

Flight Crew SOP

Standard Operating Procedures for United Virtual

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Introduction from CEO

Dear Esteemed New Member,

It is with great pleasure that I extend to you a warm welcome to the Flight Operations team at United Virtual Airlines. Your decision to join our dynamic and expanding community marks the beginning of an exciting journey, and we are honored to have you with us.

At United Virtual, we pride ourselves on replicating the operations of United Airlines with remarkable fidelity, utilizing a suite of sophisticated PC flight simulation platforms, including Microsoft Flight Simulator, X-Plane, and Prepar3D. Since our inception in December 2020, our mission has been to offer virtual pilots a contemporary and engaging virtual airline experience that stands apart from the rest.

Our distinctive offerings include:

- Integrated SimBrief departure briefings for comprehensive pre-flight preparation,
- Weekly group flights and events to foster community engagement,
- A state-of-the-art Crew Center designed with the latest technological advancements,
- A dedicated and approachable staff team committed to delivering a bespoke experience,
- Complimentary VATSTAR virtual pilot training to enhance your skills,
- The MileagePlus rewards program, rewarding your commitment and passion.

Under our #flyFriendly ethos, we continuously strive for innovation, enhancement, and excellence in the virtual aviation experience. Our development and staff teams are committed to seeking out new ways to enrich your journey with us.

Enclosed in this communication, you will find essential information to navigate a successful career in virtual Flight Operations at United Virtual. Should you have any inquiries or require further assistance, I encourage you to reach out to our staff members via the contact details provided on the Staff Team page or join our conversations on Discord, our preferred communication channel.

Once again, welcome to United Virtual. I am confident that your time with us will be both fulfilling and enjoyable.

Warmest regards,

Jay D. Chief Executive Officer United Virtual Airlines



Goals

Purpose

The primary objective of this operations manual is to furnish comprehensive guidance to all pilots and staff members of United Virtual Airlines (UVA). It delineates the operational procedures, standards, and expectations within which UVA functions, ensuring clarity and consistency in all activities.

Scope

This manual has been ratified under the authority of the Chief Executive Officer of United Virtual Airlines. It is imperative that all pilots, staff, and administrators of UVA adhere strictly to the protocols and regulations presented within. Non-compliance with these directives may lead to corrective measures, which could include penalties or, in severe cases, termination of affiliation with the airline.

Mission Statement

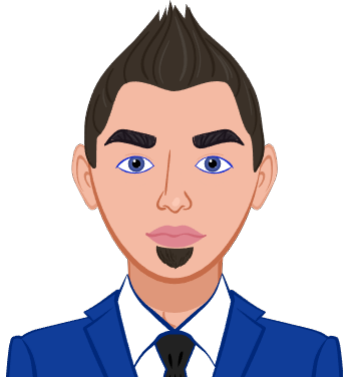
United Virtual Airlines is steadfast in its commitment to offering a sophisticated and contemporary virtual aviation experience, characterized by a blend of relaxation and modernity, conducted with utmost responsibility and respect. Our mission is articulated with the goal of fostering the growth and prominence of flight simulation as a hobby and the virtual airline community as a whole. For a detailed exploration of our mission, please refer to the following link: [United Virtual's Mission Statement](#).

This document serves as a cornerstone for operational excellence within United Virtual Airlines, guiding our collective efforts towards achieving a harmonious balance between a professionally structured virtual airline environment and a welcoming community for aviation enthusiasts.



Staff Team

Administrative Staff



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Chairman & Chief Executive Officer (CEO)

Chairman of the Board of Directors

The Chairman plays a pivotal role in steering the Board of Directors (BOD), which is democratically constituted by members of both the Administrative and Executive Staff Teams. This position holds exclusive veto power over decisions presented to the Board, ensuring a balanced and judicious oversight of the airline's strategic direction.

Chief Executive Officer (CEO)

The CEO is entrusted with the comprehensive execution of strategies and initiatives that contribute positively to United Virtual Airlines (UVA). This encompasses a wide range of responsibilities, including:

- **Leadership and Management:** Spearheading the day-to-day operations to ensure the smooth functioning of the airline.
- **Staff Coordination and Development:** Overseeing all aspects of staff management, from coordination to the recruitment of new team members.
- **Marketing and Partnerships:** Playing a key role in marketing efforts and serving as the primary liaison with partner organizations.
- **Operational Collaboration:** Working in tandem with the Administrative and Executive staff teams to facilitate daily operations and the effective implementation of new policies, programs, and initiatives.

- **Compliance and Discipline:** Maintaining the authority to suspend or remove any pilot or staff member from the roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP.

These roles are designed to ensure that UVA operates efficiently and continues to provide a premier virtual airline experience, guided by strong leadership and a commitment to excellence in all aspects of our operations.



Cody B. | UAL2

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Chief Operations Officer (COO)

Overview

The Chief Operating Officer (COO) at United Virtual Airlines (UVA) occupies a central role in the management and operational leadership of the airline. Working closely with both the Administrative and Executive staff teams, the COO ensures the seamless execution of day-to-day activities and upholds the highest standards of operational excellence.

Key Responsibilities

- **Operational Management:** The COO is instrumental in the coordination and oversight of daily operations, ensuring that all activities align with UVA's strategic objectives and operational guidelines.
- **Strategic Leadership:** In collaboration with the CEO, the COO contributes to the overall leadership, management, and strategic direction of UVA. This partnership is crucial for the identification and realization of opportunities beneficial to the airline's growth and success.
- **Staff Management and Development:** Directing staff management efforts at the Executive level and below, the COO plays a vital role in team coordination, the recruitment of new staff members, and fostering a productive and positive work environment.
- **Marketing and Promotions:** Assisting with the marketing strategies of UVA, the COO helps in enhancing the airline's visibility and appeal within the virtual aviation community.

- **Policy Implementation and Management:** The COO aids in the development, implementation, and management of new corporate, pilot, and staff policies and programs, ensuring they are effectively communicated and adhered to across the organization.
- **Disciplinary Authority:** Maintaining the authority to suspend or remove pilots or staff members from the UVA roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP, reinforcing the importance of adherence to established protocols and standards.

Position in Hierarchy

As the Second-in-Command within United Virtual Airlines, the COO holds a position of significant authority and responsibility. This role is critical in maintaining the operational integrity, efficiency, and reputation of UVA, ensuring that the airline continues to offer a premier virtual aviation experience to its members.

The COO's comprehensive approach to operational leadership, combined with a deep commitment to the airline's mission and values, is essential for driving UVA forward in its pursuit of excellence in the virtual aviation sector.

Reports to: Chief Executive Officer (CEO)



Vacant. | UAL3

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Chief Technology Officer/Webmaster (CTO)

Overview

The Chief Operating Officer (CTO) at United Virtual Airlines (UVA) occupies a central role in the website management and maintenance.

Key Responsibilities

- **Crewsite/Hub Ops Management:** The CTO is instrumental in overall management and maintenance of the crew site. Making sure it remains functional and operational and updated.
- **Technology Infrastructure and Operations:** Ensure the smooth operation of all technology systems, including flight simulation platforms, customer-facing applications, and internal tools.
- **Product Development and Enhancement:** Support the VA's transition to future versions of PHPVMS, ensuring the ongoing delivery of its mission and objectives.

Impact

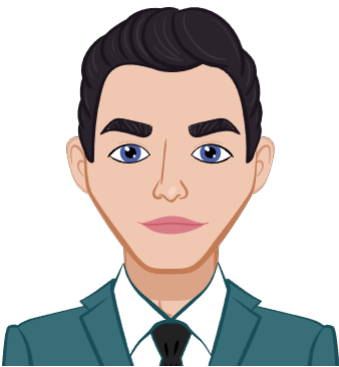
The CTO is vital to United Virtual (UVA)'s success by ensuring our systems remain operational and current as we manage daily operations.

Reports to: Chief Executive Officer (CEO)

Executive Staff Team

Daniel S. | UAL4

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Director of Human Resources (DHR)

Overview

The Director of Human Resources (DHR) at United Virtual Airlines (UVA) is a cornerstone role responsible for overseeing the organization's human resources policies, programs, and practices. This leadership position involves a strategic approach to managing the airline's workforce, ensuring a supportive, diverse, and dynamic work environment that aligns with UVA's mission and values.

Key Responsibilities

- **Workforce Planning and Development:** Leads the strategy for staffing and development, ensuring UVA has a skilled, motivated, and engaged workforce capable of meeting current and future organizational objectives.
- **Recruitment and Selection:** Manages the recruitment process, from the identification of staffing needs to the selection and onboarding of new team members, ensuring a fit both in terms of skills and alignment with UVA's culture.
- **Employee Relations and Engagement:** Acts as a primary point of contact for employee relations, fostering a positive work environment, addressing grievances, and implementing programs that promote staff retention and satisfaction.
- **Training and Development:** Oversees the development and delivery of training programs that equip staff with the necessary skills and knowledge to perform their roles effectively and advance in their careers.
- **Performance Management:** Implements and manages a performance review process that aligns individual objectives with organizational goals, providing regular feedback and identifying opportunities for growth.
- **Compliance and Policy Management:** Ensures all HR practices comply with relevant laws and regulations, and that HR policies are up to date, clearly communicated, and consistently applied across the organization.
- **Diversity and Inclusion:** Champions diversity and inclusion initiatives, ensuring that UVA's workplace is inclusive, respectful, and open to all individuals.

Key Attributes

The ideal candidate for the Director of Human Resources position will possess strong leadership qualities, excellent communication and interpersonal skills, and a proven track record in HR management within a dynamic and changing environment. Strategic thinking, problem-solving capabilities, and a commitment to fostering a positive organizational culture are essential. Experience in conflict resolution, negotiation, and change management is highly valued.

Impact

The DHR plays a crucial role in shaping the organizational culture and ensuring UVA remains a desirable and supportive place to work. Through effective HR management, the DHR contributes significantly to the overall productivity and success of the airline, making it a key strategic partner in achieving UVA's objectives and enhancing its reputation in the virtual aviation community.

Reports to: Chief Operations Officer (COO)



TJ W. | UAL5

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Director of Pilot Operations (DPO)

Overview

The Director of Pilot Operations holds a pivotal role at United Virtual Airlines (UVA), overseeing the intricacies of daily operations and ensuring the seamless functioning of the airline's pilot-related activities. This leadership position is central to maintaining operational excellence and upholding the high standards for which UVA is known.

Key Responsibilities

- **Operational Leadership:** Ensures the efficient management of the Operations Staff, overseeing their day-to-day activities and ensuring alignment with UVA's strategic goals and operational policies.
- **Compliance and Standards:** Vigilantly upholds and maintains the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), ensuring all operations adhere to these established protocols.
- **Pilot Recruitment:** Manages the entire lifecycle of pilot engagement, from processing new pilot applications to addressing inquiries from prospective pilots through various channels including social media and forums.
- **Staff Development:** Takes charge of interviewing, hiring, processing, and training new Operations Staff, ensuring they are fully equipped to meet the demands of their roles and contribute effectively to UVA's mission.
- **Community Engagement:** Serves as a primary point of contact for potential new pilots, providing timely and informative responses to queries, thereby fostering a welcoming and inclusive environment for newcomers.

Key Attributes

The Director of Pilot Operations is expected to exhibit a high level of leadership, organizational, and communicative skills, paired with a deep understanding of virtual aviation operations and pilot management. The ability to engage with both internal team members and the external pilot community effectively is crucial. This role demands a proactive approach to problem-solving, excellent decision-making capabilities, and a commitment to enhancing the pilot experience at

UVA.

Impact

By ensuring the smooth operation of pilot activities and the professional development of the Operations Staff, the Director of Pilot Operations plays a critical role in advancing UVA's reputation as a leading virtual airline. This position directly contributes to the overall satisfaction of UVA's pilots and staff, thereby supporting the airline's growth and success in the virtual aviation community.

Reports to: Chief Operations Officer (COO)



Russell H. | UAL1612

events@flyuva.org

Director of Marketing & Events (DME)

Overview

The Director of Marketing and Events (DME) at United Virtual Airlines (UVA) is a cornerstone role responsible for overseeing the organization's external partnerships and internal events. This leadership position is central to maintaining operational excellence and upholding the high standards to better our industry partnerships and pilot experience.

Key Responsibilities

- **Events Team Workforce Management and Development:** Leads the strategy for staffing and development of the events team, ensuring UVA has a skilled, motivated, and engaged events team capable of meeting current and future organizational objectives.
- **Event Management:** Acts as the primary overseer of all VA sponsored events and ensured proper procedural planning, preparation, and execution of event(s).

- **External Relations:** Oversees and manages VA external partnerships and relationships. Explores options for potential new partnerships as the VA continues to grow and expand.
- **Diversity and Inclusion:** Champions diversity and inclusion initiatives, ensuring that UVA's workplace is inclusive, respectful, and open to all individuals.

Key Attributes

The ideal candidate for the Director of Marketing & Events position will possess strong leadership qualities, excellent communication and interpersonal skills. And a proven track record in organizational skills, strategic thinking, problem-solving capabilities, and a commitment to fostering a positive organizational culture are essential.

Impact

The DME plays a crucial role in shaping the organizational culture and ensuring UVA remains a desirable and engaging environment for our pilots and VA partners. Through effective event and partner management, the DME contributes significantly to the overall productivity and success of the airline, making it a key strategic partner in achieving UVA's objectives and enhancing its reputation in the virtual aviation community.

Reports to: Chief Operations Officer (COO)

Chief Pilot



***Now Hiring* | UAL6**

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Chief Pilot (CP)

Overview

The chief pilot role at United Virtual Airlines (UVA) is pivotal in overseeing and supporting daily pilot operations. This position requires coordination with all staff members, ensuring pilots operate effectively and efficiently, promoting collaboration, and maintaining adherence to established operational guidelines.

Key Responsibilities

- **Pilot Training:** Developing materials and organizing training sessions for pilots to attend, aimed at enhancing overall VA performance and skills.
- **Pilot Support:** Collaborating with the leadership team to create documentation, including checklists and procedural guides.
- **Discord Server Engagement:** Actively engaging with pilots and maintaining a prominent presence in the community Discord. The Chief Pilot will collaborate with the events team to organize challenges and activities that promote pilot participation and skill improvement.
- **Communication with Leadership:** Ensuring transparent communication with UVA leadership by providing regular updates on daily operations, pilot involvement, and addressing any emerging issues.

Key Attributes

The Chief Pilot position necessitates robust organizational and communication abilities, meticulous attention to detail, and the capacity to deliver prompt and efficient assistance to pilots. Proficiency in virtual aviation operations and procedures is crucial. Upholding a positive and collaborative environment within the VA is imperative

Impact

The Chief Pilot plays a pivotal role in the ongoing success of the VA. As our community expands and evolves, this role will be essential in expanding our pilot base and fostering continuous improvement within our community for the foreseeable future.

Reports to: Director of Pilot Operations (DPO)

Events Staff



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Events Coordinator - USA (EC)

Overview

The Events Coordinator/s at United Virtual Airlines (UVA) holds a key role in enhancing the pilot experience by orchestrating and managing a variety of online group flights, events, and tours. This position is instrumental in maintaining a dynamic and engaging environment for UVA pilots, ensuring active participation in both internal and external virtual aviation events.

Key Responsibilities

- **Group Flights and Events:** Plans, organizes, and executes online group flights and events, fostering a sense of community among UVA pilots and providing opportunities for collaborative flying experiences.
- **United Virtual Tours:** Develops and implements new UVA tours, creating exciting and challenging routes that showcase the diversity of virtual aviation and encourage pilot participation.
- **Event Communication:** Keeps UVA pilots informed about upcoming VATSIM/VATUSA events by regularly updating information on the Discord server and the UVA website.
- **Collaboration with DPO:** Works closely with the Director of Pilot Operations (DPO) to align event planning with the overall pilot engagement strategy, ensuring a consistent and varied schedule of weekly, bi-weekly, and monthly group flights and events.
- **Partnership Engagement:** Collaborates with external organizations and networks to explore and participate in joint events, expanding UVA's presence in the virtual aviation community.

Reporting Structure

Reports directly to the Director of Pilot Operations (DPO), providing regular updates on event planning, execution, and participant engagement. Maintains open communication channels to ensure seamless coordination between Events and Pilot Operations teams.

Key Attributes

The Events Coordinator should possess strong organizational skills, creativity in event planning, and effective communication abilities. A passion for virtual aviation and a commitment to fostering a sense of community among UVA pilots are essential. Additionally, the ability to collaborate with various stakeholders, both internally and externally, is crucial for the success of this role.

Impact

The Events Coordinator contributes significantly to the vibrancy and engagement of the UVA pilot community, creating memorable experiences and reinforcing UVA's position as a dynamic virtual airline. By aligning with the broader pilot engagement strategy, this role plays a key part in enhancing the overall satisfaction and retention of UVA pilots.

Operations Staff

Hub Managers (HM)

Overview

As a Hub Manager at United Virtual Airlines (UVA), you play a crucial role in the oversight and management of daily pilot operations within your assigned base. This position involves coordinating and ensuring the efficiency of pilot activities, fostering a collaborative environment, and upholding the established operational guidelines.

Key Responsibilities

- **Daily Operations Oversight:** Manage and oversee daily pilot operations in your designated base, ensuring the productivity and adherence to established protocols by base pilots.
- **PIREP Processing:** Responsible for processing all Pilot Reports (PIREPs) and associated commentary submitted by pilots in your base, ensuring accuracy and completeness.
- **Pilot Support:** Act as a primary point of contact for pilots in your base, addressing their questions, concerns, and providing assistance as needed.
- **Discord Server Moderation:** Monitor and moderate the UVA Discord server regularly, ensuring a respectful and supportive online community for all members.
- **Guideline Adherence:** Ensure that all pilots within your base adhere to the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), maintaining a high standard of operational excellence.
- **Communication with Leadership:** Maintain open communication with UVA leadership, reporting on the status of daily operations, pilot engagement, and any issues that may

arise within your base.

Key Attributes

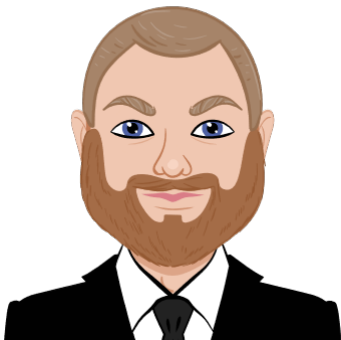
The Hub Manager role requires strong organizational and communication skills, a keen attention to detail, and the ability to provide timely and effective support to pilots. An understanding of virtual aviation operations and familiarity with Discord server management is advantageous. The ability to maintain a positive and collaborative atmosphere within the base is essential.

Reporting Structure

Hub Managers report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within their bases align with the broader organizational objectives and guidelines.

Impact

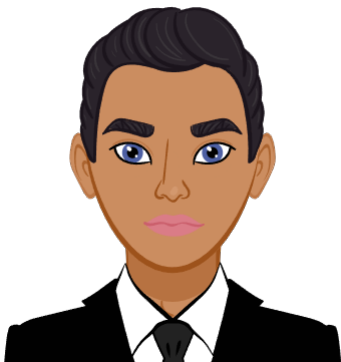
Hub Managers are instrumental in creating a cohesive and well-functioning environment within their respective bases. Their efforts contribute directly to the overall success of UVA by ensuring that pilot activities are conducted efficiently, in compliance with guidelines, and with a strong sense of community and support.



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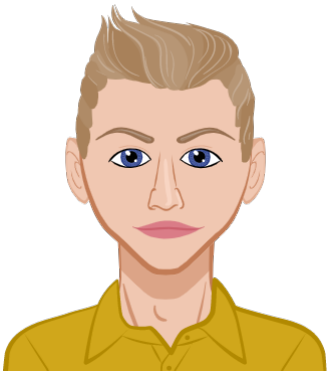
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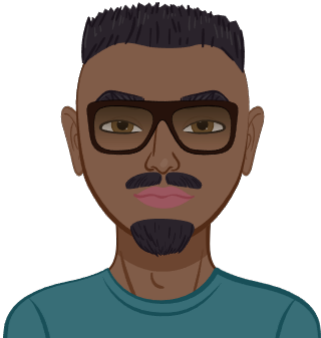
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Staff Position Application Process

If you are interested in applying for a staff position currently listed as VACANT, we invite you to follow the outlined steps below:

1. **Visit the Staff Application Page:** Navigate to the Staff Application page on our crew website. The application page is designed to streamline the process and ensure that your submission is received promptly.

2. **Carefully Review Position Requirements:** Before applying, carefully review the specific requirements and responsibilities associated with the vacant staff position. This will help you understand the expectations and ensure your alignment with the role.
3. **Complete the Application Form:** Fill out the application form with accurate and relevant information. Provide detailed responses that showcase your qualifications, experience, and enthusiasm for the position.
4. **Submit Required Documentation:** Ensure that any required documentation or additional materials, such as a resume or cover letter, are attached as specified in the application form.
5. **Follow Submission Instructions:** Adhere to any specific submission instructions outlined on the application page. This may include specific formats, file types, or additional details requested by the hiring team.
6. **Confirmation of Submission:** After submitting your application, you may receive a confirmation message or acknowledgment of receipt. If not, please allow some time for the processing of applications.
7. **Application Review Process:** Our staff recruitment team will carefully review all applications. Shortlisted candidates may be contacted for further assessments or interviews.
8. **Notification of Outcome:** Once the review process is complete, all applicants will be notified of the outcome. Successful candidates will be provided with additional instructions regarding the onboarding process.

Thank you for expressing your interest in contributing to our team. We appreciate the time and effort you invest in your application. Should you have any questions or require further assistance, feel free to reach out to the designated contact person listed on the Staff Application page.

We look forward to receiving your application and potentially welcoming you to our dedicated team at United Virtual Airlines.



Registration Requirements

To ensure a streamlined and compliant registration process, please carefully review and adhere to the following requirements:

1. **Age Limitation:**
 - You must be at least fourteen (14) years of age to register with United Virtual Airlines.
2. **Use of Real Name:**
 - It is mandatory to use your real name during the registration process. Fake names or aliases are not permitted.
3. **Single Registration:**
 - Registering on our website and Discord is a one-time process. Multiple registrations using different email addresses are strictly prohibited.
4. **Flight Simulation Software:**
 - Ownership of a licensed copy of one of the following flight simulation platforms is required:
 - Microsoft Flight Simulator 2004
 - FSX (Flight Simulator X)
 - FSX:SE (Flight Simulator X: Steam Edition)
 - MSFS2020 (Microsoft Flight Simulator 2020)
 - X-Plane
 - Prepar3D
5. **Active Email Account:**
 - A regularly accessed and active email account is necessary for communication purposes.
6. **Regulatory Agreement:**
 - By registering, you agree to abide by the regulations outlined in our manuals, including NOTAMS, memos, and any other company-provided documents.
7. **Application Requirements:**
 - Essential application details include Country of Residence and Date of Birth.
8. **VATSIM ID (Optional but Recommended):**
 - While not mandatory for joining, having a VATSIM ID is recommended to fully participate in our group flights, primarily conducted on VATSIM.
9. **First Flight Commitment:**
 - A commitment to complete your first approved PIREP **within 30 days of registration** acceptance is required to remain on our roster. Rejected PIREPs do not fulfill this requirement.
10. **Transfer Hours Policy:**
 - Transfer hours will not be accepted, as our pilots have the flexibility to fly any preferred aircraft at any time.

For additional details and clarification, please refer to [Note on item #9](#).

We appreciate your commitment to complying with these requirements, ensuring a smooth onboarding process and a positive experience as a member of United Virtual Airlines.



Staff Requirements

To maintain the professionalism, integrity, and functionality of our staff team, we have established the following requirements for all staff members at United Virtual Airlines:

1. **Flight Commitment:**
 - Staff members are required to complete a minimum of four (4) flights every 30 days to retain active status.
2. **Exclusivity Clause:**
 - Staff members may not simultaneously hold a staff role with another virtual airline.
3. **Pilot Status with Other Airlines:**
 - Staff members must not be in an "active" pilot status with another virtual airline unless on Leave of Absence (LOA) or Retired status, unless prior approval is obtained from a UVA Admin team member.
4. **Minimum Age Requirement:**
 - The minimum age for a staff member is **18 years old**.
5. **Monthly Staff Meetings:**
 - Staff members must be available to attend a monthly staff meeting scheduled by the Administrative or Executive team.
6. **SmartCARS Activity:**
 - Staff members must have a minimum of one month (30 days) with the airline and have submitted and had approved a minimum of ten (10) Pilot Reports (PIREPs) through SmartCARS.
7. **Good Standing Requirement:**
 - Staff members must be in good standing with the airline, with no pending or active disciplinary actions.
8. **Discord Presence:**
 - Staff members are expected to be **active and sociable** participants on our Discord server both **prior to and upon placement** onto the staff roster.
9. **Probation Period:**
 - All staff new hires will undergo a probation period of one month (30 days) for performance evaluation. During this period, their position may be reconsidered if necessary.
10. **Group Flight/Event Participation:**
 - While not currently a requirement, staff members are encouraged to participate in at least one group flight or event per month. This is subject to change at the discretion of the Administrative and/or Executive teams based on staff participation levels.

These requirements are designed to ensure a committed, engaged, and professional staff team that contributes positively to the success of United Virtual Airlines. We appreciate your dedication to meeting these standards and fostering a collaborative and vibrant community within our virtual airline.

Code of Conduct

To uphold a professional and respectful environment, all Staff Members and Pilots of United Virtual Airlines (UVA) are expected to adhere to the following Code of Conduct across all communication channels and representations of UVA:

Prohibited Actions:

1. **Verbal Abuse and Bullying:**
 - No engaging in verbal abuse or bullying of any UVA member or member of partner organizations while representing United Virtual.
2. **Harmful Activities:**
 - Prohibited from participating in any activity that is harmful to the virtual airline.
3. **Inappropriate Messages:**
 - Sending explicit, controversial, or degrading messages related to race, color, religion, gender, sexual orientation, gender identity, national origin, veteran or disability status, or any other protected classifications is strictly prohibited.
4. **Offensive Language:**
 - Usage of vulgar profanity or offensive language is prohibited on UVA's and partner's public-facing Discord channels.
5. **Advertising Products/Services:**
 - Sending any form of advertisements for the sale of products or services on UVA's communication outlets, including Discord, is not allowed.
6. **Discussion of Piracy:**
 - Discussing or promoting the pirating or distribution of entertainment without proper legal purchases is strictly prohibited.
7. **Use of @everyone/@here Commands:**
 - Using @everyone/@here commands in UVA's Discord server is not allowed.
8. **Exploitative Activities:**
 - Performing or promoting the intentional use of glitches, hacks, bugs, or other exploits that may cause incidents within the community and among pilots is strictly forbidden.
9. **Spamming and Flooding:**
 - Spamming or flooding any communication outlet within or used by UVA is not permitted.
10. **Multiple Registrations:**
 - Registering on the website or Discord with more than one email account/Pilot ID is strictly prohibited.
11. **Promotion of Other Airlines:**
 - Advertising or promoting any other virtual airline on UVA's communication outlets is not allowed.
12. **Use of Aliases or Fake Names:**

- Use of aliases or fake names on UVA's website or communication outlets, including Discord, is not permitted.

13. **Nuisance Behavior:**

- Causing a nuisance at United Virtual is not tolerated. Repeated complaints may lead to administrative action, including termination, after a formal investigation.

Warning Levels:

- **Level 1 Warning:**
 - Issued with a clear definition of the grievance/violation and corrective actions to be taken. Probation or suspension may follow if corrective action is not implemented.
- **Level 2 Warning:**
 - Formal written notice with defined grievance/violation and corrective actions. May include probation, suspension, or termination, based on the severity.
- **Level 3 Warning:**
 - Formal written notice with defined grievance/violation and corrective actions. May result in suspension or termination, depending on severity.
- **Level 4 Warning:**
 - Formal termination from UVA with a ban set for future membership.

Warning Level Progression:

- If a member is on a Warning Level of discipline, the next applicable Warning Level will be issued for any violations within the rolling 12-month period from the date of issuance.
- Appeals for Warning Levels or terminations may be addressed to the Chief Operations Officer (COO) at coo@flyuva.org and/or the Chief Executive Officer (CEO) at ceo@flyuva.org.

For detailed information, refer to [Code of Conduct Document](#).

Voice Channel Code of Conduct:

- Our voice channels (VC) are enjoyable spaces to connect and share our passion for flying, but it's essential that we uphold mutual respect in these interactions.
- When participating in general VC channels, be mindful of the atmosphere and ongoing dynamics. If a VC is hosting a large group, minimize background noise to maintain respect for others.
- During group flights, we often implement a push-to-talk protocol. This is because many pilots, including ourselves, manage multiple audio sources simultaneously, especially when flying on VATSIM.
- As part of pre-, in-, and post-flight routines, going through checklists is vital. However, given that we may be at different stages of our flights or using different aircraft, we ask that you conduct these checklists privately within your own cockpit.
- We also remind you that the use of vulgar profanity & pervasive language is prohibited, and all language should be kept at a PG-13 level.

Warning Level Progression

- **First offence:** Verbal warning
- **Second offence:** 10 minute time out in Discord
- **Third offence:** 24 hour time out in Discord and an official written pilot misconduct.



Pilot Requirements

Pilot Requirements:

1. **Monthly PIREP Submission:**

- Pilots are required to submit at least one (1) Pilot Report (PIREP) per month. The submission must be made using the smartCARS flight logging and monitoring software provided by United Virtual. If unable to comply, pilots may submit a manual PIREP through the Crew Center website, with a link from an approved source (VATSIM, ProjectFLY, etc.) to verify the flight's completion.

2. **Responsibility for Compliance:**

- It is the pilot's responsibility to ensure they fly at least one (1) flight every 30 days to remain active.

Pilot Inactivity Warnings:

1. **Warning Emails:**

- United Virtual will send warning emails at 30 days and 90 days if a pilot becomes inactive.

2. **Inactivity Periods:**

- Pilots are required to complete one (1) flight every thirty (30) days to remain active.
- After 30 days of inactivity, a pilot will be placed on a leave of absence.
- After 90 days of inactivity, a pilot will be retired, losing access to the Crew Center.

3. **Return from Retirement:**

- Pilots retired after 90 days of inactivity may request a return to active status by contacting their Hub Manager (HM) or dpo@flyuva.org.
- If the HM or DPO is unavailable, pilots may contact any member of the staff team via email or Discord message to make this request.

4. **Leave of Absence Requests:**

- Pilots can request a leave of absence through the Crew Center, which will be submitted to HR, Executive, or Administrative staff.
- Leaves of absence must be between 30 and 90 days and not repeated more than twice per calendar year.

5. **Return from Leave of Absence:**

- Upon return from a leave of absence, pilots have fourteen (14) days to submit an ACCEPTED PIREP to avoid being marked as retired due to inactivity.
- The PIREP submitted upon return cannot be a manual PIREP.

Roster Purges:

- **First PIREP Approval:**

- Roster purges occur daily for pilots who do not get their first PIREP approved within 30 days of joining UVA.
- **12-Month Inactivity Purge:**
 - After 12 months (365 days) of inactivity, pilots will be removed from the roster, deleted from the database, and their previous profile cannot be retrieved.

For additional details, refer to [Pilot Requirements and Inactivity Policy Document](#).



PIREP Approval Criteria

To maintain consistency and uphold standards, United Virtual Airlines (UVA) follows specific criteria for Pilot Report (PIREP) approval. Pilots are required to adhere to the following guidelines:

Simulation Rate:

1. **CRUISE Phase Time Acceleration:**

- Pilots may use any simulation rate (time acceleration) during the CRUISE phase only, from top-of-climb (TOC) to top-of-descent (TOD).
- Time acceleration is strictly prohibited during taxi, take-off, climb, descent, approach, and landing.

2. **ATC Permission on VATSIM:**

- Pilots on VATSIM must receive permission from ATC before using time acceleration.

3. **Phases Jumping Prohibition:**

- Use of any feature allowing jumping between flight phases (e.g., to the next waypoint, top of descent, slewing) is strictly prohibited.

Landing Rate:

1. **Maximum Landing Rate:**

- Landing rate must not exceed -600 feet per minute (fpm).
- Multiple touchdowns must not exceed -600 fpm each.

Routing:

1. **smartCARS Routing Requirement:**

- Routing must be entered in smartCARS.
- Direct (airport to airport) routes are not permitted.

Flight Errors:

1. **Stalls, Overspeeds, Violations:**

- Stalls, overspeeds, and >250kts below 10,000 ft. MSL violations may lead to PIREP rejection, based on severity and/or duration.
- **MSFS2020/2024 users:** note that using "Active Pause" registers as a stall; avoid using this feature during flight recording.

Fuel Guidelines:

1. **Minimum Fuel at Landing:**

- At landing, fuel must be more than 2000 lbs. for all passenger transport aircraft.

2. **Reserve Fuel:**

- Reserve fuel should be added before departure for emergency, holding, or unforeseen circumstances.
- Using "Unlimited Fuel" option in any simulator is strictly prohibited.
- In-flight refueling is NOT permitted and any PIREPs submitted with a logged inflight refueling will be rejected (at Hub Manager/Executive/Admin Staff discretion).

Staff:

1. **Discretionary Approval/Rejection:**

- Staff may approve or reject a PIREP at their discretion.
- A reason for rejection will always be provided in the comments section.
- Any administrative team member may overrule a rejection if found unnecessary.
- Pireps of any staff member must be reviewed by a member of the executive or administrative team.

2. **Self-Approval Prohibition:**

- No staff member may accept their own PIREP.

Diversions:

1. **Notation Requirement:**

- Pilots must note the diversion airport and reason in the "Comments" section of smartCARS if flight conditions are unsafe or in case of an emergency.

Slew Mode:

1. **Slew Mode Restriction:**

- PIREPs showing slew mode toggled on for more than 3 seconds after pushback completion will be rejected.

Double Dipping:

1. **Hours Accrual Limitation:**

- Accruing hours for another virtual airline during the same flight is strictly prohibited.
- Violators may face PIREP rejection and possible disciplinary action by the Executive/Administration Team.

Airline & Aircraft Type Restrictions:

1. **General Requirements:**

- Pilots may fly any airline and aircraft type, considering fuel range, appropriate aircraft size for departure and arrival airports, and runway length.
- Substituting aircraft is allowed, but pilots must leave a comment in the "Comments" section of smartCARS before PIREP submission.

Charter Operations:

1. Charters Creation Limitation:

- Charters (also known as **Free Flights**) can only be created for routes not already in the scheduling system.
- Aircraft substitutions can be made through smartCARS, so charters/free flights should not be created solely for changing aircraft type.



Pilot Ranks

At United Virtual Airlines (UVA), we champion the freedom of our pilots to select their preferred aircraft types, regardless of their experience level. Whether you're embarking on your journey with us or are a seasoned pilot, our philosophy encourages flying the aircraft you love. However, Pilot Reports (PIREPs) undergo evaluation by our system and/or staff, emphasizing the importance of choosing aircraft in which pilots are competent and comfortable. Failure to do so may lead to rejection of PIREPs.

Rank assignments at UVA are based on the cumulative hours flown, providing a source of pride, bragging rights, and determining payroll. The table below outlines the breakdown of hours required for each rank:

Rank	Hours Range	Pay Rate
Regional Pilot	0-49 hours	\$50/hr
First Officer	50-149 hours	\$150/hr
Captain	150-299 hours	\$250/hr
Senior Captain	300-499 hours	\$300/hr
ATP Captain	500 hours	\$350/hr

This ranking system serves to acknowledge and reward pilots for their dedication while offering a flexible and enjoyable flying experience for all.



Schedule Search

At United Virtual Airlines (UVA), we provide pilots with diverse flight options and the flexibility to tailor their flying experience:

1. **Scheduled Flights:**

- Pilots can choose from a wide range of scheduled flights accessible through the Schedule Search page.
- These scheduled flights encompass various routes, airlines, and aircraft types.

2. **Free Flights:**

- Pilots have the option to create their own Free flights using our Free Flights system.
- Free Flights allow the selection of any airline and aircraft, provided they adhere to the specified aircraft type restrictions detailed in the PIREP approval criteria.

3. **Bidding System:**

- Pilots are free to place as many bids as they desire, offering the flexibility to select flights that align with their preferences and schedules.

4. **Real-Time Flight Planning:**

- Utilize the Scheduled Flights tool to search for flights at any time, even while currently airborne.
- Plan future flights conveniently and efficiently.

5. **Custom Trip Building:**

- Explore the Flight Assignments page on our Crew Center to construct personalized trips, enhancing realism according to individual preferences.
- Assigned flights are optional, allowing pilots to choose whether to use this feature based on their preferences.

This approach ensures that our pilots have the autonomy to shape their virtual airline experience, fostering a dynamic and engaging environment. For additional details, pilots can refer to the [Flight Assignments](#).



Free Flights

Pilots at United Virtual Airlines (UVA) enjoy the freedom of conducting Free Flights, offering a personalized and unrestricted flying experience.

Key Features:

1. Accessible to All Pilots:

- The Free Flights menu is open to all pilots, providing an avenue for self-directed flights.

2. Limitless Creativity:

- Pilots have the liberty to create their own Free Flights without any restrictions on the number of flights per month.

3. Unrestricted Airlines and Aircraft:

- Free Flights can be designed for any airline at any time, allowing pilots to explore various carriers, aircraft, and routes.
- Pilots are not confined to airlines already present in our scheduling system, providing complete freedom of choice.

4. Aircraft Changes in smartCARS:

- Free Flights are not intended for mere aircraft changes.
- Pilots can make aircraft substitutions using our smartCARS flight logging software.

This approach empowers pilots with the flexibility to shape their flying adventures, fostering creativity and diversity in their virtual airline experience. For more information, pilots can refer to

[Free Flights documentation](#).



Flight Assignments

At United Virtual Airlines, the Flight Assignments module, accessible under the Flight Ops menu on the Crew Center, offers a streamlined process for creating and executing pairings (or trips). Here's a guide on how to make the most of this feature:

Steps to Create Pairings:

1. Access the Dispatch Menu:

- Navigate to the Flight Ops menu on the Crew Center.

2. Select Your Preferences:

- Begin by choosing your preferences, such as the airline, aircraft, and other relevant details.

3. Generate Pairing:

- Use the module to generate a pairing based on your selected preferences.

4. Handling Multiple Legs:

- If the generated pairing consists of multiple legs, it's essential to complete them in the specified order on your "Flight Assignments" page.

5. Adding to Bids:

- For pairings with more than one flight/leg, you have the option to add all flight assignments into your bids.

6. Explore Help Pages:

- For comprehensive guidance on using the Flight Assignments module, its functions, and instructions, visit the "Flight Assignments" help pages.

This module is designed to enhance your virtual airline experience by providing a structured and customizable approach to planning and executing flights. For detailed assistance, refer to the [Flight Assignments help pages](#) within the Crew Center.



Bonus Hours & Incentives

At United Virtual Airlines, we appreciate the engagement and efforts of our pilots. To further enhance your experience, we offer various bonus hours and incentives:

1. Advertise United Virtual:

- Promote United Virtual on social media or public flight simulation forums.
- Live-stream or record a flight, mentioning UVA by name, and direct viewers to our website and promo video.
- Earn double (x2) hours for the flight by submitting a PIREP through smartCARS. Provide a link to the recorded video for verification on our Discord server.

2. Monthly Focus Airport:

- Check the main page of the crew center for the monthly focus airport.
- Fly in or out of this airport during the specified month to receive bonus MileagePlus miles on approved PIREPs (bonus details available in the NOTAMs channel on Discord, typically +200).

3. Group Flights/Events:

- Participate in group flights or events hosted by United Virtual.
- Earn double (x2) hours on approved PIREPs for participating.
- Stay informed about upcoming events through the events section on the website and our Discord event channel.

4. Refer-a-Friend:

- Refer a friend or family member to sign up with UVA.
- Instruct them to include your name and pilot ID in the reference/comments box of their initial pilot application.
- Receive 25 additional hours as a thank you for the referral.

These incentives are our way of recognizing and rewarding the dedication and involvement of our pilots.



Flight Grading

Purpose

The Flight Grading System is designed to evaluate pilots' performance based on the PIREP logs. This system encourages realism, rewards good practices, and provides actionable feedback to help pilots improve their skills.

How It Works

When a PIREP is filed, the system analyzes the log data and assigns a **score out of 100%**. The score is influenced by specific flight behaviors, categorized into **bonuses** (for good practices) and **deductions** (for undesirable behaviors).

Scoring Criteria



Bonuses

- **Smooth Landings:**
 - Landing Rate: **-1 to -150 fpm** — **+5%**
 - Landing Rate: **-151 to -250 fpm** — **+2%**
- **Realistic Boarding:**
 - If the time between "Boarding Started" and "Pushback" exceeds **20 minutes**, you'll earn **+5%** for realistic boarding procedures.

Deductions

- **Stalling: -20% per instance**
 - **Overspeeding: -10% per instance**
 - **Hard Landings:**
 - Landing Rate: **-251 to -450 fpm** — **-2%**
 - Landing Rate: **-451 to -599 fpm** — **-10%**
 - Landing Rate: **less than -600 fpm** — **-25%**
 - **Exceeded 250 Knots Below 10,000 ft: -5% per instance**
 - **Bounced Landings: -5%**
 - **Low Fuel: -10%** (if landing fuel is less than 2000 lbs)
-

Detailed Feedback

The system provides detailed feedback by aggregating all deductions and bonuses for each criterion. For example:

- **Stalling Detected:**
 - Total Deduction: **-40%** (2 instances)
- **Overspeeding Detected:**
 - Total Deduction: **-20%** (2 instances)
- **Smooth Landing Bonus:**
 - Total Bonus: **+5%** (-1 to -150 fpm)

This feedback is displayed alongside the total score so pilots can understand what impacted their grade.

Display of Results

After submitting a PIREP, pilots can view:

1. **Total Score**
 - A progress bar shows the overall percentage.
2. **Summary of Metrics**
 - Key statistics like stalling instances, overspeeding instances, and landing rate.
3. **Grading Criteria**
 - A detailed breakdown of all bonuses and deductions, including totals for each criterion.

Example Output

Total Score:

85%

Summary Metrics:

- Stalling Instances: 2
- Overspeeding Instances: 2
- Landing Rate: -200 fpm
- Boarding to Pushback Time: 25 minutes

Grading Details:

- -40% : Stalling detected (2 instances).
- -20% : Overspeeding detected (2 instances).
- +5% : Boarding duration exceeded 20 minutes.
- +2% : Decent landing (-151 to -250 fpm).

Why Use the Flight Grading System?

1. Encourages Realism:

- Pilots are rewarded for adhering to realistic flight procedures and penalized for unrealistic behaviors.

2. Improves Skills:

- Detailed feedback helps pilots identify areas for improvement.

3. Transparency:

- All deductions and bonuses are explained clearly, making the scoring process fair and easy to understand.

FAQs

Q: What happens if my score is low? A: A low score is an opportunity to identify areas for improvement. The detailed feedback will highlight the specific actions that impacted your grade.

Q: Can I still pass a PIREP with a low score? A: Yes, the grading system is for feedback purposes and does not determine whether a PIREP is accepted or rejected.

Q: How is the boarding time calculated? A: The system calculates the time between "Boarding Started" and "Pushback" based on timestamps in the log. If this time exceeds 20 minutes, you'll earn a bonus.

Q: Are there any plans to expand the grading criteria? A: Yes! We welcome feedback and suggestions to improve the system. Feel free to share your ideas with the team.