

Staff Handbook & Policy Reference

Permanent staff reference for conduct, responsibilities, strikes, community standards, punishment guidance and escalation.

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This is the official StealSkill staff reference, approved by Management. Staff should consult the current published edition for applicable rules and procedures.

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01 Staff agreement and responsibilities

A StealSkill staff role is a position of trust. Follow all current staff and community rules, use authority fairly and exercise good judgement.

- Follow reasonable, authorised management instructions and escalate situations beyond your role.
- Never use permissions for personal gain, favouritism, retaliation or intimidation.
- Report serious misconduct, security incidents and conflicts of interest.
- Management may change or remove staff access for appropriate conduct or operational reasons.
- Staff service is voluntary unless expressly agreed otherwise; this handbook is not an employment contract.

02 Staff conduct and authority

Professional standards

Remain mature, respectful and fair in Discord, Minecraft and staff discussions. Harassment, discrimination, slurs, targeted abuse and unnecessary arguments are prohibited.

Permissions and evidence

Staff permissions must only be used for legitimate purposes. Have reasonable evidence before taking serious action or requesting screen shares. Never fabricate, alter or conceal proof.

Staff below Manager must post punishment proof in the currently designated proof channel using the current format. Managers and Owners are exempt from this particular posting requirement but not from accountability.

Communication and judgement

Keep private staff discussions in authorised channels. Use common sense and escalate unclear or sensitive situations rather than acting outside your authority.

03 Confidentiality and security

Protect private staff discussions, player reports, support tickets, investigations, sensitive player details, internal decisions and access credentials. Share only with authorised people for legitimate purposes.

Confidentiality cannot prevent reporting misconduct, safety concerns or unlawful activity to appropriate people or authorities.

- Use strong, unique passwords and enable two-factor authentication when supported.
- Never share staff accounts, credentials or tokens.
- Treat suspicious links and downloads cautiously.
- Report compromised accounts and security vulnerabilities promptly.
- Handle evidence discreetly and avoid unnecessary collection of personal information.

04 Trial staff and development

The default trial period is 14 days unless management communicates otherwise. Trial staff may have restricted permissions. Reviews consider judgement, teamwork, reliability, communication and professionalism. Trials may be extended, completed successfully or ended without promotion. No fixed working hours are established here.

05 Strike system and complaints

Manager+ may issue documented strikes for misconduct or failure to meet expectations. Strikes are used to record concerns and provide an opportunity to improve where appropriate.

Three active strikes trigger a formal management review. Possible outcomes: termination and staff blacklist; termination; or demotion. The outcome is a management decision, not an automatic result. Serious misconduct may justify immediate action without prior strikes.

Staff may raise concerns or request review of a disciplinary decision. Where practical, an appeal should be considered by another authorised senior staff member. Keep reasons and outcomes recorded.

06 Minecraft and Discord community standards

Minecraft

All staff must follow the full current Minecraft rules, including fair gameplay, no cheating or prohibited modifications, no harmful exploits or duplication, no punishment evasion, trading and PvP restrictions, event rules (including God KOTH), and standards for usernames and skins. Rank-related trading has the exception specified in the current rules. Consult the latest published rules for precise restrictions and exceptions.

Discord

All staff must follow the full current Discord rules: no harassment, discrimination, abuse, spam, disruption, unauthorised advertising (including DMs), threats, doxxing, impersonation or punishment evasion. Follow ticket rules, Discord Terms of Service and applicable Minecraft terms. Current published community rules remain authoritative.

07 Punishment principles and guidelines

These are guidelines, not instructions to punish blindly. Consider severity, intent, player history, circumstances and impact. Specific offence guidelines override the general ladder. If uncertain, ask a higher-up. Permanent punishments require management approval unless otherwise authorised.

Bans

Offence	Guideline
Ban evasion	15-day IP ban
Cheating / unfair advantages	7-day ban; severe or repeat cases may be permanent
Doxxing / DDoSing	30-day to permanent ban
Doxxing / DDoS threats	7-day ban
Bug abuse	1-7-day ban, severity dependent
Naked killing	Warning → 12-hour ban; longer for repeated offences

Mutes

Offence	Guideline
Spamming	30-minute mute
Chat flooding	1-hour mute
Slurs / discrimination	3-day mute
Excessive toxicity	2-hour mute
Encouraging self-harm / serious threats	3-day mute; escalate immediate safety concerns
Staff disrespect	30-minute to 2-hour mute
NSFW content	2-hour mute
Advertising	7-day to permanent mute
Doxxing / DDoS threats	14-day mute
Mute evasion	15-day IP mute

Normal in-game PvP remarks differ from credible real-world threats. Prioritise safety and appropriate escalation when a threat could be real.

08 General punishment ladder

Use this only when a specific punishment guideline does not prescribe a different response. Use mutes for chat-related violations and bans for gameplay/server violations.

Offence	Mute progression	Ban progression
1st	Verbal warning	Verbal warning
2nd	Official warning	Official warning
3rd	30 minutes	12 hours
4th	2 hours	1 day
5th	12 hours	3 days
6th	1 day	7 days
7th	7 days	14 days
8th	30 days	30 days
9th	Permanent	Permanent

Important rules

- Severity takes priority: serious offences follow their specific guidelines rather than starting with warnings.
- Check previous punishment history, intent and individual circumstances.
- Stages may be skipped when justified and authorised.
- Permanent actions require management approval unless otherwise authorised.
- Document all formal punishments and provide evidence where required.

09 Quick decision checklist and document control

- ☐ Identify the rule and the correct offence type.
- ☐ Review relevant evidence and prior history.
- ☐ Compare the specific guideline with the general ladder.
- ☐ Escalate anything unclear or outside your authority.
- ☐ Apply the approved action and record evidence appropriately.
- ☐ Keep internal information confidential.

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