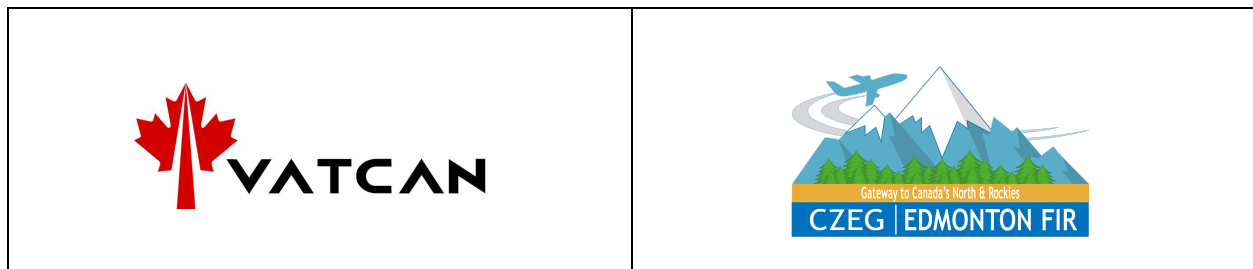


In case of a disagreement/ discrepancies, VATCAN and VATSIM Policies, and VATSIM Rules, Regulations and Code of Conduct have precedence over this SOP.



Edmonton CZEG SOP	Edmonton ACC (CZEG)	
Effective Date	August 1 2017	
Description	CYEG - Edmonton FIR - Standard Operating Procedure, CZEG-FIR-SOP-VER- 2.2_05_08_19	
Replaces Standard Operating Procedure - CZEG-FIR-SOP-VER- 2.1_01_24_19		

Revision Listing As Follows			
DATE	REVISION BY	VER	NOTES
Aug 1, 2017	Gustavo A.	Ver 1.9	Initial Document Creation
Feb 1, 2019	Owen Kane	Ver 2.0	Format Changes and Modifications
Feb 24, 2019	Owen Kane	Ver 2.1	Added New Section 2 - General Procedures and Requirements Added New Section 3 -FIR Staff Positions and Responsibilities New Table - CZEG Online Time and Event Guidelines By Vatsim Rating New Table - CZEG Rating Promotion Guidelines and Timelines Minor Format Changes and Modifications
May 8, 2019	Owen Kane	Ver 2.2	Revised Section 2 subsection 2.1 added information concerning restricted event only positions for Enroute and Calgary Controllers. Revised Section 6.1 and 6.2 Scope Of work Revised - Section 6.2 further clarifying SOLO Certifications Added New Section 2.7 - SOP Understandings Added New Section 2.8 - OnLine Behavior

SECTION 1 - INTRODUCTION , OVERVIEW AND MISSION STATEMENT

This operating procedure pretends to provide a clear baseline for the continued and sustainable operation and governance of the CZEG FIR.

The Virtual Edmonton Flight Information Region (CZEG FIR) mission is to provide simulated Air Traffic Control (ATC) services in a courteous and professional manner, while keeping a reasonable balance between real life ATC and ATC services within the simulated environment facilitated by VATSIM, and promoting a welcoming learning environment where all VATSIM members (pilots and controllers) can learn, practice and improve their skills.

By the practice of our mission statement, the Vision of the CZEG FIR is to build and consolidate our reputation within the network and play an active role in the continuous improvement of the services provided by air traffic controllers within the VATSIM network, with special emphasis on CZEG and VATCAN.

SECTION 2 - GENERAL REQUIREMENTS AND PROCEDURES

Section 2.1 Signing On Procedure - Always check in on both Teamspeak and as an Observer before signing on an active position. Get a proper briefing both from controllers above and below before switching callsign to an active position. Do not rely on VatSpy or similar traffic tools to determine if a position is active as they have a delayed feed and often do not update properly. Stay on Teamspeak while on an active position. We have dedicated controlling voice rooms if the lobby is not appropriate.

Announce on the ATC channel when you sign on only if there are active controllers in other FIRs' or ARTCCs that border on your facility. Minimum connection time for any position at CZEG is one hour continuous.

Restricted Airport Positions exist at some CZEG Airports and for EnrouteControllers. These positions are as follows:

Enroute Positions CZEG_1_FSS, CZEG_2_FSS, CZEG_3_FSS, and CZEG_4_FSS are only used for events with FIR Chief Approvals. *(Added May 8, 2019)*

CYYC Calgary Split Operation Positions CYYC_W_GND, CYYC_E_GND, CYYC_W_TWR, CYYC_E_TWR, CYYC_W_DEP, CYYC_DEP, CYYC_W_APP and CYYC_E_APP are only used for events with FIR Chief Approvals. *(Added May 8, 2019)*

Section 12 - In case of a disagreement or a discrepancy with the SOP. VATCAN policy or the VATSIM COR & COC shall take precedence.

Section 2.2. Shift Change Briefings - Prior to soliciting briefings from controllers above and below you, check the current ATIS to determine the current runway configuration at the airport that you will control and the current ATIS letter. If you are taking over ATIS, use the next letter in the alphabet when setting up the ATIS. In the briefing itself, discuss the status of any aircraft that will be under your control including any amendments or non-standard items.

When taking over the same position (e.g. Centre), log in with a number in the callsign. A Centre controller relieving another will log in with the callsign CZEG_1_CTR and use the same primary frequency. As the new controller is briefed on every aircraft that will fall under his control, do a manual transfer in the radar client.

Section 2.3 - Signing Off Procedure - Before signing off, check on Teamspeak whether there is a controller that is interested in the position. If no controller will take over the position, inform each aircraft individually that you are signing off.

Announce on the ATC channel 10 minutes prior to when you sign off if there are active controllers in other FIRs or ARTCCs that border on your facility.

Section 2.4 Real-World Procedures - For the purposes of providing the best available services to our global community of pilots, the following rules apply:

- **VFR flights under IMC conditions** - Every pilot has the ability to set "Clear Skies" in their simulator hence we cannot close an airport due to bad weather. Advise pilots of the weather conditions but do not deny services.
- **Simulation of tower closures during night time** - Since VATSIM is a global environment where both pilots and controllers are on different time zones, we will never close ground or tower just to follow real-world procedures.
- **Runway assignments** - We should attempt to accommodate requests to depart from a non-standard runway. This is always traffic permitting. Advise the pilot of any anticipated delays, for example: "Runway 13 for departure, expect a 20 minute delay for arriving/ departing traffic".
- **NOTAMs** - Any real-world NOTAMs can be supported at the controller's discretion and pilot's acceptance.

Section 2.5 Minimum Participation Requirements - CZEG FIR is a group of like minded aviation enthusiasts. While participation is completely voluntary the FIR relies on it's controllers and staff to participate online and during events to further the reputation of the FIR within the VATSIM/VATCAN organizations. There are however minimum monthly online hours and attendance at FIR sponsored events that controllers are required to maintain in order to remain as active members of the FIR. These requirements are detailed in section 4.3 of this document.

From time to time special events which are announced well in advance, such as cross the pond, the VATCAN yearly event or a special FIR event are considered all hands on. Participation in these particular events is mandatory for all active CZEG controllers. The

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FIR Chief at his/her discretion may in certain circumstances issue a waiver for attendance by an individual controller.

Section 2.6 Controller Ratings Promotions - Section 5.3 of the SOP details the requirements controllers must meet in order to progress through controller ratings (S1 through C1). The participation and enthusiasm of individual controllers within the FIR is paramount and will factor heavily as a key element in the promotion of individual controllers to higher ratings such as an approach or enroute controller.

Section 2.7 The SOP - Once you are accepted as a member of the CZEG Flight Information Region you are required to pass the CZEG SOP exam. The exam is your acknowledgement that you read, understand and agree to comply with the rules and procedures as outlined in the SOP. The SOP is not to be taken lightly and it is up to all FIR staff to ensure members are in compliance.

Failure to comply with the SOP may result in loss of CZEG controlling privileges .

Section 2.8 Online Behaviour -As a member of the CZEG FIR you represent the FIR and are expected to uphold and promote the FIR Mission Statement outlined in Section 1 above. As such you agree to learn and understand within reason the local regulations in the various VATSIM regions that you may be participating in as a visiting controller or flying into or through as a Vatsim pilot. In other words respect other regions as you would expect controllers and pilots to respect the local regulations within the CZEG FIR.

SECTION 3 - STAFF POSITIONS AND RESPONSIBILITIES

The following staff positions are available at the CZEG - Edmonton FIR. Participation as a staff member is voluntary and qualified controllers all are welcome to apply for any open position. All new staff members are subject to an initial probation period of not less than 60 days. All applicants for a staff position at CZEG must meet the rating criteria and must have a clean VATSIM record (no minor infractions in the last 6 months and no major infractions in the last 24 months).

CZEG Edmonton FIR Staff Position - Reports and Responsibilities			
Staff Position	Reports	M/Rating	Responsibilities
FIR Chief (FC) VATCAN 14 (VC14)	VC1	C1	Responsible for day-to day operations of the FIR. In the absence of a Chief Instructor the Chief is primarily responsible for all ATC training in the FIR. Appointed by the VATCAN Division Director (VC1). Sits as a member and represents the interests of the CZEG on the VATCAN Executive Committee.
Deputy Chief (DC)	FC VC1	C1	Assists the FIR Chief in all matters related to the day-to-day operations of the FIR. Primarily responsible for roster and visiting controller supervision. Appointed by the FC and VC1. Takes Over For FC During FC Absence as Acting FIR Chief.
Chief Instructor (CI)	FC VC3	I1	Primarily responsible for all training, instructor/student matchups, exam assignments and promotions in the FIR. Jointly appointed by the FC and VATCAN Training Director (VC3). Interfaces directly with VC3 on CZEG and VATCAN training procedures and phraseology..
Instructor(FI)	CI	C1	Assists the Chief Instructor with all training. Jointly appointed by the FC, CI and VC3.
Mentors (FM)	CI	S2	Assists the Instructors with all training. Recommends students for position endorsements and exams. Can only train at positions lower than his/her rating (i.e. Mentors with S3 rating can teach Delivery, Ground and Tower). Jointly appointed by the FC and CI.
Facility Engineer (FE)	FC	S2	Keeps all radar client sector files current. Monitors changes in the real-world procedures and notifies the FIR of updates. Appointed by the FC.
Event Manager (EV)	FC, DC	S2	Organizes all events in the FIR. Liaisons with Virtual Airlines and neighbouring ARTCCs/FIRs. Responsible for maintenance of event sign-up pages, website graphic, write-ups and supervising events. Interfaces with Webmaster and is responsible for all Social Media, FB, Twitter, Web Notams. Works under the guidance of and is appointed by the FC.
Webmaster (WM)	FC	S2	Processes all new user registrations on the website and forum within 12 hours of receipt. Ensures all updates to the website are promptly posted. Works under the guidance of and is appointed by the FC to enhance and maintain the website.

SECTION 4 - MEMBERSHIP

A member of VATCAN that requested to be assigned or transferred to the CZEG FIR, and the transfer having been accepted by the FIR Chief, becomes a member of CZEG FIR and is therefore included in the Roster.

Controllers included in the CZEG FIR Roster are the only controllers authorized to logon at CZEG controller positions and only for those positions for which they are certified.

Section 4.1 Roster Coding/ Certifications - The following coding/ certifications indicate the Controllers' status for each position:

ROSTER STATUS	CODE	DESCRIPTION
Cleared	Y	Controller cleared for a given position.
Not Cleared	X	Active controller not cleared for a given position.
In Training	T	Active controller actively training with a CZEG FIR authorized instructor or Mentor.
Re-Training required	RT	Active controllers that don't meet the minimum quality requirements for controlling within the CZEG FIR. An authorized CZEG FIR instructor must provide the controller a refresher session, and recommend the coding change back to Cleared If deemed acceptable.
FIR Certification Required	RC	Recent controller transfers into CZEG FIR while an authorized CZEG FIR instructor performs an assessment of his/ her controller knowledge and experience. Upon performing the assessment (something similar to an OTS at the FIR level), the Instructor will recommend to the FIR Chief Instructor the position(s) the recently transferred controller is capable of controlling to meet the CZEG FIR quality standards.
SOLO Certification	S	Active controller not fully certified for a given position and is authorized by a CZEG Instructor to control at the position for a period of time as indicated in the restrictions section of the roster.

Section 12 - In case of a disagreement or a discrepancy with the SOP. VATCAN policy or the VATSIM COR & COC shall take precedence.

Section 4.2 - Membership Status - Members of the CZEG FIR are categorized as Active, Inactive, Visitor, and Student, as follows:

MemberShip Status	
Member Status	Description
Active	A member of the CZEG FIR is considered an Active Controller if he/ she have logged the minimum requirements as per 4.3 below for hours and events for his/her rating.
Inactive	A member of the CZEG FIR is considered an Inactive Controller if he/ she have not complied with 4.3 below.
LOA	A member of the CZEG FIR is may apply in writing to the FIR Chief or his designate for a leave of Absence. Controller must have complied with section 4.3 below within 30 days of the LOA request. Controller will be maintain a status of inactive throughout the LOA period.
Visitor	A controller who is a regular and active member of another FIR/ ARTCC can apply to become a Visitor controller in the CZEG FIR. A Visiting controller is considered an Active Visiting Controller if he/ she has complied with section 4.3 below

Section 4.3 Online and Event Requirements by Rating - Minimum online hour requirements and event attendance requirements. These may be waived by CZEG FIR Chief on an as need basis. Members on Staff are expected to exceed the minimum hour requirement for their rating and to attend as many FIR events as possible.

Controller Online and Event Requirements By Rating			
Rating	Hrs Per Month	FIR Events	Notes
Student 1 (S1)	2	1 Per Quarter	4 Events Per Year
Student 2 (S2)	4	1 Per Quarter	4 Events Per Year
Student 3 (S3)	6	Bi Monthly	6 Events Per Year
Controller (C1)	6	Bi Monthly	6 Events Per Year
Controller (C3)	2	Semi Annual	2 Events Per Year
Instructor (I1)	6	Bi Monthly	6 Events Per Year
Instructor (I3)	2	Semi Annual	2 Events Per Year
Visiting Controller	1	1 Per Year	1 Per Year

Section 4.4 - Visitor Application Process

Message to FIR Chief: A message with the intent to become a CZEG FIR visiting controller must be submitted through the Contact Form in the CZEG FIR website. The message must include the following information,

- VATSIM member number
- Home FIR/ ARTCC
- Current controller rating
- Date current rating granted
- Total hours logged in at the current rating
- Reason/ motivation to become a CZEG FIR visitor controller

Review of application: Upon receiving the application, the CZEG FIR will perform a review and assessment of the applicant's experience and history within VATCAN/ VATSIM. References from the applicant's home FIR/ ARTCC Chief and Chief Instructor may be sought in efforts to properly assess the potential contribution and positive effect to the CZEG FIR by accepting the applicant as a Visitor member.

Once the review and assessment is completed, the CZEG FIR will respond to the applicant indicating the outcome.

Accepted applications: Accepted applicants will be assigned the CZEG FIR SOP Exam. The pass mark for this exam is 80%. Upon passing the exam, the applicant will be assigned the Visitor Member status within the CZEG FIR and added to the Roster.

If the exam is failed, it will be reassigned 3 days after the first attempt. There is no restriction on the number of times the exam can be challenged.

The newly accepted Visitor Controller will be required to undergo a CZEG FIR Certification as indicated in section 3.1 above, **FIR Certification Required (RC)** before controlling.

Visitor members are reminded that they are required to comply with VATSIM's Transfer and Visiting Controller Policy at all times. Non-compliance with VATSIM's Transfer and Visiting Controller Policy may lead to the CZEG FIR revoking the Visitor Member status from the member.

Rejected applications: Rejected applications can be resubmitted 90 days after being notified of the outcome of the previous application. There is no restriction on the number of times an application can be submitted.

SECTION 5 - QUALITY ASSURANCE

It is CZEG FIRs pride to count our members as some of the best, well trained, professional and courteous controllers of VATCAN. Keeping up with these high standards, it is important to have a proper quality assurance program. The goal is to encourage controllers to continuously improve their knowledge and ATC practices.

Any controller can be monitored at any time by an authorized CZEG FIR Instructor or Mentor, who may offer supportive suggestions or corrections in a timely manner or through a debriefing. This will always be done in a respectful manner. In the event that a controller is deemed to require a refresher or retraining session, the Chief Instructor may require the controller to undergo Re-Training, per section 3.1 above.

Section 5.1 - Ratings Promotions in CZEG FIR - The following guidelines are in place for promotion:

- For all promotions (S2, S3 and C1), the student must pass a VATCAN written test and Over The Shoulder (OTS) examination administered by a CZEG Instructor.
- Training on the next higher position can start immediately after a posted promotion.
- The FIR Chief or the Chief Instructor can waive these requirements in exceptional cases (example: a real-world Air Traffic Controller or Commercial Pilot).

Promotions In CZEG Edmonton Fir By VATSIM Rating								
Stage	Rating	Position	Requirement	Action	Wait Per	Min Req	Min (Stage)	Tot
1	(S1)	Candidate	Pass S1 & SOP	Accepted	0	NA		
2	(S1)	Delivery	FI or FM Endorsement	Certified	0	10 Hrs		10
3	(S1)	Ground	FI or FM Endorsement	Certified	0	10 Hrs	20 Hrs (2+3)	20
4	(S2)	Tower	Pass S2 Written Exam	Solo	30 Days	15 Hrs		35
5	(S2)	Tower	Pass S2 OTS	Certified	20 Days	15 Hrs	30 Hrs (4+5)	50
6	(S3)	App/Dep	Pass S3 Written Exam	Solo	60 Days	20 Hrs		70
7	(S3)	App/Dep	Pass S3 OTS	Certified	30 Days	30 Hrs	50 Hrs (6+7)	100
8	(C1)	Enroute	Pass C1 Written Exam	Solo	60 Days	30 Hrs		130
9	(C1)	Enroute	Pass C1 OTS	Certified	60 Days	50 Hrs	80 Hrs (8+9)	180
10	(C1)	FSS	FI & FC Endorsement	Solo	60 Days	10 Hrs		190
11	(C1)	FSS	FI Endorsement	Certified	60 Days	10 Hrs	20 Hrs (10+11)	200

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The following is an example of a controller attaining a S2 Certification using the the table in section 5.1.

- **Stage 4** - *An S1 controller must have attained a total of 20 hours controlling Delivery and ground before beginning training for a S2 Rating. The period of time between obtaining an S1 endorsement and writing the S2 written exam is 30 days and the S1 controller must have 15 hours training on tower with an instructor or mentor. Once the Written exam is passed the S1 Controller may operate on tower Solo.*
- **Stage 5** - *The S1 must wait a further 20 days and accumulate an additional 15 hours Solo as Tower Controller. Once achieved the S1 controller is eligible to take the S2 (Over The Shoulder) Exam. Upon passing the S1 Controller is certified to control at any tower in CZEG.*

Section 5.2 - Exams in CZEG FIR - The CZEG FIR follows and uses VATCAN examinations as a requirement before granting ratings. Should a member fail to pass VATCAN's examination (s), the member shall be ineligible to re-write the examination for a period of:

- in the case of a first failure: 4 days
- in the case of a second failure: 15 days
- in the case of a third, or subsequent failure: 20 days

Section 5.3 - Events and Substitute Controllers - For (and only during) official events and at the discretion of the FIR Chief, controllers having consolidated an S3 or C1 rating from other FIR/ ARTCC can be granted authorization to control within the CZEG FIR. Orientation to CZEG FIR airspace, policies and procedures is mandatory prior to the event.

Section 5.4 - Transfers From Other FIRs and ARTCCs - Members from other FIRs/ ARTCCs can transfer their membership to the CZEG FIR.

The transfer must be requested/ initiated by the interested controller by following his/ her home division's Transfer procedure.

Upon receiving the Transfer request, the CZEG FIR will follow the steps indicated in section 3.2 above as required.

CZEG FIR members transferring to another FIR/ ARTCC will automatically be assigned the Visitor Member status. Regardless of their progression in their new FIR/ ARTCC, these members will be required to continue the CZEG FIR training program if they wish to continue moving up at a higher rank within the CZEG FIR.

SECTION 6 - AUTHORIZED CONNECTIONS AND PRIORITY

Section 6.1 Authorized positions - CZEG FIR Members are authorized to connect at the positions for which they are certified and cleared for.

Connecting at any other position may only take place under the supervision of an authorized CZEG FIR Instructor or Mentor or after being assigned the Solo Certification for a given position.

Section 6.2 Solo Certification - A controller is cleared to control a given position Solo, after he/ she has received training and monitoring, and proved he/ she possesses the knowledge and sufficient practice to be in charge of that position alone (Solo).

The certification is only valid for the position the certification is issued for. It is the Sole responsibility of the Solo Certified Controller to ensure the certification is current and that the certification is shown on both the CZEG roster and the Vatcan Solo certification page. Controllers should refer discrepancies immediately to their respective instructors and refrain from logging on to the position until the discrepancy is resolved. *(Added May 8, 2019)*

This certification is valid for 30 days, to prepare the controller with the required practice to opt for an examination (i.e. OTS for S2, S3 and C1) or to control the next position (i.e. a DEL controller looking to train and control GND)

Section 6.3 Observers and Observing - Observers shall follow all pertinent VATSIM regulations. Members wishing to observe shall abide by the following;

- Only log in for a maximum of 2 hours per occurrence, with a visibility range not higher than 300 nm.
- The call sign CZEG_OBS must be used, and the “Observer” option selected from the Facility drop down menu in the connection window.
- Observing using any CZEG FIR controller call sign (i.e. CYYC_DEL) is strictly forbidden under any circumstances.

Section 6.4 Position Connection Priority - As per VATCAN/VATSIM rules, Controllers log in on a first come first serve basis only to occupy positions they have been cleared for. Should a Controller be accidentally disconnected, upon immediate re-connection, he will be allowed to re-occupy his previous position and any controller who's taken over will have to surrender the said position.

Section 12 - In case of a disagreement or a discrepancy with the SOP. VATCAN policy or the VATSIM COR & COC shall take precedence.

SECTION 6 - SCOPE OF WORK - CALGARY AND EDMONTON

The Calgary and Edmonton airports have specific responsibilities as it relates to one satellite airports within their respective terminal control areas as follows

<u>Section 6.1 - Calgary International Airport (CYYC) and Springbank (CYBW)</u>				
Position	Callsign	Additional Position	Callsign	Conditions
Ground	CYYC_GND	Springbank GRD	CYBW_GND	No Springbank GRD
Tower	CYYC_TWR	Springbank TWR	CYBW_TWR	No Springbank No Springbank TWR
Delivery & Approach	CYYC_DEP CYYC_APP	All	All	None

<u>Section 6.2 - Edmonton International Airport (CYEG) and Villeneuve Airport (CZVL)</u>				
Position	Callsign	Additional Position	Callsign	Conditions
Ground	CYYC_GND	Villeneuve GRD	CZVL_GND	No Villeneuve GRD
Tower	CYYC_TWR	Villeneuve TWR	CYBW_TWR (2)	No Villeneuve GRD No Villeneuve TWR
Delivery & Approach	CYEG_DEP CYEG_APP	All	All	None

Section 6.3 - Additional Conditions and Restrictions - The following conditions apply to all positions.

- Controllers shall respect VATSIM's visibility range guidelines and set their first visibility point (.vis) to the main airport they are controlling (i.e. .vis cyyc), and their second vis (.vis2) to the second airport they are required to provide service to (i.e. .vis2 cybw).
- All other positions in the CZEG FIR shall follow all VATSIM guidelines for visibility range settings.
- Under no circumstances will a controller offer service to an airport that is not the airport of his/her call sign or authorized to do so as detailed in the tables in section 6.1 and 6.2 above.

SECTION 7 - CZEG POSITIONS, REQUIREMENTS AND FREQUENCIES

Approved CZEG FIR controller positions and frequencies are listed on the CZEG FIR website.

SECTION 8 - CZEG FSS - FLIGHT SERVICE STATION - EDMONTON RADIO

The CZEG FIR now has an active Flight Service Station (FSS). As this airspace contains a variety of control methods including primary and secondary radar, Ground Based ADS-B and Procedural Position Reports specialized training is required. In order to be cleared for the CZEG_FSS position controllers must be authorized by the Chief Instructor and the FIR Chief. The requirements for this position are currently detailed in CZEG Procedural Airspace Document and is currently under review.

SECTION 9 - RADAR CLIENTS

The official Radar client for CZEG FIR is Euroscope. Full support and training is provided for this radar client only.

The use of other Radar clients is at the controller's risk, understanding the CZEG Sector File was developed for use with Euroscope.

SECTION 10 - EDMONTON - CZEG SECTOR FILES

CZEG FIR controllers must download, install and use only the latest release of the CZEG FIR Sector File before controlling. The Sector file is available for download from the CZEG FIR website and is updated every quarter (at minimum) or when major changes/ updates occur to the CZEG FIR airspace, STARs, SIDs, airports, etc.

Updates, changes or modifications to the CZEG FIR Sector File are only to be made by the CZEG FIR Facility Engineer. Under no circumstance will any other Member of the CZEG FIR effect any updates, changes or modifications to the CEG FIR Sector File, nor distribute any unauthorized versions/ variations of the CZEG FIR to any members of the CZEG FIR.

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SECTION 11 - CZEG, VATCAN, VATUSA AND VATSIM- EVENTS

From time to time, special events take place in the CZEG FIR. In order to provide ATC services during these events, Controllers are required to book in advance their desired position. Positions and time on line will be granted at the discretion of the FIR, based on experience and history of contribution/ support to the CZEG FIR.

Bookings will be communicated prior to the event, and published on the website or emailed to CZEG FIR members.

Members logging in at the last minute (during events) are required to log in as Observers and to contact the FIR Chief or the CZEG Event Coordinator in charge, for position availability and assignment.

SECTION 12 - HIERARCHY OF RULES AND REGULATIONS

In case of a disagreement or a discrepancy in the CZEG SOP. Either VATCAN policies or the Vatsim Code of Regulations (COR) and Code of Conduct shall take precedence over this SOP.