

vPorter Airlines
Standard Operating Procedures
Released January '09

flying FRESH since October 2007.

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Section 1.0 Welcome Aboard!

Thank you for your interest in Virtual Porter Airlines(vPorter)! vPorter is a virtual airline run by people with a passion for aviation who wish to share their passion with others. We believe in an open door policy where questions, comments and concerns are welcomed and encouraged. Please read this document for your information and knowledge and feel free to call upon the services of our staff at anytime. Welcome to vPorter! Flying Fresh!

1.1 Philosophy

vPorter is a virtual airline that is modeled after its' real world counterpart, Porter Airlines, and is intended for Flight Simulator and aviation enthusiasts who are fans of virtual airlines. Not only is vPorter Airlines a portrayal of its' real world counterpart, but it also has the support of the real world Porter Airlines. The keyword at vPorter is respect for each other during, on and off the on-line experience. We strive to ensure our staff and pilots have the most enjoyable experience possible.

1.2 Outlook

vPorter strives to provide the best experience possible for its pilots and staff. We are constantly making improvements to our website, communication methods, fleet, resources, and more. As Porter Airlines grows, vPorter will continue to grow in fleet size, pilot base, and destinations served!

2.0 Purpose

The vPorter Standard Operating Procedures Manual has been created to provide pilots and staff with necessary guidance and reference tools to operate successfully and effectively. We are an operated Virtual Airline. Our purpose is to provide entertainment for the voluntary members of the airline and simulate the procedures of Porter Airlines Inc. The contents of this document are the responsibility of the Vice President of Operations and if that position is vacant then the responsibility will fall to the Chief Executive Officer. All references to vPorter, Virtual Porter Airlines and vporter are directly related to vPorter Airlines. **All employees are required to review this manual.**

3.0 Legal

vPorter has gone through all the appropriate legal channels to ensure compliance with both local and federal laws. vPorter has received approval from Porter Airlines Inc. to operate as the real world virtual counterpart.

3.1 Real World Affiliation and Copyrights

vPorter Airlines is not the official virtual airline of Porter Airlines Inc. However, Porter Airlines Inc. is assisting us in our desire to create and run vPorter. vPorter has permission to use Porter's copyrighted logo for the creation of the virtual airline and associated website. Porter Airlines Inc. retains the right to revoke the use of their material at anytime, without cause.

Some material on vPorter's website remains the rightful property of Porter Airlines Inc. and any material that is Porter's, is used with permission.

Any screenshots used on the vPorter website remain as the copyright property of the original contributors.

3.2 Revisions

vPorter retains the right to modify these policies and procedures at any time without notification. In most cases, revisions will be posted in the NOTAM section of the vPorter Forum. It is the pilot's responsibility to review these policies and procedures from time to time, in order to remain current.

4.0 Communications

vPorter uses several forms of communication through dedicated forums, online pilot clients, and voice servers.

4.1 Forum Regulations

4.1.1 Forum Registration

All pilots are required to register on the Virtual Porter Forum. vPorter encourages user names to be formatted as First-Name Last-Name. Example: 'John Smith'
If a user name is not in the above format, the user is required to place their full name in their signature.

4.1.2 Disciplinary Actions

All users on the forum that do not conform to the guidelines outlined in section 4.1.1 will be dealt with in the following 4 step format:

- 1) A notification will be sent via private message informing the user of the issue
- 2) A suspension will be put in place if the issue is not rectified by the user
- 3) If the issue is not resolved, the user's account will be deleted
- 4) If further issues arise, the user will be banned from the forums

4.2 Communication Guidelines

The user agrees to use our forum only to send and receive messages/materials that are proper and related to the particular forum. The user shall not:

- Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights of others.
- Publish, post, speak, distribute or disseminate any defamatory, infringing, obscene, indecent or unlawful material or information.
- Upload files that contain software or other material protected by intellectual property laws unless the User owns or controls the rights thereto or has received all necessary consents.
- Flaming will not be tolerated.

5.0 Pre-Employment Mandates

Before a new pilot is considered for employment with Virtual Porter, a few things are required to ensure your career is successful and rewarding.

5.1. Prerequisites for Virtual Employment

5.1.1 Network Requirements

To become a member of vPorter, it is important you understand our goals and our philosophy. Pilots that will be conducting flights on VATSIM or IVAO are required to provide us with a valid ID for that network. Pilots flying on the online networks must agree to, and adhere to the terms of the network's Code of Regulations, the network's User Agreement and the network's Code of Conduct. Failure to do so may result in the user's virtual employment being terminated.

5.1.2 Age Requirements

vPorter is a proud supporter of Children's Online Privacy Protection and we will do everything we can to protect children under the age of 13. As a result, any person that would like to join vPorter must be over the age of 13. Any person that is under the age of 13 and wishes to join vPorter must first notify POE011 before the application process may begin. The COPPA regulations may be found at <http://www.coppa.org>.

5.2 Hour Transfer

5.2.1 Transfer of Accumulated Hours

Transfer of hours will be done at the discretion of POE002, Vice President of Operations. Transfer of hours must be requested via email and should include a valid link to verify hours. Hours can be verified via VATSIM records or previous VA websites. The Virtual Airline will not accept any hours that are not on any de Havilland multi engine prop aircraft. vPorter Airlines is here to simulate Q400's, not 747's.

5.2.2 Maximum Transfer of Hours

vPorter will only allow a maximum of thirty hours to be transferred from another virtual airline. The hours will be shown in the pilot logbook but will not be counted towards the pilot's overall vPorter hours.

6.0 Employment Mandates

A few things are required of you upon your application approval.

6.1 Hour Requirements

vPorter pilots are required to file at least one Pilot Report (Pirep) every month. Pireps can be submitted through a variety of different formats. The most common is through vPorter's [Pirep](#) page. Pilots may also choose to fly with clients that automatically file Pireps. vPorter must support these clients in order for us to consider those flights as "Pireps."

A status of "inactive" will commence one calendar month following the date of the last flight if a pilot does not submit a Pirep. If a pilot is deemed inactive for 1 month, he/she will be notified that their account is in jeopardy. After 2 months of inactivity, the pilot's account will be removed.

6.2 The First Flight

All vPorter pilots are required to fly one flight within 14 days of receiving their e-mail notifying them of their acceptance to the virtual airline. Failure to do so will result in termination.

6.3 Manual Pirep System

Pilots filing Pireps will complete all fields to the best of their ability. Any misleading or incorrect information in a manually filed Pirep will void the Pirep. Approval of manually filed Pireps will take longer since vPorter team members must closely examine each Pirep. For this reason we highly recommend vPorterACARS.

6.4 Leave of Absence

If a pilot requests to go on a Leave of Absence (LOA), the pilot must contact Human Resources at poe011@flyvporter.org and request the leave. All LOA requests must include the time at which the LOA will begin and the approximate time at which it will end along with a reason for the LOA. If the pilot wishes, they may have the 'reason' undisclosed, and he/she can state "other" as a legitimate reason.

A member's status during a LOA will be designated as Leave of Absence and will appear as LOA on the pilot roster.

A maximum time of 3 months may be taken for a LOA.

6.5 E-mail

vPorter pilots are required to maintain an active e-mail where they may be contacted. vPorter pilots and staff are also required to notify staff as soon as their e-mail changes.

7.0 Rank Structure

The rank structure at vPorter is based on vPorter hours and transferred hours. Half of the transferred hours may be counted towards a pilot's rank and all vPorter hours count towards a pilot's rank. The following table outlines the hour requirements for the ranks:

Hours	Rank
0-2.9	Trainee
3-9.9	Second Officer
10-24.9	First Officer
25-74.9	Captain
75+*	Senior Captain

*The rank of Senior Captain may be awarded before 75 hours by any executive.

8.0 Supported Software

It is essential to know what type of software vPorter supports. We are always making improvements to the software we use and you will find these updates here in this section.

8.1 Mandatory Software

8.1.1 Microsoft Flight Simulator

All pilots are required to either utilize Microsoft Simulator (Version 2000 and above) or X-Plane. Please note that most of our pilots use Microsoft Flight Simulator and as a result, vPorter does not have a stable aircraft for X-Plane.

8.2 Pilot Network Client Software

vPorter supports the use of FSInn and Squawkbox. Documentation on the use of their software can be found on their respective websites.

8.3 Automatic Pilot Report Software

8.3.1 FS Passengers

vPorter also supports the use of FS Passengers. FS Passengers will create a file which the pilot should e-mail to info@flyvporter.org for Pirep filing.

8.3.2 vPorterACARS

vPorterACARS is a unique and revolutionary ACARS program unique to vPorter Airlines. The ACARS system will recognize assigned flights, track your flight while online and will automatically file a PIREP with the required information. Although the ACARS is not mandatory, it is highly recommended.

9.0 Flights

You will find information regarding available flights in this section.

9.1 Scheduled

vPorter supports the schedule of Porter Airlines Inc. in an attempt to simulate their procedures as closely as possible. We encourage all pilots to fly according to the schedule, at their appropriate time slots and under the appropriate call sign.

9.2 Unscheduled

vPorter understands that you may wish to do a flight other than those listed in the schedule. Therefore, if you choose to do an unscheduled flight, please make it clear by placing "Charter Flight" in the remarks section while filing a Pirep.

Section 10.0 Privacy

vPorter collects information about our pilots through a number of resources. Mainly, the information the pilots give to us, the information we collect on our forums and the information available on the Vatsim network. Any information a pilot discloses to vPorter will not be shared with anyone that is not a Team Member of vPorter.

Cookies, and other means of personal unique identification, will be used during the registration process, but the personal data will be kept strictly confidential and used only to identify the user to the registration system. A cookie is a piece of data stored on the user's hard drive containing information about the user. These cookies are used to track a user through our site and for network security.

We may use IP addresses to analyse trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are linked to personally identifiable information for the purposes of network security.

vPorter's website does contain links to external websites. vPorter is not responsible for the privacy practices of other websites.

While vPorter takes every precaution to protect our users' information, we do not take responsibility if such information is fraudulently or illegally obtained. When users submit sensitive information via the Website or forums, we make every effort to ensure that your information is protected.

Members of vPorter may not always receive notifications regarding the alteration of our Privacy Policy. We encourage all members to check back periodically to keep up to date on our policies and operating procedures.

Any questions regarding our Privacy Policy may be directed to our Chief Executive Officer at po01@flyvporter.org or Chief Operations Officer at po02@flyvporter.org.