

Shepper Community Code of Conduct

A supportive, fair and constructive space for everyone.

1. Be respectful - always

Please treat fellow Sheps and Shepper Team with courtesy.
No personal attacks, sarcasm aimed at individuals, offensive jokes, swearing, harassment, discrimination, inappropriate language, or hostile behaviour.
We may not always agree, but we speak to each other kindly and with respect.
Everyone should feel welcome.

2. Keep feedback constructive

We welcome your feedback - it helps us improve.
Repeated negativity, venting, or comments that drag the mood down don't help the community or the Shepper Team.
If something isn't working or a template needs adjusting, tell us what happened with clear details and what you'd like to see improved to help us improve the user experience.
For template or job issues, please contact Live Support or *operations@shepper.com*.
Please do not share template feedback in your completed job as this is removed during QA.

3. Use the right channel for the right purpose

In App Live Support: urgent help, job or template issues/queries/feedback, anything job related which requires further investigation/support, exceptional circumstances e.g. request to move a job.

Discord: Community chat, general queries, Shepper Q&A, helpful job tips, job updates/guides, Shepper labs for beta testers, connect Shep-to-Shep and Shep-to-Shepper as a community.

Open a ticket for extra help, to speak 121 to the Community Team or to discuss a topic which may contain private data. We love a good chat – please stay on topic to keep conversations in the right channel. Off-topic posts in job-specific channels make it harder for Sheps to find what they need quickly.

Email: non-urgent issues or detailed 121 discussions with the Shepper Team

- **community@shepper.com** – general Shepper queries or suggestions
- **operations@shepper.com** – more detailed queries/feedback on jobs or job outcomes
- **payment@shepper.com** – queries on wallet payments
- **complaints@shepper.com** – to raise a complaint

SMS/WhatsApp: Shepper Completion Team may reach out 121 with occasional time-sensitive role opportunities – we'd love to hear back from you quickly.

App Notifications: time-sensitive job alerts (no reply) – turn app notifications ON in your mobile settings to receive the latest updates and avoid missing out.

Using the correct channel and not spamming multiple channels helps us help you faster. Please avoid using Discord or Live Support for repeated complaints or issues.
If you'd like to query or discuss a specific job outcome, please contact Live Support or our Operations Team via email as this is a 121 discussion which includes private performance data.

4. No misinformation

Please avoid speculation, rumours, or unverified claims - especially regarding clients, campaigns or fees. If unsure, ask the Shepper Team. Guessing or presenting assumptions as fact may cause confusion in the community.

5. Data security & confidentiality

Do not share personal details publicly – protect your personal information (and others'). Safety first.
Contacting Shepper clients directly is strictly prohibited and breaches your agreement. If you have an issue with a job, contact Shepper Live Support.

6. No spam or repetitive posting

Please avoid posting repeated messages or venting in public channels. Let everyone have space to speak and be heard.
If you need support, reach out 121 - we're here to help and we'll try to resolve things wherever possible.

7. Follow moderator guidance

Moderators maintain a healthy, fair community environment.
Please follow their direction when requested. If they ask you to adjust your behaviour, switch topics, or move a conversation from Discord to Live Support please respect the request.

What happens if the Shepper Code of Conduct is broken?

We'll always aim to resolve things calmly and fairly.
Depending on the severity or frequency of the situation, we may issue a reminder, warning, timeout, or removal from the Shepper Community Discord server or Shepper app.

We're glad you're here ❤️

This community thrives when we all look after it.
Thank you for helping us keep the community positive, constructive, helpful, and welcoming for everyone.
If you have any questions, we're always happy to help.

– Team Shepper