

The purpose of this document is to provide an up-to-date and expanded set of policies / guidelines to meet the needs of the Solus project. While our original Community Guidelines provided a good initial framework on how community and team members were expected to conduct themselves, it did not express any clear policies on how to resolve violations in a manner that is consistent, missed necessary information on some Solus services, nor did it provide any means to meaningfully resolve issues with or between Solus community or team members in a manner that is or should be adjudicated by an independent third-party.

The goal of Code of Conduct Rev.2 is to address all the aforementioned issues by:

1. Establishing recommendations on how specific types of violations should be handled. While it is not expected to be completely comprehensive, as there is nuance in the behaviour of individuals, circumstance, etc. -- it should provide pathways to resolving issues in a manner that is more apparent to all parties involved.
2. Sets forth guidelines of expected conduct on the Solus forums, especially with regards to post “necroing” (the act of bringing an otherwise “dead” forum post back to life).
3. Establishes a Code of Conduct Committee to handle reported issues of conduct from the community, whether that be of other community members or Solus team members. This Code of Conduct sets forth a series of rules for both the Solus Team and Code of Conduct Committee to follow with regards to potential violations or disputes, to ensure the most fair process for all parties involved.

This Code of Conduct builds on our existing work on our Community Guidelines in addition to works such as:

- [Contributor Covenant](#)
- [Django's Code of Conduct - Enforcement Manual](#)
- [Django's Code of Conduct - Reporting Guide](#)

We thank those projects for providing the building blocks for our Code of Conduct and working to keep open source engagement lively and welcoming.

Code of Conduct

Solus believes in providing an inclusive, safe, and professional environment for all of its members. Whether you are volunteering time to provide support for Solus across the various community hubs used or operated by the Solus project, or actively engaging in its development processes with bug reports and code submissions, you have the right for that experience to be in a respectful and constructive environment.

It is in that spirit that we have set forth a wide range of guidelines for Team and community members alike. These guidelines are not intended to be an exhaustive list of expected behaviour but rather communicate overall expectations on the conduct of individuals that wish to participate in the Solus community.

This Code of Conduct applies to all services offered or used by Solus, including (but not limited to): the Solus development tracker, GitHub organization(s) and repositories, discussion forum(s), r/SolusProject subreddit, social media, IRC and other communication channels, etc. This is in addition to any existing Code of Conducts and Terms of Service from services used by Solus.

If you believe someone is violating the Code of Conduct, we kindly request that you report it to conduct@getsol.us. Please see our “Reporting Conduct” sub-section of this document for more information.

Harassment

Harassment is any unwelcome or offensive conduct that demeans, threatens, or offends an individual, including conduct that is unwelcome or based on any characteristic, including (but not limited to): race, color, sex, gender identification, religion, age, or disability. The project condemns any and all forms of harassment. Harassment by individuals in our community, whether in public or private, to other members of our community, should be reported. This includes harassment outside of services operated or used by Solus as well as physical spaces.

Language

Individuals participating in the Solus community are expected to communicate in a manner that is respectful, promotes engagement by the community, and avoids the use of language which is hateful, derogatory, degrading, or causes emotional or mental distress. This includes (but is not limited to) language which could be classified as:

- Hateful towards individuals or groups based on:
 - Disabilities
 - Gender or gender identity

- Religious beliefs
- Sexual orientation
- Race or nationality
- Political affiliation
- Sexual or otherwise lewd in nature

Profane language which is not distasteful, hateful, derogatory, degrading, sexual in nature, and does not cause emotional or mental distress may be allowed in specific off-topic channels or other mediums permitted by the project. However, the Code of Conduct Committee as well as the Solus Team reserve the right to request the ceasing of use of such language by any individual, if the language expressed is otherwise considered improper.

Media Sharing

Members of the community should not link or share media which is illegal, offensive, pornographic or otherwise lewd in nature. This extends to sharing media which shows any illegal or otherwise harmful acts, such as acts of violence.

Promotion of Constructive Engagement

Participation in the community is expected to be done in a manner that exercises consideration of others as well as the topic at hand. Members of the community should remain mindful that contributors to the project may do so on a voluntary basis, in their free time, and should refrain from making demands or engaging in behavior which is not respectful. Communicating one's opinions and viewpoints should be done mindfully. When giving feedback, this should be done constructively, and receiving feedback should be done gracefully.

When engaging, members should observe topic guidance when participating in various services offered or used by the project, such as:

- Ensuring support-related channels / mediums remain free of development and off-topic discussions to maximize the community and team's ability to respond and address issues or support requests.
- Ensuring development channels / mediums remain free of off-topic discussions which are not relevant to the development or progression of various development items relating to Solus.
- Ensuring off-topic channels / mediums remain free of heated discussions of polarizing issues or current events in order to keep these spaces inviting and enjoyable.

When engaging on the Solus discussion forum and development tracker, individuals should be mindful of the timing of a discussion. If a post or task has been inactive for a prolonged period of time, the individual should consider if "necroing" (bringing something back to life) the post is sensible. Some examples:

- If a support request has not seen activity in several months or more, it may be more productive to create a new post to provide up-to-date information and seek assistance. The circumstances around your support request may be different than the prior one, as changes in the operating system, software available, updates, etc. may have occurred since. When in doubt, a new post should be made, with the worst case scenario being that a community member, moderator, or Team communicates that a separate post may still be relevant. Engaging in the act of “necroing” a post may result in its locking to prevent further disruption.
- Unless expressly requested, individuals should refrain from making comments on posts with the sole intention of communicating that they are having the same issue / observation as well.

Other examples of behaviour that may be considered disruptive, destructive, or otherwise not conducive to engagement in our community is:

- Modification of tasks or task information which are not owned or assigned to the user. Please leave the general maintenance of tasks or requesting of specific information to individuals which are assigned to the task, or members of the Triage Team, Global Maintainers, or Core Team.
- The continual repetition and/or advertisement of any products, services, or projects.
- The usage of bots unless explicitly permitted by the project is strictly forbidden.
- No spamming or flooding.
- Use of our development tracker for general support queries, such as (but not limited to): installation assistance, package installation assistance, etc.

Reporting Conduct

If you believe someone is in violation of our Code of Conduct, we kindly request that you report it immediately to our Code of Conduct Committee by emailing conduct@getsol.us. If the incident is involving a member of the Solus Team (<https://getsol.us/solus/team>), please email a Code of Conduct Committee member directly, listed below. This Committee member will work to collaborate with all other Committee members to independently review and resolve reports:

- Name, <email>

In the event the incident is involving a member of the Code of Conduct Committee, please directly contact a Solus Team member listed below, as all members will see the report:

- Joshua Strobl, <joshua@getsol.us>
- Beatrice Meyers, <beatrice@getsol.us>

All reports will be kept confidential. In the event we determine that a public statement needs to be made, the identities of all reporters or victims will remain confidential unless those individuals instruct us otherwise.

If you believe anyone is in physical danger, please notify the appropriate law enforcement first. If you are unsure what law enforcement agency is appropriate, please include this in your report and we will attempt to notify them.

If you are unsure whether the incident is a violation, we still encourage you to report it. We would prefer having a few more reports where we decide that no action is required, as opposed to missing a violation and an opportunity to resolve any incident. We do not look negatively on you if we find the incident is not a violation and knowing about incidents that are not violations still can better inform our processes and improve our Code of Conduct.

In your report, please include:

- Your contact information (so we may get in touch if a follow-up is needed)
- Names (real, nicknames, or pseudonyms) of any individuals involved. Please try to include any other witnesses to the incident.
- When and where the incident occurred, as well as if this incident is ongoing.
- Your account of what occurred and any publicly available records (eg. IRC logs, links to posts, etc.)
- Any extra context or information you believe to be useful or applicable.

Report Procedure

The Code of Conduct Committee will strive to reply to all reports with an initial acknowledgement of receipt within 24 hours. The Committee will immediately convene to review the report and determine:

- What occurred.
- Whether this report constitutes a Code of Conduct violation.
- Any and all bad actors.
- Whether this is an ongoing situation or if there is a threat to anyone's safety.

If this is an ongoing situation or threat, the Committee's priority will be to protect all parties involved. In this situation, the Committee may delay a response until it is believed the situation has ended and all parties are safe. Committee members may act immediately, before a consensus is reached, to end the situation and employ all tools available to the Committee (such as bans or blocks) to prevent harm or further escalation.

The Committee will work to obtain a complete account of any events related to the report and make an assessment as to how the Committee shall respond. This information will be collected in writing and whenever possible, deliberations will be recorded and retained (IRC logs, email discussion threads, recorded conversations, etc.) through means agreed upon by both the Solus Team and Committee. These responses should be modeled after our Impact Guidelines, however the Committee may choose to respond in a manner that diverges from these guidelines if the scenario warrants a different response. These responses may include (and are not limited to one of the below):

- No actions to be taken, if it is determined no violation occurred
- Private reprimand from the Committee to the individual(s) involved
- Public reprimand
- Imposed vacation (asking someone to not engage in the project or specific mediums)
- Temporary or permanent bans from some or all services used or provided by Solus
- Request for public or private apologies

The Committee will respond within one week to the person who filed the report with either a resolution or explanation on any lack of resolution at that time. Once a final action is determined, the original reporter will be contacted and informed on what actions (if any) the Committee will be taking and will take into consideration any feedback from the reporter, though not guaranteed to change any given actions.

The Committee shall then make a report to the Solus Team, excluding any Team members which may be involved in the situation. The Team may choose to make a public report of the incident. In the event all Team members are involved in the incident, the Committee shall decide whether to make the report public, and the Team is required to cooperate in facilitating the release of the report.

Impact Guidelines

The guidelines below provide a consistent framework for addressing Code of Conduct violations. Excluding any situations where the Code of Conduct Committee decides to diverge from these guidelines, or instances of Code of Conduct or Terms of Service violations of any services used by Solus, it is expected that these guidelines be followed to promote consistent and fair resolution to violations. This includes actions taken by Solus Team members and all moderators of various services. In the event the moderator does not have capabilities to enforce blocks or bans, it should be communicated to the Solus Team, Code of Conduct Committee, or any other parties with these capabilities.

Except where otherwise stated, use of “enforcing parties” means the Solus Team (including “Global Maintainers”) or Code of Conduct Committee.

In the event enforcement is occurring independently from a report, the enforcing party should strive to document the incident, including the individual, impact or violation, and actions taken.

Correction

Impact

- Use of inappropriate language or other behavior deemed unprofessional or unwelcoming.
- Behaviour that is destructive or disruptive to engagement through various Solus services or services used by Solus.

Consequence

- A private, written message from enforcing parties explaining why this behaviour is not acceptable in the Solus community and how it can be corrected. In the event making a private message is not possible in the given medium, a public message is appropriate as well.

Warning

Impact

- A violation through a single incident or a series of actions, including after appropriate corrections have been communicated.

Consequence

- A warning from the enforcing parties shall be provided. In the event this violation involves other individuals, the enforcing parties may request that there be no interaction

between those parties for a specified period of time, including avoiding interaction in community spaces and external channels. Violation of this, or unsolicited interaction with enforcing parties, may result in a temporary or permanent ban.

Temporary Bans

Impact

- A serious violation or multiple violations of the Code of Conduct.

Consequence

- A temporary ban from any sort of interaction or public communication with the Solus community for a specified period of time. No public or private interaction with involved parties, including unsolicited interaction with the enforcing parties. Violation of the terms of a temporary ban may result in a permanent ban.
- Unless the seriousness of one violation to another varies, the length of time for a temporary ban should gradually increase and follow the below mentioned lengths:
 - 24 hours (1 day)
 - 1 week (7 days)
 - 2 weeks (14 days)
 - 1 month (30 days)

Permanent Bans

Impact

- Demonstrating a pattern of behavior and violation of Code of Conduct. Sustained harassment. Aggression towards or disparagement of classes of individuals.

Consequence

- Permanent ban from the Solus community or specific services.

Resignations

In the event of multiple violations of the Code of Conduct by a Solus Team or Code of Conduct Committee member, in lieu of a permanent ban the individual will be requested to:

- Resign from their position in the Solus community.
- Gracefully transition any and all responsibilities and resources to other members agreed by other Team members or Code of Conduct Committee. Other terms of the transition of specific resources, such as financial divestment, will be discussed by all parties involved.
- Immediately cease engagement in the Solus community.