

SOUTHWEST VIRTUAL AIRLINES| SOP
STANDARD OPERATING PROCEDURES 1.3
EFFECTIVE SEPTEMBER 2018



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WELCOME TO SOUTHWEST VIRTUAL AIRLINES

Letter from the CEO

Welcome aboard! As you join our SWVA crew, it is my genuine hope that you have an enduring and unforgettable experience flying with us. Be sure and confident to ask for help whenever you should need it. We hope that our airline will continue to climb the ladder of growth and we know that you'll climb it with us. Once more, we welcome you to the ever growing Southwest Virtual Airlines family and we wish you very happy landings!

Juan Torres Hernández
Chief Executive Officer
Southwest Virtual Airlines

SECTION A- ABOUT US

Who We Are

Southwest Virtual Airlines (SWVA) is a virtual airline founded & developed in April 2017 to simulate the operations of a real airline. It is an association of flight simulator enthusiasts and it is unrelated to any real airline.

Our Mission

Our Mission is to provide our members with the resources they need in order to create the level of realism they are looking for. We understand there isn't a "one size fits all" pilot so we try to give the pilots as many options of how realistic they want to make their Flight Simulation experience.

Our Goals

We endeavor to be seen as a virtual airline that puts innovation first for the benefit of our pilots, so their experience with us is more than unique.

SECTION B- PILOT REGULATIONS

These regulations, as stipulated in this document, are to be adhered by every Southwest Virtual Airlines member.

Minimum Requirements

- Must be 13 years or older
- Must have a valid copy of a Flight Simulator:
 - Microsoft Flight Simulator 9 (FS2004)
 - Microsoft Flight Simulator X (FSX)
 - Flight Simulator: Steam Edition (FSX:SE)
 - Lockheed Martin Prepar3D v1
 - Lockheed Martin Prepar3D v2
 - Lockheed Martin Prepar3D v3
 - X-Plane 10/11
- Must have one of the operating systems:
 - Microsoft Windows Vista
 - Microsoft Windows 7
 - Microsoft Windows 8

- Microsoft Windows 10
- Must have a valid and working email address.
- Must be able to make and file their first flight within 14 (fourteen) days of acceptance.
- Must be able to fly for the Virtual Airline at least once a month
- Must show professionalism and maturity

After You've been Accepted

1. Complete your first flight within 14 days of your acceptance date.
2. Read and follow the Standard Operating Procedures
3. Perform one flight every 30 days to remain active

If you have difficulties with using our system please contact us via email (help@swavairlines.com) as soon as possible so that we may assist you.

NOTE: Your personal data is considered to be private and shall only be used for internal purposes. Please see section F of this manual for more information.

Regulations

1. If you are a VATSIM or IVAO pilot or you are transferring from another airline, you are eligible to transfer up 50% of your hours with them into our airline. However, the 50% must not exceed 350 hours.
2. You will be reporting your flights via our smartCars system. We hope to add a direct, VATSIM reporting feature in the future. The flights will be made with smartCars, and you can use VATSIM or IVAO to report your hours. If you should lose your internet connection, you may report your hours manually as long as you provide evidence of your flight through Vataware.
3. The following behaviors are not acceptable on the SWVA Facebook page & group, WhatsApp group, TeamSpeak server and or any other forums related to SWVA & the VATSIM or IVAO networks:
 - a. Offensive language directed at the Administrative Team or other fellow crew members.
 - b. Pornographic material.

- c. Any issues regarding religious issues and local customs they may offend fellow crew members.
 - d. References to piracy of any payware software.
 - e. Comments that may be considered as not conducive to the general morale and state of the virtual airline.
4. To prevent your crewmember status from being marked as inactive, you must file at least 1 PIREP every 30 days.
5. After 120 days with the Inactive Status, the pilot will not show in the roster but will still be able to login and fly.
6. After an Inactive Pilot flies, they will be automatically changed back to active.
7. Pilot may request a Leave of Absence at any time after completing their first flight by submitting a request in the MyHub Area of the Crew center.
8. You must include "Operated by swavairlines.com" in your remarks if flying on the VATSIM/IVAO network..
9. If you have trouble finding a flight in our booking system, you can create and book a charter flight through our smartCars client.
10. When logging into the our SWVA Discord server, you must use your callsign and full name. (ie. SWA123 John Smith)



Prohibited Activities During Flights

1. Change the aircraft or aircraft livery after the flight begins.
2. Flights with 2x, 4x, 8x, 16x (Accelerated mode. You must fly in real time. If your flight would take 1 hour in real life it should also take 1 hour in your simulator.)
3. Landing at an airport other than the one initially selected are not permitted. (Should you require to divert to any other airport enroute to your destination, due to weather or mechanical situations, you must report the cause of your diversion via the comment box on our smartCars before submitting your flight for approval).
4. Slew Mode ("Y" key).
5. Choose an airplane in the smartCars, different to the one you are going to flying.
6. Change fuel quantity after takeoff.
7. Overspeed more than 5 minutes.

8. Landing rates on submitted PIREP's must not exceed -800 feet per minute.

If any of these actions are reported in the log, your PIREP will be subject to being rejected.

SECTION C- PILOT RANKS

RANK	EPAULETTES	HOURS	PAY RATE
First Officer		0-350	\$150/hr
Captain		350+	\$250/hr

SECTION D- STAFF

Chief Executive Officer (CEO)

Responsibilities

The CEO is liable for all administrative duties regarding other administrative team members, virtual airline alliances and is the utmost representative in communications on behalf of the airline. This individual has the ultimate capacity to administer or reject any exceptions to any members of the administrative team and the crew members regarding the Standard Operating Procedures written here. The CEO's authority cannot be overruled or annulled.

Appointment

The CEO serves as a member of the founders. This group of individuals has the authority to remove or override the CEO if need be. The founders appoint the CEO on a one year term and review the CEO's performance when necessary.

Chief Operating Officer (COO)

Responsibilities

The COO is liable for the assignment and discharge of the general members that compose the roster. The COO is also liable over the coordination between the administrative team and the other levels of the airline. The COO shall also be held accountable for the resolution of conflicts in cooperation with human resources. The COO becomes the CEO when the CEO is not present. The COO answers to the CEO and the CEO appoints the COO.

Human Resources Director

Responsibilities

The Human Resources Director is responsible for the operation of the Human Resources Department. The Human Resources Department is responsible for the coordination between the administration, crewmembers and the support team. The department is also liable for the cultivation of a healthy atmosphere for all members of the airline. HR has the unique jurisdiction of banning any crewmember from the airline. The Human Resources Director is allowed to appoint an additional staff members to assist with the operation departments if they deem it necessary. (The individual must be approved by the CEO/COO prior to appointment). The Human Resources director answers and is appointed by the the CEO and COO.

Events Coordinator (EC)

Responsibilities

The Events Coordinator is liable for creation and coordination of any SWVA event. The EC also has the jurisdiction to add any flights to the schedule that are not on the schedule and are requested by any crewmember. The EC is allowed to appoint an additional individual to assist with the department if they deem it necessary. (The individual must be approved by the CEO/COO prior to appointment). The EC answers to and is appointed by the CEO and COO.

Web Services Team (WS)

Responsibilities

The Web Services Team is responsible for the management and development of the Southwest Virtual Airlines web page, hosting, databases and software. The Web Services Team is led by a Team member chosen by the CEO and reports to the CEO.

Hub Managers

Responsibilities

Hub Manager are responsible for the management and operations of their respective hubs. They hub managers also assist with the day to day operations of the virtual airline. Hub managers have the authority to appoint an individual to assist with the day to day operations if they deem it necessary. (The individual must be approved by the CEO/COO prior to appointment). The Hub Managers answer to and are appointed by the CEO/COO.

SECTION E- COMMUNICATION

General

Main communication will be held in the Support area of the crew center. For external communication you may follow the following emails.

Staff Position	Email
Chief Executive Officer	ceo@swavairlines.com
General Email	info@swavairlines.com
Events Department	events@swavairlines.com
Support Department	help@swavairlines.com

SECTION F: PRIVACY POLICY

Our Privacy policy, located on the Crew center and on our main site contains information regarding the deletion of your data as well as the data that is collected. Essentially, Southwest Virtual Airlines collects necessary data such as Names, Email addresses and VATSIM ID's for purposes of simulating the services provided by the gaming community. Upon requests for data to be deleted, we will comply within 24 hours of the request and all personal information will be permanently deleted. This can be done through the Crew Center, My Hub, Resignation Form as well as in writing addressed to info@swavairlines.com.