The Staff Handbook

LIMITED DISTRIBUTION STATEMENT: Distribution of individual pages is governed by the markings of each page.

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Foundational Charter

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Staff Charter

I. Our mission.

Our mission is to **deliver the ultimate SCP casual roleplay experience.** We serve the **players first.** While actions are executed to protect, enhance, and elevate the player experience, player safety is our highest operational responsibility. No consideration of convenience, popularity, or organizational interest shall supersede our obligation to protect players from harm.

The Site-17 staff organization exists to bridge diverse talents into a unified, cohesive team. We cultivate a supportive, professional, and stable working environment so that our staff can effectively serve our players and sustain the project.

This charter governs the operation of Site-17 and establishes the principles, authorities, and responsibilities applicable to personnel serving within the Site-17 project. Personnel belonging to Breadcrumbs or other projects remain subject to the policies and authority of their respective organizational leadership. Where personnel serve multiple projects, this charter applies to their conduct and responsibilities while acting on behalf of Site-17.

II. Core values.

These three core values are the driving philosophies of our organization.

Stewardship. We treat authority as a responsibility entrusted to us, not a privilege. We lead with grace, treating honest mistakes as opportunities for learning and improvement while holding ourselves accountable for the trust placed in us.

Integrity. We commit to honesty and transparency in our actions and communication, holding ourselves to the highest ethical standards.

Service. We place the needs of the community and the organization above personal status or convenience.

III. Leadership principles.

We manage our teams using the doctrine of **mission command** and **situational leadership.**

Mission command. Leaders establish clear objectives and delegate the authority necessary to achieve them. Staff are expected to exercise initiative rather than wait for instructions.

Developing future leaders. Leaders are expected to develop future leaders. We actively mentor junior staff, share knowledge, and prepare the next generation of team members to ensure the long-term sustainability of the project.

Dynamic leadership styles. Leaders should adapt their approach to the needs, experience, and circumstances of the staff they lead.

Delegated authority. Leadership may delegate authority to branch managers and experienced staff to operate their domains autonomously.

IV. Decision-making framework.

This framework governs how decisions are made, conflicts are resolved, and order is maintained when uncertainty arises.

Strategic approval. All structural policy changes, core system modifications, and major public-facing updates must be formally approved by high leadership before deployment.

Resolving stalemates. In the event of an irreconcilable cross-department disagreement, the issue is formally routed to high leadership. High leadership will act as an objective arbitrator, hearing both perspectives before issuing a final, binding decision.

Continuity of command. In critical emergencies where high leadership is unavailable, operational authority passes to the designated successor or, when none is available, the most senior qualified staff member present. They are empowered to make immediate decisions to stabilize the situation and protect the project.

Judgement over rigidity. Policies provide structure and consistency, but staff are expected to exercise reasonable judgement when circumstances fall outside established guidance. Exceptions should be made only when necessary, justified, and consistent with the organization's mission and values.

V. Accountability and fairness.

Authority is entrusted, not possessed. Rank exists to provide the responsibility and authority necessary to serve the organization, not to provide personal status or privilege. No staff member is above responsibility.

Accountability distinguishes between honest error, negligence, and misconduct. Honest mistakes should primarily result in correction and education. Repeated or negligent failures may warrant disciplinary action, while intentional misconduct is subject to appropriate sanction. We enforce

accountability through a fair, objective, and consistent process.

We reject one-sided judgments. Every staff member is entitled to a fair, private, and objective inquiry when allegations arise. Leadership is committed to gathering facts and hearing the perspective of the accused before any final decision is made, ensuring that fairness, dignity, and integrity guide our internal actions.

Accountability is intended not only to correct misconduct but to restore trust where possible. Staff who demonstrate genuine improvement may regain responsibilities and trust after disciplinary actions.

Staff Code of Conduct

This code of conduct outlines the universal behavioral expectations for all staff members, both in public spaces and within internal channels. Professionalism is expected in all official conduct.

Professionalism. We conduct ourselves with discipline, tact, and respect regardless of circumstance. Staff are expected to separate personal interests from organizational responsibilities, resolve disagreements constructively, and represent the organization with dignity.

Tact. Staff are encouraged to challenge decisions and express disagreement honestly. Such disagreements must be handled constructively and through appropriate internal channels, preserving the dignity of fellow staff and the organization.

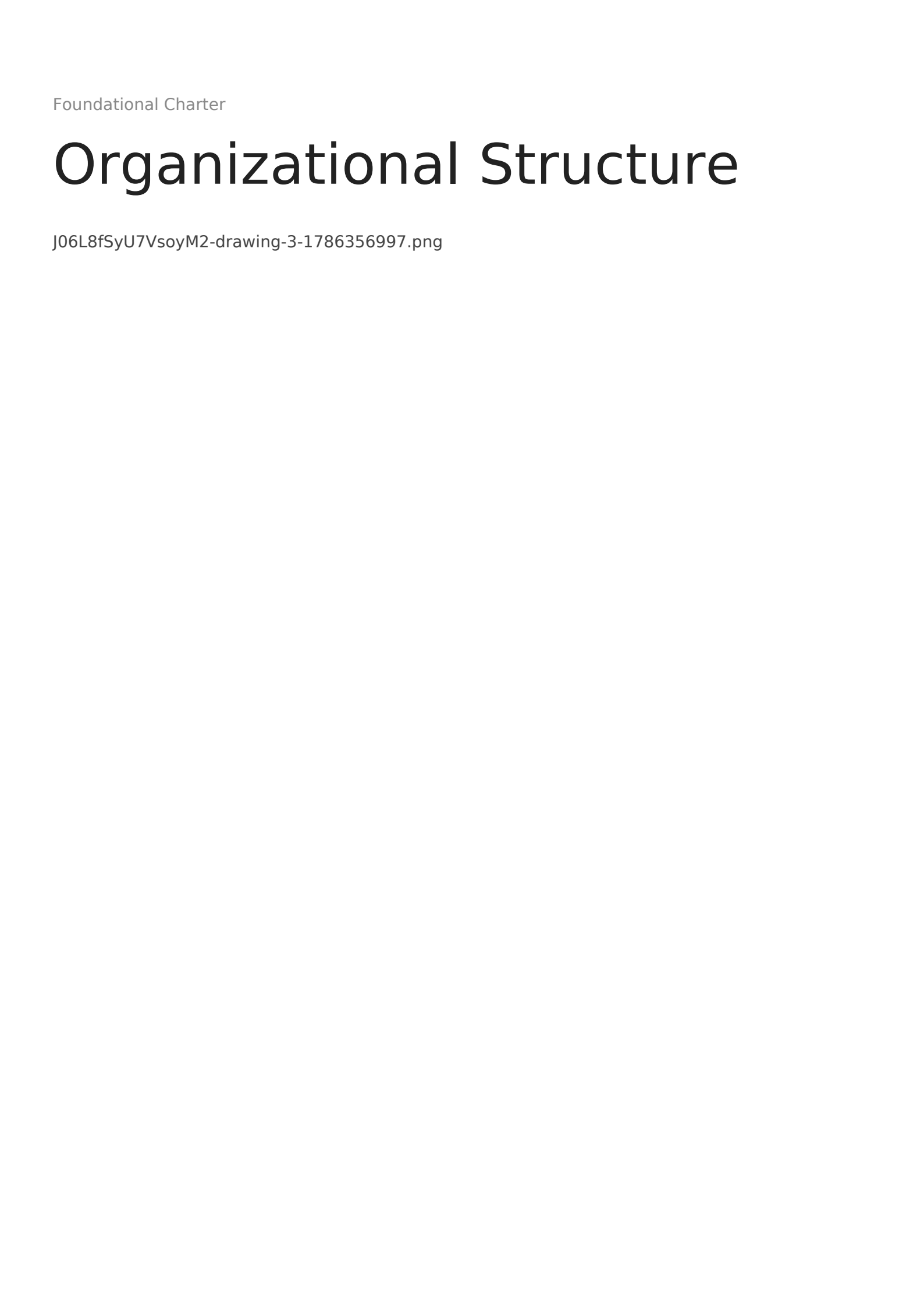
Confidentiality. Internal discussions, development plans, security protocols, and active investigations are confidential unless disclosure is necessary to protect players or the organization. Sharing screenshots, logs, or sensitive details outside of authorized channels is a serious breach of trust.

Integrity of authority. Authority is a responsibility, not a privilege. Administrative powers, developer commands, and moderation tools are instruments of service, not status symbols. Using staff authority for personal gain, favoritism, or to assert dominance over players is strictly prohibited.

Duty of care. We occupy a position of absolute trust. Any behavior that compromises player safety, crosses professional boundaries, or exploits community members is grounds for immediate removal from staff duties and disciplinary action.

Discretionary authority. Staff may exercise reasonable discretion in pursuit of the organization’s mission and the benefit of its players. Discretionary authority must be exercised with judgment, restraint, and consideration for its potential consequences. The greater the potential impact or permanence of an action, the greater the care and authorization expected of the staff member exercising it.

Organizational Structure



Leadership Doctrine

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Purpose of Leadership

Leadership is fundamentally an act of service, not a badge of honor.

Authority as entrusted responsibility.

Authority is a tool designed to remove roadblocks, resolve disputes, and protect the community. It is never a personal possession.

When you are given administrative power or command over others, that authority is given to you by the organization and players, based entirely on their continued trust in your judgement. The moment authority is used to assert dominance, win an argument, or bypass standard rules for personal convenience, that trust is broken and authority is revoked.

Leadership versus status.

Leadership is not a reward for seniority. Tenure and technical skills are valuable, but do not automatically qualify someone to lead. Leadership is a distinct skill built on communication, empathy, and decision-making. Leadership roles are reserved strictly for those who have demonstrated the temperament to influence, guide, and inspire people and bear the weight of organizational responsibility.