circumstances (internet outages, ACARS crashes, failure to start a flight) and require an appropriate note.
- Do not access another member's account, private information, staff tools, databases, or restricted systems without authorization, or share credentials with unauthorized persons.
- Do not intentionally misuse fleet resources to prohibit constituents from using aircraft.

5. Intellectual Property, Privacy & Lawful Conduct

- Do not distribute any pirated or copyrighted software or material on any ProFlight platform; only share content you have the right to share.
- Do not use ProFlight platforms for illegal activity, fraud, malware, credential theft, or intentional disruption of ProFlight services. Members are responsible for complying with applicable laws.
- Respect ProFlight's logos, branding, software, and proprietary materials. Do not impersonate ProFlight, its staff, or another member.
- Do not publish another member's private information or communications without permission, or dox, threaten to dox, or encourage exposing private information.
- Information obtained through staff duties, reports, or moderation is confidential unless disclosure is authorized or legally required.

6. Learning Environment

- Experienced members are encouraged to help newer pilots learn; corrections should be constructive. Citing sources when possible.
- Newer or less-experienced members shall not be ridiculed. Experience does not excuse disrespect, and inexperience does not make a member less deserving of respect.
- You are never too senior or experienced to learn. All constituents should be willing to learn or accept critiques.

7. Conflict Resolution and Enforcement

- Constituents are encouraged to resolve unwanted behavior from another constituent directly and respectfully with the individual in a private. You can request a ProFlight staff member to be present if desired.
- Conduct concerns, harassment, security issues, or suspected system abuse can be reported to any or all ProFlight staff members, in good faith and with enough detail to investigate.
- Reports may be submitted by opening a support ticket; refer to the SOP for the support ticket process.
- Do not publicly harass or prosecute another member while an issue is under review. Confidentiality will be maintained as reasonably possible, though it cannot be guaranteed.
- Staff review conduct based on intent, severity, impact, history, and cooperation. Members subject to discipline may request a review or appeal.
- Enforcement may include counseling, warnings, corrective action or training, restriction/removal of privileges, probation or suspension, permanent removal, or referral to an external authority — not required in a fixed order. Leadership may act immediately in serious circumstances.

8. Acknowledgment

By joining or continuing to participate in ProFlight Virtual, you acknowledge that you have read, understood, and agree to follow this Code of Conduct, the ProFlight Virtual SOP, and applicable rules governing services on which you participate as a ProFlight member.

9. Record of Revision

Date	Revision No.	Page Numbers	Sections	Summary	Made By
11-6-25	06NOV26	All	4, 7, Header	Modified support references to reference SOP, Modified header, Added page numbers.	CR
11-3-26	03NOV26	All	All	Initial release.	CR