



# General Operating Policies & Procedures

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## Revision History

<b>Date</b>	<b>Section</b>	<b>Revision</b>
1/25/2012	4.1	Added the United and United regional airlines.
1/25/2012	2.4	Added United to list of airlines that are not allowed to be part of while flying for VCA
11/22/2011	6.1	Added the requirement of being with VCA for 90 days before the pilot is eligible to apply for a Staff position.
11/22/2011	2.1-2.3	Included the PilotEdge Network for experience requirements and the ability to PIREP flights on the PilotEdge network.
10/1/2010	All Sections	Reorganized document for greater clarity and usability
10/1/2010	3.3	Added TeamSpeak information (replacing Ventrilo material); including requirement that passwords cannot be shared with people who do not belong to VCA.
10/1/2010	5.2	Changed section to direct people to contact the CEO or HR rather than COO
3/9/2009	6.4	Removed any reference to FS ACARS for online PIREP filing
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 to retain 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 Purpose

This document is intended to provide the pilots and management of Virtual Continental Airlines (VCA) with the information they need to successfully participate in their virtual airline.

The contents of this document are developed and maintained by VCA's Board of Directors. Any questions about this document should be directed to the Chief Executive Officer at [ceo@vcair.com](mailto:ceo@vcair.com).

All VCA members must read, understand and abide by this General Operating Policies & Procedures document.

## 2 Membership

Prospective VCA members must understand the goal of our organization. We strive to achieve a balance between a fun and relaxed atmosphere, while conducting our operations in a professional manner. This goal can be easily achieved if all VCA members adhere to the policies and procedures provided in this document.

### 2.1 VATSIM or PilotEdge Membership

VCA is an online-based virtual airline. All membership applicants must be a VATSIM or PilotEdge member and provide their valid VATSIM or PilotEdge ID with their application.

Flight time can only be accumulated for flights flown on the VATSIM or PilotEdge network. PIREPs (PIlot REports) for offline flights will not be accepted and no offline flight time will be added to a VCA pilot's record.

If you are not a VATSIM or PilotEdge member, visit <http://cert.vatsim.net/vatsimnet/signup.html> or <http://www.pilotedge.net/pages/getting-started>.

Prior to registering with VATSIM or PilotEdge, you must read the VATSIM.net Code of Regulations, the VATSIM.net User Agreement and the VATSIM.net Code of Conduct. You can access these documents at <http://www.vatsim.net/docs.html>. Agreements for the PilotEdge software is available at <http://www.pilotedge.net/>.

VCA staff reserves the right to adjust this policy, should a long-term VATSIM or PilotEdge outage (i.e., lasting 24 hours or more) occur.

### 2.2 Experience Requirements

We want our pilots to have a basic understanding of commercial aviation operations, so all applicants must have a minimum of ten hours of pilot time logged on the VATSIM or PilotEdge network. If you are not sure what your pilot hour total is, visit <http://data.vatsim.net/stats/default.html> for VATSIM hours or <http://peaware.pilotedge.net>

### 2.3 Credit for Prior Experience

VCA recognizes that any online flying experience, including hours accumulated with other virtual airlines is a valuable asset. VCA will credit applicants with 80% of their total pilot hours logged on the VATSIM and/or PilotEdge network. For example, a

pilot with 100 pilot hours on VATSIM or PilotEdge network would start their VCA career with 80 hours of time credited. This option may only be requested at the time of application; it cannot be claimed after one becomes a VCA member and files their first PIREP.

## 2.4 Membership in Other Virtual Airlines

VCA are free to be members of other virtual airlines at the same time as they are members of VCA, with two exceptions:

1. VCA members may not be a member of any other virtual airline that models Continental Airlines or United Airlines; the Board of Directors views this as a conflict of interest. Members found to be participating in another Continental or United-based virtual airline will be dropped from the VCA roster.
2. Members may not act as staff in VCA and another virtual airline.

## 2.5 Required Software Programs

To participate in VCA, you need to have a flight simulation program capable of connecting to the VATSIM network. Microsoft Flight Simulator 2004 (FS9) & Microsoft Flight Simulator X (FSX) are officially supported by VCA, but you may use any flight simulation software that can connect to the VATSIM network. (ie: X-Plane)

\*Note: The freeware airline fleet available on the VCA website is compatible with FS9 and FSX. Comparable software may be available for other flight simulators but VCA does not provide installation, set-up and usage support.

You must a VATSIM-supported client to connect your flight simulator to the VATSIM network. At the time of this writing, the known VATSIM clients are:

- FSInn, created by the Flight Simulator French Development Team (FSFDT) <http://www.mcdu.com/en/index.php>
- Squawkbox, originally developed by Joe Jurecka, Jason Grooms and Marty Bochane <http://squawkbox.ca>.
- XSquawkBox, developed for X-Plane, <http://www.xsquawkbox.net/xsb/>

## 2.6 Hub Transfers

VCA members who have served at a hub for at least 90 days may request to be transferred to another hub; Management will never transfer a member who has not requested such a move. We generally accommodate transfer requests unless it would create an imbalance in the staffing rosters of a hub but these occasions are rare.

To request a transfer, complete the request form located under the VCA website's Human Resources menu. Transfer requests must be approved by the hub managers at both hubs.

## 2.7 Dispute Resolution

If a member is in a dispute with another member, they should contact their Hub Manager or Assistant Hub Manager. If the member is in conflict with the Assistant Hub Manager, the member would contact the Hub Manager.

If the dispute is with the Hub Manager or is not resolved at that level, the member may contact the Vice President, Human Resources.

If the dispute is with the VP-HR or is not resolved at that level, the member may contact the CEO. Decisions made by the CEO are final and not open to appeal or further debate.

## 2.8 Leave of Absence

Members may themselves be unable to meet VCA's requirement to file at least one PIREP every 30 days. In these instances, a member should request a leave of absence (LOA). LOAs will be granted, on a case per case basis, for up to 90 days. Members on an LOA for more than 90 days will be automatically deleted from our roster but will be eligible for rehire. Deleted pilots will NOT retain their pilot ID or accumulated VCA flight hours if they are rehired.

Exception: VCA recognizes the commitment and sacrifices made by our members who serve in their country's military or armed forces. Members who cannot meet their PIREP obligations because they are on a military deployment, will be placed on an indefinite Military LOA (MLOA) and will retain their pilot ID and all logged hours when they return to VCA.

All leaves of absence must be requested by e-mailing your hub manager. Their contact information is listed on the respective hub web page at [www.vcair.com](http://www.vcair.com).

## 2.9 Resignation

Members who wish to resign from VCA should complete the resignation form located under the VCA website's Human Resources menu. Members who resign while in good standing, will be eligible for re-hire.

## 2.10 Termination

Pilots may be removed from the VCA roster for the following reasons:

- Failure of a new hire to file their first PIREP within 14 days of a VCA welcome letter being issued;
- Failure to file a PIREP within 30 days and failure to respond to a hub manager's request for an explanation (deemed "inactivity");
- Participating in another virtual airline that models Continental Airlines operations; and
- Other reasons deemed appropriate by the Board of Directors.

Former members are generally not eligible for re-hire. Exceptions may be made, at the sole discretion of the Board of Directors and, ultimately, the CEO. Pilots who are re-hired will NOT retain their pilot ID or their accumulated VCA flight hours.

## 2.11 Permanent Ban from Membership

In some circumstances, the Board of Directors and, ultimately, the CEO may determine a member should be permanently banned for membership in VCA. Some examples include, but are not limited to:

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

## 3 Communications

### 3.1 Forum Registrations

All members are strongly encouraged to register and use the VCA forums. They are a valuable learning reference and help to maintain the strong social orientation of VCA.

Your user name **MUST BE** in the following format: COA<pilot#> <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

VCA may offer online forums, bulletin boards, chat rooms, voice rooms, surveys or other communication facilities for the exclusive benefit of its members.

Every VCA member agrees to use these communication tools to share information that is appropriate and related to their participation in this organization. Each user agrees that they will 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 software, images or other material protected by copyright or otherwise protected by intellectual property laws (or by rights of privacy or publicity) unless the member owns or controls the rights or can demonstrate that s/he has the consent of the person who owns the intellectual properties;
- Upload files that contain viruses, corrupted files or any manner of software, files, code or scripts that could interfere with the operation of another member'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; or
- Download any file that the member knows, or reasonably should know, cannot be legally distributed via VCA's website.

Every VCA member agrees to send and receive electronic mail, engage in conferences and chats, download and upload files, and otherwise use VCA's website as permitted by these terms and conditions, and any additional policies or procedures published in this website.

VCA reserves the right to deny any user access to its website without notice. VCA reserves the right to edit any notices or postings for clarity, length and content. Members acknowledge that chats, conferences, bulletin boards and any other communications tools provided by VCA are public – not private – communications. Further, members acknowledge that chats, postings, conferences and all communications by members 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 its members with a dedicated voice server using the TeamSpeak platform. Members in good standing are welcome to connect to this server at any time whether they are flying or not.

The TeamSpeak client can be downloaded and members will find a link to a TeamSpeak tutorial on the VCA home page.

Using standard in-flight text utilities (FSInn & Squawkbox), members can communicate with each other on UHF frequency 122.75. This frequency does not belong to VCA and may be used by others.

Pilots are NOT ALLOWED to share the TeamSpeak password with anyone who is not a VCA member unless they receive permission from Staff.

### 3.4 Contacting Management

If you have questions about VCA, its policies and procedures, etc., contact your hub manager or assistant hub manager. If they do not provide a satisfactory response, please contact the Human Resources Director at [hr@vcair.com](mailto:hr@vcair.com) or the Chief Executive Officer at [ceo@vcair.com](mailto:ceo@vcair.com).

## 4 Operations

### 4.1 Types of Operations

VCA has three types of flight operations:

- **Normal operations:** These are flights shown in the current Continental Airlines schedule and flown in a Continental or United brand (Continental, Continental Express, Continental Connection and Continental Micronesia, United, United Express, Cape Air, Chautauqua Airlines, Colgan Air, CommutAir, ExpressJet Airlines, GoJet Airlines, Silver Airways, Gulfstream International Airlines, Mesa Airlines, Shuttle America, SkyWest Airlines and Trans States Airlines) [aircraft and livery](#).
- **Codeshare operations:** These are flights shown in the current Continental or United Airlines schedule and flown by Star Alliance partners. Pilots must fly a codeshare flight using their normal VCA callsign (i.e., COA123) and place the codeshare information (i.e. Delta codeshare flight DL1081) in their flight plan and/or PIREP comments.
- **Charter operations:** These are flights between any two airports that are more than 100 nautical miles (nm) apart and flown in a Continental brand (Continental, Continental Express, Continental Connection and Continental Micronesia, United, United Express, Cape Air, Chautauqua Airlines, Colgan Air, CommutAir, ExpressJet Airlines, GoJet Airlines, Silver Airways, Gulfstream International Airlines, Mesa Airlines, Shuttle America, SkyWest Airlines and Trans States Airlines) [aircraft and livery](#).

Any VCA pilot may fly normal operations flights. VCA pilots rated at CAT II or higher (see 5.3 Pilot Ranking, below) may also fly codeshare and charter flights.

Pilots do not need to use the airframe indicated in the schedule but substitutions must be reasonable. For example, flying a route in a Boeing 737 instead of the Airbus A320 in the schedule is reasonable. Replacing a Boeing 737 with a Boeing 747 for a 400nm flight is not as reasonable.

## 4.2 General Operating Rules

The following rules apply to all flights:

1. Flight time is calculated as block time, from the time your engines are running and your brakes released to when your brakes are applied and your engines shut down after you land.
2. Only flights flown online, on VATSIM, with no time acceleration, will be added to a VCA pilot's logbook and accumulate time credit.
3. Pilots must file at least one PIREP every 30 days to remain on the active pilot roster.
4. Pilots who have not filed a PIREP within 30 days will receive an automatic e-mail advisory. Pilots who do not file a PIREP within 15 days of such an advisory may be dropped from the VCA roster without further notice.
5. All PIREPs must be filed within three days of the flight. PIREPs may be filed manually through the PIREP form on the VCA website or by using Aerosoft [Flight Simulator Flight Keeper](#) (FSFK). (Note: FSFK may be available at a [discounted price](#). Our website also has an [EXE file](#) that will configure FSFK for you.)
6. No PIREP more than three days old will be accepted. The only exception to the three-day rule is when the VCAIR.COM website is down for more than three days. Staff will advise when this exception is invoked.
7. If FSFK fails to file your PIREP, an error message will appear in your web browser. Check the VCA website to determine whether your PIREP was filed. If not, you must file your PIREP manually, using the website's PIREP form, within three days for it to count toward your accumulated time.
8. Staff may randomly audit PIREPs, comparing your PIREP to VATSIM flight records. Deliberately filing a false PIREP is grounds for termination. (If you make an honest mistake when you file a PIREP, contact your hub manager or assistant hub manager; they can correct the PIREP you filed.) VATSIM records are one, but not the only, method that hub managers and assistant managers use to determine whether a PIREP is false.

## 4.3 Online Flight Plans & Call Signs

Pilots are asked to fly as "COA###" (xxx being your pilot ID) and to put "www.vcair.com" in the comments section of their flight Plan. Real world call signs, as shown in the Continental Airlines schedule, are allowed but not encouraged. Alternately, real world call signs may be noted in your PIREP comments.

Pilots flying a codeshare must fly as COA### and note the codeshare information in their PIREP comments.

Pilots must indicate their aircraft type and equipment in their VATSIM client flight plan BEFORE you connect to VATSIM. Otherwise, they must disconnect from VATSIM, reconnect and file their flight plan again with the required aircraft and equipment information. When a member must disconnect and reconnect from VATSIM, they can count all their time flown; they do not lose the time accumulated before they disconnect from VATSIM.

Examples: A pilot flying a light aircraft might choose B190/I when flying a Beechcraft 1900D equipped with a LORAN, VOR/DME, INS and a transponder with Mode C. Alternately, someone flying a heavy aircraft might choose H/B777/Q where the "H" indicates a "heavy" (based on wake turbulence), and the "Q" means they have the aircraft meets the RNP type prescribed for the route segment(s), route(s) and/or area concerned. These options are usually in a drop down box in your VATSIM client.

#### **4.4 Shared Cockpit Operating Rules**

Pilots who use "shared cockpit" technology may both file a PIREP for the full block time of the flight. 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 "Fly The Maddog".

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 of writing, FSInn is the only VATSIM client software that provides the ability to share a cockpit. If other software becomes available, VCA pilots will be allowed to use it for shared cockpit operations. Shared cockpit operations must meet the following criteria:

1. The flight must meet the existing PIREP criteria, defined in this section.
2. The first pilot ("primary pilot") must connect to VATSIM using their assigned VCA ID.
3. The second pilot ("secondary pilot") must connect to VATSIM using the "observer" feature in FSInn.
4. The secondary pilot must connect to VATSIM using their assigned VCAir ID with an "\_SC" suffix. For example, the observer's callsign would be "COA456\_SC".
5. The primary pilot must include a comment in his/her PIREP: "Shared Cockpit with COAxxx." (e.g., Shared Cockpit with COA456\_SC)
6. The secondary pilot must include a comment in his/her PIREP: "Shared Cockpit with COAyyy." (e.g., Shared Cockpit with COA123).

#### **4.5 Abnormal Situations**

Real world issues and commitments can present themselves at the least opportune times, including when a flight is underway. This section addresses some of these circumstances. It should not be viewed as an all inclusive list of situations.

#### **4.5.1 Hardware Malfunction or Failure**

If a pilot experiences a hardware malfunction that causes an early end to a flight, the pilot has three options:

- 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 PIREP comments that says a failure occurred and that you are filing time flown.
- Restart the flight within 30 minutes of the 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 time taken to restart the sim, load the flight, etc., up to 30 minutes.
- Resume the flight within 30 minutes of the failure, using Autosave.dll (available free from <http://www.schiratti.com/dowson.html>) from a point previous to the geographic failure point. The PIREP can be for the actual hours flown in total from push back to shutdown minus the time taken to restart the sim, load the flight, etc., up to 30 minutes.

#### **4.5.2 Real World Commitment or Issue**

If you abort your flight before reaching your destination, for any reason other than a technical problem, the flight is considered forfeit and is not eligible for time credit with VCA. (Consider diverting to a nearby airport and filing time flown, if circumstances permit.)

Exception: If you pause the flight and can resume it within 60 minutes, you may file the PIREP for ACTUAL HOURS FLOWN. (Log off of VATSIM; no need to have a plane suspended in the air, confusing other online fliers or ATC.)

#### **4.6 Awards Flights**

VCA has an awards program available to all members. The intent of this program is to provide incentive and recognition opportunities to the pilots who wish to earn the awards. The General Operating Rules in section 4.2 apply to these awards flights. There are occasions, however, where the rules and requirements of an award will contradict those rules. In these cases, only the awards rules and requirements that contradict this document will supersede. All other rules remain in effect.

#### **4.7 Event Flights**

VCA has sponsors flight events for its members. The intent of these events is to provide opportunities for members to participate together in a common flight or flights. The General Operating Rules in section 4.2 apply to these event flights. There are occasions, however, where the rules and requirements of an event will contradict those rules. In these cases, only the event rules and requirements that contradict this document will supersede. All other rules remain in effect.

##### **4.7.1 Event Preparedness**

Because event flights draw a lot of us to one place at one time, we often create situations for ourselves that are unusually busy. During these flights, each one of us not only needs to focus on the operation of our own plane, but also on the coordination of our activities with the other participating pilots and quite possibly ATC

as well. This high workload during the event makes it difficult to provide information, instruction, and guidance to others. To help ease this concern, please make additional effort to prepare yourself for an event by:

- Please come fully prepared to execute the flight as if you were to fly it on your own.
- Have a fluent, working knowledge of the airplane that you intend to fly and a full self brief of the intended flight.
- Review of the route. Gather of the necessary charts. Obtain a preflight brief of the existing ATC, applicable procedures, and weather conditions.
- Allow sufficient time ahead of the event to complete these preparations.

#### **4.7.2 Prize Giveaways**

When a VCA sponsored event includes a prize of monetary value (i.e., software) that is randomly awarded to a qualifying VCA member, the following rules apply:

The event announcement will include the standards by which pilots can qualify for the drawing.

Following the event, the Vice President, Events will publish a list of the qualifying members in the VCA Events forum. Members who believe they qualify for the drawing, but who are not included in the post of the qualifying members, have 72 hours after the VP-Events posts the list to contact the VP-Events.

Members must ensure that the contact information shown in their VCA profile is current and up-to-date; VCA Management will use this information to advise members if they win a prize.

After 72 hours, the VP-Event's list is considered accurate and closed.

The winner(s) will be notified via e-mail and must respond within 72 hours to claim their prize. If they do not respond within 72 hours, a new drawing will be held and the prize will be awarded to another qualifying member. In the unlikely event that no qualifying member responds within 72 hours of being so advised, Management reserves the right to retain the prize and to award it at a later event of the VP-Event's choosing.

## 5 Pilot Ranks, Privileges and Promotions

VCA ranks its pilots primarily on hours flown, with one's rank determining which airframes one can fly. Promotion can be held back if a hub manager believes a pilot has not demonstrated adequate mastery of their aircraft. This means the member should know how to start their aircraft, operate basic and advanced systems (depending on the airframe in question), calculate adequate fuel for a flight, file a flight plan, determine proper runway usage, interact with air traffic control, and be able to land without crashing.

The minimum number of hours required to qualify for a CAT rating are as follows:

- CAT I 10-49.9 hours
- CAT II 50-199.9 hours
- CAT III 200-299.9 hours
- CAT IV 300-499.9 hours
- CAT V 500+ hours
- CAT V+ 1000+ hours

Pilots who accumulate the minimum number of hours necessary for promotion should contact their hub manager. Promotions must be requested, they are not awarded automatically.

### 5.1 CAT I

Pilots (10-49.9 hours) may fly, and accumulate hours, in any of the aircraft listed for CAT I pilots. CAT I pilots are not allowed to fly codeshare or charter operations. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

### 5.2 CAT II

Pilots (50-199.9 hours) may fly, and accumulate hours, in any of the aircraft for CAT I through CAT II pilots. CAT II pilots may also fly any aircraft listed for codeshare or charter operations up to and including CAT II. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

### 5.3 CAT III

CAT III pilots (200-299.9 hours) may fly, and accumulate hours, in any of the aircraft for CAT I through CAT III pilots. CAT III pilots may also fly any aircraft listed for codeshare or charter operations up to and including CAT III. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

### 5.4 CAT IV

CAT IV pilots (300-499.9 hours) may fly, and accumulate hours, in any of the aircraft for CAT I through CAT IV pilots. CAT IV pilots may also fly any aircraft listed for codeshare or charter operations up to and including CAT IV. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

## **5.5 CAT V**

CAT V pilots (500+ hours) may fly, and accumulate hours, in any of the aircraft for CAT I through CAT V pilots. CAT V pilots may also fly any aircraft listed for codeshare or charter operations up to and including CAT V. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

## **5.6 CAT V+**

CAT V+ pilots (1000+ hours) may fly, and accumulate hours, in any of the aircraft for CAT I through CAT V pilots and the Cessna Citation X. CAT V+ pilots may also fly any aircraft listed for codeshare or charter operations up to and including CAT V. For a list of available aircraft for this CAT rating, please see Section 8 - Aircraft Normal & Codeshare Matrix.

## **5.7 Flying Above Your CAT Rating**

Pilots may only file PIREPs for the airframes they are entitled to fly, based on their CAT rating. Hub managers may delete a PIREP and time credit if the pilot flew an airframe at a higher CAT rating than s/he possesses, i.e. if a CAT II pilot files a PIREP in a Boeing 747. Also see section 4.2 - General Operating Rules, bullet 8 for additional information regarding PIREP audits.

For VCA Events that Management defines as "CATS lifted", any pilot can fly any airframe in the VCA fleet. This is the only exception to the CAT airframe rule. Some events may use airframes not in the VCA fleet (i.e., warbirds). The event notice will indicate which airframe should be reported in the PIREP.

## 6 Management

### 6.1 Staff Membership Requirements

The VCA staff fills a vital role in the day-to-day operations of our organization. The staff members are expected to uphold the values of VCA and exemplify them in all their activities. They also recognize that they continually represent VCA and should conduct themselves appropriately.

Staff must be active members of VCA who participate in meetings and work with the membership. Staff must be at least 16 years old with at least 90 days with VCAIR are eligible to apply.

VCA staff may participate in other virtual airlines although it is preferred that they participate exclusively in VCA.

VCA staff may not – under any circumstances – fly for another virtual airline while a VCA-sponsored event is underway. Staff members who violate this policy may be relieved of their VCA management role. VCA staff may act as an Air Traffic Controller during a VCA-sponsored event without contravening this policy; having a VCA member on the other side of the scope is always a good thing!

### 6.2 Job Descriptions

#### (A) Pilot

- Adhere to all policies and procedures in this General Operating Policies and Procedures
- Submit their first PIREP within 14 days of receiving a welcome letter
- Submit at least one PIREP per month
- Respond to correspondence from hub management team

#### (B) Vice President, Human Resources

- Reports directly to the Chief Executive Officer
- Must understand and abide by VCA's General Operating Policies and Procedures
- Possesses excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check e-mail daily
- Forward new hire requests and transfer requests to the Hub Managers daily
- Process complaint resolutions and resignations promptly
- Must be a VATSIM member in good standing

#### (D) Vice President, Events

- Reports directly to the Chief Executive Officer
- Must understand and abide by VCA's General Operating Policies and Procedures
- Possesses excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check e-mail daily

- Must be a VATSIM member in good standing
- Must communicate with ARTCC Chief(s) or Events Coordinator(s) to plan events
- Have the ability to follow-through on correspondence
- Update and maintain the events calendar on the VCA website
- Post VCA events on VATSIM and VATUSA forums and calendars
- Direct Reports: Events Coordinator

(E) Events Coordinator (When deemed necessary by STAFF)

- Reports to, and assists, the Events Director as requested
- Must understand and abide by VCA's General Operating Policies and Procedures
- Must be at least 18 years of age
- Must be able to check e-mail daily
- Must be a VATSIM member in good standing

(F) Vice President, Fleet Operations

- Reports directly to the Chief Executive Officer
- Must understand and abide by VCA's General Operating Policies and Procedures
- Possesses excellent written communication skills
- Be willing to work with minimal supervision
- Must be at least 18 years of age
- Must be able to check e-mail daily
- Must be a VATSIM member in good standing
- Must have HTML or other Internet programming knowledge
- Able to research, locate, test, and publish the best freeware in COA liveries, on a weekly basis
- Painting ability a plus!
- 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

- Reports directly to the Chief Executive Officer
- Must understand and abide by VCA's General Operating Policies and Procedures
- Ability to manage up to 100 members
- Ability to maintain hub content on the VCA website, in a manner specified by the VP-Technology
- Ability to attend company meetings on line
- Ability to check e-mail on a daily basis
- Answer all questions from hub members
- Answer all e-mails promptly
- Fly online for training and online events
- Must be at least 18
- Possesses excellent written communication skills
- Be willing to work with minimal supervision
- Must be a VATSIM member in good standing with VATSIM
- Be able to crosscheck PIREPS using VATSIM statistics

- Serve as first line supervisor and resolve personnel conflicts at the hub level
- Communicate conflicts and resolutions to the VP-HR
- Notify the VP-HR Director of inactive pilots each month; monitor inactivity warnings sent to hub members
- Direct Reports: Assistant Hub Managers, Pilots

(H) Assistant Hub Manager

- Report to, and assist, the Hub Manager as directed
- Must understand and abide by VCA's General Operating Policies and Procedures
- Ability to attend company meetings online
- Ability to check e-mail on a daily basis
- Answer all questions from your members
- Fly online for training and online events
- Must be at least 18
- Must possess excellent written communication skills
- Be willing to work with minimal supervision
- Must be a VATSIM member in good standing
- Must be flexible!
- Be able to crosscheck PIREPS using VATSIM statistics
- Serve as first line supervisor and resolve personnel conflicts at the hub level
- Communicate such conflicts and remedies to the Hub Manager
- Ability to maintain hub content on the VCA website, in a manner specified by the VP-Technology

(I) Chief Pilot (When deemed necessary by STAFF)

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) (When deemed necessary by STAFF)

- 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

### **6.3 Management Staff Openings**

Management vacancies will be posted as a NOTAM in the VCA forums, and optionally on the VCA home page and/or on VATSIM/VATUSA forums.

### **6.4 Management Meetings**

Management meetings are held on the 3rd Thursday of each month and staff members are expected to participate in each meeting. Staff who miss more than two consecutive management meetings, without approval of the CEO, may be relieved of their duties.

## **7 Legal Information**

### **7.1 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 Continental Airlines. Continental Airlines' logos and trademarks in this and other VCA documents, and on the VCA website, remain the property of Continental Airlines.

### **7.2 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.

### **7.3 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.forum.vcair.com/> and this document will be updated accordingly. It is the responsibility of all VCA members to review these policies and procedures regularly to remain current.

## 8 Aircraft Normal & Codeshare Matrix

		Flight Operations																									
		Normal	Codeshare																								
		Continental	Adria	Air Canada	Air China	Air New Zealand	ANA	Asiana	Austrian	Blue1	BMI	Brussels	Croatia	Egypt Air	LOT Polish	Lufthansa	Scandinavian	Shanghai	Singapore	South African	Spanair	Swiss	TAP Portugal	THAI	Turkish	United	US Airways
CAT 1 (CODE SHARE OPERATIONS NOT AVAILABLE TO CAT 1 PILOTS)	SIKORSKY S-39	X																									
	DC3	X																									
	DC6	X																									
	DC7	X																									
	D18	X																									
	DHC6	X																									
	CESSNA402	X																									
	VISCOUNT 810	X																									
	LOCKHEED ORION	X																									
	LOCKHEED L10 ELECTRA	X																									
	CV440	X																									
	F27	X																									
	MITSUBISHI MRJ90						X																				
	EMB110	X																									
	EMB120	X																									
	JETSTREAM31	X																									
	SAAB340	X																							X	X	
	B1900	X																					X			X	X
	DASH8-100			X																					X	X	X
	DASH8-200	X																								X	X
	DASH8-300			X				X																			X
	DASH8-400	X						X				X															
	ATR42	X													X												
	ATR72														X									X			
	ACAC ARJ21																	X									
	AVRO RJ85								X		X																
	AVRO RJ100										X										X						
	BAe146	X									X											X					
	F50/70/100							X									X						X				
	CRJ100/200	X	X	X				X										X							X	X	
	CRJ700			X																					X	X	
	CRJ900		X															X								X	
ERJ135	X									X																	
ERJ145	X								X				X									X		X	X		
ERJ170			X										X	X	X									X	X		
ERJ175													X														
ERJ190			X																						X		
B717	X																			X							
B732	X					X																					
B733	X			X	X									X											X		
B734						X							X	X	X								X	X	X		
B735	X					X						X	X	X	X												
B736							X									X											
B737	X			X		X	X									X	X							X			
B738	X			X								X				X	X		X					X			
B739	X																										
A319		X	X	X			X		X	X	X				X	X			X		X	X		X	X		
A320		X	X	X	X	X	X	X	X		X	X	X		X					X	X	X		X	X		
A321			X	X		X	X	X	X		X	X	X		X	X	X			X	X	X		X	X		
MD80	X															X				X							
MD90								X																			
DC9	X																										

		Flight Operations																								
		Normal	Codeshare																							
		Continental	Adria	Air Canada	Air China	Air New Zealand	ANA	Asiana	Austrian	Blue1	BMI	Brussels	Croatia	Egypt Air	LOT Polish	Lufthansa	Scandinavian	Shanghai	Singapore	South African	Spanair	Swiss	TAP Portugal	THAI	Turkish	United
CAT 3	B752	X								X							X								X	X
	B752F																	X								
	B707	X																								
CAT 4	B753	X																								
	B762	X																								X
	B763				X	X	X	X						X			X								X	
	B764	X		X																						
	A300	X																		X			X			
CAT 5	A310F																			X				X		
	B772	X		X	X	X	X	X					X					X					X	X	X	
	B773			X	X	X							X					X					X	X		
	B742	X																								
	B744				X	X	X	X							X			X	X				X		X	
	B748i														X											
	B787	X			X									X				X							X	
	A330			X	X			X		X	X		X		X	X		X	X		X	X	X	X	X	X
	A330F																								X	
	A340				X								X		X	X		X	X		X	X	X	X	X	
	A350																		X			X				
	A380														X				X					X		
	DC10	X																								
MD11																										
C750	X	CITATION X CATS PILOTS ONLY																								