



STANDARD OPERATING PROCEDURES

v1.4

Section 1: General Introduction

1-1. PURPOSE.

To prescribe operational policies and procedures for use by Sunair Virtual Airlines and/or Sunair and/or Sunair VA

1-2. AUDIENCE.

This Order applies to all personnel at Sunair Virtual Airlines

1-3. WHERE TO FIND THIS ORDER.

This Order is available on the Sunair Virtual Airlines website

1-4. WHAT THIS ORDER CANCELS.

N/A

1-5. EFFECTIVE DATE.

This Order is effective Feb 2, 2020.

Section 2: Legal Information and Disclosure

2-1. REAL WORLD AFFILIATION.

Sunair Virtual Airline is a virtual airline. The organization is not a real world airline, nor are there any real world offices in our “hub” locations. The organization does not hire individuals for any sort of real world employment. Sunair Virtual Airline exists in whole to be a community of virtual aviation enthusiasts who enjoy flight simulation using the varied X-Plane 11, P3D, and other Flight Simulators. All published virtual flight information (including charts, airport diagrams, flight schedules, etc.) are for the use of Sunair Virtual Airline pilots in their simulation experience and are not to be substituted for use in real world aviation.

Sunair Virtual Airline sole purpose is to provide entertainment and education to its voluntary members. Any operation or documentation that is similar to any actual airline is purely coincidental and is in no way intended to violate any copyrights, trademarks, or other protection laws. All Sunair Virtual Airline logos and trademarks displayed on the Sunair Virtual Airline website remain the property of Sunair Virtual Airline. Sunair Virtual Airline is in no way associated with the real commercial airline, Inc., its subsidiaries, or affiliates.

The Sunair VA website is not for any commercial purpose. Sunair Virtual Airline is a non-profit entity and generates no revenue whatsoever. The Sunair Virtual Airline publicly accessible web site does not have the ability to accept or allow consumers to purchase actual airline tickets. Purchasers of Airlines tickets carefully research the price, itinerary, etc., and the Sunair Virtual Airline publicly accessible website does not have flight schedules or booking pages available, which could confuse a customer to believe they were booking a flight with real airline.

2-2. COPYRIGHT STATEMENT.

No part of the Sunair Virtual Airline website design or layout may be reproduced or transmitted in any form or by any other means electronic or mechanical (this includes photocopying, recording, reproducing, or electronically storing). Our website clearly disclaims any affiliation with or endorsement by any airline and is not a commercial website.

Section 3: Staff Structure

3-1. PURPOSE.

The Sunair Virtual Airline corporate leadership structure is designed to make clear the responsibilities of each staff member. A fully developed administrative website management system allows us to have a smaller executive team fully committed to developing an excellent pilot experience.

3-2. BOARD OF DIRECTORS (BOD).

The Board of Directors consists of all executive members: CEO, COO, CFS, and CFI. The Board functions to make executive decisions where the CEO is unavailable. The qualification for executive decision-making is when at least three of the board members agree to take action. The CEO may override any decision at any time.

3-3. MULTIPLE TITLES.

Staff members may be allowed to hold multiple titles, on a case by case basis.

Section 4: Staff Positions Outline

Chief Executive Officer (CEO) - SUN101*

The Chief Executive Officer is directly responsible for establishing and maintaining the corporate leadership structure (modifying it as organizational needs evolve) and delegates authority to all staff members. The CEO is responsible for providing the tools and resources necessary for the staff to succeed in their duties. The CEO maintains the overall responsibility and authority to hire, suspend, demote, and terminate personnel and is authorized to hear and determine a course of action on all personnel complaints. (Events, Tours, Schedules, Route Development, Fleet, Operations) of the organization. The CEO acts as the first in command of the airline and takes charge when the Vice President is away. The CEO is a member of the Board of Directors. Works with the COO to maintain our day to day operations.

Chief Operations Officer (COO) - SUN102*

The Chief Operations Officer is appointed by the CEO and is responsible for managing the day-to-day operations (Events, Tours, Schedules, Route Development, Fleet, Operations) of the organization. The COO assists with the development and achievement of organizational goals. The COO's primary function is to ensure that the airline runs smoothly. The COO acts as the second in command of the airline and takes charge when the CEO is away. The COO may assign additional duties to any other staff member in the VA if needed. The COO is a member of the Board of Directors and reports directly to the CEO.

Chief Flight Safety Officer (CFS) – SUN103*

The Chief Flight Safety Officer is appointed by the CEO and is responsible for managing the day-to-day operations, helps maintain our dangerous approaches, landing & takeoff sections. Check flights of pilot errors and helps begin the NTSB reviews with Board of Directors and Executives. (Events, Tours, Schedules, Route Development, Fleet, Operations) of the organization. The CFS assists with the development and achievement of organizational goals. The CFS's primary function is to ensure that the airline pilots are not damaging aircraft and maintain a proficiency with their flight safety. The CFS acts as the third in command of the airline and takes charge when the COO is away. The CFS may assign additional duties to any other staff member in the VA if needed. The CFS is a member of the Board of Directors and reports directly to the CEO & COO.

Chief Flight Instructor (CFI) - SUN104*

The Chief Flight Instructor is responsible for developing the VAs training syllabus and procedures. The CFI trains in house flight instructors and pilots alike. His/Her primary role is that of training administrator. All training records are stored and updated by the CFI. The CFI has the authority to appoint Flight Instructors at his/her discretion. The CFI reports directly to the CEO.

Sunair Flight Instructor (SFI) – SUN105 - 120*

Flight Instructors are appointed by the Chief Flight Instructor. Each FI is tasked with the ongoing training and development of each pilot in the VA. Flight Instructors are able to assist pilots in any number of areas, including but not limited to: communications, pre-flight, ground operations and in-flight operations. Each FI reports directly to the CFI.

Sunair Events Coordinator (SEC) - SUN121*

The Events Coordinator is responsible for the creation of all VA events. He/She has full autonomy in the creation of events and tours. Additionally the EC is responsible for coordinating ATC coverage within the VATSIM network. The EC reports directly to the CEO & COO.

Assistant Events Coordinator (AEC) – SUN122* - 125*

The Assistant Events Coordinator is responsible for assisting the Event's coordinator in reaching out to different ARTCCs and FIRs to staff events with ATC and any other task required by the EC. The AEC will report directly to the EC.

SUN 101 thru 200 airline badge number is held back for staff members and expansion purpose of the airline.

Section 5: Membership

Sunair Virtual Airline does not require its new members to have prior virtual aviation experience to join. However, as Sunair Virtual Airline operates at an intermediate level of virtual simulation, we expect new members to have a basic understanding of flight operations and air navigation. New pilots are expected to understand the basic functionality of Microsoft Flight Simulator, X-Plane or Prepar3D prior to joining.

Membership is free and open to individuals sixteen (16) years of age or older. Sunair Virtual Airlines operates from within the United States of America, and must operate in compliance with the Children's Online Privacy Protection Act (COPPA) regulations. This law states that identifiable personal information cannot be collected from minors below the age of thirteen. Under no circumstances will an applicant under this age be hired. Any pilot who is found falsifying their age will be banned from Sunair Virtual Airline indefinitely.

When applying for membership, it is the applicant's responsibility to supply valid and truthful information. Sunair Virtual Airline reserves the right to reject all applications with information found to be falsified in any way. In addition, all members are required to submit and maintain an active email address for communications. Members found to have an invalid email account are subject to removal from the Sunair Virtual Airline pilots roster.

Sunair Virtual Airline will periodically issue announcements to pilots via email. This process will reveal if a user's email address is no longer valid. In such cases, the membership account may be removed at our discretion. It is the user's responsibility to keep the email address up to date at all times. Sunair Virtual Airline reserves the right to decline membership to any individual at our discretion, with or without any means of notification or explanation regarding the decision.

(FSA) FSAirlines management flight and cargo - Registration Help:

Our Virtual Airline operates on the FSAirlines network. FSAirlines is a full service VA Management website and client software package that allows us to operate our VA like a real airline; buying planes, leasing them, maintaining their integrity, keeping them filled up with fuel and moving passengers and cargo. This is a requirement to join our VA. You need to create an account on FSAIRLINES.NET. Please use your real name if possible (per FSAIRLINES.NET privacy policy) but if you absolutely refuse to do so please use a realistic name at least. No names of famous people should be used. Make sure you properly capitalize the name. Failure to follow this naming scheme will get your application to be a pilot rejected by FSAirlines. (Example: Craig Dane)

Section 6: Pilot Applications

6-1. Application Guidelines

Prospective members will be required to complete and submit an online registration form for membership via the "Register" link on the Sunair Virtual Airline website. Applicants must be completed in their entirety pursuant to the instructions, rules, and regulations located on the application and within this document.

6-2. Transfer of Hours & Promotions

(FSA) - FSAirlines presently doesn't have an hours transfer, if you were a past member in another airline that uses FSAirlines, then you should be able to keep the present hours and rank will be given according to Sunair Virtual Airline rank.

Not all the rank is based on points or hours. A member must be active within the airline, use our website, forums, Discord voice and chat server. Monday and Tuesdays is manual review time for all pilots to possibly get a new higher rank early for being active within Sunair Virtual Airline and proficient in flying and dropping off cargo for the airline. Failure to not removing cargo from an aircraft will not look good for your pilot record as it costs the airline money sitting in aircraft. And you will be called out as your name is on the packages in the aircraft.

Vatsim hours are not able to be submitted into FSAirlines and are not considered to be transfer hours in Sunair Virtual Airline.

6-3. Rehires & Inactivity

Rehires to the organization are handled and processed directly by the main officers CEO, COO, CFO. Any member who had left the organization voluntarily (did not have disciplinary activity taken against them) should contact CEO, COO or CFO to begin the process of reactivation.

All members returning from a voluntary leave will be reinstated. Should a member wish to return after being terminated for inactivity, that member must contact the Executive Officers and outline the reasons behind their unexcused absence and to confirm that they are committed to fulfilling the minimum flight requirements set out in the Operations section below.

**NOTE: We will review your eligibility for rehire, but the process may take up to 5 - 10 days. Please ensure that you do not have to wait by submitting an LOA request instead of going*

inactive. The decision to rehire inactive members is at the sole discretion of the Executive Officers.

6-4. Initial PIREP and Minimum Flight Requirements

Sunair Virtual Airline has set an initial flight requirement for all new hires within the organization. New members are required to submit their first flight report (PIREP) within the first fourteen (14) days of membership. If a new member fails to file a PIREP in the first two weeks of membership their account will be deleted. During this probationary period, you are unable to file for a LOA, you **MUST** fly a flight within the first fourteen (14) days. We recognize that each Sunair Virtual Airline pilot has activities outside of Sunair Virtual Airline that affect their ability to fly on FS. Therefore, as not to interfere with those pilots whose time is very limited, we have developed a flexible flight requirement that will allow everyone to maintain their active status. To remain active and prevent a termination warning, **a pilot must fly 2 hours within a rolling 30 calendar days**, failure to meet this flight requirement will lead to a termination warning. If this happens, a pilot has fourteen (14) days to file a flight by FSA tracker before another warning and possible suspension or termination.

6-5. Membership Suspension

Failure to comply with Sunair Virtual Airline Policies and Procedures (to include the attached Code of Conduct) is prohibited and may lead to a suspension from the organization. Should you receive a suspension notice; please contact an Executive Officer for more information. If necessary, CEO may intervene.

6-6. Terminating Membership

Each member of the organization retains the right to terminate their membership at a time by contacting one of the Executive Officers. Sunair Virtual Airline Leadership may terminate a member at any time should it be deemed necessary by the contents of this document or for the protection of other member's experiences.

6-7. Leaves of Absence

All personnel may file for a Leave of Absence should they be unable to meet the minimum flight requirements set by this document. Pilots that remain on a Leave of Absence for more than 60 days are subject to being retired. Requests for LOA in excess of 60 days should be requested through the CEO or COO who will coordinate for approval.

6-8. Resignation

Sunair Virtual Airline recognizes that oftentimes; real world circumstances prevent a pilot from giving any time to flight simulation. As such, pilots have the option to resign their position within Sunair Virtual Airline at any time. If a pilot resigns voluntarily without disciplinary action levied against him, they are eligible for rehire in the future.

6-9. Multiple Virtual Airlines

Sunair Virtual Airline recognizes that we cannot provide some virtual experiences to our personnel (cargo flights, etc.) that can be provided elsewhere. Therefore, pilots are permitted to maintain relationships with as many virtual airlines as they desire. However, having multiple airline memberships do not serve as a waiver to any flight requirements with Sunair Virtual Airline. Pilots must meet all minimum requirements for continued employment with Sunair Virtual Airline. In an effort to curtail any possible conflict of interest, all Sunair Virtual Airline personnel are permitted to maintain relationships with other virtual airlines in the capacity as a pilot. Sunair Virtual Airline Staff is NOT permitted to serve on another airline's staff role.

Filing a single PIREP amongst several Virtual Airlines (double-logging) is strictly prohibited. Should this behavior be noticed, the pilot may be terminated at the discretion of Executive Officers.

**Note: FSAirlines is NOT applicable to the "double-logging" policy. You may fly with FSAirlines and Sunair Virtual Airline at your leisure.*

Section 7: Conflict Resolution

In the event that a member should find himself in conflict with another member of the organization or a member of our staff, the member should utilize the following chain to resolve the situation:

- **Chief Executive Officer (CEO)**
- **Chief Operations Officer (COO)**
- **Chief Flight Safety Officer (CFS)**
- **Chief Flight Instructor (CFI)**

Section 8: Flight Operations

8-1. Schedule

As a Virtual Airline, we encourage pilots to fly routes from within the real-world schedule. Most of our events and tours will be based on these routes. However, we fully embrace the "Any Route, Any Aircraft, Anytime" policy. Pilots are able to create "Charter" flights to/from any airport in our database. We do not have any hours requirements or restrictions on what or where you fly.

All pilots must depart from the listed departure airport and arrive at the listed arrival Airport.

Exceptions are made for diversions due to weather and by ATC. Pilots are required to comment on any exceptions (including the current METAR, if a weather diversion). Diversions will be treated on a case-by-case basis. **Many helpful links and information is located in the Logistics Center on the Sunair VA website <https://sunairva.com>**

8-2. Flight Procedures

The following provisions will be applied to ALL flight operations:

- **Time Acceleration is not permitted. All flights must be flown at 1x simulation speed.**
- **Landing rate is to be less than -900 fpm. Anything -901 fpm and above will be rejected.**
- **NO In flight refueling.**
- **All flights must have a VALID flight plan. Point to point flights are used in some small bush planes**
- **(Route of flight must be added to the route section of the FSA system.)**

**NOTE If the minimum safe airspeed for any particular operation is greater than the maximum speed prescribed in this section or if instructed/cleared by ATC, the aircraft may be operated above that minimum speed.*

Preflight Walk Around and Log Book Check:

Keeping airplanes in good order both in maintenance and in cargo cleanliness is every pilots responsibility. Always check your aircraft's maintenance status prior to departure. If its overall health is about to drop below 95% consider taking it on a Maintenance Flight to one of our Sun Logistics Aviators L. Maintenance centers. Check the aircraft cargo bay. Does it still have cargo in it from a previous flight another pilot did? Deliver the packages for them if you still can using the Packages Management menu. If not offload the cargo into a warehouse if you can to keep the cargo bay clean for the next pilot who takes the airframe. Report all dirty cargo bays or storage to the Cargo channel on Discord.

MAINTENANCE FLIGHTS

As planes start to near the 95% overall health rating we like to take them offline to do what is called an A Check Maintenance inspection. These take 24 hours to complete and can be expensive. Planes that require even more service than that get put into B Checks or worse. The more damage that needs fixing the more money it is and the longer the plane is out of service. This can get expensive! To battle the cost of maintenance the airline has a maintenance company called Sunair Logistic Aviators Extra Large Maintenance Centers. Check the HUB | Storage | Maint.| Airlift page on the company website for locations of all the centers. When we repair a plane at one of these centers we only pay 25% of the normal cost so we'd like pilots who see planes that are looking a little worn out to fly them to one of these airports so we can save a lot of money and of course we make money off the flight itself. Thanks for your help in keep our fleet healthy and clean!

AIRFRAME KNOWLEDGE:

You are expected to know how to fly the aircraft you are wanting to book a flight for. This is not the place to learn how to fly your aircraft. The software that we use (FS Airlines) for our VA is a full featured financial simulation of running an airline. Mistakes cost money. A lot of money! Destroyed aircraft are millions of dollars. Aircraft slammed roughly into the ground can cost hundreds of thousands of dollars to fix and knock planes off the duty roster for days. Please know how to fly the plane you are taking up. Practice offline until you understand how to operate the aircraft efficiently and safely.

BOOK IT, FLY IT:

We have a Book It/Fly it policy in place. Once you book a flight please fly it within twelve (12) hours. While we don't have a real way to stop you from booking flights and leaving them booked for hours on end (yet), if other pilots desire the same aircraft we will investigate and if need be yank you out of the booked slot forcefully. Repeated violations will get you fired from the VA. Sharing is caring folks.

CRASHING PLANES IS BAD:

Mistakes happen, simulators glitch out, gremlins eat your plane. Crashing planes is expensive though. Repeatedly doing so is grounds for removal from the airline permanently. Be sure you understand the aircraft you are operating 3 crashes and you are typically out. If you keep crashing because of glitches in your SIM you need to fix your sim before you attempt to fly for us. If you have an unstable sim this excuse will not save you. Make sure your flight simulator runs right before flight. NTSB reports are file on the Sunair VA website for your crash.

8-3. Online Flying

Although not required, every pilot is encouraged to fly with an online ATC networks such as VATSIM. Flying online with live ATC coverage will add a new dimension of realism to your experience at Sunair Virtual Airline. With VATSIM, you will be working around other aircraft flown by real people with Sunair Virtual Airline and other VAs. In addition, Sunair Virtual Airline operates and participates in many events on VATSIM. For more information on VATSIM (including the network specific policies and requirements) and online flying in general, check out the VATSIM website at www.vatsim.net. While flying with online ATC, such as VATSIM, pilots are encouraged, but not required to include a remark on their flight plan that the flight is for Sunair Virtual Airline. This request is easily fulfilled by just adding our website “<https://sunairva.com>” to your remarks. Contrary to popular belief, online flying is not that difficult. It is meant to add another dimension to your flight simulator experience in terms of realism, and enhance your level of enjoyment.

Remember that the VATSIM community is friendly, and informative. Do not worry about making mistakes (because everyone does from time to time), just remember to identify yourself to any online controller and they will assist you in every possible way.

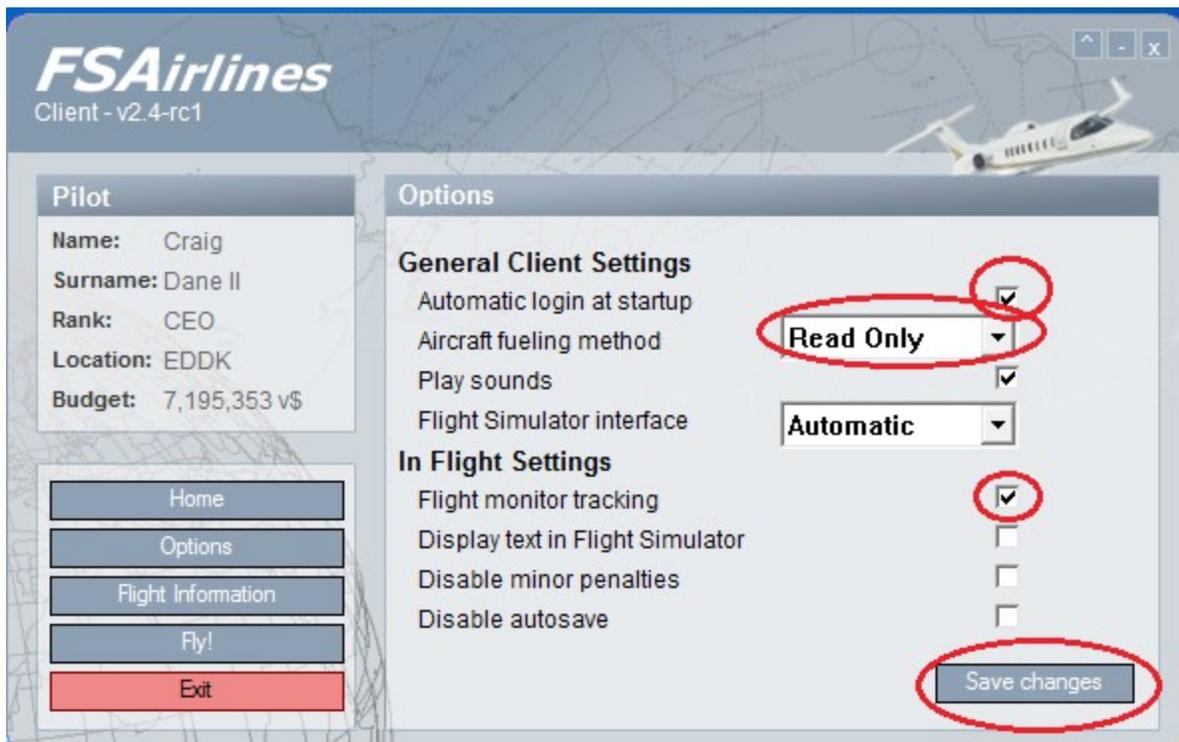
8-4. Breaks During Flight

Pilots are permitted to take as many breaks as they choose during a flight, as long as the flight does not contain mishaps (250kt under 10,000ft, over speeds, hard landings, etc). NO breaks while bush flying at low flight altitudes. Pilots who fly online using VATSIM shall contact their ATC and request permission to vacate the flight deck before taking their break. If the controller does not grant permission, the pilot must wait for clearance to leave the cockpit from ATC.

*NOTE : VATSIM also has a policy regarding being away from the computer during flight. Should a VATSIM supervisor contact a pilot and the pilot does not respond within 30 minutes, the pilot will be disconnected from their server and suspended for several days.

8-5. (FSA) FSAirlines Filing Method

Sunair Virtual Airline uses the FSAirlines Flight Tracker for all flight reporting. Sunair Virtual Airline only allows FSA Flight Tracker. Any other form of filing cannot and will not be accepted. Pilots are required to use Sunair Virtual Airline FSA Flight Tracker software program to file a flight report. FSA Flight Tracker is a free program (downloadable on our website through the Sun Logistic Center) that communicates with Sunair Virtual Airline by FSAirlines online servers and your Flight Simulator. It captures flight information and periodic position and status updates to the “current flights” section of our website. It is also compatible with X-Plane, P3D, and Steam Versions.



Setup of FSA Flight Tracker software

Make sure you have the right plug-ins installed first.

- [X-Plane11 - XPUIPC \(Click\)](#)
- [P3D - FSUIPC \(Click\)](#)

The plug-ins are used for connecting FSA to your flight simulator.

Use the **Beta version** of FSA Flight Tracker as you first login and click open **OPTIONS** up need to switch the Aircraft Fueling method to **READ ONLY**. As this aids in not messing up your fuel loading on your aircraft. SSG 747-800 and other addon aircraft would messup balance issues as overload different fuel tanks. You can also checkmark the automatic login so you don't have to type your ID and Password every time. Leave the **flight monitoring** on as this how we track your flights and you get credit for promotions too. **The SAVE the changes.**

8-6. Manual Filing Method Pirep. NONE

Sunair Virtual Airline **does not** allow pilots to file a manual PIREP

8-7. Our Discord Channel

YOU MUST JOIN OUR DISCORD TO BE FULLY HIRED INTO THE AIRLINE. In order to maintain communication with our pilots we use primarily our Discord server. There are a group of channels on the server used for Sunair VA operations. Company News, General Chat, Screenshots and NTSB reports can all be found in the Sunair VA website and forums. You can join our Discord easily by clicking the link provided below. You must be in good standing with the Discord global community. Once you sign into our Discord for the first time there is a 5 minute waiting period before you will be allowed to start using our channels. Once you have been approved go to the Sunair VA channel category on the left menu and find the VA PILOT-AUTHENTICATION channel. Post a check in message into this channel with your pilot name and SUN number. You should also change your Nickname by right clicking your name in Discord channel and change nickname. Use your FSA first name and last name initial to include at least your pilot ID number like so; **Craig D. | SUN101**

Discord Link:

<https://discord.gg/CReqjHU>



From the Cheif Executive Officer (CEO)

Dear Sunair Pilots,

I wanted to take a moment to welcome you to Sunair Virtual Airline. Thank you for choosing to fly with us. We are happy to have you as part of our team. If you ever have any questions, comments or concerns or just need some help, our entire staff has adopted an open door policy. Please feel free to email us or find us on discord if we can ever answer any questions or help you in your flight sim career.

I want to invite you all to join our events and to hang with us in discord. One of our officers will release regular self, group, shared, joint and in-person events. Please come and join us at your leisure. I look forward to seeing you in the skies, Good Landings!

Craig Dane II

Craig Dane II
Cheif Executive Officer (CEO)
Sunair Virtual Airline (SUN)