



improving
public transport
through technology

Discord Community Guidelines

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Status of this document

This document is Published.

If there are any comments or feedback arising from the review or use of this document, please contact us at secretariat@rtig.org.uk.

1 Context

1.1 Background

- 1.1.1 RTIG Inform is a community organisation dedicated to establishing, supporting and sharing good practice in the use of information and communications technology within public transport. Its membership is drawn from public authorities, transport operators, consultancies, the systems industry and government.
- 1.1.2 The RTIG Discord server has been established to give Members a fast, informal space for day-to-day technical discussion about public transport information and technology. It sits alongside RTIG's existing channels such as workshops, working groups, the newsletter and the document library.
- 1.1.3 This document sets out the standards of behaviour and content expected of everyone who takes part in the RTIG Discord server, and the way in which those standards will be maintained. It is intended to reflect the same tone and values as RTIG's other governance documents, including its Code of Conduct.

1.2 Server Structure

- 1.2.1 The server is organised into channels covering distinct topics, including:
 - general discussion;
 - data and technical standards (e.g. TransXChange, NeTEx, NaPTAN, GTFS);
 - bus priority;
 - events and workshops;
 - announcements.
- 1.2.2 Members should post in the channel that best matches their topic, and use the general discussion channel for conversation that is not related to the targeted channels. A welcome channel sets out the server's channels and how to find your way around
- 1.2.3 Channel names and categories may change over time as the community's needs develop.

2 Scope and membership

- 2.1 These guidelines apply to all individuals granted access to the RTIG Discord server, including Member and Affiliate representatives, RTIG staff, and any invited guests or speakers.
- 2.2 Access to the server is a benefit of RTIG membership or participation - not a right, and may be limited, suspended or withdrawn in line with Section 5 of this document.
- 2.3 These guidelines sit alongside, and do not replace, any code of conduct, social media policy or acceptable use policy that participants are separately bound by through their own employer

3 Values

- 3.1 Everyone using the RTIG Discord server is expected to observe the highest standards of courtesy, impartiality and professionalism in relation to fellow members.
- 3.2 The server will operate according to the following values:
- Fairness. We will be consistent, evidence-based and free from bias, prejudice or discrimination in all discussion.
 - Accountability. We will be frank and constructive in the way we raise and discuss issues, while safeguarding confidential and personal data.
 - Professionalism. We will bring the right knowledge and courtesy to technical discussion, and follow good practice in how we communicate.
 - Constructiveness. We will engage positively and courteously with fellow members, so that differing views are heard and considered.

4 Behaviours and Posting Rules

4.1 Expected behaviour and language

- 4.1.1 Members are expected to be courteous and respectful at all times - in keeping with the values set out in Section 3, and to treat fellow members as they would wish to be treated at an RTIG workshop or meeting.
- 4.1.2 Members should assume good faith, disagree with ideas rather than people, and avoid language that is inflammatory, sarcastic or belittling.
- 4.1.3 Language should remain professional throughout. Excessive or gratuitous profanity, and language that would not be acceptable in a professional email or meeting, should be avoided.
- 4.1.4 Technical claims and opinions should, wherever possible, be evidence-based and attributed to a source, standard or direct experience, rather than presented as established fact without support.
- 4.1.5 Members should keep discussion on-topic for the channel they are posting in and should help welcome and support new members joining the community.

4.2 Content that must not be posted

- 4.2.1 The following must not be posted on the RTIG Discord server:
 - Confidential or commercially sensitive material belonging to another organisation; such as unpublished tender responses, draft pricing or contract terms.
 - Personal criticism of, or allegations against, named individuals or organisations.
 - Political, religious or other content that is not related to public transport information or technology.
 - Unsolicited advertising, self-promotion, recruitment posts or third-party marketing, outside of any channel specifically designated for that purpose.
 - Material protected by copyright — including RTIG documents marked Members-only or Confidential, standards text, or third-party publications — reproduced without the necessary permission.
 - Personal data relating to an identifiable individual (for example passenger, staff or customer data) shared without a lawful basis for doing so.

- Discriminatory, harassing, abusive or threatening language, or content that could reasonably cause offence on grounds such as race, sex, gender, disability, religion or belief, age or sexual orientation.
- Illegal content of any kind, or content that could bring RTIG Inform or its members into disrepute.

4.3 Confidentiality and competition law

- 4.3.1 RTIG's membership includes organisations that compete with one another, including operators, suppliers and consultancies. Members must therefore take particular care that discussion does not stray into matters that could be seen as anti-competitive.
- 4.3.2 It is legitimate to discuss issues affecting the wider marketplace, or technical and operational standards generally - to the extent necessary for good technical discussion. It is not legitimate to discuss the pricing, tendering positions or commercial strategy of an individual, identifiable organisation.
- 4.3.3 Where a member is uncertain as to whether a topic is appropriate to raise, they should either avoid posting it or raise it with the Secretariat in the first instance.

4.4 Intellectual property and copyright

- 4.4.1 Members should respect intellectual property owned by RTIG Inform and by third parties. Documents from the Members' Library should not be reposted into public channels, shared outside the server, or redistributed beyond the terms on which they were made available.
- 4.4.2 Where a member shares material produced by another party, the source should be attributed.

5 Moderation & Oversight

5.1 Moderation and enforcement

- 5.1.1 The server will be moderated by individuals drawn from the Secretariat and, where appropriate, the Management Board, who are responsible for maintaining these guidelines.
- 5.1.2 Breaches will normally be handled proportionately, for example through: an informal reminder; a formal warning; a temporary restriction on posting; or, in serious or repeated cases, removal from the server.
- 5.1.3 Serious breaches, or a pattern of repeated breaches, may be referred to the Management Board and could affect an individual's or organisation's wider participation in RTIG activities.
- 5.1.4 A member who wishes to appeal a moderation decision may do so by writing to secretariat@rtig.org.uk, who will refer the matter to the Chair or Management Board as appropriate.

5.2 Reporting concerns

- 5.2.1 Any member with a concern about content or behaviour on the server should contact a moderator directly, or email secretariat@rtig.org.uk. Concerns will be treated confidentially and considered promptly.