VirtualUA, Inc.

www.virtualua.org

7750 N MacArthur Blvd.
Ste. 120-159
Irving, TX 75063

VirtualUA, Inc.

Member Handbook

Revised 09/2020

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Introduction

VirtualUA, Inc. is a nonprofit virtual aviation organization for simulation pilots, aimed at creating a positive learning environment where enthusiasts can build their knowledge and understanding of aviation. During this process, it is VirtualUA, Inc.'s goal to create an environment where learning these topics and building knowledge and understanding in a fun and enjoyable way allows the flight simulation pilots to learn while experiencing and enjoying aviation. VirtualUA, Inc. hopes that through this learning it will empower and enable our pilots to experience a new level of both real and virtual aviation.

History of VirtualUA, Inc.

VirtualUA, Inc. began its operations on March 24, 2013. After several differences in opinions at a previous virtual airline, Robert Sayles, Shelton McCallop, Dimitri Trofimuk, and Jay Khanis decided that they would depart to create what is now known today as VirtualUA, Inc. All members of VirtualUA, Inc. are aviation enthusiasts who have a passion for the hobby. VirtualUA, Inc. is a registered non-profit organization that is registered in the city of Irving, in the state of Texas.

Changes in Policy

While every effort is made to keep the contents of this document current, VirtualUA, Inc. reserves the right to modify, suspend, or terminate any of the policies, procedures described in the manual with or without prior notice to its members.

Mission Statement

The mission of VirtualUA, Inc. is to provide our membership in an environment in which the individuals can learn through education, experience, and engagement with other individuals to advance their knowledge, understand, and skillset for both real-world and simulated aviation.

Vision Statement/Goals

VirtualUA, Inc.'s goals are to provide a successful organization that continues to allow our members to learn, grow, and advance their basic and complex knowledge regarding aviation and the associated concepts. VirtualUA, Inc. will always strive to be the breeding ground of tomorrow's pilots. VirtualUA, Inc. will instill the same professional attitude and professional development goals upon its members as real-world airlines have upon their employees and customers.

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Section 1 – Legal Disclaimer

1.01 Online Privacy Protection Act

VirtualUA, Inc. complies with the Children's Online Privacy Protection Act and VirtualUA, Inc. complies with the Children Online Privacy Protection Act and United States Patriotic Act. Under the Children's Online Privacy Protection Act, website operators are not permitted to require a child under the age of 13 to disclose identifiable information. VirtualUA, Inc. does not endorse terrorism activity. VirtualUA, Inc. complies with the United States Patriotic Act and will comply with the federal government investigation if terrorism is suspected. VirtualUA, Inc. will report any suspicious activities to the Terrorism Information and Prevention System (TIPS).

Your privacy is very important to us. Accordingly, we have developed this Policy for you to understand how we collect, use, communicate, and disclose and make use of personal information. The following outlines our privacy policy. Before or at the time of collecting personal information, we will identify the purposes for which information is being collected. We will collect and use personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.

We will only retain personal information if necessary, for the fulfillment of those purposes. We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned. Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up to date.

We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification.

We will make readily available to members, any information about our policies and practices relating to the management of personal information.

We are committed to conducting our operation according to these principles to ensure that the confidentiality of personal information is protected.

www.virtualua.org

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1.02 Piracy Prevention

VirtualUA, Inc. actively and aggressively enforces its piracy policy. What is piracy? The illegally obtaining or copying of software programs. It has become a worldwide problem — more than $11 billion is lost to piracy every year. Because software is valuable, and it is easy to create an exact copy of a program from a single computer, software piracy is widespread. The illegal copying of software programs is a crime and is also against policy here at VirtualUA, Inc.! In the United States and many other countries, copyright law provides for severe civil and criminal penalties for the unauthorized reproduction or distribution of copyrighted material. We do not allow the use of illegally obtained copyrighted materials in our organization, doing so is ground for immediate suspension. Copyrighted material includes, but is not limited to, computer programs and accompanying sounds, images, and text. Under U.S. law, infringement may result in civil damages of up to $150,000 and/or criminal penalties of up to five years imprisonment and/or a $250,000 fine. Please join VirtualUA, Inc. in its piracy prevention efforts. You can report incidents of software piracy by emailing our Corporate Security Department at legal@virtualua.org. If any staff or members are guilty of piracy you will be terminated immediately from the organization.
Contact us regarding the Piracy Policy at legal@virtualua.org.

1.03 Legal Disclaimer

Disclaimer: VirtualUA, Inc. is a non-profit virtual aviation organization for simulation members, operating solely for the education of flight simulations enthusiasts. All content found on this site is copyrighted, and any files on this site that VirtualUA, Inc. does not own copyrighted privileges to are being used with permission from their respective authors. The use of copyrighted VirtualUA, Inc. material found on this site, which includes, but not limited to, names and logo, is restricted and may not be used by anyone without the express written consent of VirtualUA, Inc. Redistribution or any other use of such content found on this site is strictly prohibited. All information contained on this website is not intended to be used for real-world aviation purposes.

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Section 2 – Airline Policies

2.01 Airline Objective

The purpose and objective of VirtualUA, Inc. are to provide a friendly environment where members and staff can have fun and learn the ins and outs of virtual airlines and achieve some of the following:

- Learn basic and advanced aviation skills to progress within the airline and watch their overall progress
- Simulate realism and be as professional as possible
- Be part of a growing "VirtualUA, Inc. Family"

2.02 Document Acknowledgments

This original document was created by founders Robert Sayles and Shelton McCallop. This document is to be used only at VirtualUA, Inc. and will not be copied by any other virtual airline without the written consent of either founder.

2.03 Founders Message

Greetings,

Welcome to VirtualUA, Inc.! We thank you for choosing to be a part of this growing family to take your flight simulation skills to the next level. This document is here for your benefit so that you understand the rules and regulations of the VA so that you can maximize your experience and enjoyment here. If you have any questions, please feel free to reach out to one of our friendly staff members and they will be sure to help. Thank you for choosing "VirtualUA, Inc." and Welcome Aboard.

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Section 3 – Corporate Structure

Remaining Founders
Robert Sayles | Shelton McCallop
robby@virtualua.org | shelton@virtualua.org
Robert and Shelton are the two founders remaining at VirtualUA, Inc. They oversee every aspect of the airline. Anything about VirtualUA, Inc. is owned by the founders.

3.01 Executive Suites

Chief Executive Officer (CEO)
The Chief Executive Officer is responsible for the oversight of the entire organization. He must ensure that all policies, procedures, and regulations are set in place and effective to ensure the wellbeing of the airline community.

Chief Operations Officer (COO)
The Chief Operations Officer is responsible for the oversight of the entire organization. He must ensure that all policies, procedures, and regulations are set in place and effective to ensure the wellbeing of the airline community.

Executive Vice President of Experience (EVP-E)
The Executive Vice President of Experience is responsible for supervising the Managing Director of Member and Staff Relations, Communications, Marketing, Community Relations, and Events. He must ensure policies, procedures, and guidelines are being enforced and revised if needed. As well as in making sure the organization's marketing goals are being met and keeping the community in touch with what is happening at the organization. This individual will report to the Chief Operation Officer (COO).

Executive Vice President of Operations (EVP-O)
The Executive Vice President of Operations is responsible for supervising the Managing Director of Hub Operations, and Hub Operation Managers. This position shall have all the knowledge about VirtualUA, Inc.'s operations. They will update all the operation teams on new policies and procedures, as necessary. They are also required to hold Flight Operation meetings. This individual will report to the Chief Operation Officer (COO).

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7750 N MacArthur Blvd.
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3.02 Managing Directors

Managing Director of Member and Staff Relations

The Managing Director of Member and Staff Relations is responsible for the evaluation of new and current members here at VirtualUA, Inc.. They are to assign Pilot ID's and place them in the hub of their choice. The Managing Director of Member and Staff Relations oversees recruiting and promoting members through the system here at VirtualUA, Inc. as well as verifying transfer hours. The Member and Staff Relations Department is overseen by the Executive Vice President of Experience.

Managing Director of Communications and Marketing

The Managing Director of Communications and Marketing is responsible for assisting in the development of the organization's marketing goals and shall serve as the liaison between VirtualUA, Inc. and the community, as well as posting news and NOTAMs as needed and to address the best course of action to optimize growth. They must have at least 5 images/posts on the VirtualUA, Inc. social media pages per week. The Communications and Marketing Department is overseen by the Executive Vice President of Experience.

Managing Director of Community Relations and Events

The Managing Director of Community Relations and Events is responsible for overseeing all staff in the department as well as encouraging and assisting with cooperating and communicating with the other departments. The Managing Director of Community Relations and Events will also work with Flight Operations to develop new programs to encourage community/organization-wide activities, challenges, and events. The Community Relations and Event Department is overseen by the Executive Vice President of Experience.

Managing Director of Hub Operations

The Managing Director of Hub Operations is responsible for supervising Regional Hub Operation Directors and Flight Operation Managers. This position shall have all the knowledge about VirtualUA, Inc.'s operations. They will update all the Flight Operation Managers (FOM's) on new policies and procedures, as necessary. They are also required to hold flight operation meetings. This individual will report to the Executive Vice President of Operations.

www.virtualua.org

7750 N MacArthur Blvd.
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VirtualUA, Inc.

3.03 Flight Standard Manager & Flight Instructor

Flight Standard Manager & Flight Instructor

The Flight Standard Manager will oversee training and assisting VirtualUA, Inc., and Flight Instructors. They will teach the basics of flight up to advanced courses. They are required to have an extensive knowledge base regarding training and airframes and preferably have real-world experience. Flight Instructors reporting directly to the Flight Standard Manager will also teach the basics of flight up to and including advanced courses along with the CFI. They too are required to have extensive knowledge in flight simulation and/or real-world flight. The Director of Flight Standards shall report to the Executive Vice President of Operation. *It is preferred that all Instructors and CFI have their VATSIM P2 and/or P3 Rating.

3.04 Hub Operation Directors & Regional Hub Operation Directors

Hub Operations Manager

Hub Operation Manager is the bloodline of VirtualUA, Inc.. They must monitor their respective member rosters to ensure all members are performing within the policies and procedures of this handbook. They will reach out to members who have not met the minimum requirements to ascertain the active member status and in cases where an administrative review is warranted, will consult with the Operations Management, Member and Relations, and Executive Staff for guidance. They will approve all Pilot Reports (PIREPS) for their hub and provide feedback when PIREPS does not meet minimum standards.

Regional Hub Operations Director

Regional Hub Operation Director is responsible for all the hubs in their region. They are responsible for ensuring that the Hub Operation Managers (HOMs) are monitoring their member rosters and MAINTAINING an active pilot base. In cases where there are hubs without a Hub Operations Manager, the Regional Hub Operations Director will serve as the Hub Operations Manager until such time the Hub Operations Manager position is filled.

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7750 N MacArthur Blvd.
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3.05 Airline Operations

Social Media & Communications Manager

Social Media & Communications Manager is responsible for ensuring all social media platforms are being utilized for the organization's success in marketing. They are required to keep all social media platforms active with new content postings. They will also assist in meeting a minimum of 5 posts a week requirement.

Graphic & Video Design Manager

Graphic & Video Design Manager is responsible for creating content for our social media platforms and creating promo videos for different events/projects. They will also assist in meeting a minimum of 5 posts a week requirement.

Community Relations Specialist

The Community Relations Specialist will oversee the community through CCS, Discord, and Facebook. They are the medium between the members and the staff team. Communication plays a vital role in the day-to-day operations.

Events Manager

The Events Manager is responsible for the creation, moderation, and staffing of VirtualUA, Inc. events. This person is also responsible for notifying the organization of new events as well as reaching out to the community regarding future events and their attendance.

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Section 4 – Airline Membership

4.01 Membership Requirements

The minimal requirements to become a member here at VirtualUA, Inc. is as follows:

- 14 years of age or older

- Own a legal copy of Microsoft Flight Simulator 2020, MSFS X (FSX), Prepar3D, or X Plane 10/11

- Agree to the Member Handbook and all other documents of the airline and content within

- Completion of first flight within fourteen (14) days of acceptance

- Complete one (1) flight per calendar month

- Maintain an active email address

4.02 Application Process

All members are required to complete **AND pass** the entrance examination before applying for membership. Upon completion of this application, the Member and Staff Relations Department will review this application and proceed with either accepting or denying* the application.

- Pilot Applications will be processed within 48 hours of submission

- After approval, members will remain in a 14-day probationary period until completion of their first flight**.

* Member and Staff Relations reveres the right to accept or deny any application without reasoning.

** Flights completed within the 14-day probationary period will satisfy the monthly flight requirement

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4.03 Transfer Hours

VirtualUA, Inc. will honor a pilot's previous flight hours logged on VATSIM, and other virtual organizations (ProjectFly, and so on) up to 150 hours. **Member and Staff Relations Department will NOT search for a pilot on any crew roster of another airline.** If a member wishes to transfer hours, they must send an email to members@virtualua.org **within 72 hours of airline acceptance with a direct link.** Any time after the 72-hour period, transfer hours from VATSIM or and so on will become void.

4.04 Member Inactivity & Rehire

New members must complete one (1) flight within fourteen (14) days of application approval. If a pilot fails or refuses to comply with this policy, the VirtualUA, Inc. system will automatically place that pilot on a termination warning.

If after receiving a termination warning, if the pilot chooses to request a Leave of Absence, the airline will grant this LOA* if the cause is justifiable.

*Members are only eligible for LOA after two (2) months of active status with VirtualUA, Inc..

Active members must complete one (1) flight per calendar month. Each Flight Operation Manager will check their roster on the first of every month, and they will send out termination warnings to all members who failed to complete their monthly flight in the previous month. Members receiving a termination warning will have until the 10th day of the month to complete a flight. If a pilot fails to complete this flight by the 10th day, their account shall become inactive. **Do not resubmit another member application if you are marked inactive or are on LOA, email MR requesting to be reactivated.**

Once placed on inactive status, members must email members@virtualua.org to be returned to active status.

A pilot may return to the airline a maximum of three (3) times. After that third time, whether it be due to behavioral termination, inactivity, or resignation, the pilot will be banned from the airline and will be unable to return.

www.virtualua.org

7750 N MacArthur Blvd.
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4.05 Leave of Absence (LOAs)

All members must be with VirtualUA, Inc. for a minimum of two (2) months (60 days) before being eligible for any of the following types of LOAs:

Personal Leave of Absence:

If a pilot is going to be away for extended periods, or cannot complete the monthly flight requirement, they may request a personal LOA. An LOA must be submitted under settings and may only be for periods of up to 180 days. Emails requesting LOA's will not be reviewed or granted. *Exception* Military LOA requests should be emailed to members@virtualua.org. All LOA requests are at the discretion of the Member and Staff Relations Department.

Military Leave of Absence:

VirtualUA, Inc. thanks all our military members and veterans for their service. VirtualUA, Inc. understands that our Military Members may be called out to serve for extended periods. If a pilot needs a Military LOA, they must email the Vice President of Member and Staff Relations Department at members@virtualua.org requesting a Military LOA. A Military LOA is valid for 365 days (1 Year). Any members who request a Military Leave of Absence (M-LOA) and are found to not have any military credentials will be immediately and permanently banned from VirtualUA, Inc.

4.06 Pilot Report Standards (Flight-Report Standards)

All Flight Reports must be within the following regulations to be accepted:

- Uses an approved reporting system
  - (SmartCARS or similar approved applications) to report flights.
- Landing rate of NO more than -650 ft/min
- No mid-flight refueling
- Departs from a specified airport
- Arrives at the specified airport*
- Does not slew
- Uses correct aircraft
- Uses a valid route (No direct routes allowed)
- Use of time acceleration prohibited
- Must be a United or Star Alliance Liveries

VirtualUA, Inc. encourages its members flying on VATSIM or IVAO to add "Come fly with us at www.virtualua.org | VirtualUA, Inc." to the remarks section of their flight plan.

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Ste. 120-159
Irving, TX 75063

*If a pilot must declare an emergency landing and divert to another airport than the airport specified on the original route, MUST put "Emergency Declared: Diverted to (airport and reason go here)".

All flights submitted manually must have a valid link to prove that the flight was flown unless there is a known ACARS outage. <u>Screenshots of proof</u> that the flight was completed can be sent to <u>operations@virtualua.org</u>. Any Flight Reports submitted that are not in accordance with any of these standards will be rejected.

4.07 Multiple Airline Memberships

VirtualUA, Inc. understands that we cannot provide every type of flying in which a member may wish to participate. For this reason, any pilot may be with another virtual organization. However, NO staff member may hold another staff position with any other virtual airline unless given specific permission from the President/Chairman and Executive Vice President of Operations of VirtualUA, Inc.

www.virtualua.org

7750 N MacArthur Blvd.
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4.08 Aircraft Programs

Upon logging in, you will be asked what starter aircraft you would like to get type rated. For example, Pilot John joins and selects the 737 families as his starting type. John will start as a First officer on the 737 until gaining 25 hours to be promoted to Captain. Once Captain, Pilot Joe can select another aircraft type to work on. Users will be allowed to work as first officers on two (2) types at a single time. If a pilot is currently working on the 737 and 757 types, they will not be allowed to select another type rating until the full required captain hours are met.

Airbus Narrowbody Program	Not Enrolled	You Have **0** of the required **0** hours to apply to be a First Officer in this program. After that **50** hours are required in this program for upgrade to Captain.	Enroll In Program
Boeing 737 Program	Not Enrolled	You Have **0** of the required **0** hours to apply to be a First Officer in this program. After that **50** hours are required in this program for upgrade to Captain.	Enroll In Program
Boeing 757/767 Program	Not Enrolled	You Have **0** of the required **75** hours to apply to be a First Officer in this program. After that **75** hours are required in this program for upgrade to Captain.	Enroll In Program
Boeing 777 Program	Not Enrolled	You Have **0** of the required **300** hours to apply to be a First Officer in this program. After that **200** hours are required in this program for upgrade to Captain.	Enroll In Program
Boeing 787 Program	Not Enrolled	You Have **0** of the required **150** hours to apply to be a First Officer in this program. After that **150** hours are required in this program for upgrade to Captain.	Enroll In Program
Embraer Regional Jets Program	Not Enrolled	You Have **0** of the required **0** hours to apply to be a First Officer in this program. After that **50** hours are required in this program for upgrade to Captain.	Enroll In Program
CRJ Program	Not Enrolled	You Have **0** of the required **0** hours to apply to be a First Officer in this program. After that **50** hours are required in this program for upgrade to Captain.	Enroll In Program

www.virtualua.org

7750 N MacArthur Blvd.
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Irving, TX 75063

4.09 VATSIM Policies

Members are strongly encouraged to fly on the VATSIM network. This network provides a more realistic experience while maintaining a fun environment! Many VirtualUA, Inc. members are VATSIM pilots, and some are controllers. A few of our members at VirtualUA, Inc. are also Instructors or even Supervisors on the VATSIM network! Our members are a big resource in the VATSIM community!

Joining VATSIM is free, and you can find more about VATSIM at www.vatsim.net. All members who utilize the VATSIM network are **REQUIRED** to abide by the VATSIM Code of Conduct and Code of Regulations.

4.10 Hub Transfers

If a member wishes to transfer from one hub to another, they must complete the Hub Transfer form found in settings. It is at the discretion of the Member and Staff Relations Department along with the receiving DM whether to approve or deny the transfer. All Hub Transfers must:

- Have a minimum of five (5) hours in their current hub

- Be in the current hub for thirty (30) days

- Be with Virtual UA for thirty (30) days

4.11 Member Resignation

If a member wishes to resign from VirtualUA, Inc., they must complete the Resignation Request form located in the settings. Once a resignation request is received, it cannot be undone.

If a pilot wishes to return to VirtualUA, Inc, they must contact members@virtualua.org. A previously resigned member will be restored with the stats and awards he or she left the organization with.

www.virtualua.org

7750 N MacArthur Blvd.
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Section 5 – Terms of Removal

5.01 Policy Violations

Any member, in any capacity, must abide by all policies, regulations, and rules set forth by this document and other documents. To ensure the abidance of this policy and others alike, VirtualUA, Inc. would like to notify all members of the possible consequences for failure to abide by setting forth policies:

- Twenty-four (24) Hours suspension from all VirtualUA, Inc. Systems

- Forty-eight (48) Hours suspension from all VirtualUA, Inc. Systems

- One (1) Week suspension from all VirtualUA, Inc. Systems

- Permanent Ban from all VirtualUA, Inc. Systems

All disciplinary actions taken against a pilot will be documented and recorded. After a disciplinary action, a pilot may become ineligible for a promotion, award, or staff rating. All suspensions and suspensions may be appealed. To appeal, send your statement to members@virtualua.org. Once an appeal is created, an investigation will be opened.

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7750 N MacArthur Blvd.
Ste. 120-159
Irving, TX 75063

Section 6 – Member Behavior Correction

6.01 Expected Behavior

All members are expected to behave in a mature, and proper manner when on any VirtualUA, Inc. system including the website, Discord, or forums. All members MUST remain mature and professional while on the VATSIM server. All members are never permitted to use foul language, discuss alcohol, or drug use or distribution anywhere! No outside discrepancies are to be discussed in the forums or on Discord.

Here is a brief list of what is NOT permitted on any VirtualUA, Inc. system:

- Racism
- Sexism
- Homophobia
- Hate Terms/ Racial Slurs
- Any term meant to be derogatory to another member
- Recruitment for other VA's
- Cyber Bullying
- Inappropriate Photos (Exposure, Narcotics, etc.)
- Soliciting Services
- Religious Recruiting
- Disrespect of ANY form
- Profanity
- Hazing
- Piracy (Distribution & Communication thereof)
- Lying
- Spamming
- Excessive Switching of Discord Channels
- Talk of Website Compromising (Hacking)
- Threats of ANY form

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Ste. 120-159
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6.02 Behavioral Correction

Here at VirtualUA, Inc., we have set correctional procedures to ensure that all members are treated equally. The first step after a pilot has received a warning is a simple conference with the Managing Director of Member and Staff Relations or any Executive Staff on Discord. The second incident involves a meeting with the Executive Vice President of Experience and Executive Vice President of AND a 24-hour VirtualUA, Inc. suspension. The third incident is a 48-hour suspension. **Every offense here at VirtualUA, Inc. is recorded on a scale of 1 - 4.** 1 signifies the worst possible offense and may result in banishment or severe suspension, and 4 signifies the mildest offense and may result in a conference, or 24-hour suspension.

All Violations will be sent to the Managing Director of Member and Staff Relations and will be documented on the member's record.

Scale	Type
1	Sexism, Racism, Homophobia, Piracy, Hacking
2	Hate Terms, Cyber-bullying, VA Recruitment, Inappropriate Photos
3	Hazing, Disrespect False Representation
4	Religious Recruiting, Drama, Foul Language, Lying

End of Document