

LNO

HANDBOOK

Introduction

LNO is a female gaming community founded in March 2020, with the goal of changing the situation for female gamers across the world. We offer a friendly community for anyone who will behave in a respectful and friendly manner toward others.

At LNO, we have many members who have been exposed to harassment in many different ways, and this certainly does not make us blind to what has happened in the past, and continues to happen on a daily basis for many and so we can provide a safe space for females, trans females and LGBTQIA members of the gaming community who, because of their experiences within games, feel that they need it.

We have members of all skills levels, playing a variety of games, and are focused on providing support and encouragement for everyone, regardless of whether they are a casual player, or want to move into the more hardcore competitive scene.

One thing that we all agree on within the community, is that we want to do better, and we want to make the terms for female gamers better for all of us.

Our community will always fight for equality, diversity, and respect within the wider gaming community, and we ask that all of you who are watching our streams, chatting on twitch and getting involved with our community members on discord, operate in a respectful and friendly way toward one another.

Change doesn't happen overnight, nor has it ever, but taking small steps in the right direction is all that any of us can do, and we will stand beside any organisation that has the same values, aims and goals as us.

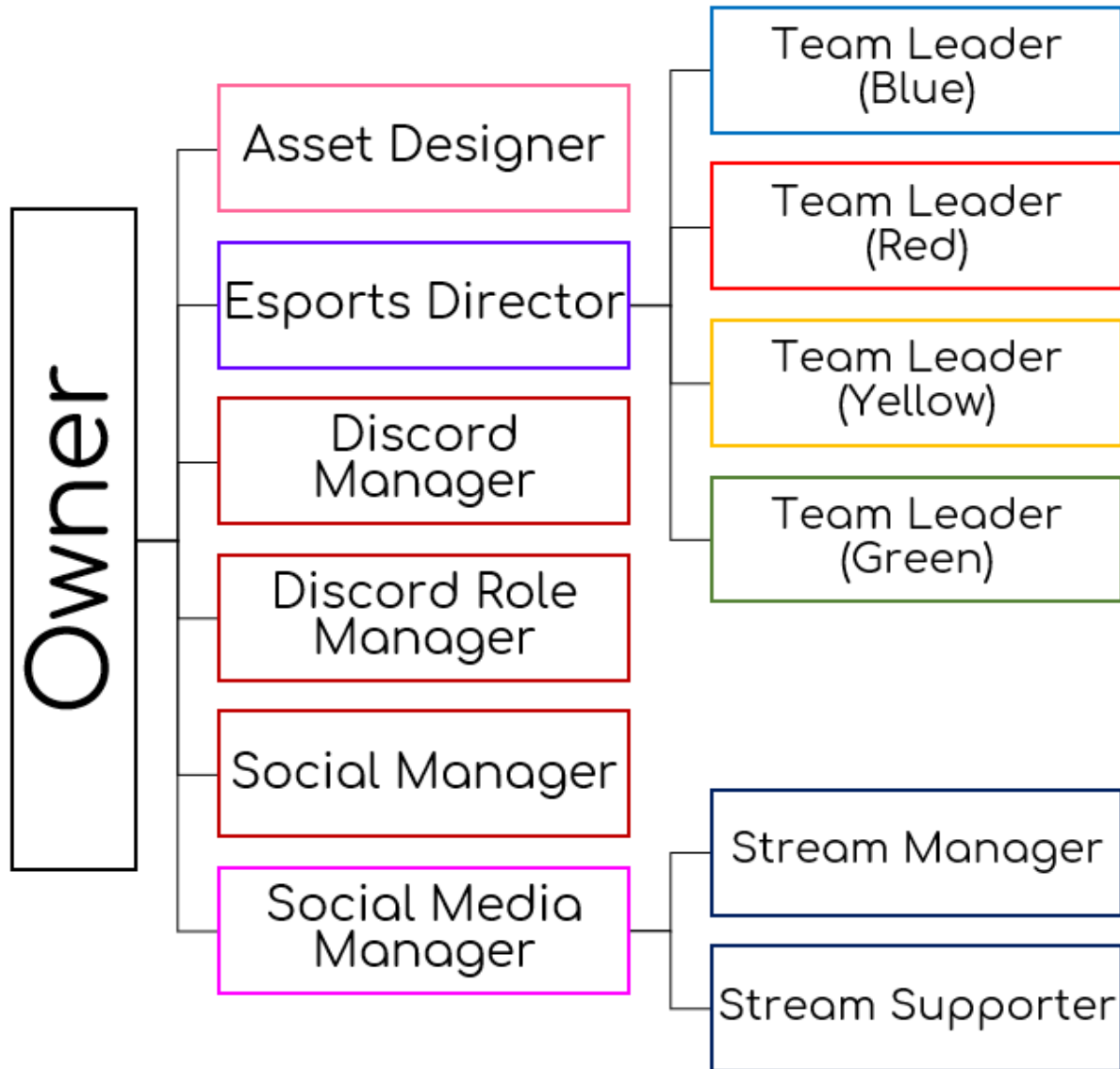
Let's start taking those small steps in the right direction together and support all #girlswhogame in being themselves!

General Code of Conduct

1. All members must treat others with respect, regardless of whether they are a member of LNO or someone outside of the community.
2. The reputation of the community is important for us all, so be mindful of how LNO is viewed by those outside of the community and ensure that you uphold the values of the community at all times, which is to be respectful, friendly and supportive.
3. Any information shared within the LNO community is confidential and must not be shared with any third parties.
4. Any information regarding personal issues occurring must be shared in an anonymous format with no real names or identifying factors presented, to conserve confidentiality for those affected.
5. Please use the #tickets channel if you need any help or if you have a suggestion to the attention of the management/moderator team.
6. Any issues/conflict which occurs within LNO must be brought to the attention of the appropriate manager/moderator.
7. Do not enter any meeting rooms if they are in use.
8. Do not enter the streamers voice channels unless requested.
9. Voice channels which state No Streamers, must not have any members who are live within those channels, to provide voice channels which remain private.
10. No streamer will be permitted to use the LNO Twitch channel, unless an application has been submitted and approved.
[Application can be found here](#)
11. No member will be permitted to join the teams, unless an application has been submitted and approved.
[Application can be found here](#)
12. Failure to adhere to this code of conduct will result in a formal warning followed by removal if the behaviour continues.

The Structure of LNO

Please familiarise yourself with our management/moderator team:



Point of Contact

No matter what you need help with, there is a member of the management or moderator team that can help. Here is a short explanation for what each role is responsible for:

Owner

Responsible for final decisions within the community and any conflicts/issues which cannot be resolved by the other managers/moderators will be presented to the owner for their assistance.

Discord Manager

Responsible for the Discord server as a whole, including the layout, bots, channels and any updates required or requested.

Discord Role Manager

Responsible for assigning roles to new members of the Discord server community.

Social Manager(s)

Responsible for the social aspects of the Discord server, including greeting those when they join and assisting in any issues/conflicts that may present themselves within the Discord community.

Social Media Manager

Responsible for the Social Media of LNO (Twitter, Instagram, Facebook and LinkedIn), and the posts and campaigns held there.

Asset Manager

Responsible for the design and creation of emotes and other hand drawn assets for the LNO streamers and wider community.

Esports Director

Responsible for the recruitment for the teams, application to competitions and a role of support and guidance for the team leaders

Stream Manager

Responsible for organising the streamers for the LNO twitch channel and ensuring they are supported and have the correct tools for their streams

Stream Supporter

Responsible for supporting any members of LNO with setting up their own streams in a professional way and assisting with layout where possible

Team Leader(s)

Responsible for their corresponding team and will guide and support the members of that team to perform to their best

Streamer Code of Conduct

1. All streamers must adhere to the Twitch Code of Conduct when streaming, and should ensure that any sexual parts of the body are appropriately covered when streaming, as young audiences may access the content streamed on the LNO channel.
2. Streamers must ensure that the camera focus is on your face and not the chest or other areas of the body.
3. Streamers must be polite and welcoming to all members within the chat and those watching.
4. Streamers must thank those who have donated (including bits and subs), and should welcome new followers where possible.
5. Streamers must interact with the commands (such as Happy Dance and Hydrate) to engage with the audience.
6. Streamers utilising the LNO channel must ensure that their schedule is provided (see pinned in the social media channel), so that there are no clashes with the schedule.
7. If there is a time when you are unable to take your scheduled time slot (due to sickness/emergency irl), you must post in the #need-streaming-backup channel as soon as possible, so that another streamer can jump into your slot.
8. Any music streamed on the LNO channel must be copyright free, as playing copyright music could result in the channel being suspended.

Manager/Moderator Code of Conduct

1. Any information shared within the manager/moderator channels is confidential and must stay within the manager/moderator team.
2. Any action taken by a manager/moderator must be detailed in the #actions-taken-log channel for clarity.
3. Any members failing to adhere to the code of conduct for LNO will receive one formal warning in the form of a written message to the member directly, which must detail what the inappropriate behaviour has been and why it is not acceptable.
4. No members will be removed from LNO without a formal warning being given and a discussion with the appropriate manager/moderator team, unless the behaviour is extreme and uncontrollable.
5. If any manager/moderator disagrees with a decision that has been made, it should be discussed openly and if a solution can not be found, escalated to the next point of contact.
6. Meetings with members regarding conflict or issues must not be attended alone to avoid miscommunication.
7. Recording members is not permitted without their knowledge or consent.
8. If a meeting is needed to deal with an urgent matter, a message must be posted into #meeting -request and the appropriate managers/moderators should be pinged.
9. All managers/moderators have the right to set specific work hours for themselves and if you wish to do so, contact Nanque to arrange these hours directly.