



Release
1.1

UNITED VIRTUAL HEADQUARTERS (VHQ)

Staff
Manual

 **UNITED VIRTUAL**

United Virtual Airlines
Employee Manual
Release 1.1
Effective 23JAN05
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23 January 2005

From: President, United Virtual Airlines
To: All United Virtual Airlines Staff
Subj: STAFF MANUAL

1. All of us at United Virtual Airlines (UVA) 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. As UVA has grown, we have added additional staff to handle the additional workload associated with the increased number of pilots and issues that come up in providing outstanding customer service. This manual captures and formalizes staff policies and procedures that were formerly passed down from staff member to staff member. As such, it is authoritative in nature and details how we do business. It is fairly straightforward and to the point. Should any aspect of this manual be unclear, please contact your supervisor or the President for guidance.
3. This revision incorporates changes to UVA structure and policies since version 1.0 was published in September 2004.
4. Remember that our number one priority is to enhance the online flying experience of our pilots 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) staff. Simply put, it details "how the staff does business."
- 1.2. Scope: This SOP is approved by the United Virtual Airlines Board of Directors and is directive in nature for all UVA staff. Failure to comply may result in dismissal from the staff, administrative action or dismissal from the airline.

Section Two

2. Organization

2.1. United Virtual is led by the **Board of Directors (BOD)**.

2.1.1. Permanent members of the BOD are the:

- 2.1.1.1. Chief Executive Officer
- 2.1.1.2. President
- 2.1.1.3. Chief Technology Officer
- 2.1.1.4. Senior Vice President, Human Resources
- 2.1.1.5. Senior Vice President, Corporate Communications
- 2.1.1.6. Art Director

2.1.2. The Chief Executive Officer is President of the BOD. At his discretion, he may appoint other personnel to the Board of Directors.

2.2. United Virtual is organized into five divisions all reporting to corporate headquarters (VHQ). VHQ is comprised of the **Chief Executive Officer (CEO)** and **President** and reports to UVA's Board of Directors.

2.2.1. The **CEO** is responsible for coordinating support from United Airlines as well as ensuring UVA complies with all United Airlines' requirements for continued support.

2.2.2. The **President** provides guidance to the five divisions at UVA and exercises ultimate decision-making authority for the day-today operations of UVA.

2.3. The Information Services Division (VHQIS) is responsible for the maintenance of UVA's website and various databases. It also provides required database and computer support to other divisions.

2.3.1. The **Senior Vice President, Information Services** (also known as the **Chief Technology Officer (CTO)**) is head of VHQIS.

2.4. The Human Resource Division (VHQHR) is responsible for processing pilot applications, filling UVA staff positions, and maintaining pilots' database records. It also maintains liaison with the Pilot Watch community with respect to pilots' inappropriate behavior.

2.4.1. The **Senior Vice President, Human Resources** is head of VHQHR.

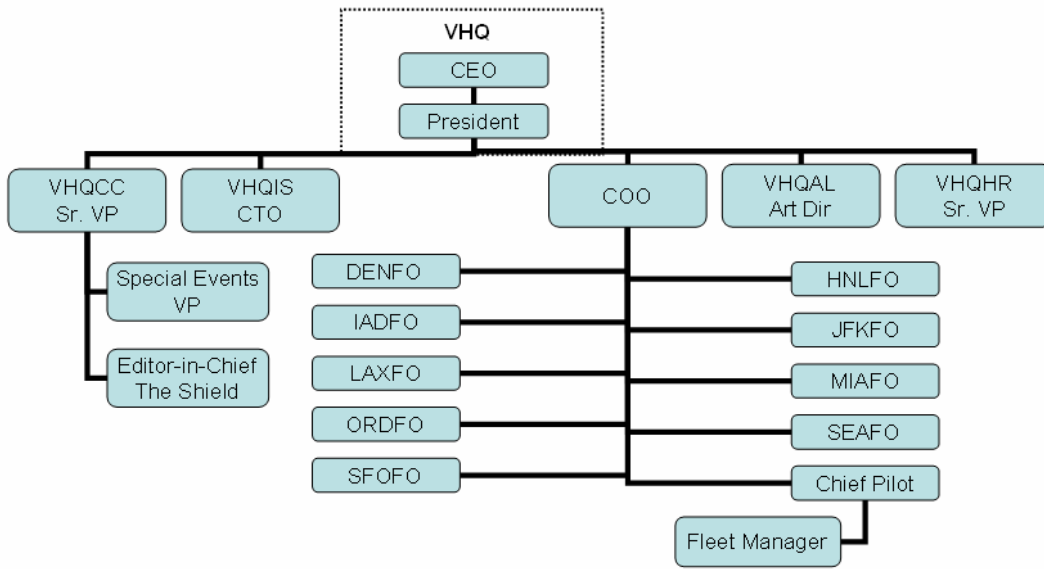
- 2.5. The Corporate Communications Division (VHQCC) is responsible for internal and external communications, to include information announcements, press releases, publicity for UVA activities, and enhancing UVA's image in the virtual airline world.
- 2.5.1. The **Senior Vice President, Corporate Communications** is head of VHQCC. Reporting to him is:
- 2.5.1.1. The **Vice President, Special Events** is responsible for arranging special events like Fly-ins, Group Flights, etc. and coordinating with VATSIM for ATC support. He/she is also UVA's liaison to VATSIM.
 - 2.5.1.2. The **Editor-in-Chief** of The Shield magazine is responsible for soliciting articles, editing, and producing UVA's in-house magazine.
- 2.6. The Art Division (VHQAL) is responsible for developing all UVA graphics and artwork. It is also responsible for ensuring all graphics, artwork, logos and fonts comply with United Airlines' graphic standards.
- 2.6.1. The **Senior Vice President, Art Division** (also known as the **Art Director**) is head of VHQAL.
- 2.7. The Flight Operations Division (VHQFO) is responsible for all flight operations, training, and Domicile management. All pilots are assigned to the Flight Operations Division.
- 2.7.1. The **Senior Vice President, Operations** (also known as the **Chief Operations Officer** (COO)) is head of VHQFO. Reporting to him are:
- 2.7.1.1. The **Vice President, Special Events** is responsible arranging special events like Fly-ins, Group Flights, etc. and coordinating with VATSIM for ATC support.
 - 2.7.1.2. The **Vice President, Flight Standards and Training** (also known as the **Chief Pilot**) is head of the Flight Standards and Training Department responsible for:
 - 2.7.1.2.1. Developing UVA aircrew standard operating procedures (SOPs).
 - 2.7.1.2.2. Training new or inexperienced pilots.
 - 2.7.1.2.3. Conducting check rides for pilots seeking qualification in more advanced aircraft.
 - 2.7.1.2.4. Ensuring all check pilots are applying the same standards when conducting checkrides.

2.7.1.2.5. The **Fleet Manager** reports to the Chief Pilot and is responsible for managing UVA's aircraft fleet.

2.7.1.3. The DENFO, HNLFO, IADFO, JFKFO, LAXFO, MIAFO, ORDFO, SEAFO and SFOFO **Domicile Managers** report to the COO and are responsible for running their field office and providing activities and support to their pilots.

2.8. Below is an organizational chart of the UVA staff structure.

United Virtual Airlines Staff Organization



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. Detailed guidance on the standards of conduct is provided in Section 3 of the UVA Employee Manual. This section deals with expectations of UVA staff conduct.
- 3.3. At UVA we hold our pilots to a high standard. Our staff must meet those same high standards, if not higher, because they set the tone pilots will naturally follow. As such, their conduct must be above reproach.
- 3.4. Communications.
 - 3.4.1. With the world becoming ever-smaller due to the near-instantaneous communications path that is the internet, what is done one place can rapidly have consequences somewhere else. As such, staff members are expected to comply with UVA standards of conduct at all times. Specifically:
 - 3.4.1.1. Whether on- or off-line, staff misbehavior can potentially be linked with their position at UVA and hurt both United Virtual's and the real United Airlines' reputations.
 - 3.4.1.2. Even when not acting in an official capacity as a staff member for UVA (flying online for another VA or posting in an open forum for example).
 - 3.4.2. All communications while acting as a member of the UVA staff will be in a professional, courteous and respectful manner. *This is the only acceptable standard.*
 - 3.4.2.1. Should a person become rude, disrespectful or abusive while communicating with a member of the staff, the only solution is to inform the person that that behavior is not acceptable and terminate the conversation. Should the person be a member of UVA (staff or pilot) the offending behavior (preferable with a copy of the offending emails/IM sessions if possible) will be immediately reported to the President and VHQR for resolution.
 - 3.4.2.2. Rude or discourteous behavior by a member of the staff is grounds for immediate dismissal from UVA, both as a member of the staff and a pilot.

3.4.3. Simply put, the core message of the UVA staff to anyone (pilot, applicant, outsider) is "We are here to help." The standards of conduct delineated in the Employee Manual represent our core values and we must exemplify them. Anything less fails to live up to the trust United Airlines has placed in the UVA staff by allowing them to run its Virtual Airline.

3.5. Procedures.

3.5.1. As mentioned above, staff set the example. If a pilot sees a member of the staff not following the airline's procedures (be it the Aircrew SOP or a policy articulated in some other location) he/she may naturally feel that procedure is not mandatory and does not need to be followed. Pilots may also ask a member of the staff for guidance on a specific procedure. As such all staff are expected to:

3.5.1.1. Be familiar with all procedures currently in effect (to include procedures articulated in the NOTAMS).

3.5.1.2. Comply with all procedures at all times when operating under the auspices of United Virtual Airlines.

3.5.2. Failure to comply with UVA procedures (especially those delineated in this manual) is grounds for termination from a staff position and dismissal from United Virtual as a pilot.

Section Four

4. Communications Guidelines

- 4.1. All communications conducted by UVA staff (whether voice, forum post, email or instant message) represent United Virtual and United Airlines by default. As such, they must comply with the standards of conduct articulated in Section Three. This section provides specific guidelines with regards to formats, use, etc.
- 4.2. UVA Letterhead and email templates.
 - 4.2.1. The Art Department has prepared UVA letterhead and email templates for all staff. It is available for download from the Art Department web page (<http://www.baylogo.com/vhqal>).
 - 4.2.2. UVA Staff are entitled to use this letterhead and email templates in any correspondence with other UVA staff, our pilots, and when contacting other organizations in their official role as a member of the UVA staff.
 - 4.2.2.1. Staff members are reminded that they are using United logos and representing United as well as United Virtual. While it sounds trite, the old rule of thumb of "don't do anything you wouldn't want your boss to hear about" applies. Staff should not send out any correspondence with those graphics that they feel VHQ or United would not approve of.
 - 4.2.3. Certain use of these letterhead and email templates is specifically prohibited. While not all inclusive, examples of prohibited use include:
 - 4.2.3.1. Communications with any real airline or government agency.
 - 4.2.3.2. Communications of a commercial nature.
 - 4.2.3.3. Solicitations for any kind of funds.
 - 4.2.3.4. Posting or the appearance of these logos in any location or site which would bring discredit upon United Virtual or United Airlines.
 - 4.2.4. Staff members are reminded that they are not employees of United Airlines and these letterhead and email templates should not be used to imply they work for United or represent United in any way.
 - 4.2.5. If any staff member has questions about use of the templates, they should contact VHQCC or the President for guidance before sending the item. It is much better to ask in advance than leave the Board of Directors with a mess to clean up afterwards...
- 4.3. Software.

4.3.1. Microsoft Office© is the official contact management, document design facility, spreadsheet, database, and presentation development tool at UVA. Since almost all versions are backwards and forwards compatible, any platform is acceptable.

4.3.1.1. At least Office 2000 is recommended. Office XP is the suite used at VHQCC for preparation of all official UVA documents.

4.3.1.2. For contact management and email, Microsoft Outlook is the recommended software of choice. It interfaces seamlessly with virtual.united.com's IMAP email servers and provides powerful contact management and email format options (including sending email using the UVA email templates described in paragraph 4.2 above). To use the email templates in Microsoft Outlook, the following guide is provided:

4.3.1.2.1. Download the email template from the Art Division web page.

4.3.1.2.2. Save the web page and graphics to the stationary directory (typically C:\Documents and Setting\Your Username\Application Data\Microsoft\Stationary directory). Call the web page something like "UVA.html" and ensure the two graphics are also saved to this directory. (Note that the applications folder is hidden and to see it, you must enable "show hidden files and folders" in your Windows Explorer options.

4.3.1.2.3. In Outlook's main window, select "Tools-Options-Mail Format Tab- Stationary Picker."

4.3.1.2.4. Click "New" name it something like "UVA" and select "Use this file as a template"

4.3.1.2.5. Browse and point to the uva.html file in the templates forward. Double click it, click next and OK, OK to get back to the Mail Format Tab.

4.3.1.2.6. In the box labeled "Use this stationary by default" the UVA file should be listed. Select the drop-down menu and navigate to "None" unless you want every email you send out from Outlook to use the UVA stationary. Select "Apply" and then "OK" to close the window.

4.3.1.2.7. To create a new email in the Outlook main window, under the "Actions" menu select "New email using". If the box does not list UVA, select the "more stationary" option and point to the UVA stationary. This will open a new message with the template.

4.4. Naming Convention.

4.4.1. Whether spoken or in written correspondence, United Virtual Airlines will be referred to as:

4.4.1.1. "United Virtual Airlines"

4.4.1.2. "United Virtual"

4.4.1.3. "UVA"

4.4.2. The phrase "Virtual United" or other similar names should not be used as they refer to other Virtual Airlines...

4.4.3. The real United Airlines (United Airlines Incorporated) should be referred to as:

4.4.3.1. "United Airlines"

4.4.3.2. "United"

4.4.3.3. "UAL"

4.4.3.4. "United Airlines Incorporated" (for formal correspondence)

4.5. Communications about United Airlines.

4.5.1. Communications about the role of UAL in UVA should be limited to the utmost extreme. People asking questions about the relationship between the two organizations should be referred to the website, VHQCC or VHQ.

4.5.2. UAL approves of UVA and has generously offered to help UVA in many ways, but all staff members are reminded that UVA is not run by UAL nor does it use any UAL corporate resources.

4.5.3. The approved statement for release about the relationship between the two organizations is: "UVA is supported by flight simulation enthusiasts at the real-world United." Any requests for further clarification should be addressed in accordance with paragraph 4.5.1.

4.6. Signatures.

4.6.1. Any communications that a staff member conducts while representing UVA should be signed as follows:

4.6.1.1. Text Only:

<u>Format</u>	<u>Example</u>
Name	Wilson Hines
Title	Senior Vice President, Corporate Communications
Office Code	VHQCC
Callsign	UAL006
email address	whines@virtual.united.com
website address	http://virtual.united.com

4.6.1.2. Alternatively, a signature incorporating the official graphics prepared by VHQAL may be used:

Format

Example

Graphic
Callsign
email address
website address



UAL003
dklain@virtual.united.com
<http://virtual.united.com>

4.6.1.3. Monikers and nicknames should not be used to maintain a professional appearance.

4.6.1.4. When posting in the UVA forums, addition of the html codes to provide a VATSIM status is highly encouraged, but not required.

4.7. Staff Email accounts:

4.7.1. The following staff members are authorized virtual.united.com email accounts:

- 4.7.1.1. UVA Founder
- 4.7.1.2. Chief Executive Officer
- 4.7.1.3. President
- 4.7.1.4. Chief Technology Officer
- 4.7.1.5. Art Director
- 4.7.1.6. Senior Vice President, Corporate Communications
- 4.7.1.7. Senior Vice President, Human Resources
- 4.7.1.8. Chief Operations Officer
- 4.7.1.9. Chief Pilot
- 4.7.1.10. Vice President, Special Events
- 4.7.1.11. Fleet Manager
- 4.7.1.12. Domicile Managers

4.7.2. While some original staff have email addresses consisting of their names, to minimize email account management issues for UAL Information Services, all new accounts will be tied to job title instead of a person's name to permit transferring the account in the event a staff member leaves UVA.

4.7.3. UVA email accounts are for official use only and only to be used for official, UVA-related email correspondence.

4.7.4. UVA email accounts are private and access to them (to include passwords) should not be shared with other people.

4.8. Staff "low number" Callsigns.

4.8.1. UVA staff will be assigned a dedicated "low number" callsign to make them more readily identifiable to VATSIM staff, controllers, and pilots when flying online. This callsign replaced the staff members UALPID and is to be used at all times when flying online for UVA.

4.8.2. The following staff callsigns are approved:

- 4.8.2.1. UAL001 – Founder
- 4.8.2.2. UAL002 – CEO
- 4.8.2.3. UAL003 – President
- 4.8.2.4. UAL004 – Chief Operations Officer
- 4.8.2.5. UAL005 – Chief Technology Officer
- 4.8.2.6. UAL006 – Sr. VP, Corporate Communications
- 4.8.2.7. UAL007 – Sr. VP, Human Resources
- 4.8.2.8. UAL008 – Art Director
- 4.8.2.9. UAL009 – Chief Pilot
- 4.8.2.10. UAL010 – Spare
- 4.8.2.11. UAL011 – Spare
- 4.8.2.12. UAL012 – VP, Special Events
- 4.8.2.13. UAL013 – Fleet Manager
- 4.8.2.14. UAL014 – ORDFO
- 4.8.2.15. UAL015 – DENFO
- 4.8.2.16. UAL016 – HNLFO
- 4.8.2.17. UAL017 – IADFO
- 4.8.2.18. UAL018 – JFKFO
- 4.8.2.19. UAL019 – LAXFO
- 4.8.2.20. UAL020 – MIAFO
- 4.8.2.21. UAL021 – SEAFO
- 4.8.2.22. UAL022 – SFOFO
- 4.8.2.23. UAL023 – Asst to the Director, Flight Standards and Training
- 4.8.2.24. UAL024 – Graphic Artist
- 4.8.2.25. UAL025 – *The Shield* Editor-in-Chief
- 4.8.2.26. UAL026 – Programmer
- 4.8.2.27. UAL027-099 – Reserved

4.8.3. Staff callsign assignments are formally promulgated in the UVA Staff forum by VHQCC.

4.8.4. Should a person vacate his/her staff position, the low number callsign will be relinquished and he/she will revert to a standard UAL PID#.

4.9. Staff flag when flying online. To more readily identify staff when flying online, the following modifications to the standards "virtual.united.com FLT#" remarks are used by staff:

4.9.1. Senior Vice Presidents and above will use "virtual.united.com exec staff FLT#".

4.9.2. Vice Presidents and below will use "virtual.united.com staff FLT#".

4.10. Timezones.

4.10.1. United Virtual is a large Virtual Airline that spans the globe with pilots residing in numerous time zones. To avoid confusion, all communications articulating a specific time will always be in Zulu (Greenwich Mean) Time.

4.10.2. To assist pilots not familiar with converting to and from Zulu time, the common U.S. time zones (Eastern Standard, Central Standard, Pacific Standard or Eastern Daylight, Central Daylight and Pacific Daylight as appropriate) may also be included. *When doing this, staff members should pay particular attention to ensure the time zone conversions they make are correct.*

4.10.3. Web Site Calendar postings will all be made in Zulu Time.

4.11. Websites.

4.11.1. All websites related to UVA must be hosted on the virtual.united.com servers. The one exception to this policy is the posting of personal screenshots/images for the purposes of image tagging to them in forum posts.

4.11.2. Under no circumstances will a website purporting to be an official UVA or UVA staff website be hosted on an outside server.

Section Five

5. Personnel Management

5.1. Recruitment.

5.1.1. All UVA staff members are expected to actively recruit pilots for United Virtual.

5.1.2. Particular attention should be paid to, and attempts made to contact, pilots flying online using a United callsign who are not affiliated with UVA. This should be done in a non-intrusive manner via a private message inviting the pilot to check out UVA's website and consider joining.

5.2. Transfers.

5.2.1. Should a pilot request a transfer, every effort should be made to accommodate his/her request.

5.2.2. If either the gaining or losing Domicile Manager feels the transfer request should not be approved, the issue should immediately be referred to the Flight Operations Region Vice President (cc: the Chief Operations Officer and VHQHR) for resolution.

5.3. Currency.

5.3.1. While the requirements to maintain currency are addressed in the Employee Manual, this section provides additional guidance on steps to be taken should a pilot not maintain currency.

5.3.2. If a Domicile Manager suspects a pilot is not current the following actions will be taken:

5.3.2.1. The Domicile Manager will contact the pilot in a non-confrontational manner to inquire as to his/her status and offer to provide assistance if the pilot is having difficulties (for example with logging into the pilot center).

5.3.2.2. If the email is returned as "invalid" the Domicile Manager will place a post in the Domicile forum requesting the pilot contact him/her via email. The pilot's forum account will also be checked to see if he/she has a different email address on record and, if so, an email requesting contact will be sent to that address as well. Lastly, a forum private message will be sent to the pilot asking him/her to contact the Domicile Manager via email.

5.3.2.3. If no response is received to the communications articulated in paragraph 5.3.2.2 is obtained, the Domicile Manager will contact VHQHR (cc: the Chief

Operations Officer) requesting the pilot be declared inactive and his account deleted.

5.3.3. Should a pilot who was formerly a member and either resigned from UVA or had his/her account deleted due to inactivity choose to rejoin, he/she will be treated as a brand new applicant and subject to the same policies applied to all new pilots (to include limitations on numbers of hours the pilot may transfer in).

5.4. Leaves of Absence.

5.4.1. Procedures for granting leaves of absence are delineated in the employee manual.

5.4.2. The employee manual provides examples of reasons a leave of absence may be granted. The list is not inclusive and final decisions on whether or not to grant a leave of absence rest with VHQHR.

5.4.2.1. Should VHQHR decide to deny a leave of absence, he will notify the President, Chief Operations Officer and Domicile Manager, and pilot of the reason for the denial.

5.4.2.2. The pilot will be afforded the opportunity to appeal the denial to the President.

5.5. Termination.

5.5.1. The potential for bad publicity to United and United Virtual makes termination from UVA an extraordinarily sensitive issue. As such, only the President, after consulting with the Board of Directors, may authorize the termination of a pilot.

5.5.2. Staff members who feel a pilot should be terminated for some infraction should immediately notify the President and all intervening members of the staff chain of command of the circumstances surrounding the infraction.

5.5.3. Under no circumstances is a pilot to be told he/she is being terminated or considered for termination by a member of the staff. Notification of termination will only come from the President or (in his absence) a member of the Board of Directors.

5.5.4. Any pilot who is terminated by the President will be given the opportunity to appeal the decision to the entire Board of Directors. The final decision of the Board (as defined by a majority vote of at least three members of the Board) will be final.

5.5.5. Termination proceedings and the details surrounding termination are private in nature and not to be discussed in public forum posts, public communications or emails to non-UVA staff members with three exceptions:

- 5.5.5.1. The details may be discussed by a member of the Board of Directors with VATSIM staff.
 - 5.5.5.2. Should the decision be made to report the pilot to PILOT WATCH, the details of the termination will be discussed with PILOT WATCH staff.
 - 5.5.5.3. Should the decision be made to report the pilot to PILOT WATCH, the details of the termination may be discussed with a member of another VA enquiring about the pilot.
- 5.6. Staff Personnel Procedures.
- 5.6.1. Hiring Procedures.
 - 5.6.1.1. When a staff vacancy exists either through the departure of a staff member or the creation of a new staff position, VHQHR will post a vacancy announcement and solicit applicants in the job vacancies forum. Depending on the nature of the vacancy, VHQCC may also be asked to post details of the vacancy on various other internet sites.
 - 5.6.1.2. All Domicile Managers and above must be at least sixteen years old. All members of the Board of Directors must be at least seventeen years old.
 - 5.6.1.3. Applicants will be asked to submit a resume to VHQHR for consideration. Upon receipt of a candidate VHQHR deems qualified, he/she will forward the resume on to the appropriate Division Director (and the appropriate Flight Operations Region Vice President in the case of Domicile Manager vacancies) with a recommendation the applicant be interviewed.
 - 5.6.1.4. VHQHR will conduct the interview and the personnel listed in paragraph 5.6.1.3 will be afforded the opportunity to participate in the interview or interview the candidate separately if they so desire.
 - 5.6.1.5. At the conclusion of the interview process, VHQHR will consult with the personnel described in paragraph 5.6.1.3 and a hiring decision will be made. Once a decision is made, VHQHR will notify the applicant of that decision. If a decision is made to hire the applicant:
 - 5.6.1.5.1. VHQHR will notify the President and VHQCC and provide both with a copy of the applicant's resume and any other details that came out in the interview process.
 - 5.6.1.5.2. VHQCC will post a press release announcing the hiring in the UVA forum. The press release will be issued to other outside activities and forums as deemed appropriate by VHQCC. *No announcements or*

changes to the web site will be publicly made before this press release is promulgated.

5.6.2. Termination procedures.

- 5.6.2.1. Violation of any of the procedures or standards of conduct articulated in this manual, the employee manual, the aircrew SOP or the web site is grounds for termination.
- 5.6.2.2. False or incomplete statements during the hiring process are grounds for termination.
- 5.6.2.3. If a staff member believes another staff member should be terminated, the President, VHQHR, the appropriate division director, and the appropriate flight operations region VP (in the case of domicile managers) will be immediately notified.
- 5.6.2.4. The President will either investigate the circumstances of the case or appoint a member of the staff to conduct the investigation for him.
- 5.6.2.5. At the completion of the investigation, the President, Division Director and VHQHR will review the evidence and give the staff member in question an opportunity to present his side of the story. They will then meet in private and make a recommendation as to termination.
- 5.6.2.6. If a decision is made to terminate the staff member, the President will present the case to the Board of Directors. A simple majority vote of at least three Board members constitutes termination. Should a staff member be terminated, he/she will be presented the opportunity to appeal the decision to the Board.
- 5.6.2.7. Only the President may notify a staff member that he/she is being terminated for cause.
- 5.6.2.8. The same privacy and notification issues articulated in paragraph 5.5 above apply in these cases as well.

Section Six

6. Special Event Procedures

- 6.1. The enjoyment of flying online is enhanced when conducted with a large group of pilots with heavy traffic and extensive ATC coverage. To this end, United Virtual will aggressively sponsor various kinds of group flights/fly-ins and actively participate in other online flying events (other VA and ARTCC sponsored events).
- 6.2. The Vice President, Special Events, is the primary point of contact for Special Events. As such he:
 - 6.2.1. Is the sole person authorized to request ATC coverage from VATSIM/VATUSA for an event.
 - 6.2.2. Is responsible for coordinating UVA participation in other organizations' events.
 - 6.2.3. Is responsible for coordinating group flight partner virtual airlines.
- 6.3. UVA will sponsor two kinds of Special Events, company-wide and domicile- or region-specific. The following additional guidelines apply:
 - 6.3.1. Company-wide Special Events.
 - 6.3.1.1. UVA will sponsor a company-wide special event at least once per calendar quarter.
 - 6.3.1.2. The Vice President, Special Events will normally be designated the Event Coordinator. He may appoint additional assistants as necessary to conduct the event. Under certain circumstances, another member of UVA staff may serve as event coordinator with the Senior Vice President, Corporate Communications' (VHQCC) permission. The event coordinator is responsible for:
 - 6.3.1.2.1. Obtaining event approval from the Senior Vice President, Corporate Communications and Vice President, Special Events prior to any external-to-UVA staff discussions taking place.
 - 6.3.1.2.1.1. This coordination will include a discussion as to the inclusion of other virtual airlines in the event.
 - 6.3.1.2.1.2. The group flight route must be included in the UVA flight schedule database.

- 6.3.1.2.1.3. The event coordinator may request an aircraft type waiver and submit justification during this discussion. Aircraft type waivers will be granted solely at the discretion of the Chief Operations Officer.
- 6.3.1.2.2. Working with VHQAL to design an event logo to be used in all event documents.
- 6.3.1.2.3. Creating a groupflight web page to publicize the event (the Chief Operations Officer and VHQIS can provide assistance in this area).
 - 6.3.1.2.3.1. This web page must be hosted on the virtual.united.com server.
 - 6.3.1.2.3.2. A signup page must be activated prior to any external-to-staff publicity.
- 6.3.1.2.4. Publicizing the event in the Special Events forum.
- 6.3.1.2.5. Coordinating with VHQCC for pre- and post-event external publicity.
- 6.3.1.2.6. Coordinating with the VP, Special Events for ATC coverage once the minimum number of pilots (presently 15) have committed to the flight.
- 6.3.1.2.7. Capturing participation data and statistics.
 - 6.3.1.2.7.1. This data includes:
 - 6.3.1.2.7.1.1. total number of participants
 - 6.3.1.2.7.1.2. total number of UVA participants
 - 6.3.1.2.7.1.3. screen captures (MSFS, SERVINFO and ASRC)
 - 6.3.1.2.7.2. The event coordinator does not need to capture all this data him/herself but must ensure some person or persons are designated to do so.
 - 6.3.1.2.7.3. All this data is to be provided to VHQCC no later than 72 hours after the event takes place to support initial post-event publicity. It is recognized that additional images may be received later via forum posts, but an initial report should be provided to VHQCC within 24 hours.
- 6.3.1.2.8. Soliciting lessons learned from participating pilots, ATC controllers and ARTCC Special Events Coordinators (things that went well, things that went poorly, recommendations to improve future group

flights) and providing that data in the UVA staff forum no later than one week after the event takes place.

6.3.1.3. Double time.

6.3.1.3.1. If an event meets the following criteria, it will qualify for double flight time:

- 6.3.1.3.1.1. Be an officially sponsored UVA company-wide event.
- 6.3.1.3.1.2. Have at least 20 UVA pilots participating.
- 6.3.1.3.1.3. Be publicized at least 30 days in advance.
- 6.3.1.3.1.4. Be approved for double time by the Chief Operations Officer.

6.3.1.3.2. If an event is certified as a double time event, the event coordinator will:

- 6.3.1.3.2.1. Developing a mechanism to receive Pilot Reports (can be as simple as an email or as complex as a web form).
- 6.3.1.3.2.2. Ensure all UVA pilots submit accurate PIREPS to the pilot center for their flights covering their actual flight time and submit the same PIREP data to the event coordinator.
- 6.3.1.3.2.3. Provide VHQHR (cc the Chief Operations Officer) with an accurate list of pilots who participated and how much time they should be credited with (should equal the amount of time they filed in their PIREPS). Data submitted should include:

- 6.3.1.3.2.3.1. UAL PID
- 6.3.1.3.2.3.2. Name
- 6.3.1.3.2.3.3. Time to add to account
- 6.3.1.3.2.3.4. Note: Event coordinators are responsible to verify the amount of time the pilot filed matches the length of an event. Given ATC delays, a three hour report for a two hour flight may be acceptable but a six hour report is clearly incorrect.

6.3.1.3.2.3.5. Note: This report is to be submitted to VHQHR within seven days of the event's completion. Pilots who fail to provide the event coordinator with their data within five days of event completion will not receive bonus time.

6.3.1.3.2.4. VHQHR will credit the pilots' accounts with the bonus time.

6.3.2. Domicile Managers and the Chief Pilot are authorized to sponsor sub-company events (Regional/Domicile group flights or Training group flights).

- 6.3.2.1. These group flights can be conducted as frequently as the event coordinator desires on the staffer's own authority.
- 6.3.2.2. The flight must be a valid flight in the UVA schedule database.
- 6.3.2.3. The flight must have a member of the UVA staff as the event coordinator. He is responsible for:
 - 6.3.2.3.1. Publicizing the event in the Special Events and appropriate Domicile/Region/Training forum at least seven days in advance. The event should only be listed in one forum and the special events forum to avoid clutter.
 - 6.3.2.3.2. Requesting the VP, Special Events coordinate ATC services with VATSIM/VATUSA once he/she has at least 15 pilots committed to the group flight.
- 6.3.2.4. A sub-company event will qualify for time and a half provided it meets the following requirements:
 - 6.3.2.4.1. At least 10 UVA pilots must participate.
 - 6.3.2.4.2. Intent to offer time and a half is requested (and approval obtained) from the Chief Operations Officer in advance of the event.
 - 6.3.2.4.3. To receive credit:
 - 6.3.2.4.3.1. Pilots file a normal PIREP as if it was a non-group flight.
 - 6.3.2.4.3.2. Pilot emails event coordinator with PIREP data (UAL PID number, name and hours filed)
 - 6.3.2.4.3.3. Event coordinator verifies time makes sense and email VHQHR (cc: the Chief Operations Officer) with one email containing UAL PIDS, names, time filed and time to be added (should be ½ the time filed by the pilot) within seven days of event completion.
 - 6.3.2.4.3.4. VHQHR credits pilots' accounts with the bonus time.

Section Seven

7. Changes

- 7.1. Recommendations for changes to this manual should be submitted to the President via the UVA staff forum or email.
- 7.2. On a semi-annual basis the President will review this manual and any submitted change recommendations and submit a new draft to the board (if a revision is necessary) for approval.
- 7.3. If the President deems necessary, changes to these procedures may be promulgated by his authority via a Standing Policy in the Standing Policy forum. That change will be submitted to the board for ratification with the next manual revision and may be overturned by the board.