



VIRTUAL ATLANTA ARTCC

CONDUCT POLICY

November 1, 2025



**VIRTUAL AIR TRAFFIC SIMULATION
NETWORK VATUSA DIVISION -
ATLANTA ARTCC**

SUBJ: Atlanta ARTCC Conduct Policy

This Order prescribes direction, guidance, and standards for expected conduct, professionalism, and behavior of all members affiliated with the Atlanta ARTCC (ZTL), both on and off the VATSIM network. It defines the expectations that ensure a respectful, inclusive, and professional environment within ZTL operations and community spaces. This document is only to be used in a simulated environment. This document shall not be referenced or utilized in live operations in the National Airspace System (NAS). The Atlanta ARTCC, VATUSA, and VATSIM do not take any responsibility for uses of this order outside of the simulation environment.

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RECORD OF CHANGES

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CHAPTER 1. GENERAL

1-1-1. Purpose

This Order establishes the standards of conduct, professionalism, and behavior expected of all members affiliated with the Atlanta ARTCC (ZTL). Its purpose is to ensure that all controllers, staff, and visitors represent ZTL, VATUSA, and VATSIM in a manner that promotes respect, inclusivity, and professionalism across all platforms.

This Order provides ZTL-specific guidance that supplements, but does not supersede, the VATSIM Code of Conduct (CoC), VATSIM Code of Regulations (CoR), the VATSIM User Agreement, and all applicable VATUSA/VATSIM policies and directives. Where conflicts arise, the provisions of those higher-level policies shall take precedence.

This Order also serves as an acknowledgment that all members, by joining or participating in ZTL operations or communication platforms, agree to abide by these governing documents and the expectations contained herein.

1-1-2. Audience

This Order applies to:

- a) All home controllers assigned to the Atlanta ARTCC (ZTL);
- b) All visiting controllers to ZTL;
- c) Any individual representing or affiliated with ZTL in any official, public, or community capacity, including but not limited to the VATSIM network, the ZTL website, Discord, TeamSpeak, and other associated communication platforms.

1-1-3. Scope

- a) This Order applies to all conduct and interactions involving members of the Atlanta ARTCC (ZTL) that occur:
 - i) On the VATSIM network, including when connected as a controller, observer, or pilot;
 - ii) Within ZTL-managed platforms, such as the ZTL website, Discord server, TeamSpeak, or other official communication channels; and
 - iii) Within VATUSA-managed platforms, such as the official Discord, TeamSpeak instantiations, forums, or other sanctioned mediums where a member identifies themselves, or is reasonably perceived to be affiliated, with the Atlanta ARTCC.
- b) This policy governs professional and ethical expectations in both online and offline conduct that may impact the reputation, cohesion, or operation of ZTL.
- c) This Order is enforceable by the Air Traffic Manager (ATM), Deputy Air Traffic Manager (DATM), or their designee(s), in coordination with applicable VATUSA policies and procedures.
- d) The ZTL TeamSpeak & Discord Policy supplements this Order by defining specific expectations, permissions, and procedures for conduct within ZTL-managed communication platforms. Where ambiguity exists between these documents, this Conduct Policy shall serve as the governing behavioral standard.

- e) Violations of this Order may result in administrative or disciplinary action as defined in the ZTL Facility Administrative Policy (7210.1E, §3-6 "Removal for Cause") and other governing documents referenced herein.

1-1-4. Location of Order

This Order is available for public viewing in the ZTL files library located at <https://www.ztlartcc.org/controllers/files>.

1-1-5. Cancellation

This is the initial publication of the Atlanta ARTCC Conduct Policy. No previous orders are cancelled.

1-1-6. Effective Date

This Order is effective as of November 1, 2025.

1-2-1. Definitions

Pertinent definitions to certain terms or language in this Order includes, but is not limited to:

- a) Observer (OBS): A registered VATSIM member connected to the VATSIM network as an Observer.
- b) Pilot: A registered VATSIM member connected to the VATSIM network as a pilot.
- c) Controller: A registered VATSIM member connected to the VATSIM network as a controller.
 - i) This is inclusive of traffic management positions and the National Operations Manager (NOM), for example.
- d) Visit, visiting, or visitor: See VATSIM *Transfer and Visiting Controller Policy*.

CHAPTER 2. ZTL VALUES AND CONDUCT PRINCIPLES

2-1-1. ZTL Values

The Atlanta ARTCC (ZTL) is committed to maintaining a professional, respectful, and inclusive environment that fosters teamwork, growth, and enjoyment for all members. These values define who we are as a community and guide how we operate both on and off the network.

a) Community

ZTL values a strong, engaged community. Members should contribute positively to the social and operational fabric of the ARTCC by volunteering time, mentoring others, participating in events, and fostering an environment where everyone feels welcome and empowered to contribute.

b) Professionalism

Members are expected to conduct themselves with maturity and composure in all environments. Professionalism reflects directly on ZTL's reputation and extends to communication, appearance, preparedness, and demeanor—whether controlling, training, or engaging socially.

c) Integrity

Honesty and accountability are essential to maintaining trust within ZTL. Members shall act truthfully, honor commitments, and take responsibility for their actions. Dishonesty, misrepresentation, or unethical behavior has no place in this community.

d) Respect

Every individual shall be treated with courtesy and dignity. Diversity of experience and perspective is valued, and discrimination, harassment, or hostile conduct will not be tolerated. Mutual respect is the cornerstone of an inclusive and welcoming environment.

e) Teamwork

ZTL succeeds through collaboration. Members are expected to work together constructively, support one another's growth, and prioritize the success of the ARTCC over individual recognition. Constructive communication and mutual assistance are expected in all team interactions.

f) Continuous Improvement

Members are encouraged to pursue growth and development—both personally and as part of the organization. A spirit of learning, adaptability, and self-improvement ensures ZTL continues to evolve as a leading ARTCC within the VATUSA division.

2-1-2. Principles of Conduct

- a) All members shall embody the values listed in §2-1-1 in all interactions and decisions.
- b) Conduct that contradicts or undermines the values listed in §2-1-1 is detrimental to the community and cohesion that ZTL seeks to build and maintain.

2-1-3. Representation of ZTL

The reputation of ZTL is dependent on the individual conduct of its members, whether home controller or visitor controller.

- a) Members of ZTL represent the facility and its values contained in this Order whenever they identify themselves, or are reasonably assumed to be affiliated, with ZTL.

- b) Members are expected to conduct themselves in a manner consistent with the values outlined in this Order. Actions, statements, or content that undermine the reputation, professionalism, or integrity of ZTL reflect poorly on ZTL as a whole and may be subject to review under this or other applicable policies.
- c) Opinions expressed on public platforms—such as social media, forums, or streaming services—should be clearly identified as personal unless explicitly authorized by ZTL senior staff. Members shall not make statements on behalf of ZTL without prior authorization from the Air Traffic Manager (ATM) or Deputy Air Traffic Manager (DATM).
- d) Pride in affiliation with ZTL is encouraged. VATUSA and VATSIM communities at-large depend on us as active contributors to the overall mission of VATSIM:

“To provide a convincing and immersive simulation of controlled airspace in a fun and welcoming environment, while encouraging members to develop from foundationally-competent levels of aviation/realism to the pursuit of excellence.”

2-1-4. Relationship to Other Policies

The values and principles contained in this Order shall form the basis and foundation of all policies authored and enforced by ZTL. This Order does not supersede higher-level policies set forth by VATUSA or VATSIM.

Chapter 3. Conduct Expectations

3-1-1. General Conduct

- a) All members of the Atlanta ARTCC (ZTL) are expected to maintain conduct that reflects positively on the facility and aligns with the values defined in [Chapter 2](#). This includes demonstrating courtesy, composure, and accountability in all interactions, whether operational or social.
- b) Members are responsible for ensuring that their tone, humor, and participation contribute to an inclusive and welcoming atmosphere.
- c) These expectations, and all stipulations contained in this Order, apply to all forms of written, verbal, or digital communication related to ZTL activities.

3-2-1. On-Network Conduct

- a) While connected to the VATSIM network as an Observer (OBS), a Pilot or a Controller, members shall, at all times, remain courteous and maintain a high level of professionalism.
- b) Members shall treat other controllers, observers, pilots, VATSIM Supervisors and Administrators with respect and patience.
 - i) Verbal coordination, whether written or oral, through the use of ZTL-sanctioned or VATUSA-sanctioned TeamSpeak servers or Discord servers, shall remain free of sarcasm, condescension, or otherwise hostile language.
 - ii) Verbal coordination through the use of ATC Chat as defined in §5-8 of the ZTL Facility Administrative Policy, or through the use of VATUSA-approved controlling software at-large, shall remain free of sarcasm, condescension, or otherwise hostile language.
- c) Frequency usage on the VATSIM network shall remain applicable to operations only. Unprofessional, rude, or distracting behavior is counterproductive and undermines the core values associated with ZTL.
- d) Streaming, content creation, or public commentary conducted while controlling shall not interfere with operational quality or professionalism.

3-3-1. Off-Network Conduct

The ZTL TeamSpeak & Discord Policy governs platform-specific procedures, permissions, and administrative rules. This Order establishes the behavioral expectations that apply within those environments.

- a) Members must not use ZTL or VATUSA platforms to harass, demean, or engage in arguments with others, whether within or outside ZTL.
- b) Members participating in ZTL-sanctioned mediums or platforms shall, at all times, embody the values contained in [Chapter 2](#) of this Order.
- c) The usage of ZTL-sanctioned mediums or platforms to threaten, harass, stalk, or otherwise violate the legal rights of others including expectations of privacy and publicity is strictly prohibited.
- d) Members designated as “home controllers” to the Atlanta ARTCC shall, at all times, embody the values contained in [Chapter 2](#) of this Order while visiting or communicating in other VATUSA or official VATUSA ARTCC communication platforms and mediums.

- e) Conduct occurring on unsanctioned or off-network platforms that reflects poorly on ZTL, disrupts cohesion, or violates the intent of this Order may be reviewed under the same standards as on-network behavior. Reports of inappropriate communication or negative dispositions—regardless of the platform on which they occur—will be investigated, and if substantiated, appropriate sanctions will be applied. The scope of enforcement includes but is not limited to social media, messaging apps, third-party forums, and other digital mediums not officially affiliated with ZTL.

3-4-1. Staff and Training Conduct

Members in ZTL designated as staff members or training staff according to Section 5 and Section 6, respectively, of the ZTL Facility Administrative Policy carry enhanced responsibilities to model the values and conduct outlined in this Order.

- a) Feedback offered to students and other members of ZTL shall be delivered constructively or supportively, and privately when possible. Public criticism or ridicule of students, peers, or staff is inconsistent with ZTL's expectations.
- b) Staff and training staff are expected to set a professional tone that fosters learning, confidence, and trust.
- c) Confidentiality must be maintained in all training and administrative discussions.

3-5-1. Conflict Resolution

- a) Members are encouraged to resolve minor disagreements directly and respectfully.
- b) Members shall refrain from engaging in public disputes or escalating conflicts in official communication channels, such as those sanctioned by ZTL, VATUSA or VATSIM. These include, but are not limited to, the VATUSA Discord, the ZTL Discord, and the ZTL TeamSpeak.
- c) Members who are unable to resolve disputes between themselves or want to remain anonymous are encouraged to file an incident report on the official ZTL Controller Dashboard to be handled by ZTL Senior Staff.

3-6-1. Relationship to Other Policies

See 1-1-3 (d) of this Order.

Chapter 4. References

4-1-1. Authority and Responsibility

Enforcement of the standards contained in this Order rests solely with the ZTL ATM and the ZTL DATM.

4-2-1. References

For those policies not specifically referenced within the body of this Order, all VATSIM and VATUSA policies, regulations, and directives govern and supersede the provisions of this Order, where applicable. These include, but are not limited to, the VATSIM Code of Conduct (CoC), Code of Regulations (CoR), Global Controller Administration Policy (GCAP), and applicable VATUSA Division Policies.