

WE RECOGNIZE THAT ACCOUNTABILITY within our community has always been an afterthought – Ourselves included, and we acknowledge our role in that oversight.

Two weeks ago, we faced a significant challenge when our community and staff became targets of a coordinated attack by malicious actors. These individuals engaged in a range of harmful actions, including doxxing, extortion, blackmail, and leaking of sensitive internal staff discussions. We want to assure our community that we take these threats very seriously and are committed to ensuring the safety and security of our entire team.

We want to also assure our community that no data was compromised during these incidents, and the integrity of our network remained intact.

Recent internal investigations have revealed troubling behaviors among certain members of our Staff team, including speaking negatively about our players which has been identified as the primary motivation behind these coordinated attacks. The health and vibrancy of our community are paramount; they represent the essence of our game and are fundamental to our success. Without our players, CPJourney.net would not be the thriving community it is today.

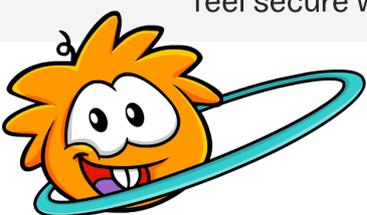
While we condemn the behavior of these malicious actors, we were also deeply appalled to discover that some staff members had conducted private discussions that undermined the trust of our community. Recognizing the gravity of these issues, we are committed to a thorough and transparent process of accountability. We believe it is imperative to not only address the behaviors of those involved but also to reflect on the systemic failures that allowed such conduct to occur. This situation has highlighted the need for comprehensive restructuring to prevent future breaches of trust.

We have implemented stricter guidelines in staff communications, ensuring that all discussions—whether internal or external—are conducted with the highest standards of professionalism and respect and have been reinforcing our training programs to emphasize these policies. We understand that our community relies on us to protect their interests, and we are dedicated to restoring good faith and trust.

As we move forward from this challenging period, we have taken decisive steps to ensure that both our community and staff are safeguarded. While the initial closure of our platform resulted in the loss of all data, **we successfully restored a backup from two weeks prior to closure.**

In light of these developments, we are implementing the following measures to strengthen our community and improve our operational integrity:

- 1. COMPREHENSIVE STAFF TRAINING:** All staff members have undergone rigorous training in cybersecurity practices, moderation, public relations, and online safety, and we have reformatted our staff team to better suit our operations – more agile – and hiring strictly on essential staff only. This aims to enhance safety and ensure that our players feel secure while engaging with our community.



2. TRUST AND SAFETY TEAM: We have made the difficult decision to part ways with our Trust and Safety team. This restructuring is essential for cultivating a new foundation and core culture that aligns with our community's needs. **We are actively consulting with third-party experts in moderation and safety to develop automated and manual solutions that bolster community protection.** Future moderation team members will be thoroughly vetted through criminal background checks and comprehensive certified safety training before they can begin moderation duties.

3. CULTURAL TRANSFORMATION: We understand that this period of transition, while challenging, provides us with a unique opportunity to realign our internal goals with the community's expectations. Initially launched as a passion project for a small player base, CPJourney.net has rapidly grown into one of the largest recreations of the original game, now supporting thousands of concurrent players everyday, and constantly growing. We are committed to reshaping our internal structures, fostering clear communication, and building a supportive environment from leadership to everyday operations.

We worked closely with all individuals affected by this incident, and have taken every necessary step to ensure the safety and security of our community. After conducting a thorough review and incident management, we are confident to safely reopen the game. **Our investigation has concluded. We expect this to be our final update.**

In addition to addressing the immediate situation, we have implemented enhanced training and improved tools, along with a series of personal financial investments for our existing staff to equip them with the tools needed to navigate the future effectively. These tools, used by leading companies, are designed to enhance productivity and security, and are a statement to our deep commitment to staff and the community.

We recognize the importance of maintaining a high level of professionalism within our community. We have not met the highest of standards that the original game once upheld. The response from Leadership to recent incidents was not in line with our values, and **we acknowledge that the situation was mishandled, escalating beyond what should have been necessary.**

As part of our commitment to rebuilding trust and enhancing integrity, **we are undergoing a significant transformation in our Leadership Team.** This change is essential for ensuring that our community's values are reflected in our operations and decision-making processes; more structure and professionalism, which are critically needed to continue.

We will be implementing the following policies to promote safer, more secure operations for both our community and our staff:

- **Trust and Safety Moderators:** Future members of our Trust and Safety team will no longer serve in public-facing roles. This policy aims to ensure safer moderation practices, reducing the potential for harassment and minimizing the risks of pedestaling or abuse of power. We recognize that in online communities, especially those with children, there is a tendency for players to gravitate toward individuals in positions of authority. Our goal is to minimize these opportunities and safeguard our community.

- **Staff Visibility:** Outside of designated Community Representatives, we will no longer actively promote or publicly disclose the identities of Game Development Team members. This policy is designed to maintain objectivity and limit bias within the community. However, our staff members are still welcome to acknowledge their involvement in the game, as we deeply value and celebrate their contributions.
- **Regular Mental Health Support:** Ensuring the mental well-being of our staff is critical to maintaining a healthy, productive work environment. Staff members, particularly those involved in high-pressure roles such as moderation and community management, often face stressful situations that can lead to burnout. To address this, we will provide regular access to mental health resources, including counseling services and stress management programs. These resources will be available to all staff members, with a special focus on those in Trust and Safety and moderation roles.
- **Infraction Transparency Reports:** Transparency is a cornerstone of building trust within our community. To maintain accountability, we will introduce quarterly Infraction Transparency Reports, which will provide the community with anonymized summaries of disciplinary actions taken by the moderation team. These reports will detail the types of infractions, the actions taken, and the general outcomes, without disclosing any personal information. This approach ensures that the community is kept informed of major issues while respecting privacy, and it reinforces the message that we take violations of our policies seriously and free from bias.

RETURNING TO THE ISLAND We are thrilled to announce that the **Island will reopen for the community on October 13th, 2024, featuring "The Fair,"** which will run from **October 13th through October 21st.**

Additionally, in response to valuable community feedback and loss of data, we will be **reimagining our Crimson updates, with a plan to relaunch these features in early 2025,** ensuring fairer and more enjoyable gameplay for all players.

Throughout the past couple of weeks, the outpouring of love and support from our community has truly warmed our hearts. Hearing stories about how much the community has meant to our players has reinforced our commitment to providing a safe and engaging environment for everyone. This game is more than just a platform; it has become a cherished home for many who enjoy waddling around the snowy island.

With this deep appreciation in mind, we feel an immense sense of obligation to continue nurturing this community. Our mission is to ensure that the game remains a welcoming space where people of all ages can connect, explore, and create lasting memories together.

Safety and security are foundational to us. We are committed to renewing your trust and confidence over time. We appreciate your continued support and look forward to welcoming you back to the Island on October 13th.

Until then... Waddle on!

CPJourney.net Team

