



Walker Air Transport Operations Manual

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Letter from the Founder & CEO

Hello, Pilots.

I want to take a moment to thank all of you for joining *Walker Air Transport* and embarking on this journey. My life in flight simulation started around 1998 when *Flight Simulator 98* hit the market, followed by the addition of home-quality (they were OK) flight yokes/throttles, etc. to my setup. Shortly after that, VATSIM was founded and it completely changed the experience. As I grew up, moved around, joined the Army and went to college, I slowly left behind the simulation world and took on other hobbies, though I never gave up my passion and love for flying. I left the U.S. Army in 2006 after serving multiple tours in Iraq, went to college and started my professional career in IT.

In 2012, I began working on my private Pilot license at Genesis Flight Academy in Georgetown, Texas. It was an incredibly amazing experience and confirmed simulator practice does truly help you learn. I built up about 20 hours of flight time before I was asked to relocate to Pennsylvania for work. It was a difficult decision to make, but I ended my training and moved to start a new chapter in my life. This experience furthered my career, introduced me to my wife and brought me to Florida. My wife and I live at the beach with our 2 dogs (and a cat). As life settled down, though, I began getting back into flight simulators and building my home setup. I looked into local flight schools and took a few flights to see if I still had it in me, which I did. I have a 5-year plan that involves finishing my private license and starting on the other licenses required. My goal is to continue in IT and do this – teaching and discovery flights – on the side. It will be a slow roll, but in the end, I want it to be my retirement plan – my escape from corporate America. I'd be content just flying puddle jumpers to the Keys or Bahamas from here (and I'm in the perfect place here in Florida for it.).

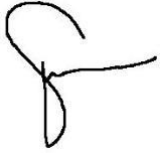
So, how did *Walker Air Transport* come to be?

Walker is my last name, and let's be honest – I love my career and what I do. However, if I could've done it differently, I would likely have started my own private airline (even if it was only a couple of C172s). And that's why I created *Walker Air Transport*. I began by creating liveries for my company. They were well-received on social media, frequently prompting questions about how they could be acquired. That got me thinking about how I could build a community with purpose. I didn't want to just upload my liveries to a site and let folks download them – I wanted to bring people into a community and give them a platform to fly together as *Walker Air Transport*.

In 2019, I decided to build a virtual airline named *Walker Air Transport* and accepted it would be a challenge – a challenge because very few virtual airlines not based on a real-world counterpart succeed. However, I wasn't letting that stop me! I began coding the platform and adding on to what was required; scheduled system, cargo system and charter system. A dedicated group of founders helped me guide the platform in the direction that would enable every Pilot to enjoy it. Features were implemented taking the difficult business of running a virtual airline and automating them. *Walker Air Transport* was created with the Pilot in mind. At the end of the day, by offering great features and functional flexibility, you can truly enjoy it and have fun!

As you read this *Operations Manual*, I'd like you to reflect on our mission and values and think about the impact you make. If you ever have a question or a need, my door is always open.

Thank you and happy flying!

A handwritten signature in black ink, appearing to be 'S Walker', with a stylized flourish extending to the right.

Storm Walker
Founder & CEO

INTRODUCTION

Purpose

The *Operations Manual* provides guidance for all Pilots and staff of *Walker Air Transport*. It details how the virtual airline operates in all respects, with the exception of specific company flight manuals, which are published independently and may contain more restrictive operations.

Scope

The *Operations Manual* is approved by the Founder and Chief Executive Officer (CEO). All Pilots and staff are required to carry out operations in accordance with the regulations set forth. All those who register and join the virtual airline accept the regulations in this *Operations Manual* and agree to abide by them. If a Pilot or staff member fails to comply with the regulations set forth herein, they may be dismissed from the company.

If a Pilot does not agree with any item within this *Operations Manual*, they may contact the administration staff at help@walkerair.us.

Mission and Values

Walker Air Transport's mission is to create a community fostering family and providing a realistic virtual airline experience in a responsible and respectful manner. We promote flight simulation and virtual airline communities in order to bring awareness and share support for all. In doing so, we have high standards and require our Pilots to meet the tenants of our *Code of Conduct*.

Our Values:

Service to All	Reverence	Integrity	Dedication
Bring people together.	Respect and have compassion for the dignity and diversity of life.	Inspire trust through personal leadership.	Affirm the values of our organization and the joy of our passion.

GENERAL POLICIES

Age Requirement

To join *Walker Air Transport*, Pilots must be **at least 14-years old**. Those aged 14-18 will also require permission from a parent or legal guardian. By applying to join the company, the applicant affirms this permission has been granted.

Art Assets

The *Walker Air Transport* logo and avatar are copyrighted by Storm Walker. They are **not** to be modified in any way. Their use by company Pilots is governed by the following requirements.

- Pilots are free to use the logo and avatar for their personal use as long as they are;
 - An active Pilot of *Walker Air Transport*, and/or,
 - Using it to advertise and/or promote *Walker Air Transport* in a manner consistent with the company's *Mission and Values* and *Code of Conduct*.
- If a Pilot is removed from *Walker Air Transport*, either by dismissal or their request, all assets incorporating the *Walker Air Transport* logo and/or avatar are to be removed from the Pilot's computer system.

Aircraft developers maintain the copyright(s) of the base textures upon which the *Walker Air Transport* logo and avatar are placed.

Code of Conduct

Being a *Walker Air Transport* Pilot is more than just flying and logging hours – it's how you connect and interact with the community and the image you portray with us. We have a lot of pride in our organization and do our best to ensure the community sees us as a professional and respectable virtual airline. In order to ensure that, *Walker Air Transport's* Executive Team has created and implemented this *Code of Conduct* – and each item it contains is taken very seriously.

If any member of the organization violates any tenant of this *Code*, they'll be relieved of their duty – immediately *and* indefinitely.

- Pilots will not engage in offensive language to another or the community;
- Pilots will not advertise another virtual airline (unless authorized by the Executive Team);
- Pilots will not reference, provide or link to sites or locations holding/hosting illegal software;
- Pilots will not post pornographic links or material;
- Pilots will not discuss religion or politics in a community forum;
- Pilots will maintain professionalism at all times and treat others with courtesy and respect; and,
- Pilots will exercise good manners and judgment at all times when using online networks under the *Walker Air Transport* name.

If you can't accept the tenants of this *Code of Conduct*, contact help@walkerair.us.

Piracy

Walker Air Transport does not condone nor allow the use of pirated software. If you're known to be using pirated software or discussing its use in our *Discord* or Social Media, you'll be terminated from the virtual airline.

Privacy Policy

Walker Air Transport's Privacy Policy can be found in [CrewOps](#).

NOTE: *This link will only work for Walker Air Transport staff and crew.*

ADMINISTRATION POLICIES

Requirements

1. You must meet the minimum age requirement;
2. You must own a licensed copy of X-Plane, Microsoft Flight Simulator X or Prepar3D;
3. You must have an active email account you can access on a regular basis;
4. You agree to be bound by the regulations in this manual and policies that may be distributed separately; and,
5. You must complete *at least* one (1) flight per calendar month.

Transfer of Hours

Walker Air Transport doesn't set restrictions on aircraft types by Pilot rank; therefore, we do not transfer hours from another Virtual Airline or VATSIM.

All Pilots begin their careers with *Walker Air Transport* at 0 hours of flight time.

Rehire

Due to legal requirements, *Walker Air Transport* doesn't remove Pilot records.

- If you were retired for failing to complete one (1) flight per month – or by personal request – you may be rehired. Your statistics will be restored to the values they were at the time you were retired.
- If you were dismissed from the airline by administrative action, you are **not** eligible for rehire under any conditions or circumstances.

Hub Assignments

You selected your Hub assignment when you applied. If you wish to transfer, send a change request to help@walkerair.us or post your request to the #support channel on Discord.

90-Day Retirement

A Pilot will be retired if they do not complete *at least* one (1) flight every 90 days.

NOTE: See the [Pilot Flight Requirements | Pilot Status](#) section for more details.

Termination

Pilots can be terminated for failing to adhere to:

- *Walker Air Transport's Code of Conduct*;
- Regulations in the *Operations Manual*; or,
- Policies distributed separately.

If you think you were unjustly terminated, contact help@walkerair.us.

OPERATIONS

Pilot Ranks

Walker Air Transport uses a combination of required hours and points to determine and award rank. You can read more about our point system in [CrewOps](#).

NOTE: This link will only work for Walker Air Transport staff and crew.

In summary:

Rank Title	Minimum		Pay Rate (Hourly)
	Hours	Points	
Flight Student	0	0	\$ 68.00
First Officer	25	250	\$ 93.00
Senior First Officer	75	750	\$128.00
Captain	150	1,500	\$173.00
Flight Captain	300	3,000	\$223.00
Senior Flight Captain	500	5,000	\$288.00
Instructor	1,000	10,000	\$373.00
Chief Pilot	5,000	50,000	\$498.00

Pilot Flight Requirements | Pilot Status

Every Walker Air Transport Pilot maintains a status based on the frequency of their flight activity.

Status	Description
Active	At least one (1) completed flight/PIREP in the past thirty (30) days
On Leave	No completed flight/PIREP in the past thirty (30)
Retired	No completed flight/PIREP in the past ninety (90) days

NOTE: A New Hire/Flight Student must complete their first flight within fourteen (14) days after receiving their Acceptance Email.

Flight Classification

A completed flight is classified as being **Accepted**, **Rejected** or **Emergency**.

NOTE 1: A flight is classified as being Completed when it was, (1), flown from a departure airport to an arrival airport, and (2), documented by smartCARS.

NOTE 2: The Company's Landing Rate Standard is -600fpm to 500fpm.

Accepted	Rejected	Emergency
The Company's Landing Rate Standard was achieved. All Points, Flight Hours and Pay are awarded. The PIREP is posted to the Pilot's Logbook as being Completed Accepted .	The Company's Landing Rate Standard was not achieved. No Points, Flight Hours or Pay are awarded. The PIREP is posted to the Pilot's Logbook as being Completed Rejected .	No Points or Flight Hours are awarded. Pay is awarded. The PIREP is posted to the Pilot's Logbook as being Completed Emergency .

Flight Logs

You will only receive credit for a completed flight by using our [smartCARS system](#).

NOTE: This link will only work for Walker Air Transport staff and crew.

Departure and Arrival Times

Scheduled flight times shown in CrewOps are displayed in UTC. This is simulator time, not real-world time. While not mandated, Pilots are encouraged to fly those scheduled times within the simulator. In summary – if a flight departs at 1600 UTC, you do **not** have to fly it at the real-world time of 1600 UTC.

Diversions, Emergencies and SIM Crashes

Diversions and Emergencies

If you experience an in-flight emergency, treat it as a real life experience.

If You Divert To:	Here's What Happens If You:	
	Stop smartCARS	Do Not Stop smartCARS
Another Airfield	Your flight will be classified as Emergency . Starting point for the next flight: <ul style="list-style-type: none"> • <i>Cargo and Scheduled</i> flights: The departure airport. • <i>Charter</i> flights: Pilot discretion. 	Settle what needs to be done, restart the SIM and continue to your planned arrival airport. smartCARS will reacquire your simulator and continue pushing data to our system. Based upon your landing rate, the flight will be classified as either Accepted or Rejected . Starting point for the next flight: <ul style="list-style-type: none"> • <i>Cargo and Scheduled</i> flights: The arrival airport. • <i>Charter</i> flights: Pilot discretion.

If You Divert To:	Here's What Happens:	
	If You Stop smartCARS	If You Do Not Stop smartCARS
Your Departure Airport	Your flight will be classified as Emergency . Starting point for the next flight: <ul style="list-style-type: none"> • <i>Cargo and Scheduled</i> flights: The departure airport. • <i>Charter</i> flights: Pilot discretion. 	Settle what needs to be done, restart the SIM and continue to your planned arrival airport. smartCARS will reacquire your simulator and continue pushing data to our system. Based upon your landing rate, the flight will be classified as either Accepted or Rejected . Starting point for the next flight: <ul style="list-style-type: none"> • <i>Cargo and Scheduled</i> flights: The arrival airport. • <i>Charter</i> flights: Pilot discretion.

Once you arrive at your final destination and land, take a moment to review the smartCARS log to ensure its entries look normal.

- If the entries look normal, submit the PIREP, and, as noted above, if your landing has not exceeded the Company's Landing Rate Standard, it'll be approved.
- If the entries don't look normal (i.e. entries appear to be out of sequence or in error), click Cancel.

Afterwards, if you review the PIREP and flight tracker map, you'll see where you landed at the interim airport and subsequently continued to your final destination.

If you experience difficulties with this process – or smartCARS – contact help@walkerair.us.

SIM Crashes

If Flight Operations determines entries in a Flight Log file are improperly sequenced as a result of a SIM crash, the PIREP will be removed from the Pilot's Logbook.

Aircraft Substitutions

Our flight modules are built in a way substituting aircraft isn't necessary. Therefore, we don't accept substitutions. If a PIREP has a different aircraft than what was initially selected, it will be rejected.

Virtual Money

When you complete a flight and it's accepted, you're awarded virtual money. The amount you make per hour depends on the Pilot rank you hold. The money is used for jump seat tickets when you wish to move from one location to another for Cargo and Scheduled flights.

NOTE: *Any virtual money earned in the virtual airline has no real world value – and it can't be redeemed, exchanged or otherwise used as such.*

VATSIM, PilotEdge and IVAO

Walker Air Transport doesn't require its Pilots to fly online, though it's strongly encouraged. To assist you in doing so, we've partnered with VATSIM, PilotEdge and IVAO. Whenever flying online, enter the following information in the remarks section of your pre-file.

CALLSIGN = WALKER // VISIT US AT [HTTPS://WALKERAIR.US](https://walkerair.us)

Your Callsign will always be your *Walker Air Transport* Pilot ID.

EXAMPLE: *If your assigned Pilot ID is WAT105, then you will file your callsign as 'WAT105' and use that for radio calls.*

Version History

Version	Date of Change	Changes Made	By
1.0	01/20/2020	Initial	Storm W.
1.1	04/08/2020	Verbiage updates; Formatting revisions; Visual tweaks	Bill H.
1.2	04/11/2020	Hyperlinks updated	Bill H.
1.3	5/13/2020	Updated <i>Diversions, Emergencies and SIM Crashes</i> section	Bill H.
1.4	5/17/2020	Miscellaneous verbiage updates and revisions; Added <i>Pilot Flight Requirements / Flight Status</i> section; Refreshed visuals	Bill H.
1.5	5/18/2020	<i>SIM Crashes</i> section updated	Bill H.
1.6	6/9/2020	<i>Updated Pilot Ranks; Added 'No Mods' language to Art Assets</i> section	Bill H.
1.7	6/9/2020	<i>Pilot Ranks reverted to previous types</i>	Bill H.
1.8	6/19/2020	Revisions to <i>Flight Classification</i> and <i>Diversions, Emergencies and Sim Crashes</i> sections; Deleted <i>Charter</i> reference in the Table of Contents	Bill H.