



General Operating Policies & Procedures

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Version 2009.02

Revision Notes		
Date	Section	Revision
3/1/2009	6.4.4	Added section that was omitted by mistake
1/30/2009	6.4.2	Added CRJ7 and CRJ9 to the CAT II code share aircraft list
1/23/2009	6.9	Fixed number disagreement between text and numeric value stated
1/22/2009	6.6	Removed provision for retention of pilot ID and accumulated hours, clarified language regarding same
1/1/2009	6.4.1	Aircraft CAT rating assignment re-organized
1/1/2009	6.4.2	Aircraft CAT rating assignment re-organized

1.0 Purpose

1.1 Usage

This document is intended to provide the pilots and management of Virtual Continental Airlines (VCA) with the necessary guidance and reference to operate successfully while participating in VCA.

The contents of this document are the responsibility of the Board of Directors. Any questions regarding its content should be directed to the Chief Executive Officer via email at ceo@vcair.com.

An understanding of the contents of this document is a required element of membership in VCA.

2.0 Legal Information

2.1 Real World Affiliation and Copyrights

VCA is a solely owned and operated Virtual Airline. Its sole purpose is to provide entertainment for the voluntary members of the organization. VCA is a non-profit entity and generates no revenue whatsoever. Any operation or documentation that is similar to any actual airline is purely coincidental and is in no way intended to violate any copyright, trademarks or other protection laws.

VCA is in no way affiliated with the real world Continental Airlines. The Continental Airlines logos and trademarks on this site remain the property of Continental Airlines.

2.2 VCA Copyrights

No part of the VCA website design or layout may be reproduced or transmitted in any form or by any other means electronic or mechanical to include photocopying, recording, reproducing, or electronic storage. Any such act represents a copyright violation and theft of intellectual property solely owned by Virtual Continental Airlines.

2.3 Revisions

VCA retains the right to modify these policies and procedures at any time without notification. Changes to the policies and procedures will be posted in the NOTAM section of the VCA forums located at <http://www.vcair.com/forum> It is the responsibility of the membership to review these policies and procedures on a regular basis to remain current.

3.0 Communications

3.1 Forum Registrations

All members are strongly encouraged to register and use the VCA forums. Your user name **MUST BE** in the following format: COA<pidotid> <First Name> <Last Name> or COA123 John Doe. All users of the forum are required to include a signature in the profile section of their forum account. This signature should also contain their real name.

3.2 Use of VCA Forums & Voice Server

To the extent that this Web site contains bulletin boards, chat rooms, voice rooms, surveys, or other communication facilities (forums)...

The user agrees to use such VCA provided communication methods only to send and receive messages and material that are proper and related to their participation in this organization. By way of example, and NOT as a limitation, the User agrees that when using any communication method provided by VCA, the user SHALL NOT:

- Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights (such as rights of privacy and publicity) of others
- Publish, post, speak, distribute, or disseminate any defamatory, infringing, obscene, indecent, or unlawful material or information
- Upload files that contain software or other material protected by copyrights or other material protected by intellectual property laws (or by rights of privacy or publicity) unless the User owns or controls the rights thereto or has received all necessary consents
- Upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer
- Delete any author attributions, legal notices, or proprietary designations or labels in any file that is uploaded
- Falsify the origin or source of software or other material contained in a file that is uploaded
- Download any file that the User knows, or reasonably should know; cannot be legally distributed via this Web site.

The User agrees to (as available) send and receive electronic mail, engage in conferences and chats, download and upload files, and otherwise use this Web site only as permitted by these terms and conditions, and any additional policies or procedures published in this Web site received from users, including without limitation forum postings. VCA reserves the right to deny in its sole discretion any user access to this Web site or any portion thereof without notice. VCA reserves the right to edit any notices or postings for clarity, lengthy, and content. The User acknowledges that chats, conferences, bulletin boards, and any other communications methods provided by VCA are public and not private communications. Further, the User acknowledges that chats, postings, conferences, and other communications by other users are not endorsed by VCA, and such communications shall not be considered reviewed, screened, or approved by VCA.

3.3 Company Radio Channels and Frequencies

VCA provides for the user of its membership a dedicated voice server using the Ventrilo platform. Members in good standing are welcome to connect to this server at any time whether they are flying or not.

The Ventrilo client can be downloaded, and a tutorial for its use found by accessing the link on the home page.

Using standard in-flight text utilities (FSInn & Squawkbox) members can communicate with each other on UHF frequency 122.75. Note this frequency may be used by others and is not for the exclusive use of VCA.

4.0 Mandates

4.1 Membership Requirements

To become a member of VCA it is very important that you understand the goal of our organization. We strive to maintain a fun and relaxed atmosphere while at the same time conducting our operations in a professional, courteous and respectful manner. These are not lofty goals and they are easily achieved if all VCA members adhere to the policies and procedures provided in this document.

4.2 VATSIM Based Airline

VCA is a VATSIM based virtual airline. All flights flown for hour credit with VCA must be conducted on the VATSIM network. Temporary Internet disruptions, power outages, and other events which may cause you to lose your VATSIM connection from time to time are anticipated and understood but they are not normal operations. All PIREP's (Pilot Reports) that are submitted for credit must be ONLY for those hours flown while connected to the VATSIM network. PIREP's for hours flown off-line will NOT be accepted. Exceptions for a long term VATSIM network outage (generally an outage lasting 24 hours or more) will be made at the sole discretion of VCA.

All applicants for membership must already have a membership in VATSIM and provide their valid VATSIM ID with their application. If you do not have a VATSIM ID and wish to join VATSIM, you may follow visit this link <http://cert.vatsim.net/vatsimnet/signup.html> to begin the process. Please note that prior to registering with VATSIM you are required to read the VATSIM.net Code of Regulations, the VATSIM.net User Agreement, and the VATSIM.net Code of Conduct. You can read these documents in their entirety by clicking <http://www.vatsim.net/docs.html> .

4.3 Experience Requirements

Because we want our pilots to have a basic understanding of commercial aviation operations, all applicants must have a minimum of ten (10) hours of pilot time logged on the VATSIM network. If you are not sure what your pilot hour total is, you may check your VATSIM statistics by clicking this link <http://data.vatsim.net/stats/default.html>.

4.4 Credit for Prior Experience

VCA recognizes that experience with prior virtual airlines as well as general flying experience is a valuable asset to any potential member. Therefore it is our policy to credit all new members with eighty percent (80%) of their current total pilot hours on the VATSIM network. As an example a pilot with one-hundred (100) hours on the VATSIM network as a pilot would start their career at VCA with eighty (80) hours. This transfer hour total will be the basis for your pilot category rating that will be discussed in a later section.

4.5 Required Software Programs

In order to participate at VCA you will need to have access to a flight simulation program capable of connecting to the VATSIM network. The flight simulation software that is officially supported by VCA is Microsoft Flight Simulator 2004 & Microsoft Flight Simulator X. You are welcome to use any other flight simulation software as long as it can connect to the VATSIM network.

*Note: VCA provides and supports free ware aircraft packages that are compatible with Microsoft Flight Simulator 2004 ONLY.

You must also install one of two generally accepted clients that are used to connect your flight simulator to the VATSIM network. FSInn, created by the Flight Simulator French Development Team (FSFDT) can be downloaded here <http://www.mcdu.com/en/index.php>. Squawkbox, originally developed by Joe Jurecka, Jason Grooms and Marty Bochane can be downloaded here <http://squawkbox.ca>.

5.0 Administration

5.1 VCA Staff

Members of the VCA staff hold a vital role in the day-to-day operations of this organization. Staff are expected to uphold the values of VCA and exemplify them in all their activities. Staff also recognizes that they are always a representation of VCA and should conduct themselves appropriately.

All staff members should be active members of VCA including participating in meetings and working with the membership. Staff members must be at least 16 years old.

VCA does not require staff members to be a member exclusively at VCA but it is strongly encouraged. VCA does mandate that VCA staff members, when available; fly in VCA sponsored events. VCA staff should not, under any circumstances, fly for another virtual airline during a time frame that a VCA sponsored event is being conducted. Staff members violating this policy may be removed from their management role at VCA. This policy DOES NOT cover participation as an Air Traffic Controller during a VCA sponsored event. Having our members on the other side of the scope is always a good thing!

5.2 Job Descriptions

(A) Pilot

- Adhere to all policies and procedures as outlined in this Policy Manual and the Operations Guide
- Ability to submit at least one PIREP per month
- Respond to correspondence from hub managers
- Be honest with reports submitted to the company
- Must submit PIREP with 14 days of membership

(B) Vice President, Human Resources

- Be an active member of VCA
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check email daily
- Will report directly to the Chief Executive Officer
- Forward new hire requests and transfer requests to the Hub Managers daily
- Process complaint resolutions and resignations promptly
- Must have knowledge of our Policies & Procedures
- Must be a member in good standing
- Direct Reports: Assistant HR Director

(C) Human Resources Specialist

- Be an active member of VCA
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check email daily
- Will report directly to the HR Director
- Forward new hire requests and transfer requests to the Hub Managers daily
- Process complaint resolutions and resignations promptly
- Must have knowledge of our Policies & Procedures
- Must be a member in good standing

(D) Vice President, Events

- Be an active member of VCA
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check email daily
- Will report directly to the Chief Executive Officer
- Must be a member in good standing of VATSIM
- Must communicate with each ARTCC Chief or Events Coordinator to plan events
- Have the ability to follow-through on correspondence
- Update and maintain the events calendar on the VCA web site
- Post VCA events on VATSIM and VATUSA forums and calendars
- Direct Reports: Events Coordinator

(E) Events Coordinator

- Be an active member of VCA
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check email daily
- Will report directly to the Events Director
- Must be a member in good standing of VATSIM
- Have the ability to follow-through on correspondence
- Update and maintain the events calendar on the VCA web site
- Assist the Events Director as requested

(F) Vice President, Fleet Operations

- Be an active member of VCA
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check email daily
- Must have knowledge of our Policy Manual
- Must be a member in good standing with VATSIM
- Must have HTML or other Web Programming knowledge
- Able to locate, test, and publish the best freeware in COA Livery by checking for new aircraft updates and files on a weekly basis
- Painting ability a plus!
- Reports Directly to Senior Management
- Be able to answer technical questions regarding FS add-on software issues
- Must keep in constant contact with all Chief Pilots of VCA

(G) Hub Manager

- Ability to manage up to 100 members
- Ability to Create and Maintain a website within company standards
- Flexibility to attend company meetings on line
- Ability to check e-mail on a daily basis
- Answer all questions from your members
- Answer all e-mails promptly
- Adhere and promote our Policies and Procedures Manual
- Fly on-line for training and on line events
- You must be over the age of 18
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be a member in good standing with VATSIM
- Reports to the Senior Management
- Must be flexible!
- Be an active member of VCA
- Be able to crosscheck PIREPS using the VATSIM system
- Serve as first line supervisor for alleviating personnel conflicts at the local level and
- Communicate such conflicts and remedies to the Executive Management.
- Update their respective domicile page with relevant information that may help to inform and motivate their domicile members.
- Review their rosters on a weekly basis to identify potentially inactive members in accordance with the pilots review process
- Notify the Human Resources Director of inactive pilots each month, and confirm to the pilot review process for letters and terminations.
- Direct Reports: Assistant Hub Managers, Pilots

(H) Assistant Hub Manager

- Assist the Hub Manager in hub operations
- Flexibility to attend company meetings on line
- Ability to check e-mail on a daily basis
- Answer all questions from your members
- Adhere and promote our Policies and Procedures Manual
- Fly on-line for training and on line events
- You must be over the age of 18
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be a member in good standing with VATSIM
- Must be flexible!
- Be an active member of VCA
- Be able to crosscheck PIREPS using the VATSIM system
- Serve as first line supervisor for alleviating personnel conflicts at the local level and
- Communicate such conflicts and remedies to the Executive Management.
- Update their respective domicile page with relevant information that may help to inform and motivate their domicile members.
- Review their rosters on a weekly basis to identify potentially inactive members in accordance with the pilots review process
- Notify the Human Resources Director of inactive pilots each month, and confirm to the pilot review process for letters and terminations.

(H) Chief Pilot

Chief Pilots are hired by the Fleet Director. Each aircraft that VCA offers to its pilots will have a Chief Pilot. The Chief Pilot is responsible for answering all questions other pilots may have about the aircraft in question. They are also required to check on a bi-monthly basis (twice per month) the main flight sim sites such as avsim.com and flightsim.com for updates and new releases of the aircraft for which they are the Chief Pilot. If a nicer, more attractive, or better performing panel and/or file is released, then it's the responsibility of the Chief Pilot to investigate the new files worthiness to replace an existing panel, aircraft, paint, etc. If it is found to be better than the current version offered on our fleet page, then the Chief Pilot is to notify the Fleet Standards Director.

(J) President and Chief Executive Officer (CEO)

- Acts as the Chairman of the Board of directors
- Solely responsible for the financial requirements and fiscal responsibility of VCA
- Establishes long and short term goals and objectives, operating plans, policies and procedures for the organization and delegates the implementations thereof
- Establishes the organizational structure and reporting relationships within and shall delegate authority to subordinates
- Leads the organization with integrity and respect for all members
- Directs the organization towards meetings its goals and objectives
- Advises other members of management
- Direct Reports: Chief Operations Officer, Human Resources Director, Events Director

(K) Chief Operations Officer (COO)

- Manages overall operations by directing and coordinating activities consistent with established goals, objectives, and policies.
- Provides general direction and structures the flight operations of the organization
- Participates in the development of strategic plans
- Establishes the agenda and convenes the VCA management meeting on a monthly basis
- Serves as Acting Secretary for the Board of Directors
- Direct Reports: Hub Managers, Fleet Director

5.3 Management Staff Openings

Openings on the management staff will be posted as a NOTAM in the VCA forums and optionally on the home or in the VATSIM/VATUSA forums.

5.4 Management Meetings

Management meetings are held on the 2nd Thursday of each month. Attendance by members of management is required. Absence from more than two consecutive management meetings may result in that staff member being relieved of their duties.

6.0 Operations

6.1 VA Membership

VCA does not have any restrictions on its members participating at virtual airlines other than VCA. However, under no circumstances will any VCA member be permitted to participate at another simulation of Continental Airlines. The Board of Directors views this as a conflict of interest. We ask our members to be honest and upfront if they choose to fly for another Continental VA and resign appropriately from VCA. Members found to be participating at another Continental VA without having properly resigned will be terminated.

6.2 Contacting Management

Use your hub manager as your first point of contact for any general questions you may have. If you do not receive a complete or satisfactory answer from your hub manager please contact the Chief Operations Officer at coo@vcair.com

6.3 Universally Applicable Rule for Flight Reporting

**FOR ALL FLIGHT REPORTING SITUATIONS DESCRIBED BELOW
THE VCA PILOT CATEGORY RESTRICTIONS OUTLINED IN SECTION 6.10 APPLY**

As an example, flying a 747 as a NWA code share while you are a CAT 2 pilot is not acceptable. VCA Hub Managers have sole discretion to approve or reject any CODE SHARE PIREP based on a pilot category/aircraft mis-match.

Exceptions are granted for VCA Sponsored events or events being participated in by VCA described as having CAT Restrictions Lifted. No other exceptions apply.

6.4 Flight Reporting & PIREPS (Pilot Reports)

VCA balances the desire to emulate actual Continental operations and the desire to fly a wide range of aircraft to exotic destinations by providing pilots with three categories of flight operations. The three types of flight are Normal, Code-Share, and Charter. Pilots should be able to replicate any flight in the Continental timetable by flying a normal or code-share operation and they may service any city pair using Continental aircraft in a charter operation.

The following provisions apply to **ALL** flight operations categories:

- All flights and their PIREP's submitted for hour credit must be flown on-line using the VATSIM network and conducted in normal time (no time acceleration)
- Pilots are required to submit at least one (1) PIREP per month to remain on the active pilot roster. Pilots going beyond 45 days without filing a PIREP are subject to termination without further warning
- All PIREP's must be filed via the web site, FS Flight Keeper, or FS ACARS within three (3) days of completing of the flight. No PIREP will be accepted that is older than three days. Exceptions to the three day rule apply only if the VCAIR.COM web site is completely unavailable to file your PIREP. A failure in external filing methods (FS Flight Keeper, FS ACARS) does NOT constitute an exception.
- Flight time in all PIREP's is to be calculated as block time. Block time is the time from push back to engine shut down at your arrival airport.
- PIREP's can be randomly audited against VATSIM flight records. Falsification of PIREP's is grounds for termination. VATSIM records are NOT used as the sole method for determining if a PIREP is false but they will be used as a guide to the hub managers to recognize patterns in possible false reporting.
- Pilots choosing to use a "shared cockpit" technology are both eligible to file a PIREP for the full flight time
- No PIREP may be filed that was flown in an aircraft that is not part of the official Continental, Continental Express, Continental Connection, or Continental Micronesia livery EXCEPT those aircraft listed below in section 6.4.2 and 6.4.3

6.4.1 Flight Reporting & PIREP's (Pilot Reports) **NORMAL OPERATIONS**

A normal operation is a flight flown between any two cities services by Continental Airlines brands (Continental, Continental Express, Continental Connection) using an aircraft in the official livery of Continental Airlines as dictated by the fleet inventory web pages available at <http://www.vcair.com/index.php?loadpage=fleet/index.php> and meeting the following criteria:

1. Must have a different departure and arrival airport
2. Departure and Arrival airport must be at least one-hundred (100) nautical miles apart

Examples of appropriate normal operations are:

- KIAH – KBOS actual COA route
- KBOS – KDTW both cities served by COA, even though direct service is not provided in the real world

<u>CAT I</u>	<u>CAT II</u>	<u>CAT III</u>	<u>CAT IV</u>	<u>CAT V</u>
ATR 42	Boeing 737-300	Boeing 757-200	Boeing 767-200	Boeing 777-200ER
ATR 72	Boeing 737-500	Boeing 757-300	Boeing 767-300	
Beechcraft 1900D	Boeing 737-700		Boeing 767-400	
Bombardier Dash 8 Q400	Boeing 737-800			
Canadair Regional Jet 200	Boeing 737-900			
Cessna 402C	Boeing 737-900ER			
Embraer Regional Jet 135				
Embraer Regional Jet 145				
Embraer Regional Jet 145XR				
Saab340				

6.4.2 Flight Reporting & PIREP's (Pilot Reports) ** CODE SHARE OPERATIONS **

A code share operation expands both the available aircraft fleet and the available city pairs. A code share operation is a flight flown in the aircraft and livery of a cooperating code-share partner, duplicating a flight flown by that partner under a Continental flight number. The surest way to determine if a flight is a code-share operation is to use the Continental Electronic Timetable, available for download at <http://timetable.continental.com/COTTexe.asp>

You may also look up the flight on the Continental web site. In order to promote VCA at all times while flying on-line, pilots must fly the code-share flight using the COAXXX call sign (COA664 for example) and place the code-share information in your flight plan comments, Delta Code Share Flight #DL1081 for example. The list of acceptable code share aircraft is reviewed and updated by the Vice President of Fleet Operations at least twice a year, in January and July. Currently the acceptable aircraft (in addition to types common with COA) are:

CAT II

Airbus A318/A319/320/321
Fokker 100, 70
Douglas DC9
Boeing 717
MD80 Series
MD90 Series
Embraer E170
Embraer E175
Embraer E190
CRJ-700
CRJ-900

CAT III

CAT IV

Douglas MD-11

CAT V

Boeing 747
Airbus A300
Airbus A330

Liveries for these aircraft are not provided by VCA and are the responsibility of the pilot choosing to fly them.

Examples of appropriate code-share flights would be:

- Seattle – Fairbanks Alaska Airlines Codeshare
- Amsterdam – Dubai KLM Codeshare
- Detroit – Narita Northwest Codeshare

Code-share operation PIREP's have the following additional requirements:

1. Must have a different departure and arrival airport
2. Departure and arrival airport must be at least one-hundred (100) nautical miles apart
3. Must use appropriate aircraft for the flight (no 747's on a 'domestic' Italian flight)
4. Must mimic a real world code-share flight for departure/destination and aircraft used
5. Recommend to include the word CODESHARE and the appropriate code-share partner flight number in the flight plan comments section

Note: Code Share operations are not available to Category I pilots.

6.4.3 Flight Reporting & PIREP's (Pilot Reports) **CHARTER OPERATIONS**

A charter operation is a flight flown using the current Continental fleet or additional aircraft, in Continental livery, between any two places on earth. The list of acceptable charter aircraft is reviewed and updated by the Vice President of Fleet Operations at least twice a year, in January and July. Currently the acceptable aircraft are:

<u>CAT II</u>	<u>CAT III</u>	<u>CAT IV</u>	<u>CAT V</u>
Airbus A318/A319/320/321 BAE Jetstream 31 Beech D18 Convair CV240/440 DC9 Family (includes MD80, 81, 82, 83, 87, 88, 90 and B717) DHC Dash 7 DHC6 Twin Otter Douglas DC3 Douglas DC7B Embraer 110 Embraer 120 Fokker F27 L049 Constellation Saab 340 Vickers Viscount	BAE 146 Avro Boeing 727 Boeing 727-200	Douglas DC 10 series Boeing 707/720 series	Boeing 747 series Airbus A330, A340, A380
<u>CAT V +</u>			
Cessna Citation X			

Charter operation PIREPS have the following additional requirements:

1. Must have a different departure and arrival airport
2. Departure and arrival airport must be at least one-hundred (100) nautical miles apart
3. Recommend to include the word CHARTER in the flight plan comments section

Note: Charter operations are not available to Category I pilots.

6.4.4 Flight Reporting & PIREPs (Pilot Reports) **SHARED COCKPIT OPERATIONS**

A shared cockpit operation is a flight conducted by two VCAir members using the shared cockpit features available in the flight simulators. This includes, but is not limited to, the use of: the gates.to software for FS9, the shared cockpit feature in FSX, and the shared cockpit feature of the LeonardoSH Maddog2006. The purpose of this section is to allow both participating pilots to claim credit toward their VCAir flight hours for these type of operations.

At the time section was written, the only known VATSIM client software that provides the ability to share a cockpit is FSInn. If other software becomes available, that software will also be allowed for shared cockpit operations. The rules, as written, are done so based on the currently existing technology.

Shared cockpit operations must meet the following criteria:

1. The flight must meet the existing criteria defined in section 6.4, "Flight Reporting & PIREPS (Pilot Reports).
2. The flight must conform to the existing criteria in either the: Normal Operations, Codeshare Operations, or Charter Operations as defined in sections 6.4.1, 6.4.2, and 6.4.3 respectively.
3. The first pilot (heretofore called "primary pilot") must connect to VATSIM, per normal connection procedures, using their assigned VCAir ID.
4. The second pilot (heretofore called "secondary pilot") must connect to VATSIM as an "observer" using the observer feature provided by FSInn.
5. The secondary pilot must log in using their assigned VCAir ID with an "_SC" suffix. For example, the observer's callsign would be "COA100_SC".
6. When filing the PIREP, the primary pilot must add a comment stating, "Shared Cockpit with COAxxx." where xxx is the VCAir ID of the secondary pilot
7. When filing the PIREP, the secondary pilot must add a comment stating, "Shared Cockpit with COAyyy." where yyy is the VCAir ID of the primary pilot.

6.5 Abnormal Operations

It is understood that real world issues and commitments can present themselves at the least opportune times, including those when a flight is underway. This section seeks to address the most common abnormal operations circumstances. It should not be viewed as an all inclusive list of abnormal operations possibilities.

6.5.1 Hardware Malfunction or Failure

In the event a pilot experiences a hardware malfunction or failure during a flight that results in the early termination of that flight, the pilot has two options as described below:

1. Consider the flight complete, and file a PIREP for the actual hours flown up to the point of the failure. This PIREP should show the airport of departure and the INTENDED destination airport. A note MUST be included in the comments section indicating that a failure occurred thus explaining the abnormal flight time for your city pair.
2. Restart the flight within 30 minutes of the time of failure from an airport of your choosing near the geographic failure point, PIREP can be for the actual hours flown in total from push back to shutdown minus the 30 minute restart window if used.

6.5.2 Real World Commitment or Issue

If for some reason you are forced to abort your flight before reaching your destination for ANY reason other than a technical problem, that flight is considered forfeit and is not eligible for hour credit with VCA.

Exception: If you pause the flight and can resume it within sixty (60) minutes, you may file the PIREP for ACTUAL HOURS FLOWN.

6.6 Leave of Absence

VCA recognizes that members may experience periods in their lives that require them to be absent from on line flying for a period of time greater than 30 days. In these instances a member may request a leave of absence (LOA). LOA's will be granted on a per case basis for no longer than 90 days. Members on an LOA for longer than 90 days will be automatically placed on the terminated list but will be eligible for rehire. Terminated pilots will **NOT** retain their pilot ID or accumulated VCA flight hours should they be rehired at a later date.

Exception: VCA places a very high value on our members serving their countries as members of the military or armed forces. Members on military deployment not able to fly will be placed on an indefinite Military LOA (MLOA) and will retain their pilot ID and all logged hours.

All leaves of absence must be requested via email by contacting your hub manager. Their contact information is listed on the respective hub web page at www.vcair.com

6.7 Termination

Pilots may be terminated from VCA for the following reasons:

- Failure to file a new hire (first) PIREP within fourteen (14) days of issuance of the VCA welcome letter
- Participating in another version of a virtual Continental Airlines

Pilots terminated for these reasons are generally not eligible for re-hire, however exceptions to this policy are possible at the sole discretion of the Board of Directors and ultimately the CEO.

Pilots may be terminated from VCA for the following reasons:

- Inactivity – failure to file one (1) PIREP within 30 days and failure to respond to hub manager inquires as to the reason
- Other reasons deemed appropriate by the Board of Directors

Pilots terminated for these reasons are generally allowed to be re-hired. Regardless of the reason for termination, pilots will **NOT** retain their pilot ID nor their accumulated VCA flight hours should they be rehired at a later date.

6.8 Permanent Ban from Membership

In very rare circumstances it may be necessary to permanently ban a member from participating at VCA. Some examples may include but are not limited to:

- Public defamation of another VCA member regardless of reason
- Continued disrespect of members of VCA and the VATSIM community
- Impersonation of a member of VCA management
- Illegal acts conducted against VCA or any of its members

6.9 Hub Transfers

Transfer between hubs at VCA is by pilot request only. We generally try to accommodate transfer requests. A transfer request may be denied if it would create an unusual balance in the staffing numbers at each hub, but these occasions are rare. Please use the transfer request form accessed from the Human Resources menu; to request your transfer. Transfer requests are approved by the hub managers at both hubs.

In order to be eligible for a transfer pilots must have served at their current hub for at least ninety (90) days. No transfer request will be considered unless the ninety (90) day minimum has been met.

6.10 Resignation

VCA understands that real world commitments often take precedence over VCA membership. Members finding it necessary to resign from VCA for any reason are asked to submit their resignation via the resignation form accessed from the Human Resources menu on the web site. All pilots resigning under good circumstances will be eligible for re-hire.

6.11 Conflict Resolution

Should a member find themselves in a position of disagreement with another member or a member of VCA management, the conflict resolution path is as follows:

- Hub Manager or Assistant Hub Manager
- Human Resources Director
- Chief Operations Officer
- President & Chief Executive Officer

Under NO circumstances are pilots to go outside the conflict resolution path. Entry into the path is at the next highest level from the member in conflict:

- A pilot in conflict with another pilot goes to the Hub Management Team
- A pilot in conflict with an Assistant Hub Manager goes to the Hub Manager
- A pilot in conflict with the Hub Manager goes to the Chief Operations Officer
- A pilot in conflict with the Chief Operations Officer goes to the President & CEO.

The decision of the President & CEO, if involved; is final and not subject to debate.

6.12 Pilot Ranking

CAT I (10-49.9 Hours)

Pilots with 10-49 Hours are categorized as CAT I Pilots. Upon reaching 50 hours the pilot should contact their Hub Manager to request a promotion to CAT II (see below). The Hub Manager will review the request and upon a satisfactory review, the Pilot will be promoted.

CAT I Eligible Aircraft : Beechcraft 1900D, Embraer 120 Brasilia , ATR 42, Cessna 402C, Saab340, Embraer Regional Jet 135/145/and 145XRm, Canadair Regional Jet 200 (CRJ200)

CAT II (50-199.9 Hours)

Pilots with 50-199 Hours are categorized as CAT II Pilots. Upon reaching 200 hours the pilot should contact their Hub Manager to request a promotion to CAT III (see below). The Hub Manager will review the request and upon a satisfactory review, the Pilot will be promoted to CAT III.

CAT II Eligible Aircraft: Boeing 737 all series, as well as any CAT I aircraft.

CAT III (200-299.9 Hours)

Pilots with 200-299 Hours are categorized as CAT III Pilots. Upon reaching 300 hours the pilot should contact their Hub Manager to request a promotion to CAT IV (see below). The Hub Manager will review the request and upon a satisfactory review, the Pilot will be promoted to CAT IV.

CAT III Eligible Aircraft: Boeing 757-200, Boeing 757-300, as well as any CAT I, and II aircraft.

CAT IV (300-499.9 Hours)

Pilots with 300-499 Hours are categorized as CAT IV Pilots. Upon reaching 500 hours the pilot should contact their Hub Manager to request a promotion to CAT V (see below). The Hub Manager will review the request and upon a satisfactory review, the Pilot will be promoted to CAT V.

CAT IV Eligible Aircraft: Boeing 767-200, Boeing 767-400, as well as any CAT I, II, or III aircraft.

CAT V (500+ Hours)

Pilots with 500+ Hours are categorized as CAT V Pilots.

CAT V Eligible Aircraft: Boeing 777-200ER, as well as any other aircraft in our fleet.

CAT V+0 (1000+ Hours)

Pilots with 1000+ Hours are categorized as CAT V+ Pilots.

CAT V+ Eligible Aircraft: Cessna Citation X, as well as any other aircraft in our fleet.

6.13 On line flight plans & call signs

Pilots are asked to fly as "COAxxx" (xxx being your pilot ID) and to put "www.vcair.com" in the comments section of their flight Plan.

Even though VCA encourages our pilots to fly as "COAxxx" regardless of what type of aircraft they are flying, we do not prohibit you from using real world call signs.

It is imperative that pilots choose their aircraft type from within the squawkbox flight plan BEFORE you connect to VATSIM.

Pilots are asked to fly with your actual VCA Pilot ID, not the actual Flight Number even if flying a world flight. You can always enter the actual flight number in your "comments" section if you so choose.

During VCA events however, our pilots are required to use "COAxxx" (replace "xxx" with your pilot ID).

6.14 Real World Call Sign/ICAO/Aircraft Reference

Continental Connection by Commutair

Location: KALB Albany , NY and KCLE Cleveland , OH
Aircraft: Beechcraft 1900D
Call sign: "Commutair"
ICAO Identifier: UCA

Continental Connection by SkyWest

Location: KIAH Houston , TX
Aircraft: EMB 120
Call Sign: "Sky West"
ICAO Identifier: SKW

Continental Connection by Gulfstream Airlines

Location: KFLB Fort Lauderdale , FL and KTPA Tampa , FL
Aircraft: Beechcraft 1900D
Call Sign: "Gulf-Flight"
ICAO Identifier: GFT

Continental Connection by Colgan Air

Location: KIAH Houston, TX
Aircraft: Saab 340
Call Sign: "Colgan"
ICAO Identifier: CJC

Continental Connection by Cape Air

Location: PGUM Guam , and KTPA Tampa , FL
Aircraft: Cessna 402C, ATR42-300
Call Sign: "C-Air"
ICAO Identifier: KAP

Continental Express by ExpressJet

Location: All Continental Mainline Hubs (KIAH, KCLE, KEWR)
Aircraft: ERJ 135/145/145XR
Call Sign: "Jetlink"
ICAO Identifier: BTA

Continental Express by Chautauqua

Location: All Continental Mainline Hubs (KIAH, KCLE, KEWR)
Aircraft: CRJ200
Call Sign: "Chautauqua" (Sh-Tah-Qwah)
ICAO Identifier: CHQ

Continental Airlines Inc. (Mainline)

Locations: KIAH Houston TX , KCLE Cleveland OH , KEWR Newark NJ
Aircraft: MD80, B733, B735, B737, B738, B739, B752, B753, B762, B764, B772
Call Sign: "Continental"
ICAO Identifier: COA

6.15 Prize Giveaways

When a VCA sponsored event includes a prize of monetary value that is randomly awarded to a qualifying pilot, the following rules apply:

1. The event announcement will include the standards by which pilots can qualify for the drawing
2. At the completion of the event the Vice President of Events will publish a list of the qualifying pilots in the VCA events forum. No drawing will take place for 72 hours following the post of the qualified pilots. This will allow any pilot feeling they should be qualified to contact the Vice President of Events to investigate.
3. After 72 hours has expired the qualification list is considered closed and complete and the drawing will take place
4. The winner(s) will be notified via email and have 72 hours to respond to claim their prize. Failure to respond within 72 hours disqualifies the selected winner and a new drawing will be held to award the prize to another pilot that was qualified for the prize.
5. VCA is not responsible for incorrect email addresses in pilots profiles. It is the responsibility of the pilots to ensure that their contact information is correct.