



**(PVA)**

**Standard Operating Procedure  
(SOP)**

# Changes

Name/Date	Changes
Joseph H/20JAN23	Initial

## 1. Purpose

To establish a set of rules/guidelines for pilots operating within and for Prime Air Virtual.

## 2. Definitions

PVA	Prime Air Virtual
We and Our	PVA and any of its staff members
You and Your	Pilots, guests, and visitors associated with PVA
LOA	Leave of Absence
SmartCARS	ACARS system used by PVA
VATSIM	Virtual Air Traffic Simulation Network
PIREP	Pilot Report

### 3. Age Requirements

You must be at least 18 years of age to join PVA Airlines, fly for the VA and/or utilize PVA Discord Server. Any younger person will require admin approval. If we discover that you purposely deceived us, with respect to your age, to gain access to our member areas, you will be removed from our roster and website access will be revoked immediately and without warning.

### 4. Terms of Removal

Policy Violations - Any member, in any capacity, must abide by all policies, regulations, and rules set forth by this document and other documents. To ensure the abidance of this policy and others alike, Prime Air Virtual would like to notify all members of the possible consequences for failure to abide by setting forth policies:

- Twenty-four (24) Hours suspension from all Prime Air Virtual Systems
- Forty-eight (48) Hours suspension from all Prime Air Virtual Systems
- One (1) Week suspension from all Prime Air Virtual Systems
- Termination from all Prime Air Virtual Systems

All disciplinary actions taken against a pilot will be documented and recorded. After a disciplinary action, a pilot may become ineligible for a promotion, award, or staff rating. All suspensions may be appealed. To appeal, send your statement to [info@primeairvirtual.org](mailto:info@primeairvirtual.org). Once an appeal is created, an investigation will be opened.

### 5. Behavioral Expectations

All members are expected to behave in a mature, and proper manner when on any Prime Air Virtual system. Systems including the website and Discord. All members **MUST** remain mature and professional while on the VATSIM server. All members are never permitted to discuss drug use or distribution, as well as any form of illegal activities anywhere! No outside discrepancies are to be discussed in the forums or on Discord.

Here is a brief list of what is **NOT** permitted on any Prime Air Virtual system:

- Racism
- Sexism
- Homophobia
- Hate Terms/ Racial Slurs
- Any term meant to be derogatory to another member
- Cyber Bullying
- Inappropriate Photos (Exposure, Narcotics, etc.)
- Soliciting Services
- Religious Recruiting
- Disrespect of ANY form
- Hazing
- Piracy (Distribution & Communication thereof)
- Lying
- Spamming
- Excessive Switching of Discord Channels
- Talk of Website Compromising (Hacking)
- Threats of ANY form

Behavioral Correction Here at Prime Air Virtual - We have set correctional procedures to ensure that all members are treated equally. The first step after a pilot has received a warning is a simple conference with the Director of Human Resources and a Staff Member. The second incident involves a meeting with the Director of Human Resources and Director of Pilot Operations as well as a 24-hour Prime Air Virtual suspension. The third incident is a 48-hour suspension. Every offense here at Prime Air Virtual is recorded on a scale of 1 - 4. 1 signifies the worst possible offense and may result in banishment or severe suspension, and 4 signifies the mildest offense and may result in a conference, or 24-hour suspension.

***All Violations will be sent to the Director of Human Resources and will be documented on the member's record.***

*Behavioral Discipline Scale Next Page*

***Behavioral Discipline***

Scale

Type

1

Sexism, Racism, Homophobia, Piracy, Hacking

2

Hate Terms, Cyberbullying, Inappropriate Photos

3

Hazing, Disrespect, False Representation

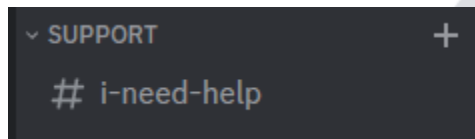
4

Religious Recruiting, Drama, Lying, Petty Behavior

**6. Pilots**

Prospective pilots must visit our main website at [www.primeairvirtual.org](http://www.primeairvirtual.org), complete, and submit a brief application in order to be considered and approved for hire.

All applicants must have a valid email address. All email addresses will be kept confidential and only used by approved staff members. Support tickets for email address changes or any other support cases can be submitted via the PVA Discord server or through the 'Contact' tab under the main PVA website.



Pilots should have basic aviation skills, and be able to competently fly any aircraft they operate with in PVA. If pilots need help with anything regarding aircraft processes, use Discord to communicate and receive help from other pilots.

Once accepted as a pilot at PVA, pilots must fly their first flight and file their first PIREP within 7 days.

Prime Air pilots must use a callsign listed in the table below when flying for PVA in an Air Traffic Controlled environment (Vatsim, PilotEdge, etc.). Pilots may either use the callsign associated with the route, or they may use their assigned PVA callsign (website profile). Callsigns associated with PVA are listed on the following page.

***List of Associated Callsigns with PVA:***

ATN	Air Transport International
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CJT	Cargo Jet
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GTI	Atlas Air Inc.
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PVA	Prime Air Virtual
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SIL	Silver Wings
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SOO	Southern Air
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Pilots should help increase the VA traffic by adding, "[www.primeairvirtual.org](http://www.primeairvirtual.org)" in their remarks.

When flying on VATSIM/PilotEdge, pilots are expected to have an appropriate understanding of proper radio usage and phraseology.



## 7. Ranks

When flying with PVA, pilots will accumulate hours to advance them to the next rank. The ranks and approved aircraft are listed in the table on the following page.

Rank	Hours to Rank	Image	Approved Aircraft
Narrow Body First Officer	0		C208B/ATR76/42/B738
Narrow Body Captain	25		B757
Widebody First Officer	75		B767/A306
Widebody Captain	125		B77L
Full Captain	250		B744/748
Ultimate Captain	750		Unrestricted / Charter Ability

## 8. Record of Flight

In order to log hours for the VA, you must utilize the ACARs system available for download from the VA website, called smartCARS. FSUIPC and/or XPUIPC are required and also available for download on the main website (<https://primeairvirtual.org/va/index.php/downloads>).

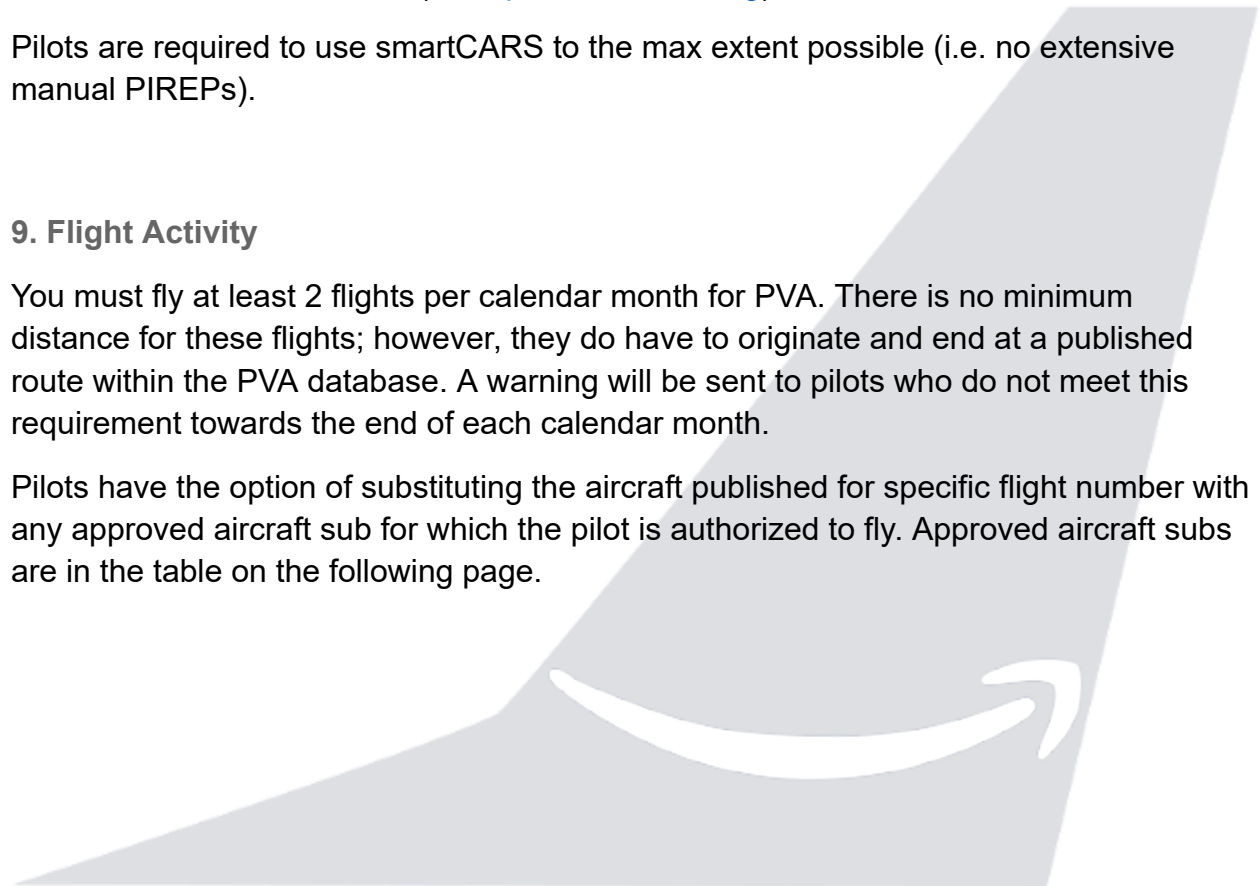
If smartCARS crashes, or you forget to start it, you may file a manual PIREP in the pilot dashboard. When filing a manual PIREP be sure to fill out all required fields and explain why you filed a manual instead of using smartCARS in the comments. Manual PIREPs are filed on the VA's website ([www.primeairvirtual.org](http://www.primeairvirtual.org)).

Pilots are required to use smartCARS to the max extent possible (i.e. no extensive manual PIREPs).

## 9. Flight Activity

You must fly at least 2 flights per calendar month for PVA. There is no minimum distance for these flights; however, they do have to originate and end at a published route within the PVA database. A warning will be sent to pilots who do not meet this requirement towards the end of each calendar month.

Pilots have the option of substituting the aircraft published for specific flight number with any approved aircraft sub for which the pilot is authorized to fly. Approved aircraft subs are in the table on the following page.



***Aircraft Substitutions***

<b><u>Aircraft</u></b>	<b><u>Approved Substitution</u></b>
C208	Kodiak
AT42/AT76	DH8X/FA50
<b>B738</b>	A318/A319/A320/B727/B73X
B757	A321/TU154/TU204
<b>B767/A306</b>	A310/A330/MD11
B77L	A350/A340
B744/748	B74X/A380

\*The highlighted B737-800 (BCF) and B767F, are the only two aircraft that are currently Operated for Amazon Prime Air IRL.\*

## 10. PIREPs

PIREPS will be reviewed and approved by your Hub Manager or the Auto PIREP system.

Time acceleration is not permitted. All PIREPs that register time acceleration in the flight log will be rejected. Also using unlimited fuel, or refueling in-flight, will result in your PIREP being rejected.

MSFS USERS - If you pause your flight in game, the SmartCARS will not detect it, giving you time for however long you are paused. If your flight exceeds the average time it takes to fly the route you are on, and you do not have a valid excuse for the amount of time, your PIREP will be rejected.

Valid reasons for a longer than average flight time:

- VATSIM, or similar network, traffic delay
- Holding to burn fuel for overweight landing
- Multiple missed approaches to divert

If any of the above reasons are met, you will be asked to provide proof of your flight (i.e. Volanta record, or VATSIM flight record).

To account for taxi / other flight time, 20 minutes will be added onto your PIREP automatically when submitted. Or if you are flying on VATSIM (API detected), 30 minutes will be added.

PIREP comments must be added when unusual circumstances occur, such as go-arounds or rejected takeoffs.

Smart Copilot flights are authorized, be sure to note this in the comment section of smartCARS.

Pilots may amend the preferred routing for a particular route.

**Landing rates exceeding -650 fpm will not be accepted, within reason.**

## 11. Leave of Absence

Pilots may apply for a leave of absence from their Hub Managers if they are not going to fly for a period of 2 months or more. If a pilot has not flown for a month and anticipates that they will not be flying for a period of 30 days following the month the pilot has already not recorded any flights then we recommend that the pilot apply for an LOA. Pilots who apply for an LOA will not be removed from the roster.

Military Leave of Absence: Prime Air Virtual thanks all our military members and veterans for their service. Prime Air Virtual understands that our Military Members may be called out to serve for extended periods. If a pilot needs a Military LOA, they must email [info@primeairvirtual.org](mailto:info@primeairvirtual.org) requesting a Military LOA. A Military LOA is valid for 365 days (1 Year). Any members who request a Military Leave of Absence (MLOA) and are found to not have any military credentials will be immediately and permanently banned from Prime Air Virtual.

## 12. Transfer Hours

All pilots will be allowed to transfer up to 25 hours flown on another VA or in the real-world. Proof of your prior flights and hours must be verifiable. A link to the other VA's site showing your hours will be accepted. Please contact your Hub Manager to coordinate your transfer hours.

## 13. Discord

PVA pilots are encouraged to utilize our Discord server (<https://discord.primeairvirtual.org/>). The server has many resources, channels, and ways to have fun with your fellow pilots. You can also contact staff directly via the Discord.

## 14. Conduct

Pilots representing Prime Air Virtual are prohibited from threatening, harassing, abusing, intimidating, or stalking others, or to otherwise violate the legal rights of others, including expectations to the rights of privacy and publicity in the course of representing Prime Air Virtual. Individuals violating this rule are subject to removal.

## 15. Complaints

All complaints must be handled through your Hub Managers. Complaints and/or grievances will be handled in a confidential manner. We recommend that if there is an issue with you and another member, pilot, or guest, bring the matter to the attention of your Hub Manager so that the matter can be dealt with in accordance with Prime Air Virtual Airlines policies. If it is a matter involving the Hub Manager, you are authorized to

go to the next member in the Chain of Command. Any issues beyond that should be reported to the Director of Human Resources.

## 16. Hub Transfers

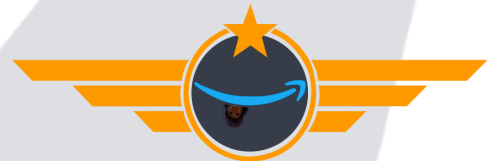
Any pilots wanting to transfer to a different hub must request the transfer through the Hub Manager via airmail or Discord DM. Hub Transfers are only allowed once within the first week of joining, and 2 months after you have been at your current hub



*Nate C.*

Nate C. PVA001

Chief Executive Officer, Prime Air Virtual



*Gabriel M.*

Gabriel M. PVA002

Chief Operating Officer, Prime Air Virtual



*Michael D.*

Michael D. PVA003

Director of Flight Operations, Prime Air Virtual



*Joseph H.*

Joseph H. PVA004  
Director of Pilot Operations, Prime Air Virtual



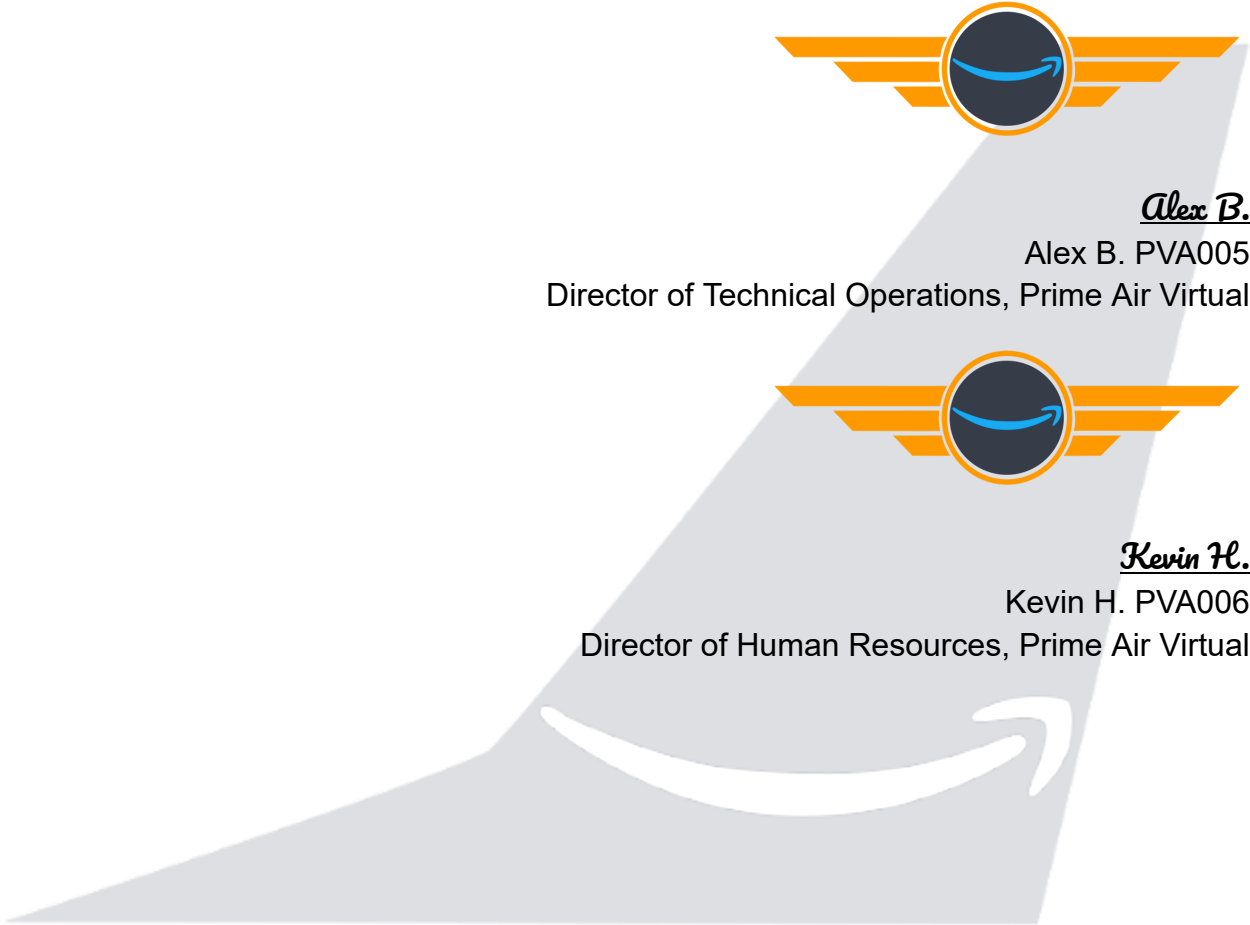
*Alex B.*

Alex B. PVA005  
Director of Technical Operations, Prime Air Virtual



*Kevin H.*

Kevin H. PVA006  
Director of Human Resources, Prime Air Virtual



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