

SAILONLINE MANAGEMENT TEAM PROCEDURE FOR DEALING WITH CHAT AND FORUM MISBEHAVIOR

In accordance with the recommendations issued by the Sailonline NavSim AB Board of Directors, the Sailonline Management Team will, with immediate effect, adhere to the following procedure:

- Any one member of the Community who witnesses chat misbehavior, either directed to themselves or to another member, can report the event to the following email address: SOLnetiquette@sailonline.org
- The Chairman 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.
- The member reporting the event will be notified by the SOL Coordinator that the reported case has been formally received, and may be invited to provide more information if that already supplied is not considered sufficient.
- The SOL Coordinator will seek from other members of the Management Team any additional information that may be required.
- Once the documentation is complete, the SOL Coordinator will write to the alleged offender, asking for his/her comments/denial/confirmation/explanation of the event, and require an answer within seven days.
- When the answer is received, or the seven days have elapsed, the SOL Coordinator will formulate his/her recommendation for sanction, if any.
- The sanctioning will vary from case to case, and may range from a short suspension of chat rights for the offender, to exclusion of the offender from the platform, through a number of intermediate options. The sanctions imposed will always, depend upon the seriousness of the offence, and whether or not this is a first or repeated offence.
- The Management Team (seven people including the Board) will vote on the proposed sanctioning, and subsequent action will be taken on majority vote.
- If one of the seven positions is not filled, or the relevant person unavailable, the vote of the Chairman will count for the empty or absent MT member/s.
- In some extreme cases of clear misbehavior or critical attack on the SOL chat platform any one of the OPS Admins may immediately suspend the chat rights of the offender, and promptly report the event to the Coordinator for further action.

The SOL Management Team 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.

The Sailonline Management Team