STANDARD OPERATING PROCEDURES

Note:
We are not affiliated with real-world Alaska Airlines.
All procedures & information contained in this
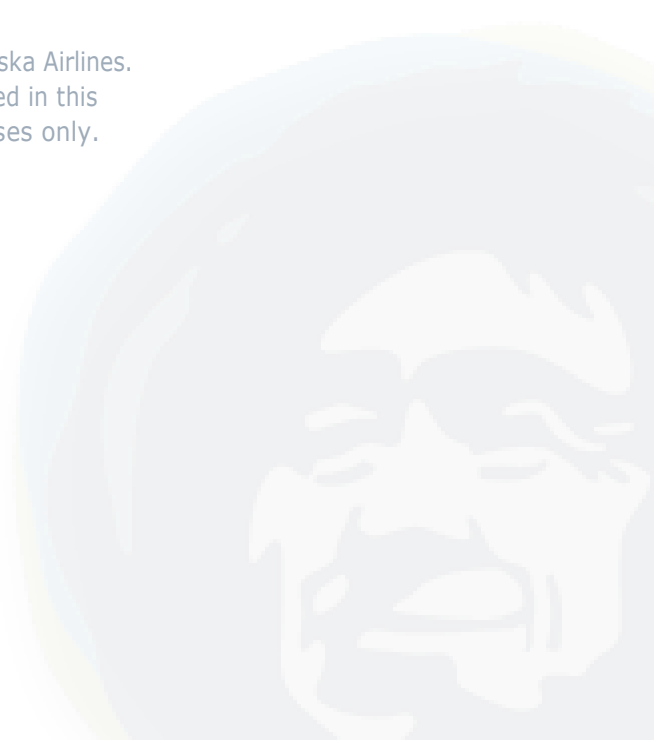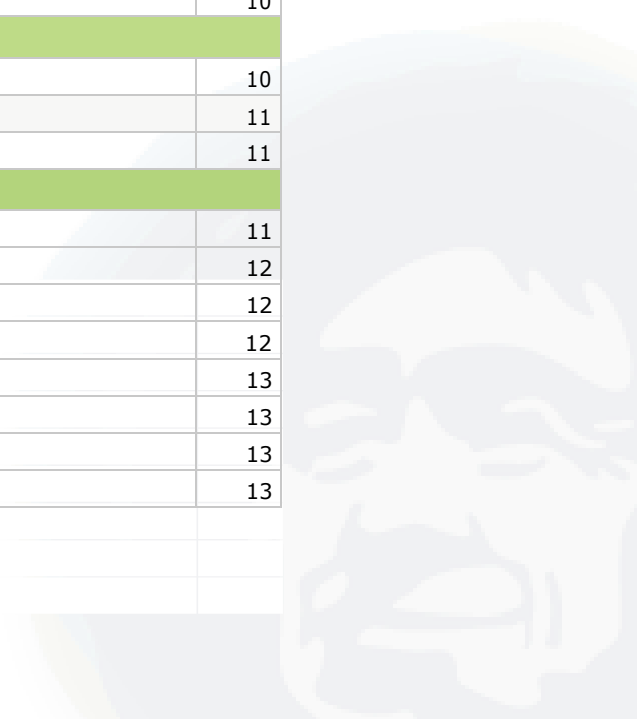document are for simulation purposes only.

REV 3.5
January 1, 2023

REVISIONS

REV	CHANGES	NAME/TITLE	DATE
1.0	Initial document publication	Dylan W.|CEO	7/10/21
2.0	Presentation edits & stylizing; information consolidation; grammar correction/ Update SOP and Polices	Dylan W.|CEO	8/24/21
3.0	PHP VMS Updates to SOP	Dylan W.|CEO	10/8/21
3.1	Staff & wording update	Dylan W.|CEO	10/8/21
3.2	PIREP Rejections	Dylan W./|CEO	10/11/21
3.2.1	Correction in Pilot age requirements	Dylan W.|CEO	1/16/22
3.3	Rank restructure and aircraft substitution	Dylan W.|CEO	3/19/22
3.4	PIREP Acceptance	Dylan W.|CEO	7/27/22
3.5	Code of Conduct & wording update	Kamyar S.|OPS	1/1/23

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1.1   Mission Statement

Alaska Virtual Airlines aims to provide an ultra-realistic, modern, and friendly virtual airline that is fully simulated to emulate Alaska Airlines. The Alaska Virtual Airlines experience shall be tailored so that participating pilots can achieve maximum levels of operational efficiency, personal satisfaction, accomplishment, and enjoyment.

1.2   CEO Welcome

Thank you for your interest in Alaska Virtual Airlines! We're here to provide you with a safe and friendly virtual flying experience. If there is anything my staff or I can do to improve your experience, my door is always open to you. I created this virtual airline keeping the following 5 core values in mind:

1. We are dedicated to our pilots, who form the nucleus of Alaska Virtual Airlines. All decisions made shall keep the pilots' best interests in mind

2. We shall provide an environment where pilots of all experience levels and interests are challenged and intellectually stimulated in pursuit of this hobby

3. Great weight shall be placed on providing incentives for online flying. We shall also provide training and encouragement for those pilots who wish to learn how to fly online

4. We shall continually strive to be the internet's most modern and accurate virtual airline, including all operational systems and resources to ensure complete realism

5. We shall provide ample opportunities for accomplished pilots seeking advancement into staff and leadership positions to demonstrate their commitment to Alaska Virtual Airlines

No matter the decision or task, I will always value quality over quantity and look forward to welcoming you to Alaska Virtual Airlines! **-Dylan Williams, ASA1**

2.1   Staff Structure & Requirements

To serve as an Alaska Virtual Airlines staff member, a pilot shall:

1. Be at least 17 years of age

2. Be a member of Alaska Virtual Airlines for at least 1 month

3. Log at least 2 flights per ongoing month

4. Be present on Discord at least one time per week

5. Be in good standing on VATSIM, IVAO, and/or PilotEdge

6. Not be a staff member at another virtual airline
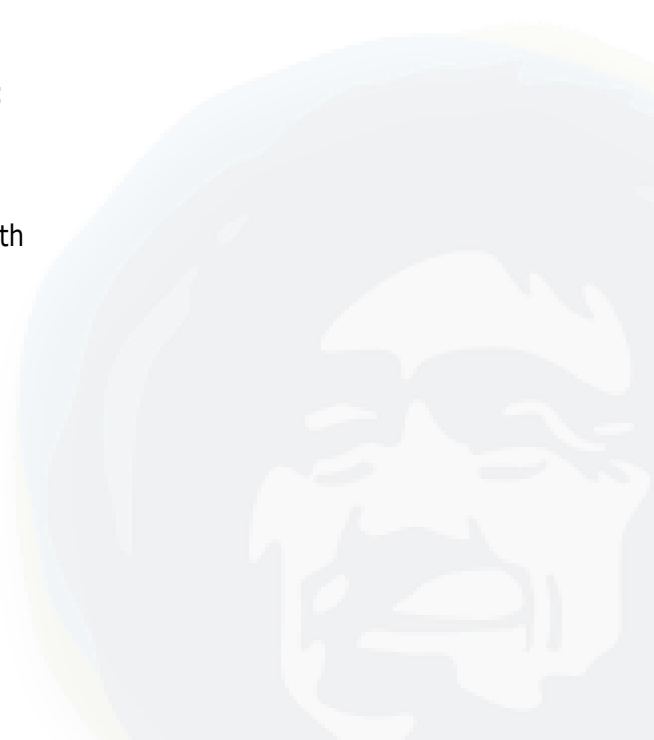
2.1.1   Chief Executive Officer (CEO) Duties & Responsibilities

The CEO shall be the highest-ranking executive staff member. He or she shall be responsible to supervise the entire operation of Alaska Virtual Airlines including, but not limited to its operations, function, promotion, and legal standing. The CEO shall have the unilateral authority to override any decision made by an executive staff member. The CEO shall be permitted to terminate any staff member or pilot with or without cause.

2.1.2   Chief Operating Officer (COO) Duties & Responsibilities

The COO shall be responsible for the planning, implementation, and oversight of Alaska Virtual Airlines operations including, but not limited to operations and pilot activity, and will oversee the Director of Flight Operations and the Director of Human Resources and will have the final say of hiring any staff. The COO shall have the authority to recommend termination of any staff member or pilot to the CEO. The COO shall provide regular reports to the CEO about the state of Alaska Virtual Airline's daily operations.

2.1.3   Director of Flight Operations (OPS) Duties & Responsivities

The Director of Flights Operations shall be responsible for the daily flight operations of the VA. The Director of Flights Operations will be responsible for the Hub Managers and their responsibilities. The Director of Flight Operations shall also ensure that Alaska Virtual Airlines policies are being properly implemented and complied with by all Hub Managers. The Director of Flight Operations will also enforce the PIREP policy, and the aircraft flying within the VA. The Director of Flight Operations shall report to the COO with regards to the state of Alaska Virtual Airlines flight operations.

2.1.4   Director of System Administration (SA) Duties & Responsibilities

The Director of System Administration will oversee all systems both social and operational to the function of AlaskaVA. The Director of System Administration will perform updates and changes to the website and will report directly of the Chief Executive Office with regards to state of Alaska Virtual Airlines systems.

2.1.5   Director of Human Resources (DHR) Duties & Responsibilities

The Director of Human Resources shall be responsible for the recruitment, and retention of all staff members and pilots. The Director of Human Resources shall also ensure that Alaska Virtual Airlines policies are being properly implemented and complied with by all staff and pilots. The Director of Human Resources shall have the authority to recommend termination of any staff member or pilot to the COO. The Director of Human Resources shall provide regular reports to the COO regarding the state of Alaska Virtual Airline and its Policies and Procedures, and ensure they are all being followed.

2.1.6   Hub Managers (HM) Duties & Responsibilities

The Hub Managers are responsible for communicating with and assisting the pilots in their hub. HM's will promote events, group flights, competitions, etc. to their respective hubs to keep pilots engaged. HM's will report to OPS for the state of their hub's actives. HMs will accept all PIREPs from their respective hubs.

3.0   Pilot Hiring Requirements

Alaska Virtual Airlines welcomes pilots of any experience or interest level to join its flight crew. To apply for a position a prospective pilot shall:

1. Be at least 16 years in age;

2. Read the Alaska Virtual Airlines Standard Operations Procedures and agree to be bound by it

3. Own a legitimate copy of any Microsoft Flight Simulator, X-Plane, or Prepar3D simulator

4. Possess an active email address.

5. Not have any previous disciplinary actions on VATSIM, IVAO, or PilotEdge

6. Not plan to file double PIREPS for two virtual airlines per flight.

Former members may contact the Director of Human Resources (DHR) to request a rehire. They will need to complete a new application. If removed for inactivity, a pilot may be rehired only one time per 365 days. Pilots with more than three terminations for inactivity must obtain permission from the DHR (Director of Human Resources) before being reactivated.

If a pilot is found later to violate the hiring requirements presented above, the DHR shall place a permanent ban on the pilot, who shall not be permitted to rejoin Alaska Virtual Airlines at any time.

3.1   Transfer Hours

Alaska Virtual Airlines will accept a maximum of 125 hours to be transferred from a pilot's previous virtual airline, VATSIM, IVAO, or PilotEdge logbook. To request the transfer, the pilot shall indicate his or her desire on the application and shall provide a verification link. If a pilot does not request the application, due to reasons of fraudulent logbooks, we will not accept any transfer flight hours.

3.2   New Pilot Prerequisites

Flight crew shall possess a general knowledge of the basics of flight and the successful operation and navigation of at least one of the aircraft in the Alaska Virtual Airlines fleet.

3.3 Code of Conduct

To offer a first-class experience and product to our users, Alaska Virtual Airlines shall implement this Code of Conduct that must be followed by all personnel. The Code of Conduct applies to all offline and online flight operations, social media participation, and live chat and voice applications.

Any and all Alaska Virtual Airlines personnel may **NOT**:

3.3.1 Verbally abuse or bully any member of Alaska Virtual Airlines or any of our partner organizations

3.3.2 Send explicit and/or degrading messages that are including but not limited to: race, color, religion, gender, sexual orientation, veteran or disability status, national origin, or any other lawfully protected classifications

3.3.3 Engage in political, religious, or discussions of a personal nature on any Alaska Virtual Airlines medium and/or property

3.3.4 Share or discuss any content depicting sexual acts, nudity, and violence on any Alaska Virtual Airlines medium and/or property

3.3.5 Violate the personal privacy of any person

3.3.6 Advertise third-party products and services without the expressed written consent of Alaska Virtual Airlines

3.3.7 Advertise or promote any other virtual airline on any Alaska Virtual Airlines medium and/or property

3.3.8 Register or attempt to register on any Alaska Virtual Airlines medium and/or property using more than one email account and/or Pilot ID.

3.3.9 Use any aliases or fake names on any Alaska Virtual Airlines medium and/or property

3.3.10 Discuss, conduct, or participate in any illegal activities such as pirating or the distribution of any entertainment without completing proper purchases required by law

3.3.11 Perform or promote the use of hacks, glitches, bugs, and other exploits of Alaska Virtual Airlines or partner organizations property

3.3.12 Use the intellectual property of Alaska Virtual Airlines

Any violations of this Code of Conduct will result in disciplinary action or termination, by the procedures outlined in this document.

4.0   Social Channels

Alaska Virtual Airlines operates various social media channels that may include, but are not limited to Discord, Facebook, and internal message boards. Pilots are highly encouraged to join the Alaska Virtual Airlines Discord channel, as it is the primary source of news and event updates. Alaska Virtual Airlines may or may not utilize email to make such announcements. Instead, it is the pilot's responsibility to monitor our social media channels and to conduct him or herself according to the Code of Conduct. This includes our messaging system on our website. Anyone found to be misusing this system by inappropriate messages or threats to anyone within Alaska Virtual Airlines will be immediately terminated and depending on the severity of the threat will be reported to law enforcement.

4.1   Emails

Alaska Virtual Airlines at times may send information to pilots using the email that he or she indicated on their respective application. We expect that pilots monitor their email at least one time per week. If a pilot's email address shall change, he or she shall notify their respective Hub Manager immediately.

5.0   Activity Requirements

Alaska Virtual Airlines pilots must log at least one flight per month of any length. Failure to meet the minimum activity requirement may result in a pilot being suspended or terminated. If you cannot meet the activity requirements, you may request a leave of absence (see section 7.0).

5.1   PIREP Procedures

Pilots may submit a PIREP by automatically using ACARS. Alaska Virtual Airlines highly encourages its pilots to use the ACARS system. If a pilot cannot access the program, a manual PIREP is acceptable if a verification link is provided so that the Director of Flight Operations can verify the hours flown on a third-party platform.

5.2   Aircraft Substitution

Pilot may substitute aircraft with any aircraft type that is on the Alaska Virtual Airlines Approved Aircraft List. Substitute aircraft must have a livery that is of Alaska or any one of the partner airlines. PIREPs filed with substituted aircraft that are not on the official list will be rejected (see section 5.3).

5.3   PIREP Rejections

Alaska Virtual Airlines has the right to reject any pilots PIREPS for the following reasons:

1. Mid-air refueling
2. Over a -600fpm landing rate
3. Double dipping (Flying the same flight for 2 or more VAs)
4. Any unnatural aircraft position movements ("slew mode", 2x speed, etc.)
5. Diversions to another airport without a reason and comment made on PIREP
6. Flying an aircraft not found on the approved aircraft list
7. Flying a livery of an airline that is not from Alaska or a partner airline

6.0   Pilot Ranks

| HOURS	TITLE	PERMITTED EQUIPMENT
0 - 49	Reg F/O	All
50-149	Reg Captain	All
150 - 299	F/O	All
300-499	Captain	All
500-999	Senior Captain	All
1000-2499	Fleet Captain	All
2500+	Check Airman	All

6.1   Rank Delivery

Pilot ranks are delivered automatically.

7.0   Leave of Absence

Pilots may receive a leave of absence after they have been an active member of Alaska Virtual Airlines for 30-90 days. A leave of absence will exempt the pilot from the "Activity Requirements" listed in this document. Additionally, a pilot may only request one leave of absence per 365 days. To request a leave of absence the pilot will contact his/her Hub Manager and the Hub Manager will report this LOA to DHR. If the pilot does not return within the allotted time, the pilot will be terminated and will need to contact the DHR to be reactivated.

8.0   Online Flying Conflicts

Improper, rude, or unprofessional conduct on VATSIM, IVAO, or PilotEdge is grounds for disciplinary action and/or termination. Pilots are expected to represent the Alaska Virtual Airlines brand with excellence and competency. If a pilot or staff member witnesses' misconduct on any of these platforms, he or she shall immediately contact the Director of Human Resources and provide as much evidence as possible to substantiate the complaint. Pilots should be aware that Alaska Virtual Airlines maintains excellent working relationships with all online flying platforms and receivers' regular updates regarding the conduct of the pilots.
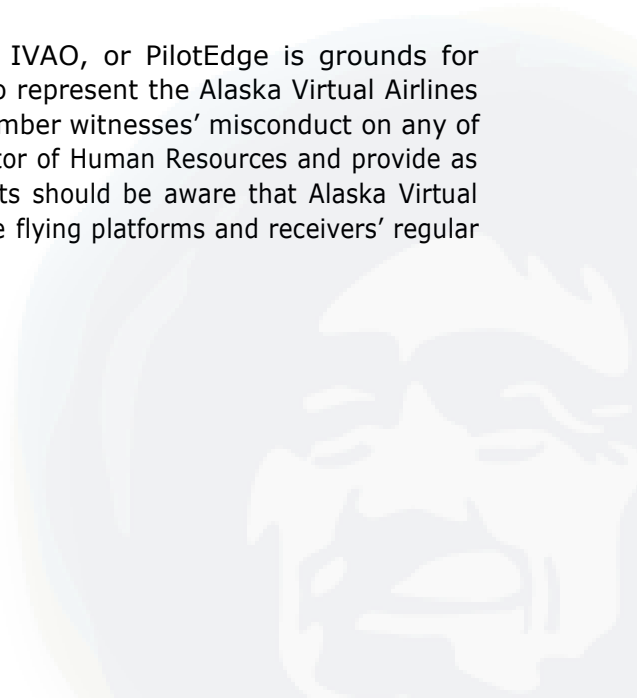
8.1   Conflict Resolution

All conflicts will be discussed and handled by the CEO, COO, and DHR working as a team. The COO shall have the ability to make the final decision unilaterally. If a pilot feels he or she has received an unfair or unwarranted disciplinary decision, he or she may appeal, in writing, to the DHR. The DHR shall approach the COO to present the appeal and a final decision shall be made.

8.2   Pilot Dismissal

Hub managers may recommend that a Pilot be dismissed from Alaska Virtual Airlines. Hub Managers will report any recommended Pilot dismissals to the Director of Flight Operations, and the Director of Flight Operations will discuss this with the DHR. The DHR will have the final decision on Pilot dismissals. Pilots may have 1 opportunity to overturn their dismissal by proposing their case in writing and must be submitted to the DHR and COO for review.

9.0   Privacy Policy

Effective Date: 03/31/21

AlaskaVA complies with the General Data Protection Regulation (GDPR valid from May 2018) and with the Children's Online Privacy Protection Act of 1998 (COPPA). The European Union does not have an independent law that addresses the protection of children's data similar to the United States' Children's Online Privacy Protection Act of 1998. Rather, it addresses the protection of children's data throughout its General Data Protection Regulation by indicating which provisions within the GDPR warrant a higher standard to protect children's data. AlaskaVA will maintain full compliance with COPPA and GDPR, as stipulated, and any other iterations of the act and regulation through amendments.

As such, no child under the age of 16 may join Alaska Virtual Airlines. While AlaskaVA cannot independently verify this information, appropriate actions will be taken (including immediate termination of membership and a permanent ban) should AlaskaVA become aware of any doctoring of age. All information concerning an applicant will be deleted from all AlaskaVA servers, except for name, email, and IP address in order to stop the applicant from joining in the future.

This policy has been put in place to achieve the following aims:
• To comply with the law, particularly the EU General Data Protection Regulation and with the Children's Online Privacy Protection Act of 1998 (COPPA).
• To ensure good data protection practice
• To protect members, staff, and other individuals
• To protect the AlaskaVA organization
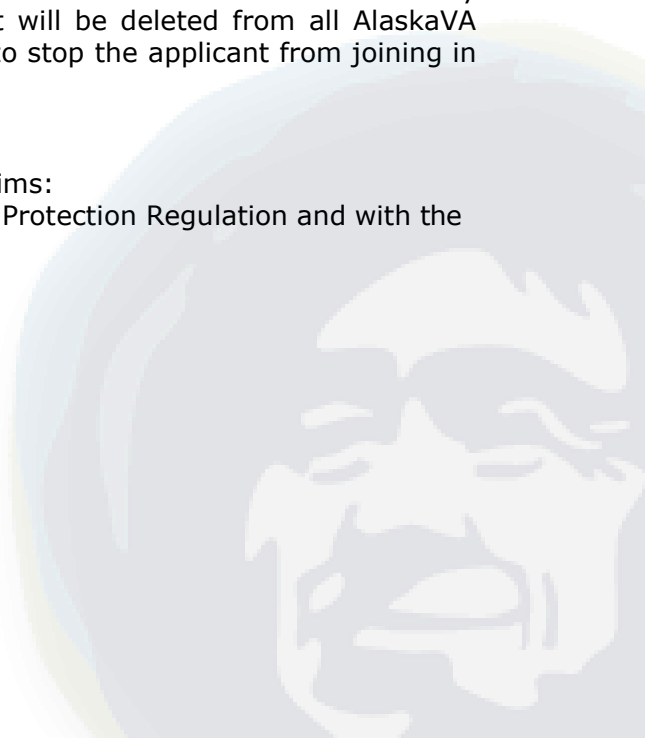
9.1   Age Limitation

Pilots must be a minimum 16 years of age in order to apply for membership and fly with AlaskaVA. AlaskaVA collects the following personal data:
- First name,
- last name, password,
- birthdate,
- email address, Country and City,
- VATSIM ID,
- Additional items may need to be added to this list pursuant to the data collected by your website

9.2   Consent to Collect Data

We collect information from you when you register for the airline, register on our website, fill out a form, or submit any external information through a third-party application (i.e. submitting a PIREP). When registering on our site, as appropriate, you may be asked to enter your name, e-mail address, age, etc. You may, however, visit our site anonymously. By applying to AlaskaVA and using our site and services, you are giving consent to collect personal data that will only be used by AlaskaVA.

9.3   Collected Information

AlaskaVA uses your data for the purpose of conducting services offered by AlaskaVA such as but not limited to the participation as a AlaskaVA pilot, pilot certifications, pilot advancements, access to Aircraft, scenery, and awards offered by AlaskaVA. Some of this data is also used in cookies. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. We use cookies to understand and save your preferences for future visits (i.e. keep you logged into the website). Although the use of cookies in your web browser is not mandatory, they aid in allowing the web browser to remain logged into our website. We may also contact you via email with announcements of upcoming events, and important information related to AlaskaVA.

Any of the information we collect from you may be used in one of the following ways:

• To maintain your status as an active pilot. Your information helps us establish and update your profile, as well as keep track of your progress and hours while flying for AlaskaVA.

• To personalize your experience. Your information helps us to better respond to your individual needs.

• To improve our website. We continually strive to improve our website offerings based on the information and feedback we receive from you.

• To administer a contest or promotion or run an event such as those conducted on the VATSIM network.

• To send periodic emails. o The e-mail address you provide may be used to send you information, respond to inquiries, and/or other requests or questions

**9.4	Data Retention**

AlaskaVA will not retain your data after you have been deleted from our Pilot Rosters. You may terminate your membership and therefore delete your data at any time by contacting us and requesting to terminate your AlaskaVA account.

**9.5	Personal Information Distribution**

We do not and never sell, trade, or otherwise transfer to outside parties any of your personally identifiable information. This does not include trusted third-party software who assist us in operating our website or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce site policies, or protect ours or others rights, property, or safety.

9.6 Transparency and Choice

We will be transparent about our practices, so that you can make meaningful choices about how your personal information is used. If we make a material change, we will provide prominent notice by posting a notice on our service on this website page and/or we will notify you through our discord channel, or by email (if you have provided an email address to us).

9.7 Data Controller

User data collected by AlaskaVA is managed by the AlaskaVA management team. We implement a variety of security measures to maintain the safety of our personal information when you enter, submit, or access your personal information. Please note that we cannot guarantee that any data transmission over the internet is completely secure. Our email address for this team is: info@alaskava.org If we decide to change our privacy policy, an email will be sent to all AlaskaVA members and VA Partners. Additionally, we will post notice about these changes on the forums and main website index.