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,
- 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,

Cody B.

Chief Executive Officer

United Virtual Airlines


UAL
VIRTUAL
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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



Cody B. | UAL1

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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.



TJ W. | 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.

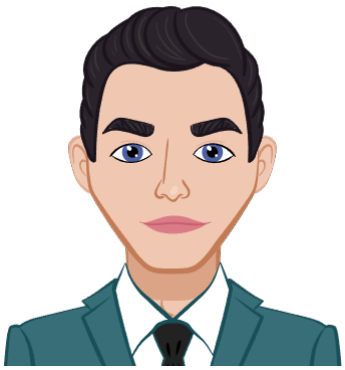
- **Policy Implementation and Management**: The COO aids in the development, implementation, and management of new corporate, pilot, and staff policies and programs, ensuring they are effectively communicated and adhered to across the organization.
- **Disciplinary Authority**: Maintaining the authority 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)



Daniel S. | UAL3

cpo@flyuva.org

Chief Finance & People Officer (CFPO)

Overview

The Chief Finance and People Officer (CFPO) at United Virtual Airlines (UVA) plays a dual and highly strategic role in overseeing both the organization’s financial health and its people-focused

initiatives. The CFPO ensures that UVA maintains responsible financial practices while cultivating a strong, supportive, and engaged community aligned with the VA's mission and long-term vision.

Key Responsibilities

- **Financial Management & Organizational Budgeting:**
  Oversee UVA's financial planning, budgeting, and resource allocation. Ensure transparency, accuracy, and sustainability in the VA's financial operations. Provide financial reports, forecasts, and guidance to support executive decision-making.
- **Financial Policy & Compliance:**
  Develop and maintain financial policies, procedures, and controls to ensure operational integrity. Monitor financial activity to maintain compliance with internal standards and ensure responsible stewardship of UVA resources.
- **Member Relations & Community Engagement:**
  Oversee the overall well-being, satisfaction, and engagement of UVA members. Ensure that the community remains welcoming, supportive, and aligned with UVA values.
- **Staff Development & Support:**
  Work closely with department leaders to support training, onboarding, retention, and performance development for all staff members. Provide guidance and resources to help teams operate effectively and collaboratively.
- **Organizational Culture & Policy Stewardship:**
  Maintain and evolve UVA's culture by overseeing policy development, people-focused procedures, and community standards. Ensure fairness, professionalism, and consistency across all organizational interactions.
- **Conflict Resolution & Mediation:**
  Act as a neutral and supportive resource for resolving internal conflicts. Facilitate communication and promote constructive outcomes between members and staff.

Impact

The CFPO is essential to United Virtual Airlines (UVA)'s long-term stability and success by safeguarding financial integrity while fostering a positive, engaging organizational culture. This role ensures that both UVA's people and financial operations are supported, aligned, and positioned for sustainable growth.

Reports to: Chief Executive Officer (CEO)



Jay D. | UAL5

Jay.D@flyuva.org

Board Member (BM)

Overview

The Board Member at United Virtual Airlines (UVA) serves as a strategic advisor and governance leader, providing long-term vision, oversight, and stability for the organization. As a founding figure, Jay supports the executive team by offering guidance on major initiatives, operational continuity, and organizational direction while ensuring UVA remains aligned with its mission and values.

- **Strategic Guidance & Long-Term Vision:**
  Provide high-level insight and recommendations to UVA leadership on major decisions, long-term planning, and organizational development. Help maintain consistency and direction as UVA evolves.
- **Governance & Oversight:**
  Review and advise on policy changes, structural adjustments, and major operational decisions. Ensure that UVA's leadership acts in the best interest of its members, community, and mission.
- **Continuity & Institutional Knowledge:**
  Leverage deep historical knowledge of UVA's systems, culture, and evolution to support stable operations. Assist in transitions and help preserve the core identity and values that define the organization.
- **Operational Support & Backend Assistance:**
  Offer expertise in backend systems, infrastructure, and administrative functions as needed. Collaborate with leadership to ensure that technical and procedural foundations remain reliable and effective.
- **Community Stewardship:**
  Serve as a respected representative of UVA's legacy within the community. Support leadership in fostering a positive environment, encouraging engagement, and upholding high community standards.

Impact

The Board Member plays a crucial role in ensuring long-term stability, strategic continuity, and the preservation of United Virtual Airlines' identity. By providing experienced oversight and foundational support, this role helps guide UVA's future while honoring its origins.

Reports to: Chief Executive Officer (CEO)

Executive Staff Team



Austin H. | UAL5

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Director of Human Resources (DHR)

Overview

The Director of Human Resources holds a vital leadership role at United Virtual Airlines (UVA), overseeing staff relations, personnel management, and the development of a professional, respectful, and inclusive organizational environment. This position is responsible for maintaining the integrity of UVA's internal policies, supporting staff members, and ensuring that personnel matters are handled fairly, consistently, and in alignment with the airline's mission and values.

Key Responsibilities

- **Human Resources Leadership**: Oversees the administration of UVA's human resources functions, ensuring personnel practices, internal procedures, and staff relations align with the organization's policies, values, and strategic objectives.
- **Staff Recruitment and Onboarding**: Coordinates the recruitment, interviewing, selection, and onboarding of new staff members in collaboration with departmental leadership, ensuring candidates meet organizational expectations and are prepared for their responsibilities.

- **Employee Relations and Conflict Resolution**: Serves as a primary point of contact for staff-related concerns, interpersonal conflicts, and workplace grievances. Facilitates fair and impartial resolutions while promoting professionalism, accountability, and mutual respect.
- **Policy Development and Compliance**: Develops, maintains, and enforces internal personnel policies, codes of conduct, and organizational standards. Ensures consistent application of these policies across all departments and leadership levels.
- **Performance Management and Accountability**: Works alongside executive and departmental leadership to address staff performance concerns, conduct evaluations when necessary, and implement corrective or disciplinary measures in accordance with established procedures.
- **Investigations and Disciplinary Actions**: Oversees internal investigations involving staff misconduct, policy violations, or other personnel-related concerns. Ensures matters are handled objectively, confidentially, and with appropriate documentation and due process.
- **Staff Development and Retention**: Supports the professional development and continued engagement of UVA staff by identifying opportunities for improvement, encouraging effective communication, and fostering a positive and collaborative working environment.
- **Confidentiality and Record Management**: Maintains accurate and confidential personnel records, including staff appointments, disciplinary actions, performance documentation, and other sensitive organizational information.
- **Executive Collaboration**: Advises executive leadership on personnel matters, organizational concerns, and opportunities to strengthen staff effectiveness, internal communication, and overall organizational culture.

Key Attributes

The Director of Human Resources is expected to demonstrate exceptional professionalism, integrity, discretion, and interpersonal communication skills. Strong leadership, sound judgment, impartiality, and the ability to navigate sensitive situations with fairness and diplomacy are essential to this position.

This role requires an individual capable of balancing the needs of staff members with the broader interests of the organization while maintaining confidentiality and consistently upholding established standards. The Director must remain approachable, objective, and committed to fostering an environment built on accountability, mutual respect, and collaboration.

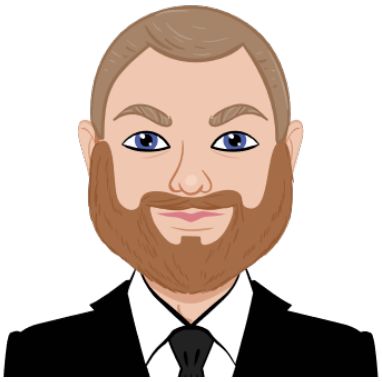
Impact

By promoting effective personnel management, maintaining consistent organizational standards, and supporting a positive working environment, the Director of Human Resources plays a critical role in the long-term stability and success of United Virtual Airlines.

This position helps ensure that staff members are supported, leadership remains accountable, and internal matters are addressed professionally and fairly. Through these efforts, the Director of

Human Resources strengthens UVA's organizational culture, improves staff retention, and contributes to the continued growth and reputation of the airline within the virtual aviation community.

Reports to: Chief Executive Officer (CEO)



Daniel S. | UAL6

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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)

Operations Staff Team



Now Hiring | UAL8

cp@flyuva.org

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



Russell H. | UAL12

events@flyuva.org

Events Coordinator - USA (EC)



VACANT | UAL0000

events@flyuva.org

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

Vacant. | UAL0000

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Flight Operations Specialist (FOS)

Overview

Flight Operations Specialists are responsible for keeping United Virtual Airlines' flight operations running smoothly behind the scenes. This role focuses on operational oversight within the Crew Center to ensure flights are processed accurately and consistently across the airline.

What They Do

- **Review and approve PIREPs** to ensure flights meet UVA standards and operational guidelines.
- **Monitor daily flight activity** to maintain accuracy, fairness, and consistency in flight processing.

- **Ensure compliance with procedures**, including adherence to the Flight Crew Standard Operating Procedures (FCSOP).
- **Resolve operational issues** related to flight submissions, routing, or system discrepancies.
- **Coordinate with leadership** to maintain smooth and reliable airline operations.

Reporting Structure

Flight Operations Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

How This Helps You

Flight Operations Specialists ensure that every flight you submit is handled professionally and consistently. Their work helps keep UVA organized, fair, and realistic—so pilots can focus on flying, not administrative issues

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Mark W. | UAL14

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Crew Support Specialist (CSS)

Overview

Crew Support Specialists are here to support our pilot community and ensure a positive experience at United Virtual Airlines. This role replaces much of what was previously handled by Hub Managers, with a focus on member assistance and community support rather than base-specific management.

What They Do

- **Answer pilot questions** and help clarify procedures, policies, and general operations.
- **Provide community support and moderation**, helping maintain a respectful and welcoming environment.
- **Assist with common issues** and direct pilots to the appropriate resources or staff when needed.
- **Help reinforce community standards** and expectations in a friendly, supportive manner.
- **Act as a bridge** between members and leadership by surfacing common questions or concerns.

Reporting Structure

Crew Support Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

How This Helps You

Crew Support Specialists are your first line of help within UVA. Whether you have a quick question, need guidance, or run into an issue, they’re there to make sure you get pointed in the right direction and feel supported as part of the community.



Vacant | UAL0000

dpo@flyuva.org

Recruitment & Marketing Specialest (CSS)

Overview

The Recruitment & Marketing Specialist plays an essential role at United Virtual Airlines (UVA), supporting the organization's continued growth through strategic recruitment initiatives, community outreach, and promotional efforts. This position focuses on attracting new pilots, increasing brand awareness, and strengthening UVA's presence within the virtual aviation and flight simulation communities.

Working under the direction of the Director of Human Resources, the Recruitment & Marketing Specialist helps develop and execute initiatives that showcase UVA's unique offerings, promote community engagement, and encourage prospective pilots to become active members of the airline.

Key Responsibilities

- **Pilot Recruitment**: Develops and implements recruitment strategies designed to attract new pilots to UVA, highlighting the airline's features, opportunities, and benefits of membership.
- **Marketing and Brand Promotion**: Supports the development and execution of marketing campaigns that promote UVA's mission, services, events, and community while maintaining a consistent and professional organizational image.
- **Social Media Management**: Assists in managing UVA's presence across social media platforms, creating engaging content, responding to inquiries, and identifying opportunities to expand the airline's reach within the flight simulation community.
- **Community Outreach and Engagement**: Establishes and maintains positive relationships with prospective pilots, flight simulation enthusiasts, and relevant online communities to increase awareness of UVA and encourage participation.
- **Content Creation**: Develops promotional materials, recruitment announcements, social media posts, and other marketing content in coordination with organizational leadership, ensuring accuracy, professionalism, and consistency with UVA's branding standards.
- **Recruitment Campaign Development**: Plans and coordinates targeted recruitment initiatives, promotional activities, and outreach campaigns designed to support membership growth and increase engagement.
- **Prospective Pilot Support**: Serves as a point of contact for individuals interested in joining UVA, providing information about membership requirements, available resources, and the application process while directing administrative matters to the appropriate personnel.
- **Brand Representation**: Represents UVA professionally across public platforms, online communities, and promotional activities, ensuring communications reflect the organization's values, standards, and commitment to the virtual aviation community.
- **Performance Monitoring and Reporting**: Tracks recruitment trends, marketing engagement, and campaign effectiveness, providing feedback and recommendations to the Director of Human Resources to improve future recruitment and promotional strategies.
- **Departmental Collaboration**: Works closely with Human Resources, Operations, Events, and executive leadership to coordinate promotional initiatives, highlight organizational developments, and support UVA's broader growth objectives.

Key Attributes

The Recruitment & Marketing Specialist is expected to demonstrate strong communication, creativity, organizational skills, and a genuine enthusiasm for the flight simulation and virtual aviation communities.

This position requires an outgoing, approachable, and self-motivated individual capable of engaging with prospective members, developing compelling promotional content, and representing UVA in a positive and professional manner.

An understanding of social media platforms, digital marketing strategies, and community engagement practices is highly beneficial. The ability to work collaboratively, manage multiple initiatives, and adapt recruitment strategies based on organizational needs is essential.

The Recruitment & Marketing Specialist must also demonstrate professionalism, sound judgment, and a commitment to maintaining UVA's reputation through respectful and effective public communication.

Impact

By expanding UVA's visibility, attracting new pilots, and strengthening connections within the virtual aviation community, the Recruitment & Marketing Specialist directly contributes to the airline's continued growth and long-term sustainability.

Through effective recruitment campaigns, consistent brand representation, and meaningful community outreach, this position helps introduce new members to the UVA experience while reinforcing the organization's reputation as a welcoming, innovative, and professionally managed virtual airline.

The Recruitment & Marketing Specialist serves as an important link between UVA and the broader flight simulation community, helping ensure that the organization continues to reach new audiences, grow its membership, and maintain an active and engaged pilot community.

Reports to: Director of Human Resources (DHR)

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.

UAL | 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.

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.


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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 offense:** 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 due to smartCARS failure, 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.
   - At **30 days** of inactivity, a reminder email will be sent.
   - At **90 days** of inactivity, the pilot will be marked **Inactive**.
3. **Return from Inactivity**
   - Pilots marked as **Inactive** can immediately return to **Active** status by completing and submitting a flight through **UVAcars**. No staff intervention or manual reactivation request is required.

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.


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Auto PIREP

Purpose

The AutoPIREP & Points System is designed to streamline PIREP processing by automatically evaluating flights, rewarding good flying practices, and reducing the need for manual staff intervention—while still allowing flexibility for pilots when needed.

How AutoPIREP Works

AutoPIREP automatically evaluates SmartCARS PIREPs on a recurring basis to determine their outcome based on flight behavior and performance data.

- Flights are submitted normally via **SmartCARS**
- All newly submitted PIREPs initially appear as **Pending**
- AutoPIREP evaluates new SmartCARS PIREPs **every 5 minutes**
- Based on the evaluation, a PIREP will:
  - **Auto-Accept** — Clean, well-flown flights
  - **Auto-Reject** — Crashes, slewing, or extreme landing events
  - **Remain Pending** — Borderline cases or sim-rate usage
- You do **not** need to wait for evaluation before starting your next flight

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Manual & Offline PIREPs

Manual or offline PIREPs are excluded from automatic evaluation and require staff review.

- Manual or offline PIREPs are **not auto-evaluated**
- These PIREPs will remain **Pending** until reviewed by staff

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Points System Overview

Each flight is scored using a simple points-based system that reflects overall flight quality and behavior.

- Every flight begins with a **base score of 100**
- Your score may **increase or decrease** based on how you fly
- Factors include:
  - Landing quality
  - Sim-rate usage

    - Stall events
    - General flight behavior
- Your **final score** determines:
    - How many points you earn
    - The PIREP's final outcome

Using Points to Force-Accept a PIREP

When eligible, pilots may use accumulated points to immediately approve a PIREP.

- A **"Use Points to Accept"** button appears on eligible PIREPs
- The button is only visible when eligibility requirements are met
- **Point Costs:**
    - Pending PIREP — **150 points**
    - Auto-Rejected PIREP — **500 points**
- Using points immediately approves the PIREP
- All point usage is **logged for auditing purposes**

Pending PIREPs & Review Window

Pending PIREPs provide a short review window before staff action is taken.

- Pending PIREPs may remain pending for up to **48 hours**
- This allows pilots time to decide whether to use points
- After 48 hours, staff may review and finalize the PIREP if no action was taken

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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: Note: Any PIREP routed for staff will be reviewed within 48 hours. If your PIREP has not been reviewed within that time please create a support ticket in the discord or email dpo@dlyuva.org.

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. Exemptions to this must be documented and a reason given, reasons for exemptions are to include but not limited to:
     - On departure in a heavy aircraft where the climb out speed V2 +10-20kts is greater than 250kts (265kts or greater will flag a violation in smartCARS)
     - ATC instructions

- **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 at any time 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.

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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.

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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.

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VATSIM Account Policy

As a proud partner Virtual Airline (VA) of the VATSIM network, United Virtual Airlines (UVA) supports and encourages participation in online network flying. However, it is **not a requirement** for our pilots to hold or operate a VATSIM account in order to fly with UVA.

That said, for pilots who **do** choose to have a VATSIM account:

1. You are required to **maintain your VATSIM account in good standing** at all times.
2. This includes compliance with all VATSIM rules, regulations, and codes of conduct.
3. UVA reserves the right to **review the status of your VATSIM account** at any time.

If your VATSIM account becomes **suspended or permanently terminated** for any reason, you may be subject to **disciplinary action** within UVA, up to and including **suspension or removal** from the Virtual Airline.

We hold our partnership with VATSIM in high regard and expect any pilot representing UVA on the network to do so professionally and respectfully.

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