

Release
3.1

UNITED VIRTUAL HEADQUARTERS (VHQ)

Employee
Manual

 **UNITED VIRTUAL**

United Virtual Airlines
Employee Manual
Release 3.1
Effective 03JAN10

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**United Virtual Airlines
Headquarters**

03 January 2010

From: President, United Virtual Airlines

To: All Employees

Subj: EMPLOYEE MANUAL

1. All of us at United Virtual Airlines are dedicated to enhancing the enjoyment of flight simulation enthusiasts by providing a realistic, hi-fidelity simulation of airline operations. While flight simulation is just that – a simulation – participation in United Virtual represents an attempt to make the simulation even more realistic while enjoying the social aspects of the Virtual Airlines community.
2. This manual details how we do business at United Virtual. It is fairly straightforward and to the point. Should any aspect of the manual be unclear, please contact your Domicile Manager or the VP, Human Resources Division (VHQHR) for additional guidance.
3. Version 3.1 contains several significant changes to the previous manual. They are indicated by a black line in the margins of the page and include:
 - Elimination of the pilot category system
 - Establishment of the pilot type rating system
 - Modifications to the check-ride system
 - Aircraft Fleet adjustments
 - Revisions to the Leave of Absence policy
4. Recommended changes should be forwarded to the appropriate Domicile Manager for consideration.
5. Fly safe and have fun!



David R. Klain
President
United Virtual Airlines

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Section One

1. Scope

- 1.1. Purpose: This manual provides guidance to all United Virtual Airlines (UVA) employees (staff and pilots). Simply put, it details "how United Virtual operates" in all matters with the exception of specific flight operations guidance which is published in other documents.
- 1.2. Scope: This SOP is approved by the United Virtual Airlines Board of Directors. All UVA employees (staff and pilots) are required to carry out the directives contained herein. Failure to comply may result in penalty points, administrative action or dismissal from the airline.

Section Two

2. Recruitment Process

- 2.1. Prospective pilots are required to submit an application by visiting the UVA website and following the "[VHQHR – Pilot Application](#)" link. Prospective pilots will then be asked to fill out an online application with the following information:
 - 2.1.1. A VATSIM Pilot ID number. This is mandatory and required whether you intend to fly online or offline. VATSIM is an online flying organization and a pilot ID number can be obtained at no cost by going to www.vatsim.net.
 - 2.1.2. First name.
 - 2.1.3. Last name.
 - 2.1.4. A valid email address. While UVA does not prohibit email services like Hotmail and Excite mail, your application (and most of your United Virtual interaction) will be via this email address – it must be an email address you access regularly.
 - 2.1.5. Date of birth.
 - 2.1.6. Address (Note: this is optional and is accessible only to UVA staff).
 - 2.1.7. Previous airline experience, what airline, hours logged, and general comments.
 - 2.1.7.1. Applicants wishing to transfer in hours must provide an exact link to the web page documenting their flight time in the remarks field.
 - 2.1.7.2. United Virtual staff will not go hunting for flight experience. Providing an accurate link is the applicant's responsibility.
 - 2.1.7.3. If a URL supplied here is a dead link or you are no longer on the VA's roster, then contact from the previous VA's HR department will be necessary in order to verify the hours.
 - 2.1.7.4. If the link you submitted for hours transfer requires a login password, you may change your password to something temporary VHQHR can use to verify your hours. Send the login and temp password to VHQHR with your application or email it to hr@united-virtual.com. You will be notified once VHQHR has verified your hours and the password can be changed back.
 - 2.1.7.5. Scans, screen captures and VATSIM flight records are not acceptable proof of prior VA flight time.
- 2.2. Once the application has been submitted, UVA's Human Resources (HR) department (VHQHR) will review the application. Processing will include:
 - 2.2.1. Verification to ensure the VATSIM PID number is valid and in good standing.
 - 2.2.2. A review of the pilot's previous, verifiable virtual airline flight hours. If verifiable, UVA will transfer up to 100 hours into the applicant's account. Applicants with 100 or more verifiable hours will start with 100 hours, be hired as Second Officers with a Turboprop (T) type rating, and be authorized to immediately take the Level A Stage Check. If the pilot successfully passes the stage check to

Narrowbody (N) type rating standards, he/she will be eligible to take the Narrowbody (N) check ride. Upon satisfactory completion of the check ride, the pilot will be awarded the Regional (R) and Narrowbody (N) type ratings.

2.2.3. Real World Pilots make a significant contribution to the United Virtual community. Any pilot possessing at least a Private Pilot license will be credited with 100 hours of flight time and be eligible to immediately take the Level A Stage Check upon providing evidence of his/her license to VHQHR. If the stage check is completed to Narrowbody (N) type rating standards, the pilot will be eligible to take the Narrowbody (N) check ride. Upon satisfactory completion of the check ride, the pilot will be awarded the Regional (R) and Narrowbody (N) type ratings.

2.2.4. Pilots not meeting the experience requirements detailed in paragraphs 2.2.2. or 2.2.3 will begin their careers at United Virtual Airlines as Second Officers with a Turboprop (T) type rating.

2.2.5. Submission of an application containing false information is grounds for rejection.

2.2.6. United Virtual Airlines reserves the right to deny membership to any applicant without explanation.

2.3. Once the application has been processed, accepted applicants will receive an email informing them of their status and providing their Pilot Center Username and password.

2.3.1. The Username is the pilot's UAL Pilot ID (PID) number comprised of "UAL" and a four digit number (i.e., "UAL1234") assigned based on date joined (the earlier you joined, the lower your number is).

2.3.1.1. UVA Staff are assigned a special "low number" PID based on what their position is at UVA to make it easier for other pilots to identify them when flying online.

2.3.2. The password is generated by the system and can be changed at any time by logging into the [pilot center](#) and selecting the "Change my Profile" link.

2.4. Once accepted by UVA, the pilot also automatically receives an account in the [United Virtual Forum](#) (accessible from the main web page) and Photo/Video Gallery (accessible via the forum).

2.4.1. The forum username consists of the pilot's first and last name, a space, a hyphen, a space and the pilot's PID (i.e., "John Smith – UAL1234").

2.4.1.1. Note there is a space before and after the hyphen.

2.4.2. The forum password is the same as the pilot center password. Updating the password in the pilot center profile will automatically carry over to the forum as well.

Section Three

3. Standards of Conduct

- 3.1. UVA is supported by the real United Airlines. As such, everything our staff and pilots do reflects not only on UVA, but United Airlines as well. For this reason, we hold ourselves to a high standard of conduct with each other and the online flying community. One of our core values is the concept of fair, equitable treatment and we strive to provide an environment where everyone is treated with dignity and respect.
- 3.2. Any reported occurrence of inappropriate behavior by our pilots (either online, in the forums, or in interchanges between UVA members) may result in suspension, loss of seniority (to include all logged hours), and/or dismissal from United Virtual.
- 3.3. Falsification of information (especially a name or email address with the attempt to hide one's identity) is grounds for immediate deletion of the offending account(s) and being banned from UVA.
- 3.4. When using the United Virtual website and forum, as well as when flying online and registered as a UVA flight, all pilots are subject to monitoring.
 - 3.4.1. Offending forum posts may be edited or deleted, without notification, by authorized forum moderators.
 - 3.4.2. United Virtual's forums exist to support the UVA community. As such, they are designed to serve as an electronic bulletin board for people who share a common love of flight simulation and United in particular. There are plenty of forums around the internet to discuss topics like sports, television shows, etc. UVA's forums are not the place to do this. All posts are requested to have some relationship to aviation or flight simulation.
 - 3.4.3. United Virtual recognizes every pilot's right to free speech; however the UVA forums and other services are privately owned and controlled. Members' use of those services is provided solely at the discretion of United Virtual Airlines and may be modified or revoked at any time, and only posts violating these standards of conduct will be edited or deleted.
 - 3.4.4. Whether called manners, standards of conduct, or forum etiquette, a certain level of decorum is expected at UVA. The membership is comprised of a large group of pilots who came to UVA with wildly different backgrounds and perspectives. It encompasses literally everything from young boys and girls to sixty year old retirees...all from almost every state in the U.S. and many countries around the world. While the majority of our members are native English speakers and writers, English is a second or third language with varying levels of fluency for a significant percentage of the membership. All are welcome at UVA.

3.4.5. Posting in UVA forums means a member accepts the policies articulated in this code of conduct without question or reservation, and that the member agrees that violation of these standards may result in removal and/or modification of posts and threads by designated moderators and possible further disciplinary action by the Board of Directors.

3.4.6. General Forum Guidelines.

3.4.6.1. The forums are for the use and enjoyment of UVA members and prospective members. Any behavior that infringes upon the use or enjoyment of any other member will be considered to be unacceptable behavior. Users will refrain from attacking one another or otherwise posting in a manner so as to incite anger, discontent or other behaviors that are not considered by the moderators to be acceptable.

3.4.6.2. Members may use UVA forums to discuss matters related to flight simulators, aviation in general, UVA or United Airlines.

3.4.6.3. Signatures.

3.4.6.3.1. United Virtual Airlines recognizes that signatures are a method of personalizing one's posts and sharing information. Official United Virtual Airlines signature images can be generated by our system and are hosted on our servers. Members are free to link to those images from other forums as well as encouraged to use them in our forum. The system also provides for created customized UVA signature images. The generator can be accessed by clicking [this link](#).

3.4.6.3.2. Pilots wishing to use another signature image must adhere to the following requirements:

3.4.6.3.2.1. Signatures that advertise/publicize other Virtual Airlines are not permitted.

3.4.6.3.2.2. Signatures should be kept to a reasonable size (no larger than 400 pixels high or 650 pixels wide)

3.4.6.3.2.3. Signatures must comply with the same requirements as forum posts (listed below) with regard to appropriate content.

3.4.6.4. The forums MAY NOT be used to:

3.4.6.4.1. Post anything about another Virtual Airline. There are plenty of forums on the net to talk about other VAs (including those VAs' own forums).

- 3.4.6.4.2. Post anything not related to aviation in any way. Again, there are plenty of places to post that material where people care about the issue.
- 3.4.6.4.3. Post anything related to a real-world aviation accident. With as many members as UVA has, there is a real likelihood someone has some direct relationship to the accident and would find it offensive. Aside from that, initial public speculation about an aircraft accident is seldom correct or complete and spreading bad information in the forums just perpetuates uninformed gossip.
- 3.4.6.4.3.1. Note: There may be some exceptions to this rule. If a member believes something is worth sharing and appropriate, a forum moderator should be consulted before posting.
- 3.4.6.4.4. Post anything on other real-world news announcements (XXX just won a game, XXX just died, etc.). The UVA forums are not the place for real-world news. Go to a news site or news forum to post.
- 3.4.6.4.5. Post any advertisements for other VA's, business opportunities, payware, non-UVA events, etc. An authorized exception to this is announcements by VHQCC personnel of events UVA feels are of interest to the membership. If a member has an event they feel meets this criteria, it should be sent to VHQCC who will evaluate it and post the announcement if they deem appropriate. If a member is in a VATSIM ARTCC and wishes to advertise an ARTCC event, it should also be sent to VHQCC, who will post it if deemed appropriate.
- 3.4.6.4.6. Post or link to any kind of copyrighted material without obtaining permission from the copyright holder. This includes music.
- 3.4.6.4.7. Posts critical of United Airlines. There are plenty of sites on the internet to criticize anything (including United Airlines)...UVA's forums are not the place for it.
- 3.4.6.4.8. Posts which discuss other real world airlines. Members who wish to do so are encouraged to join that related VA.
- 3.4.6.4.9. Posts containing information that is not factual.
- 3.4.6.4.10. **NOTE: this list is NOT all-inclusive.**

3.4.6.5. The following debates or posts are considered NOT acceptable by United Virtual:

3.4.6.5.1. Offensive language directed at staff or other pilots.

3.4.6.5.2. Pornographic links or material.

3.4.6.5.3. Advertising for other virtual airlines (unless authorized by VHQHR). This includes pilot's signatures and links.

3.4.6.5.4. Advertisements of items for sale or trade.

3.4.6.5.5. Posts deemed to represent an advertisement for a product (this does not prohibit a review or comment on a specific piece of flight simulation or software, but those deemed to be advertisements by the staff will be deleted).

3.4.6.5.6. Any debates or remarks that may offend pilots' religious or local customs.

3.4.6.5.7. References, or links, to illegal software or cracks/patches that permit use of software not obtained legally.

3.4.6.5.8. Posts that are considered non-contributory to the general well being of the United Virtual community.

3.4.6.5.9. Any posts of a political nature.

3.4.6.6. Moderation. United Virtual Airlines' forums are moderated. These are not "open" forums where members have the right to post or say anything they want.

3.4.6.6.1. Posts that are removed by forum moderators will be removed without comment or explanation. Posters who continue to re-post items that are considered outside of forum guidelines will be referred to the Board of Directors for further action to have their access privileges removed in order to protect the forum for other users.

3.4.6.6.2. Moderators have final say in all matters related to UVA forums. UVA will delete and remove all posts that are considered to be inflammatory, untruthful, insulting to other readers of the forum or otherwise outside of the desired tone and rules of the forum.

3.4.7. When flying online, communications with controllers and other pilots will be in a professional, courteous manner. Reports of behavior which does not meet these

standards or detracts from UVA's reputation may result in disciplinary action to include dismissal.

3.4.8. Communication with any member of UVA's staff is subject to the same standards applied to forum posts. Emails or instant messages deemed to violate those standards, or any attempt to "spam" any UVA email account, will result in immediate dismissal.

3.4.9. United Virtual is committed to equal treatment without regard to race, color, gender, religious preference or country of origin. Equal treatment means just that – equal treatment. Any person found harassing another member of the United Virtual community is subject to immediate dismissal.

Section Four

4. Organization

- 4.1. The **Board of Directors** is the senior decision-making body at United Virtual Airlines. Members of the board include (but are not limited to):
 - 4.1.1. The President
 - 4.1.2. The Chief Operations Officer
 - 4.1.3. The Chief Pilot
 - 4.1.4. The Senior VP, Human Resources
 - 4.1.5. The Senior VP, Corporate Communications
 - 4.1.6. The Pilot Representative
 - 4.1.7. Any at-large members appointed by the board

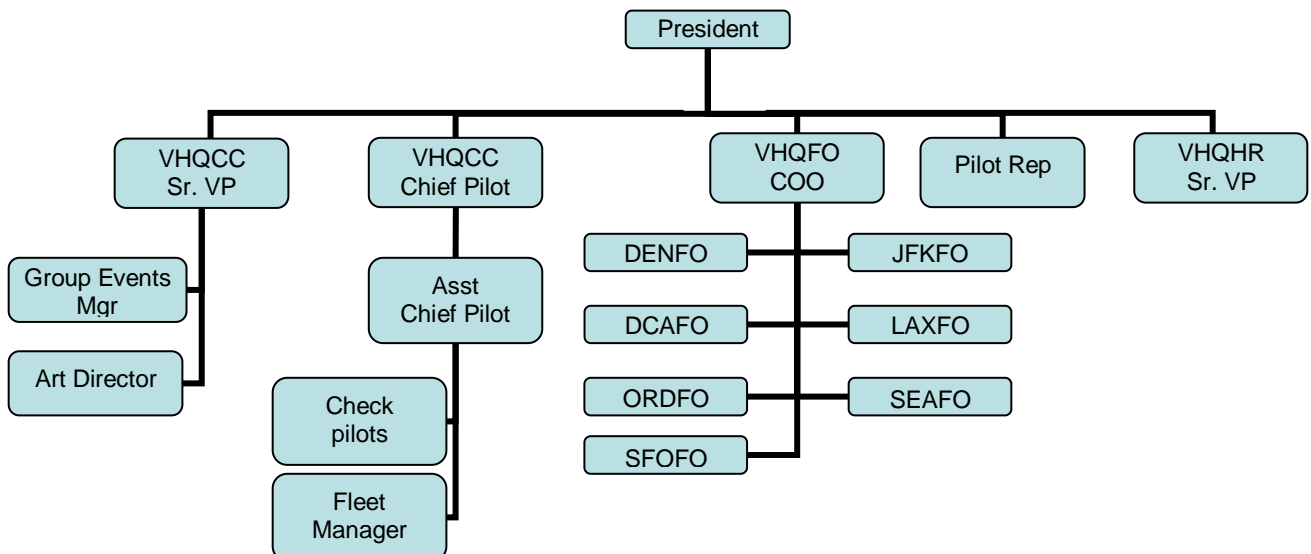
- 4.2. The **President (VHQ)** is responsible for coordinating support from United Airlines as well as ensuring UVA complies with all United Airlines requirements for continued support. He is also the senior member of the Board of Directors. He also provides guidance to the four divisions at UVA and exercises ultimate decision-making authority for the day-to-day operations of UVA.

- 4.3. The Flight Operations Division (VHQFO) is responsible for all flight operations and Domicile management. All pilots are assigned to the Flight Operations Division.
 - 4.3.1. The **Chief Operations Officer (COO)** is head of VHQFO. The Domicile Managers report to him. At present, UVA has the following domiciles:
 - 4.3.1.1. Chicago (ORDFO)
 - 4.3.1.2. Denver (DENFO)
 - 4.3.1.3. Los Angeles (LAXFO)
 - 4.3.1.4. New York (JFKFO)
 - 4.3.1.5. San Francisco (SFOFO)
 - 4.3.1.6. Seattle (SEAFO)
 - 4.3.1.7. Washington (DCAFO)

- 4.4. The Flight Standards and Training Division (VHQTD) is responsible for pilot training, fleet development and administration of check rides.
 - 4.4.1. The **Chief Pilot** is head of VHQTD and responsible for developing UVA aircrew Standard Operating Procedures (SOPs), training new or inexperienced pilots, developing check ride scenarios, and ensuring standardization of check ride evaluation criteria. The following personnel report to the Chief Pilot:
 - 4.4.1.1. The **Assistant Chief Pilot** assists the Chief Pilot in running VHQTD.

- 4.4.1.2. The **Fleet Manager** who is responsible for identifying and evaluating freeware aircraft models that provide a quality flight simulation experience for UVA pilots.
- 4.4.1.3. The **Check pilots** are responsible for grading check rides.
- 4.5. The Human Resource Division (VHQHR) is responsible for processing pilot applications and promotions, filling UVA staff positions, and maintaining pilots' database records.
- 4.5.1. The **Senior Vice President, Human Resources** is head of VHQHR.
- 4.6. The Corporate Communications Division (VHQCC) is responsible for internal and external communications, to include information announcements, press releases, publicity for UVA activities, and enhancing UVA's image in the virtual airline world.
- 4.6.1. The **Senior Vice President, Corporate Communications** is head of VHQCC. Reporting to him are:
- 4.6.1.1. The **Group Event Manager** is responsible for arranging the Saturday Scramble, other special events and coordinating for ATC support.
- 4.6.1.2. The **Art Director** is responsible for preparing graphics used in UVA publications, the website or other venues. He is also responsible for ensuring all graphics, artwork, logos and fonts comply with United Airlines' graphic standards.
- 4.7. The **Pilot Representative** is a full voting member of the Board of Directors appointed from the membership by the Board to represent the interests of the pilot membership.
- 4.8. Below is an organizational chart of the UVA staff structure.

Staff Organization



Section Five

5. Personnel Management

5.1. Pilot Ranks.

5.1.1. New pilots start out as Category 1 Second Officers upon joining.

5.1.2. Pilots are authorized to fly aircraft they are type-rated for. After passing a Checkride, a pilot will earn an additional type rating and becomes qualified to fly additional aircraft as delineated below:

5.1.2.1. Turboprop (T) – Beechcraft 1900 (BE1), DeHavilland Dash 8-200 (DH2), Brasilia EMB-120 (EM2), Saab 340 (SF3)

5.1.2.2. Regional Jet (R) – Canadair Regional Jet 200 (CRJ), Canadair Regional Jet 700 (CR7), Embraer ERJ-145 (ER4)

5.1.2.3. Narrowbody Jet (N) – Embraer 170 (E70), Airbus A319 (319), Airbus A320 (320)

5.1.2.4. Widebody 1 (W1) – Boeing 757 (757), Boeing 767-300 (763)

5.1.2.5. Widebody 2 (W2) – Boeing 777 (777)

5.1.2.6. Widebody 3 (W3) – Boeing 747-400 (744)

5.1.2.7. Note: there are additional aircraft types flown by United's code-share partners that pilots may also fly. The type ratings also grant access to various aircraft types not in United Virtual's fleet but appearing on the schedule.

5.1.3. Flying an aircraft the pilot is not authorized to fly is expressly prohibited when earning hours for UVA and our automated system prevents pilots from flying aircraft they are not rated for.

5.2. Advancement/Promotions.

5.2.1. There are two kinds of promotions at United Virtual Airlines – rank promotions, which reflect how many hours a pilot has flown in a specific category, and advanced type-ratings, which permit a pilot to fly more complex aircraft after passing a check ride).

5.2.1.1. Rank promotions are earned automatically by flying a certain number of hours in a category per the following chart:

Type Rating	Rank	Hours Flown since earning Type Rating
T	Second Officer	<5
T	First Officer	5-14
T	Captain	15-29
T	Senior Captain	30+

R	Second Officer	<10
R	First Officer	10-24
R	Captain	25-49
R	Senior Captain	50+
N	Second Officer	<20
N	First Officer	20-34
N	Captain	35-64
N	Senior Captain	65+
Any W	Second Officer	<25
Any W	First Officer	25-49
Any W	Captain	50-84
Any W	Senior Captain	85+

5.2.1.2. After flying a designated number of flight hours after earning a type rating, pilots become eligible to take a check ride to earn another type rating. The required minimum number of hours to take a check ride are:

Type Rating	Required Hours
T	N/A
R	15 ¹
N	35 since earning R type rating ²
W1	55 since earning N type rating
W2	130 since earning N type rating
W3	235 since earning N type rating

5.2.1.2.1. Note 1: Must be recommended for check ride by passing a Level A stage check.

5.2.1.2.2. Note 2: If a pilot is pursuing an N type rating via the procedures outlined in paragraphs 2.2.2 or 2.2.3 and has not previously passed a Level A stage check, he/she must pass a Level A stage check to N type rating standards prior to be recommended for the N Checkride. If a pilot has already passed a Level A stage check when earning his/her R type rating, no state check is required prior to submitting the N type rating check ride.

5.2.1.2.3. A pilot's training jacket (accessible from the Pilot Center) will indicate when he/she is eligible to submit a stage check or check ride.

5.2.1.3. The general outline and required resource list for the checkrides is outlined in the [Aircrew Checkride Procedures \(ACP\)](#) document. You also must consult the regularly updated [Aircrew Checkride Procedures Supplement \(ACPS\)](#), which delineates the details of the checkride procedures. Always ensure that you are using the ACPS with the correct validity period. Both of these documents are also always linked, on the [VHQTD webpage](#) of the main website.

5.3. Currency.

5.3.1. In order to remain "current" a pilot must fly and file at least one flight per calendar month.

5.3.1.1. Failure to fly the monthly minimum may result in the pilot's dismissal from UVA and deletion of his/her account and records. The UVA staff will make an effort to contact the pilot prior to taking this action, however, once it occurs and the pilot's records are deleted, the only way for a pilot to return to UVA is to reapply and start over with loss of all seniority, and category type ratings.

5.3.2. If a pilot is unable to remain current for some reason, he/she should request a leave of absence to avoid being placed on the inactive list and assessed penalty points. Leave of absence procedures are detailed in paragraph 5.4.

5.4. Leaves of Absence.

5.4.1. Should temporary circumstances prevent a pilot from flying the minimum hours necessary to remain current as described in paragraph 5.3, a leave of absence should be requested.

5.4.2. A leave of absence may be obtained by submitting a "Leave of Absence Request" on the [VHQHR](#) page of the United Virtual website. Submission of the request does not mean the pilot automatically placed on valid leave of absence status.

5.4.3. Pilots requesting a leave of absence should detail the effective start and expected termination date of the leave of absence as well as reason for the request.

5.4.4. Examples of authorized reasons for taking a leave of absence include, but are not limited to:

- 5.4.4.1. Illness
- 5.4.4.2. Travel
- 5.4.4.3. Military Duties
- 5.4.4.4. Vacation
- 5.4.4.5. Away at school
- 5.4.4.6. Change in employment
- 5.4.4.7. Computer maintenance

5.4.5. All requests for leave of absence will be considered on a case-by-case basis and UVA staff will work with the requestor to find a mutually agreeable solution. Once filed, the LOA request will be forwarded to the appropriate Domicile Manager for approval or denial. Pilots will receive, and retain until expired, notification from VHQHR or their Domicile Manager of the approval status of their LOA request.

- 5.4.6. When on a valid leave of absence the pilot is not required to fly the minimum 1 flight per month, but their account is placed in LOA status and they are not able to file flights or use the forums and other UVA services. To come off leave of absence and return to active status the pilot should email his/her domicile manager and the Senior VP, Human Resources.
- 5.4.7. Special consideration will be given for LOA requests from members of military services due to active duty deployment. Such requests will be granted for a length of 14 months if so requested.
- 5.4.8. Regardless of the provisions in this section, in no case will an LOA be approved for any pilot not in good standing or not having logged at least 5 hours of flight time since his/her initial membership acceptance.
- 5.5. Domicile assignments.
 - 5.5.1. Pilots are assigned to a Domicile when their application is approved by VHQHR.
 - 5.5.2. Should a pilot wish to change domiciles, he/she should contact the desired Domicile Manager via email (cc'ing the present Domicile Manager) and request a transfer.
 - 5.5.2.1. The gaining Domicile Manager will make the decision on whether to accept the new pilot or not based on his domicile load.
- 5.6. Retirements.
 - 5.6.1. Should a pilot in good standing feel he can no longer continue flying with UVA, he may ask to be retired by contacting VHQHR or his/her Domicile Manager.
 - 5.6.2. Once placed on the retired list, the pilot will no longer be required to remain current and will retain his/her date of joining for seniority purposes.
 - 5.6.3. Should a retired pilot request reinstatement to active status, he/she may be asked to complete a proficiency check ride to verify currency and knowledge of present UVA procedures.
 - 5.6.3.1. If restored to active status, the pilot will retain his/her original join date for seniority purposes, and may request assignment to the domicile of his choice.
 - 5.6.3.2. VHQHR and VHQFO will make every effort to grant the former retiree the domicile of choice but reserve the right to deny the request due to domicile loads.

