



Policy and Operations Manual

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Introduction

I shall start this introduction with a quote;

Established in 2000, British Airways Virtual is a voluntary, not for profit organisation, that fulfils a role to provide a structured, hands-on educational environment for aspiring pilots. The organisation is affiliated to British Airways - although it is not financially linked to the airline.

Through partnership with the Virtual Air Traffic Simulation Network (VATSIM) and, more recently, the International Virtual Aviation Organisation (IVAO), British Airways Virtual provides an environment where individuals can learn about the principles of flying for an airline to a fairly advanced level, using commercially available software to create a simulated 'virtual airspace' that is identical in navigational terms to the real world. This highly realistic system acts as a 'knowledge gateway' for aspiring pilots, by allowing them to assimilate some of the more challenging aspects of airline flying but in a relaxed and pressure free environment.

British Airways Virtual has a membership of 1,250, including aspiring teenagers, active and retired airline captains, and enthusiasts alike.

The organisation does not charge its members to join and is run by a team of volunteers.

*Rob Parker
April 2009*

The introduction to British Airways Virtual, written by former Director Rob Parker's history of BAV sums up the organisation very well, I do not think that anybody could have explained the founding principles that this document exists to uphold so eloquently and succinctly.

In signing up to join British Airways Virtual, you are acknowledging that you have read this document, and that you agree to abide by the rules laid out within. It is designed to ensure that the values upon which BAV is founded are upheld, and that the environment within British Airways Virtual remains respectful of all pilots regardless of race, colour, experience, creed or gender.

We kindly ask that you thoroughly read through this guide, and digest the contents prior to signing up to join British Airways Virtual; it really will answer many of your questions, and give you some idea of what we are all about.

Many thanks for reading, and warmest regards

Tom Moseley
HR Director
British Airways Virtual

1.0 Administration & Recruitment Policy

- 1.0.1 British Airways Virtual is a Virtual Airline that supports users of Microsoft™ Flight Simulator 2004 and Microsoft™ FSX (also known as FS9 and FSX).
- 1.0.2 The applicant must be in possession of a legal copy of Microsoft FS9 or FSX
- 1.0.3 The applicant must be over the age of 16 at the date of application
- 1.0.4 The applicant must be able to make and file their first flight within 14 days of acceptance
- 1.0.5 The applicant must be able to complete a British Airways Virtual Flight once every 30 days
- 1.0.6 The applicant must submit their real identity
- 1.0.7 The email address supplied will not be accepted if from hotmail.com domains or family of domain names(@hotmail, @msn, @live, @microsoft)
- 1.0.8 The applicant must be able to show professionalism and maturity in all aspects of the BAV operation
- 1.0.9 Members of other Virtual Airlines that model British Airways will not be accepted
- 1.0.10 Any member who is removed from the BAV Roster due to inactivity will be permitted to re-apply to join ONCE ONLY; should the member be removed subsequently on a second occasion, for any reason without any prior contact with BAV, they shall be permanently banned (see part 3.7.0).
- 1.0.11 Any member removed from the roster as a result of Board level action shall be permanently banned from re-joining

1.1 Recruitment Process

Prospective pilots are required to submit an application by visiting the administration pages of the British Airways virtual website and following the administration links to the application page.

The following points indicate the information required on the pilot application form;

- 1.1.1 A valid IVAO or VATSIM Pilots ID (this is a compulsory item and required even if the pilot intends to fly offline)
- 1.1.2 Date of Birth (Must be entered in the format DD/MM/YY)
- 1.1.3 Any pilot wishing to transfer hours from another VA will be required to supply a valid URL to enable the HR department to enable verification. Should the URL be a dead link or the pilot is no longer on their rosters then contact from the pilots previous VA's HR Department is

required. The responsibility for ensuring the transfer of hours from another virtual airline rests entirely with the pilot requesting the transfer. The HR department of British Airways Virtual will not chase other virtual airlines for hour transfers.

Pilots should take note that any/all transferred hours are purely for display purposes only and have no impact on Rank or Status at British Airways Virtual. All new pilots starting will begin with zero hours in all cases

Once an applicant has completed the application procedure and the HR department have acknowledged receipt of the application, all applicants will receive an email confirming such. This email shall also notify any applicants of their status in regards the applications waiting list. Also included within the email will be a reference number that any prospective applicant must use in all further communications with the HR department until such time as the applicant is placed as an active pilot within the rosters.

The waiting list is the direct result of the 1,250 member limit of British Airways Virtual. As soon as spaces on the roster become available, then the applicants shall move up the waiting list on a first come, first served basis.

Once an applicant has successfully moved to the top of the waiting list, they will be required to undertake a web based entry exam. This exam is designed to ensure that all applicants have some basic Aviation and Flight Simulator knowledge and is specifically designed not to be too in-depth or taxing. It will consist of 20 multiple choice questions and applicants will have twenty minutes to complete the test from answering the first question.

Upon successful completion of the exam, applicants will receive an email from the BAV HR Department notifying the applicant of their Pilot ID Number. At this point, the applicant will be joining the rosters as a First Officer and have access to all of the VA's features using their PID and the password submitted on the application form.

From successfully joining the rosters the pilot will have fourteen (14) days to complete and successfully log their first flight with British Airways Virtual. Failure to complete the first flight within the 14 day time limit will result in automatic dismissal from the rosters without warning.





NOTE: Any application submitted with an invalid IVAO, VATSIM PID or hotmail email address will be immediately discarded.

2.0.0 Operational Issues

2.1.1 Rank Structure

All pilots accepted by British Airways Virtual are assigned the Rank of First Officer with zero BAV Hours and zero Experience Points. Should a pilot join British Airways Virtual with hours transferred from another VA, those hours shall be considered 'Transferred Hours' and will not count towards the pilots advancement of ranks or experience points.

2.1.2 Promotion Scale

RANK	MINIMUM HOURS REQUIRED	RANK DISPLAYED ON ROSTERS
First Officer	0 - 50 hours	
Senior First Officer	50 - 100 hours	
Captain	100 - 500 hours	
Senior Captain	500+ hours	

2.2.0 Aircraft Ratings

First Officer	Embraer 170/190 Boeing 737 Airbus A319/A320/A321 (Note the A318 is restricted to Captain and above) Full Classic Fleet (Note that this does not include Concorde or the 747-200)
Senior First Officer	All of the above & Boeing 767 on European routes (long haul operations on the 767 are restricted to Captain & above)
Captain	All of the above & Airbus A318 & Boeing 747 (All variants) & Boeing 757 (Openskies) & Boeing 767 & Boeing 777-200 & MD11 Freighter (World Cargo Operations)
Senior Captain	All of the above & Concorde

NOTE: Concorde is the flagship of the British Airways Virtual fleet and as such only available to Senior Captains. Requests for special dispensation to fly to fly Concorde below the rank of Senior Captain will be denied.

2.3.0 Experience Points

Where your rank reflects the fleet aircraft that you are permitted to fly; your experience points illustrate your experience and involvement as a British Airways Virtual Pilot. Aside from earning them for your flying, experience points can be awarded for items such as contributions to the BAV In House Magazine, Airways; or for fly-in participation and for any number of other items as the board sees fit. Key items for which you will receive experience points for are as follows;

- 1 point per hour of online flight
- 2 points per flight
- 1 point per 500Nm you fly
- 50 points per rank advanced
- 2 points per flight rotation
- 10 points for participation in an online event
- 2 points for conformance to schedule within 2%
- 1 point for conformance to schedule within 5%

★☆☆☆☆	150 points
★★☆☆☆	500 points
★★★☆☆	1000 points
★★★★☆	2000 points
★★★★★	4000 points

Experience points for a full rotation requires operation out to a destination and a return back from the destination to the base the first leg was flown from, known as a rotation.

Experience points gained for schedule conformance must be gained by adjusting flight time. Pilots must activate login and start Pegasus just before commencing push back and stop Pegasus no later than 5 minutes after applying the parking brakes on stand. The Flight Report (PIREP) should then be filed. Waiting at the gate and/ or taking excessively long taxi routes in order to better one's conformance is not allowed.

To gain experience points for online flight, the pilot must fly the whole flight online. The means being connected to the selected network, either IVAO or VATSIM. Any connectivity issues – disconnections for a significant proportion of the flight should be reported via a PIREP resolution form (PIRF). Note an automatic integrity check is performed for all flights logged online and if a significant discrepancy is found the points are automatically removed.

Any pilot found to have gained experience points without abiding to the rules stated above will be disciplined accordingly and points gained removed.

2.4.0 Restricted Flights

Restricted flights are multi-leg flights. Restricted flights will be noted as such, and will have a letter following the flight number. Such flights must be flown in the correct alphabetical order. An example of a restricted flight would be as follows.

You have three flights, BA123A, BA123B and BA123C. In order to fly BA123B, you must have flown flight BA123A no more than two weeks previously. Likewise, in order to fly BA123C you must have flown BA124B no more than two weeks previously.

2.5.0 Scheduling

Scheduling information can be difficult to locate and maintain. Whilst we try and mirror the real world British Airways Timetable within the real world section of our operation; we may sometimes be unable to include every flight and route offered by our real world counterpart as these are always subject to change.

Schedules will be reviewed on a periodic basis and extra flights may be added or removed as required. Pilots will always be notified of changes to any schedules within the forum, and by the BAV NOTAM's Dispatcher.

2.6.0 Fleet

Fleet information is accessible via the fleet page of the website. The BAV Fleet is under constant review, and links to recommended payware and freeware aircraft are updated on an as-required basis. The fleet section of the website is maintained by the fleet manager in association with the fleet training captains.

British Airways Virtual Mainline Fleet is designed to replicate current real world operations with British Airways PLC. This fleet is the only fleet amongst BAV that receives regular review.

British Airways Virtual classifies its fleets into 4 categories. These categories are;

Mainline	Airbus A319, A320, A321 Boeing 737, 747, 757, 767, 777 Embraer 170/190
Legacy	Concorde
Cargo	Boeing 747-400 Freighter Dash8 MD11 Freighter
Classic	Boeing 707-320 Boeing 747-200 Viscount 800 Vickers VC10 Vickers Vanguard BAC Trident BAC 1-11 Herald Hebrides Comet 4B Fokker 100

2.6.1 Substitution policy

E-Jets

The E170 & 190 share a common type rating so they can be substituted between each other.

B737

The B733, B734, B735, B736, B737, B738 and B739 all share a common type rating so we will allow substitution within any of these sub types. The B731 and B732 do not share that type rating, so must NOT be substituted.

B747

The B744, B74F, B748 and B748F all share a common type rating and can be substituted accordingly (Mainline only). The B741, B742 and B743 have a common type rating and can also be substituted (classic routes only).

B777 & B787

These two share a common type rating and can be substituted accordingly

A318/319/320/321

The A320 family share a common type rating and can be substituted accordingly, with the exception of London City because only the A318 is rated to fly into London City

A380

This is a stand alone rating and should not be substituted.

Concorde

This is a stand alone rating and should not be substituted.

MD11

This is a stand alone rating and should not be substituted.

Classics

No substitution is allowed in the Classic Schedule

Note: Many of the aircraft in the BAV Fleet Library are provided by different authors who have kindly agreed to allow those aircraft to be hosted by BAV. Copyrights apply in every case and members, and prospective members of British Airways Virtual are reminded that they have a duty to respect the wishes of the original authors, particularly in regard to re-painting or distribution. If in doubt, check with the author or contact the British Airways Virtual Staff.

3.0.0 General Conduct

3.1.0 Use of the British Airways Virtual Web Site

Persons making an application to join the British Airways Virtual site are referred to as "Pilots". This in no way implies qualifications as a pilot of any form of air transport outside of the simulated environment of the Microsoft Flight Simulator franchise.

While using the British Airways Virtual website, all pilots are subject to monitoring and any offensive postings are liable to be deleted, without notice, by the British Airways Virtual Personnel.

3.2.0 General Conduct

Comments of a derogatory nature, which are deemed offensive by the British Airways Staff will result in dismissal without notice.

3.3.0 BAV Pilots Web Forum

When logging onto the British Airways Virtual Forum, all users are subject to a user agreement for the forum. Pilots are reminded that Foul and Obscene language is not tolerated in any way, and pilots are not to engage in offensive slanging matches of any sort.

Pilots who are unable to conduct themselves in an appropriate manner are respectfully requested to avoid making postings within the British Airways Virtual Web Forum.

The following items are considered unacceptable on the British Airways Virtual Web Forum:

3.3.1 Offensive Language directed at staff or other members

3.3.2 Pornographic links or material

3.3.3 Advertising of other Virtual Airlines. This includes users forum signatures and links. Board members may, at their discretion, permit the advertising of other VA's within Links and Signatures

3.3.4 Any debates or remarks which may offend international or minority members regarding religious issues and local customs

3.3.5 References or Links to Illegal Software

3.3.6 Posts that are considered as non-contributory to the general well-being and morale of the virtual airline

3.3.7 Posts of that are of a political nature

3.4.0 Online Flying Conduct

Pilots are reminded that when using online Air Traffic Simulation Networks (IVAO and/or VATSIM) that they are an ambassador of British Airways Virtual when using the BAW callsign or any of its derivatives such as SHT, GSS, BEA and so on.

Pilots are to exercise good manners and are not to engage in arguments over the networks.

Likewise, BAV Pilots are not to utilise the Unicom Channels of any network as a chat room and are expected to announce all intentions when operating in the vicinity of any other traffic.

If at any time British Airways Virtual receives communication from any of the networks about the bad conduct of any pilot, the pilot shall be removed from the membership without notice.

3.5.0 Application Information

Providing false information within a membership application is prohibited. Should a pilot's identity fall into question at any time the management of British Airways Virtual reserves the right to carry out our own checks to establish that pilot's true identity.

Pilots who are found to have supplied incorrect or false information in order to gain admission to British Airways Virtual are liable to being summarily dismissed without notice, and may be subject to a lifetime ban.

3.6.0 Leave Policy

From time to time it may be necessary for a pilot to be able to exempt themselves from the 30 day flying requirement.

Leave restrictions are as follows;

- 3.6.1 Pilots First joining British Airways Virtual will not be able to place themselves on leave until they have served at least three months as an active pilot before they can take leave. Pilots serving less than one year will be able to take leave on a pro-rata basis for the 90 day maximum after serving 3 months.
- 3.6.2 Leave may only be taken for a maximum period of 90 days. If you feel that you may need to exceed this limit then please contact the HR Department
- 3.6.3 Should the 90 day limit be exceeded by the pilot without correspondence from said pilot, the inactivity rule shall then apply.

3.7.0 Inactivity Policy

A common problem in the Virtual Airline world is that of Inactive Pilots. British Airways Virtual is no exception to this particular problem.

- 3.7.1 Any pilot unable to fly for a period of 30 days or more must place themselves on leave to avoid becoming inactive, if they are not able to do this, the member should contact HR.
- 3.7.2 Leave can be used over a period of 90 days of a calendar year (Jan 1st to December 31st)
- 3.7.3 Pilots not on leave that have not flown for more than 30 days will be regarded as inactive

- 3.7.4 If a pilot becomes inactive, they may be removed from the roster and will have to apply to re-join. Pilots may not necessarily receive a warning when this is about to occur
- 3.7.5 If a pilot is deleted, so too is their logbook and pilot profile. Once deleted these records are irretrievable
- 3.7.6 Once a pilot has been removed from the rosters for inactivity on **two** occasions, he/she will not be able to re-apply for membership.

3.8.0 Use of Pegasus Flight Monitoring Software

- 3.8.1 In order to properly verify flights undertaken by our pilot members and their hours flown, as well as other statistical measures, British Airways Virtual provides to its pilots a real-time Flight Monitoring programme called Pegasus. This software is provided free but is copyrighted to British Airways Virtual and to the software's developer and therefore may NOT be dis-assembled, de-compiled, reverse engineered or otherwise tampered with in any way. Similarly, this software may not be uploaded elsewhere or re-distributed in any way, shape or form. As Pegasus is updated, newer versions are made available to member pilots and Pegasus must be downloaded from our website to enable our pilots to file flight reports and obtain their Flight Hours and Experience Points.
- 3.8.2 Pegasus must be started just prior to push back from the stand and stopped no later than 5 minutes after applying the brakes and shutting down engines (see Section 2.3.0 – Experience Points, paragraph 4). See also the Pegasus Manual for details on the use of Pegasus.
- 3.8.3 British Airways Virtual also requires pilots to be **at the controls** of their aircraft for most of the flight and to that end Pegasus has a POSREP (Position Report) facility built into it. Currently, every 59 minutes, pilots will be requested to submit a POSition REPort by clicking on a button that will appear in Pegasus at the given time. Pilots have 10 minutes from the first POSREP request being sent, in which to respond by pressing the POSREP button that appears. After this time, Pegasus will cease to record the flight and all flight hours will be lost.
- 3.8.4 In order that our pilots may operate flights and receive flight hours and experience points credit, Pegasus must be in operation. NO MANUAL PIREPS WILL BE PROCESSED. If you have encountered issues during a flight with Pegasus running, note the Flight ID Number and file a PRF (PIREP Resolution Form) request on the Pegasus section of the British Airways Virtual Forum. Note – British Airways Virtual expressly forbids the use of any software that automatically processes the posrep request from Pegasus. Any member pilot discovered using a autoclick software or any other such program that attempts to circumvent Pegasus, will face disciplinary action and possible removal from British Airways Virtual without prior notice.

4.0.0 Privacy Policy

British Airways Virtual is committed to protecting your privacy and compliance with the Data Protection Act 1998 and its relevant subordinate legislation when handling any personal information. Subject to the provisions of this policy we will treat any information we obtain about you arising from your use of the British Airways Virtual website as confidential.

- 4.0.1 Use by you of the British Airways Virtual website constitutes an acceptance of this policy which forms part of the use of the British Airways Virtual website.
- 4.0.2 This Privacy Policy only extends to this website and does not extend to your use of, provision to and collection of any data on any website to which you may link by using the hypertext links within the British Airways Virtual website.
- 4.0.3 We collect information when you use the British Airways Virtual website, when you register and log in, and when you respond to requests to submit personal information about yourself in order to collate data about our users which assists us in the future development of our website and services.
- 4.0.4 When you visit our website we issue a cookie or unique code that allows us to identify your computer. A cookie is used to note the different areas of the services recently accessed through your computer - this can only be done in relation to this website service and not in relation to any other sites you visit. Information collected this way is used to ensure that our website is both interesting and relevant and to develop and manage our online services. Cookies in themselves do not identify the individual user, just the computer used.
- 4.0.5 We will ensure that all personal information supplied is held securely in accordance with the Data Protection Act 1998 and its relevant subordinate legislation and we will comply with the principles set out in that Act.

When you supply any personal information to us we will meet our legal obligations towards you in the way that we deal with that information. In accordance with the data protection principles we have to collect the information fairly and to let you know how we will use it (**see paragraph 4.0.3**) and whether we will pass the information on to anyone else.

We **DO NOT** currently supply your personal information to third parties and **WILL NOT** do so except with your prior consent or where required by law. We will ensure that any information will be held only as long as is necessary to ensure that our service runs smoothly. We use up to date industry procedures to keep personal data safe and secure as possible and to protect against loss, unauthorized disclosure or access.

- 4.0.6 We may edit this Privacy Policy from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on the British Airways Virtual forum page under the heading '**Changes to the Privacy Policy**'.

Note: As with all internet activities, British Airways Virtual advises all pilots to respect the first rule of internet usage and to ensure that they are using unique passwords for all internet sites requiring user login. Utilising the same password throughout your online life opens you up to security issues and potential abuse.

5.0.0 Other Policies and Requirements for Pilots

5.0.1 In addition to this Document, member pilots are required to read and understand the following two additional documents found on the ADMINISTRATION page of the British Airways Virtual website:-

- 1.) Code of Conduct Policy (Conduct Policy)
- 2.) Website Terms Of Use

Persons accepted as member pilots and placed onto the British Airways Virtual roster will be deemed to have fully agreed to and accepted the conditions discussed in the above Policies.