American Airlines Virtual

AAVirtual.net – *Soaring To New Heights*

Standard Operating Procedures

Updated 07/NOV/2015

CHANGE LOG		
Ada Erzurumlu	Updated Ranks	22/APR/2013
Ada Erzurumlu	Updated Executive VP Voting Procedure	22/APR/2013
Ada Erzurumlu	Updated Transfer Hours Policy	22/APR/2013
Brad Smith-Lynch	Updated SOP Handbook	30/JUN/2015
Brad Smith-Lynch	Updated Staff Page	14/OCT/2015
Brad Smith-Lynch	Re-Opened Phoenix Hub	20/OCT/2015
Brad Smith-Lynch	Updated SOP Formatting	07/NOV/2015
Brad Smith-Lynch	Corrected Aircraft Ratings	15/MAY/2016

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Section A - Pilot Regulations

The regulations posted herein are to be followed by all members of AAVirtual.net, enforceable by Chief Pilots, Regional Directors and the Executive team.

As a pilot for AA Virtual:

1. You must not fly for other virtual American Airlines.

2. You must not fly for rival virtual airlines to our partners.
   a. Rivals to our partners (www.d1virtual.de)

   Ex: Lufthansa Virtual Airlines not at those web addresses.

3. You must show respect for everyone, and maintain a professional attitude at all times, especially when in presence of the public.
   a. Presence of the public is anywhere outside of the airline TeamSpeak; Community forums, the VATSIM network, the IVAO network, and anywhere your actions will reflect on the airline.

4. You are eligible to receive credit for up to one quarter (¼) of your VATSIM hours to a maximum value of 125.
   a. Hours will only be credited upon acceptance of your application to AAVirtual, any time thereafter is at the discretion of the Executive team or your HM respectively.

5. You may not request to transfer hub within 90 days of acceptance into the airline or a previous hub transfer.
   a. Exception in rare cases where you were moved to the incorrect hub at no fault of your own.

6. You may fly online or offline, however for the best experience we recommend flying on the VATSIM network.

7. Landing rates on PIREPs must be no more than -650fpm.

8. You must file a minimum of 1 PIREP (Flight) per month.

9. You may submit a maximum of 6 manual PIREPs per month.

10. You must only fly airframes you are rated to fly.
    a. Any PIREPs submitted with an airframe you are not rated to fly will be rejected, with exceptions during AAVirtual CAT-FREE events.

11. You must include www.aavirtual.net and any other necessary information in your REMARKS if flying on the VATSIM network.

12. You must file for Leave of Absence (LOA) if you intend to be away for more than one calendar month (30 days).

13. You must not exceed 1x Sim Rate (Acceleration/Time compression) during your SmartCARS logged flights.
    a. Any PIREPs submitted containing a Sim Rate higher than 1x will be denied.

Section B – Pilot Disciplinary Procedures

1. Chief Pilots are responsible for deleting pilots from the VA in their *respective hubs.*
    a. The CEO or COO may at any time intercede in deleting a pilot from the roster and may do so for any reason. They **cannot** suspend or ban a pilot indefinitely without the approval of the VP of Human Resources.

2. Only the VP of HR has the authority to permanently suspend a pilot from the airline.
    a. Any VP or Chief Pilot can recommend a pilot be permanently removed from the airline.

Section C - Pilot Certification and Equipment

Rank name & RATING	CRITERIA	Airframes	Pay Rate	Charters
Commuter Pilot CAT-I	0 – 74.9 hours	A318-20 ATR B712 B722 B737 C402 CRJ7 DH8D E135/45 E170/5 E190, MD82/3 SF34 OR EQUIVALENT AIRCRAFT TYPE	$18/hour	Not allowed
Transatlantic Pilot CAT-II	75 – 149.9 hours	ALL CAT I A306 A30B A310 A321 B752 OR EQUIVALENT AIRCRAFT TYPE	$50/hour	Allowed
Senior Pilot CAT-III	150 – 249.9 hours	ALL CAT II B74F B74N A332 A333 A342 A343 A345 A346 B762 B763 OR EQUIVALENT AIRCRAFT TYPE	$100/hour	Allowed
Executive Pilot CAT-IV	250 hours	ALL CAT III A388 B744 B748 B772 B77L B77W B788 OR EQUIVALENT AIRCRAFT TYPE	$150/hour	Allowed

Section D - Executive and Administrative Team

AAVirtual.net Executive Team

1. Chief Executive Officer (CEO) – Callsign AAL1000 – EJ Davis

a. Responsible for all employees, liaisons with other virtual airlines and representation as an ambassador for communications with partnered airlines. The CEO has sole ability to provide or deny exceptions to pilots and employees regarding SOPs, and cannot be overruled in judgement.
The CEO holds 50% of AAVirtual shares, the website and data stored within, and is a voting member of the Executive team.

2. Chief of Operations (COO) – Callsign AAL1002 – Brad Smith-Lynch

a. Responsible for the appointment and removal of general staff from the roster, and coordination between employees of all levels.
b. Other responsibilities include website upkeep and maintenance.
The COO is a voting member of the Executive team.

3. Vice President of Human Resources (VPHR) – Callsign AAL1003

a. Responsible for coordination between staff and pilots and pilot assistance.
The VPHR is required to maintain a higher than normal presence on the VATSIM network and the AAVirtual TeamSpeak server, while engaging in activities that maintain a healthy atmosphere for all; VPHR also has full sole authority to execute a permanent ban for any pilot within the airline.
The VPHR is a voting member of the Executive team.

4. Vice President of Events(VPE) – Callsign AAL1004

a. Responsible for the design and creation of AAVirtual events, coordination with VATSIM ATC, coordination with other virtual airlines and the initiation of commercial sponsoring for distribution to the pilots.

Vice President of Fleet & Routing (VPF) – Callsign AAL1005

a. Responsible for maintaining route and fleet accuracy in accordance with real world American Airlines.
   The VPF is also responsible for the Flight Operations managers, whom assist in route addition and audit.

5. Vice President of Pilot & Network Training (VPT) – Callsign AAL1006

a. Responsible for the continued competency and progression of pilots within the airline.

6. Regional Directors (RD) – Callsign AAL1007/AAL1008

a. Responsible for the operation of hubs within their area of operation, split between East US, and West US operations.

7. Vice President of Marketing (VPM) – Callsign AAL1009

a. Responsible for AAVirtual's expansion both within social media and other public venues, also responsible for securing pilot benefits from 3rd party vendors.

8. Human Resources Manager (HRM) – Callsign AAL1010

a. Responsible for ensuring timely actions regarding filed PIREPS, Leave of Absence requests and the management of pilot applications, under the supervision of the VP of Human Resources.
   The HRM is also responsible for providing support when necessary to pilots.

Section E - AAVirtual Chief Pilots (HM)

1. Charlotte Chief Pilot – KCLT – AAL2000
2. New York Chief Pilot – KJFK – AAL3000
3. Miami Chief Pilot – KMIA – AAL4000
4. Chicago Chief Pilot – KORD – AAL5000
5. Dallas Chief Pilot – KDFW – AAL6000
6. Los Angeles Chief Pilot – KLAX – AAL7000
7. Philadelphia Chief Pilot – KPHL – AAL8000
8. Phoenix Chief Pilot – KPHX – AAL9000

SECTION F – Employee Expectations and Requirements

As an employee at AAVirtual, you are expected to:

1. Fly 50% of your flights at least partially online on VATSIM.

2. Fly two or more flights per calendar month (30 days).

3. Set an example through activity on the Facebook page and Teamspeak.

4. Fly only for American Virtual or its partner airlines.
    a. You may charter flights as you wish.

5. Act respectfully towards all members of the Virtual Airline and not abuse powers given to you on the website, Facebook or Teamspeak.

6. Attend mandatory employee meetings or alert the COO to your absence, which should be avoided as much as possible.

SECTION G – Employee Meetings, Promotions and Demotions

1. Every last Sunday of each month is reserved for mandatory employee meetings in which all HMs, VPs and Executive VPs are expected to attend.

2. Additional meetings can be called by the COO or CEO.

3. Demotions of Chief Pilots may initiate from any Executive Employee.

4. Demotions of Vice Presidents of Executive Vice Presidents must be initiated by either the COO or CEO.

5. The CEO may never be voted out of office.
    a. Under a full board vote, the CEO can be put on a 45 day probation period at which time the COO will cease control of the airline whilst the CEO is given directions to correct his practice. The CEO may not vote for his own probation hearing.

6. The COO may not be voted out except in the case of a long term absence.
    a. To remove the COO, he must not have flown in over 90 days, or neglected his responsibilities for 90 days. A full board vote of unanimous accord is required to expel the COO. The COO may not vote in his own hearing.

7. Executive Vice Presidents must be voted in by the Executives.
    a. Vice Presidents must be voted in under a high majority vote (At least 4/5th of the current Executive VPs must vote in favor).

SECTION H – NOTAM

A message from the CEO

Pilots,

How great it is to have seen our airline grow from just a handful of pilots to over 300 active members contributing to make our virtual airline amongst the best in the business. We have seen new improvements within our real world counterpart, American Airlines, and it has motivated us to do the same at AAVirtual.

This document has been written over the course of a few months and carefully thought out to address many problems. You can consider this document the backbone of our airline. When our staff are asked to answer questions, we will often quote from this document because the guidelines and rules set out in this document are meant to answer any and all questions related to our airline. We ask that you take the opportunity to read through this SOP and let it be your guide. For now, let me thank you for making AAVirtual your home airline and we consider it a privilege to have you amongst our pilots.

Sincere Regards,

EJ Davis,

AAL1000, CEO.