virtual oneworld Alliance

CREW

OPERATIONS MANUAL

Version 1.0

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1. INTRODUCTION

This handbook was created by the management of Virtual Oneworld Alliance (hereafter referred to as vOWA) to provide its pilots with the necessary information and guidance to actively participate in the operations. If you have any questions about this handbook please email the CEO or COO of vOWA at: info@virtualowa.net

1.2 Welcome

vOWA started in March 2020 and commenced operations on July ##, 2020. The virtual airline (VA) is managed by an enthusiastic group of people who believe in helping fellow pilots while having fun! Therefore, it should not be surprising that our main focus is FUN with some education within the aviation realm. We encourage the perusal of the website to become familiar with all tabs and pages for the benefit of each pilot.

vOWA will, to a large extent, mimic the operations of its realworld counterpart and where necessary, include new items to enhance the flight simulator experience. Check our "About Us" page for more information.

1.3 Mission Statement

To become one of the leading virtual airlines on the VATSIM network; by establishing high standards and gathering pilots from all backgrounds and experience levels to create a professional and educational yet fun atmosphere for pilots to enjoy.

1.4 Corporate Structure

The vOWA Management Team is responsible for the daily operations of the VA, carrying out tasks that vary from administration to operations. Every member of staff is a volunteer who is willing to give of their time to ensure positive progression occurs within the VA.
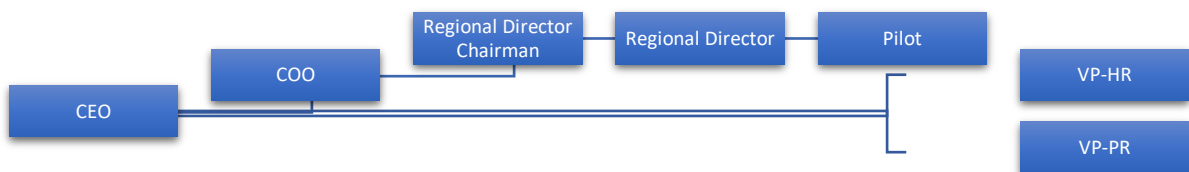

Fig 1.1 – Organizational Chart of vOWA

2. vOWA CAREER

2.1   Pilot Minimum Requirements

In order to be a member of vOWA, one must meet the following criteria – as a minimum:

    a) Must own a copy of flight simulator 2004, X, Prepa3D or xPlane

    b) Must be aged 13 or older

    c) Must provide your real identity (no nicknames or callsigns) on the vOWA application form

    d) Must have and maintain one valid e-mail address at all times

    e) Must have access to the internet

    f) Must have a valid VATSIM ID (IVAO ID) – PLEASE NOTE THIS IS NON-NEGOTIABLE

    g) Must not be affiliated with any other operation that simulates oneworld

By completing the application form, applicants agree to adhere to any policies or procedures outlined in the pilot handbook or displayed on the vOWA website.

2.2   Recruitment Process

The process of application is fairly simple. Once you complete the application form and it has been verified by our HR department, an e-mail of acceptance is forwarded. Applicants are required to complete their first flight within **14 days** of acceptance. Failure to do so will result in an automatic removal from the roster.

2.3   General Membership Policy

As a pilot of vOWA the member agrees to be bound to and to abide by the policies set forth by vOWA. Violation of these policies may result in temporary suspension or termination of membership with vOWA.

The username and password at vOWA are your exclusive membership identification. You may not give permission to or knowingly allow your credentials to be used by anyone else. **Note well that pilots may register for and hold only one (1) account**.

If you have forgotten your password, please use the online form to request a new password. The form will ask you to enter your e-mail address attached to your pilot ID (PID) and an e-mail with a new password will be sent. Note that passwords are not stored.

All flights must represent a valid vOWA scheduled flight as assigned by the system.

vOWA management reserves the right to temporarily suspend or terminate an individual's membership without notice if certain rules have been violated. The member may appeal the suspension or termination to the Board of Directors; whose decision shall be final.

The general code of conduct reflects on the way vOWA expects members to behave as a member of the organization. Repeated failure to follow the code of conduct may result in suspension and eventual termination of the member's account.

Members should, at all times, be courteous and respectful to one another. Threatening or harassing any member will result in immediate suspension and possible termination of the pilot – pending investigation.

2.4   Activity Policy
For a pilot to remain active on the vOWA roster, the following is encouraged:
   a) Submit at least one (1) PIREP every 45 days
   b) Take part in the development and operations of the VA
   c) Share information, talent or comment on our social media platforms
   d) Follow the vOWA policies and procedures outlined therein

Active pilots who encounter difficulty and are unable to comply with filing a PIREP for the period of 45 days should submit an LOA (*see section 2.5*) with a clear explanation.

2.5   Leave of Absence
        vOWA employs a leave of absence (LOA) which allows pilots to retain their membership
        while not being able to meet the 45-day rule.

        The maximum time period for an LOA is 90 days. Once the time expires, the pilot will
        have 14 days from the date of return to active status to complete a flight. If the pilot does
        not file a PIREP then, the account will be removed. Please understand that this system is
        automated. The only manual aspect is that of the approval by the HR department. If you
        have further challenges, please contact our HR department and we will be more than
        happy to assist.

2.6   Staff Position Requirements
        From time to time volunteers may have to step down from a position due to real world
        commitments. If a position becomes available, it is initially advertised amongst the
        current staff pool. If is not filled, then it is posted to the general membership.

        If a pilot is interested in a position, he/she should fill the application via the appropriate
        channels on the site.

        Pilots who wish to apply for staff positions must be at least 18 years old. In addition, a
        level of loyalty and dedication to the airline must be seen. Once an application is
        submitted, an e-mail will be sent to the application alerting of receipt and subsequently –
        acceptance or rejection.

2.7   Pilot Termination/Dismissal
        vOWA, like any other organization, has a prescribed method of disciplining its members
        should serious matters arise. The general protocol to report a concern, should it be
        required, is to contact the Regional Director (RD). If the RD is not able to adequately
        handle the situation, another senior staff member will be called in to assist in an
        expeditious resolution.

In the event, however, a pilot must be disciplined by staff member for infractions (written or unwritten), the following protocol shall obtain:

i. A verbal warning – the staff member will be called into a meeting on the Discord Server for a counsel session on the issue in question.

ii. A written warning – if the pilot refuses to take heed on the verbal warning, a senior member – i.e. the VPHR and/or COO shall make written documentation and a copy shall be sent to his/her file.

iii. A termination/dismissal letter – if the member insists on maintaining inappropriate behaviour, a letter of termination of employment with vOWA will be issued and his/her account terminated immediately.

NOTE: Depending on the severity of the dismissal, the member can be permitted to reapply to the Virtual Airline after a period stipulated by the Board of Directors. The reapplication will be at the discretion of the CEO.

3. RANK & AWARDS

All pilots accepted into vOWA will be assigned the rank of First officer with zero (0) hours. As the pilot flies, upgrades become available. The upgrades offer more aircraft types and routes – so keep flying!

3.1 Pilot Ranks & vPay

The airline uses virtual pay as compensation for flights flown. In addition, there are miles that are accrued (Priority miles) which may be used to obtain items in the pilot store (see section 3.3.3)

Table 1.1 – Pilot Rank, Pay and Equipment list

RANK	vSALARY	EQUIPMENT
First Officer (FO)	107	B738 A319 A320 A321 A21N A32N B38M A20N E170 E75L E195 B737 AT76 A318 CRJ7 CRJ9 E135 E145 E175 E190 B734 B739 CRJ2 C172 B733 DH8C
Senior First Officer (SFO)	142	B752 A310 B763 B753 A306
Captain (CA)	197	B788 B772 B789 A333 A332 B77W A359 A35K A350 A33F B77L B773
Senior Captain (SCA)	262	B744 B748 A346 CONI
Fleet Captain (FC)	337	A388 CONC A319 A320 A332 A342 A343 A345 B748

3.2   Substitution of Airframes
        Pilots are free to substitute aircraft types once that aircraft can safely complete the flight.

        Ensure you choose the new aircraft type from the drop-down box within smartCARS.

3.3   Pilot Awards
        3.3.1   Airline Awards
                Pilots are rewarded for flying at vOWA. The awards are displayd on the pilot's

                profile after achieving certain accomplishments. List of awards are subject to

                change as they come on stream at the airline.

                Current list of awards includes, but is not limited to:

                    a) Years of Service

                    b) Frequent Flyer (legs)

                    c) Priority Miles Club

        3.3.2   Airline Priority Miles
                As a pilot flies, he accumulates miles. These miles – just as in the real world –

                offer elite status (see section 3.3.3). These miles afford him/her the opportunity to

                purchase items in the virtual store. Just as one can accumulate miles, one can also

                lose miles. Table 1.2 gives an overview of how miles are gained and lost.

                Table 1.2 – Priority Miles Breakdown

Criteria	Miles Awarded
POSITIVE MILES	
New Pilot Registration (Welcome)	1000 miles (once at registration)
Daily log-in on website	50 miles (once a day)
PIREP Approval	5 miles per minute of flown
Greased landing rate (better than 200 fpm)	500 miles
NEGATIVE MILES	
Hard landing rate (greater than -375 fpm)	-1000 miles
Overspeed (smartCARS)	-300
Midair refuel (smartCARS)	-500

                N.B. the different criteria displayed are subject to change

3.3.3 Priority Miles Status

There are four tiers under which a pilot can have membership. They are achieved by miles awarded.

Table 1.3 – Membership Tiers at vOWA

Membership Tier	Miles Required
Blue	0
Ruby	20,000
Sapphire	50,000
Emerald	100,000

4.   FLIGHT OPERATIONS

4.1   Crew Center

This tab is found on the website and houses information specific to the logged-in pilot. It shows a few dashboards that gives an overview of the airline as well. The pilot can see the next five scheduled departures and the last eight arrivals. When the crew center is accessed, the pilot may choose to view finances (priority miles required), book a flight, view their bookings, view their logbook, file a manual flight report (see guide on main site), choose codeshared flights, access cargo operations and random jobs. It is our hope that these options will give the pilot a plethora of opportunities to avoid boredom.

In addition, you can see information on tweets by the airline, your awards and connect via our discord (see section 5.1).

4.2   Flight Planning and Scheduling
4.2.1   Flight Planning

Flights can be bid on via the bookings tab. The system will make use of point-to-point flights; with the option to purchase a jump seat (see section 4.3) – of course you must have accumulated some virtual money.

Pilots are encouraged to take advantage of the pilot brief. Once you have chosen your flight, click add to bid.

4.2.2 Scheduling

Our schedules are based on the real-world flights. Please note that as a result of the COVID-19 pandemic, senior management has chosen to use real-world flights from January to March. From time to time, you may see some additional routes to help accommodate realism. Once these flights are added or in some cases removed, the membership will be notified.

4.3 Retro/Special Routes

There are retro routes in the schedules. However, these routes are restricted to membership priority tiers (priority miles | Blue, Ruby, Sapphire, Emerald [see section 3.3.3]).

4.4 Events and Tours

vOWA endeavors to engender a community of enthusiasts. As such, we will have event/group flights where we attempt to dominate different airspaces around the globe. Given that we are a one world alliance, it means we have many stations to choose from. In addition, tours will also be available to allow you – the pilot – to visit many other places that you may not normally see doing a 'regular' flight.

To access these, selected them from the Operations main tab and look under 'Other Ops'. Note that pilots must sign-up for events and tour flights in order to receive credit for the flights. These flights will accumulate bonus miles as part of the reward for completion. In addition, you shall receive a picture award on your profile.

4.5 Cargo flights

Cargo flights are found under the crew center. These flights are randomized contracted non-scheduled **cargo-only** flights. Once you bid and fly, the different cargo flown will be moved to their destination and the fee credited to our airline. The pilot will, of course, be paid for the hours flown. Think of it as, you are hauling profitable cargo for your airline to make money. Rank equipment restrictions still apply (see section 3.1).

4.6   Random Job Flights
        Random flights are also found under the crew center. These flights are randomized mixed
        (cargo and passenger), however, the major difference between the cargo flights and the
        random jobs is that **they are timed**. An added feature is that a pilot may request a job
        from a specific airport. It is recommended that you check "be notified via email" as when
        the flight becomes available, it will be added to the job list and if another pilot sees it –
        well, they can bid and snatch it from you. Select and appealing job, click view job details,
        fill in the information and click 'take job'. That will add the flight to your bids, it will
        populate in your acars list.

        NOTE: These flights are independent of the booking system. You do not have to fly them
        right away; you may reserve them. They do, however, operate under the 48hr rule in that,
        if not flown within 48hrs, they will automatically be removed by the system.

4.7   PIREP Acceptance
        vOWA intends to foster great pilots. There is a set criterion in place for submitting
        PIREPs at vOWA. Please see the document 'A Guide to PIREP Submission' under the
        operations tab on the website.

        Please be reminded that all manual PIREPs are subject to validation before approval.
        Pilots are expected to provide proof that the flight was done. There is a 24-hour grace
        period. If that time has passed, the PIREP will be rejected.

4.8   Hub Transfer
        Under the main operations tab, pilots will find the hub transfer form. Once completed, the
        pilot will receive e-mail confirmation of the request, then a subsequent e-mail with either
        an approval or declination of request. It is recommended that you give a reason for the
        request to transfer.

        A pilot must be employed with vOWA for a minimum of thirty (30) days before a request
        for hub transfer is granted. Transfers are dependent on factors such as pilot staffing and
        hub capacity.

Hub transfers can only be made **once every six (6) months**.

4.9   Online Conduct

Pilots who wish to use the VATSIM Network agree to abide by the rules set out in this document and those made by VATSIM.

When flying online under the vOWA member airline callsigns, remember that you represent the VA. It is expected that members operate in a professional manner. Any disruption or abuse reported by VATSIM on members of this VA will be subject to discipline (see section 2.7).

Pilots flying on VATSIM are encouraged to use 'virtualowa.net' in the remarks section as a means of promoting the airline.

4.10   smartCARS

Pilots are strongly encouraged to use the software provided by the airline to record his/her flight. The iGlobal recording system is the accepted method of PIREP submission. Any other means will be grounds for PIREP rejection (see 'A Guide to PIREP Submission). The download is found under the main operations tab.

5.   COMMUNITY

vOWA is committed to professionalism. We also see the importance of connecting with our pilots and pilots connected with each other to share experiences, information and solve technical issues. There are several avenues where pilots and staff may interact and communicate speedily.

5.1   vOWA Discord Server

vOWA has a discord server which operates 24/7. Pilots have multiple channels in which they may text and voice with each other for flights and simply to connect with each other. If you do not already have the application, you may simply go to your crew center (on the main website) and click on the discord on the bottom right. It will take you to the page to create an account (if you do not already own one)/log-in then subsequently to the server.

Here are some gentle reminders when using the Discord:

a) refrain from using profanity

b) keep conversations mature

c) respect each other at all times

d) do not speak over someone while they are speaking. Allow them to finish their point (refer to part b)

e) ensure your nickname on the server is in accordance with the VA.

As a pilot, the red text shows what your nickname should look like.

To change your nickname, ensure that you are within the vOWA server, then right click on your name in the list on the righthand side, then click 'change nickname'.

Pilot: FName LName – Hub → Johnson James – VHHH

Staff: FName LName | Position → John Markam | RD-Pacific West

f) there is a more exhausted list on the discord server under the text channel labelled #rules

5.2   Screenshots & Airmail

Pilots are encouraged to submit their best screenshots for a chance to win "Best Screenshot of the Month" award. The submission portal can be found under the main operations tab – Screenshot Center. Click upload new screenshots and fill the form.

Note: JPG/JPEG or GIF is the supported file type. The file size should be kept as low as possible without the loss of quality.

In addition, your approved screenshots will be showcased in the same area along with all the others and on the front page next to recent hires. Furthermore, your great shots will be used around the site for other promotions as well – so keep the pictures coming!

5.3   Social Media

vOWA has accounts on various social media platforms to include FACEBOOK, TWITTER, YOUTUBE and INSTAGRAM. Pilots are encouraged to lick and subscribe as news, prizes and other information can be showcased there.

6. LEGAL INFORMATION & DISCLOSURE STATEMENT

6.1   Real-World Affiliation & Copyright
vOWA is a virtual airline and is in no way affiliated with oneworld or any other real-world counterparts.

We are not a real -world airline; all operations are nonprofit and voluntary in nature. The company is not registered; it does not hire personnel for pay nor does it have physical office space.

The company's website is not for commercial gain as the company generates no revenue.

The public can access the website however, the website does not allow for commercial activity such as booking of tickets or purchase of tickets. This is to ensure that the public does not confused vOWA with any of the real-world partners or counterparts.

vOWA exists for the sole purpose of providing an enjoyable, realistic experience to users of Microsoft Flight Simulator Suite of games.

All materials published on the company's website including charts, weather data, routes, aircraft etc., are used to enhance the virtual airlines experience only and are not to be used for real-world aviation.
All photos, logos and trademarks – if any – on the vOWA website and in all vOWA manuals remain the property of their respective owners.

7.   ACKNOWLEDGEMENT

By reading this pilot handbook, pilots agree to comply with the policies and regulations set forth by vOWA.

Pilots are also aware that vOWA reserves the right to modify any part of this handbook with reasonable notice.

7.1   Other References

Privacy Policy: http://virtualowa.net/en/index.php/about

8 CHANGE LOG

Version	Date	Author	Reviewer	Approved by	Changes
1.0	July 2020	P. H	Z. J	C. A	Official Release