



Name	Operations Manual
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Contents

Contents	2
Human Resources Officer's Introduction	3
1.0 Recruitment Policy	4
1.1 Recruitment Criteria	4
1.2 Recruitment Process	4
2.0 Staff Positions	5
2.1 Executive Staff Positions	5
2.2 Management Staff Positions	5
2.3 Training Staff Positions.....	6
3.0 Pilot Career Information	7
3.1 Membership in multiple virtual airlines.....	7
3.2 Pilot Rank Scale	7
3.3 Pilot Appointments.....	7
3.4 Retirement, Resignation, Leave, Inactivity, Suspension and Termination....	7
3.5 Transfer Hours	7
4.0 Qatar Airways Virtual Structure	9
4.1 Structure.....	9
4.2 Qatar Airways Virtual Crew Hubs	9
5.0 Aircraft.....	10
5.1 Passenger Fleet.....	10
5.2 Cargo Fleet.....	10
5.3 Aircraft Limitations	10
5.4 Aircraft Substitutions	11
6.0 Flight Operations	12
6.1 Oryx ACARS.....	12
6.2 Landing Rate.....	12
6.3 Maximum Simulation Rate	12
7.0 Human Resource Policies	13
7.1 Staff and Pilot Leave Policy	13
7.2 Inactivity Policy.....	13
7.3 Retirement and Resignation	13
7.4 Suspension and Termination	14
8.0 Qatar Airways Virtual Website.....	15
8.1 Downloads Centre	15
8.2 Distribution and Copyright	15
9.0 Staff and Pilot Conduct.....	16
9.1 Public Appearances	16
9.2 Qatar Airways Virtual Branding.....	16
9.3 Social Media	16
9.4 Online Flight	16
9.5 Qatar Airways Virtual Liveries	16
10.0 Useful Contacts	17
11.0 Additions, Changes and Alterations.....	18

Human Resources Officer's Introduction

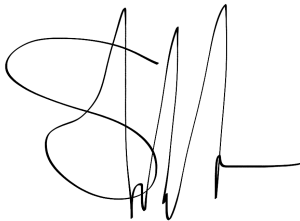
Thank you for taking the time to read the Operations Manual for Qatar Airways Virtual, *'The World's First 5 Star Virtual Airline'*.

As we now enter our second year of operations, it gives me pleasure, on behalf of the Chief Executive Officer, Hamza Ali, to welcome you to Qatar Airways Virtual, as this is the start of your journey with our virtual airline; in the next few days you could be flying with us as a Virtual Airline Pilot.

Qatar Airways is quite unique in many ways. The real Qatar Airways is fully government subsidised and is the Flag Carrier for Qatar. It gives us great pleasure to be the longest running, active virtual airline of Qatar Airways. With the recent introduction of the Airbus A380 and Airbus A350 to our fleet, 2015 is going to be an even more exciting year for Qatar Airways Virtual.

When you complete our online application form to become a pilot (or staff member) you are agreeing that you have read this document and comply with all listed requirements. As such, I ask you to read this document and digest its information as it contains important details regarding your future Qatar Career.

Thank you, and the best of luck in your application.



Sam J Franklin
QTR0003
Human Resources Officer
Qatar Airways Virtual
On behalf of CEO

1.0 Recruitment Policy

1.1 Recruitment Criteria

- 1.0.1 The applicant must be aged 14 or over.
- 1.0.2 The applicant must possess a legal copy of their chosen flight simulation software.
- 1.0.3 The applicant must be able to fly for Qatar Airways Virtual at least once in a 30-day period.¹
- 1.0.4 The applicant must have an active email account that is not a 'hotmail' address. Such addresses include '@hotmail', '@live' and '@microsoft'.
- 1.0.5 The applicant must be prepared to submit their real identity.

1.2 Recruitment Process

- 1.2.1 The applicant must complete an application form after which they will find out, via email, if they have been accepted.
- 1.2.2 If an applicant wishes to transfer hours from a previous VA they must follow the procedure outlined in policy note 3.5.
- 1.2.3 If the applicant has been accepted they will receive an email with their Pilot ID so they may log into the Pilot Centre on the Qatar Airways Virtual Website.²

¹ Unless on leave, see policy note 7.1

² If the applicant has been unsuccessful, they will receive no email.

2.0 Staff Positions

Qatar Airways Virtual Staff are employed under the same terms as pilots but many hold staff positions that grant them more authority than a pilot, below are the major staff positions within Qatar Airways Virtual.

2.1 Executive Staff Positions

2.1.1 Chief Executive Officer:

The highest staff position held within Qatar Airways Virtual, he/she is in overall command of the airline and makes all the major decisions.

2.1.2 Coordinator of Operations:

He/She is responsible for managing all of the airline's operations; this includes routes, training and aircraft.

2.1.3 Human Resources Officer:

He/She is responsible for all airline personnel and the 'paperwork' associated with running a virtual airline. He/She is responsible for accepting/rejecting applications, firing inactive pilots and accepting/rejecting requests for leave.

2.1.4 Fleet/Route Manager:

He/She is responsible for the aircraft in the Qatar Airways Virtual Fleet. They are also responsible for creating the flight routes for the airline.

2.1.5 Cargo Operations Manager:

He/She is responsible for managing the Qatar Airways Virtual Cargo Fleet and Routes, doing so independently from the Fleet/Route Manager.

2.2 Management Staff Positions

2.2.1 Hub Manager:

He/She is responsible for all personnel and flights from our Crew Hub at Doha. He/She answers to the Human Resources Officer.

2.2.2 HR Staff:

HR Staff answer to the Human Resources Officer; they perform vital roles such as processing hour transfers and monitoring PIREPs.

2.2.3 Event Manager:

He/She is responsible for managing all events involving Qatar Airways Virtual. This includes events initiated and created by QTRv, but also managing our involvement in our partners' events.

2.2.4 Design Manager:

He/She is responsible for the creation of all press and social media materials for the airline.

2.3 Training Staff Positions

2.3.1 Airbus Chief Pilot:

He/She is responsible for overseeing all training on our Airbus Fleet; they are also responsible for managing a team of Chief Pilots.

2.3.2 Boeing Chief Pilot:

He/She is responsible for overseeing all training on our Boeing Fleet; they are also responsible for managing a team of Chief Pilots.

2.3.3 Aircraft Chief Pilots:

He/She is responsible for managing all training on a specific aircraft type (whether that be Airbus or Boeing) and delivering that training in a way that makes it accessible to most pilots.

3.0 Pilot Career Information







Throughout a pilot's time with Qatar Airways Virtual they may be promoted and/or appointed within the airline.

3.1 Membership in multiple virtual airlines

Providing that the pilot flies the minimum hours a month to stay active, they may fly with another airline. Staff may fly for another airline, but may only work for Qatar Airways Virtual. No member of Qatar Airways Virtual is to have any involvement with vQatar or other virtual airlines that replicate Qatar Airways.

3.2 Pilot Rank Scale

Below is the promotion scale, with minimum hours and rank insignia, for Qatar Airways Virtual.

Rank	Minimum hours flown	Insignia
Cadet	0	
Second Officer	30	
First Officer	65	
Captain	175	
Senior Captain	350	
Staff	N/A	

3.3 Pilot Appointments

Pilots can be appointed to executive (staff) positions in the airline, only members of the airline that are pilots can hold the following positions:

- Hub Manager
- Airbus Chief Pilot
- Boeing Chief Pilot
- Aircraft Chief Pilots

3.4 Retirement, Resignation, Leave, Inactivity, Suspension and Termination

For more information on the above, please see section 7.0, 'Human Resources Policies'.

3.5 Transfer Hours

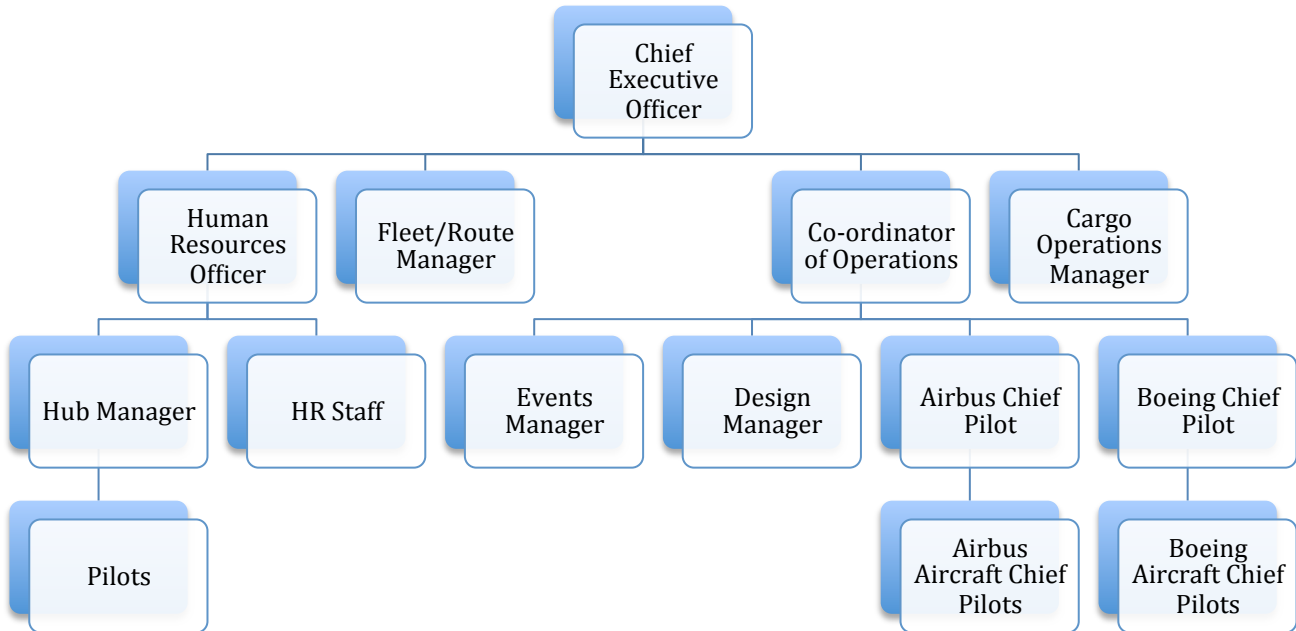
To transfer previous hours from another virtual airline, send an email to js.hr@qatarairwaysvirtual.net containing your pilot ID, number of hours transferred and a verification link. *Please allow up to a week for your hours to be applied.* Please note only half of your hours will be transferred. All requests for transfers of hours are considered on a case-by-case basis; as such any request

can be refused. Your hours will only be transferred *once you have completed your first flight*.

To avoid immediate promotion to Senior Captain, a maximum of 300 hours may be transferred. *This 300 hours is after halving your transfer hours. eg. If you had 700 hours to transfer: half is 350, but only 300 may be credited to your account.*

4.0 Qatar Airways Virtual Structure

4.1 Structure



4.2 Qatar Airways Virtual Crew Hubs

Currently Qatar Airways Virtual has one Crew Hub, Hamad International Airport. This is also the official location of our Headquarters and Management team.

5.0 Aircraft

Qatar Airways Virtual has a large fleet that aims to replicate that of the real Qatar Airways. The fleet and aircraft limitations are detailed below.

5.1 Passenger Fleet

The Qatar Airways Passenger Fleet is detailed below:

Aircraft	Variations	ICAO Code
Airbus A320 Family	A319, A320, A321	As variations
Airbus A330	-200, -300	A332, A333
Airbus A340	-600	A346
Airbus A350	-900XWB	A359
Airbus A380	-800	A388
Boeing 777	-200LR (Long Range), - 300ER (Extended Range)	B77L, B77W
B787	-800	B788

5.2 Cargo Fleet

The Qatar Airways Cargo Fleet is detailed below:

Aircraft	Variations	ICAO Code
Airbus A330	-200F (Freighter)	A332F
Boeing 777	-200LRF (Long Range Freighter)	B77LRF

5.3 Aircraft Limitations

As a pilot progresses through the ranks with Qatar Airways Virtual they are able to fly more aircraft. The Aircraft Limitations are detailed below:

Rank	Aircraft
Cadet	A319, A320, A321
Second Officer	As above: A332, A332F, A333
First Officer	As above: B77L, B77LRF, B77W, B788
Captain	As above: A346, A359, A388

Senior Captain

As above.

5.4 Aircraft Substitutions

Due to the popularity of some aircraft and the limited availability of others, some aircraft can be 'swapped' with others from our fleet.

Original Aircraft

B787-8
A330-200F
A350-900XWB

A380-800

Acceptable Substitute

B777-200LR (PMDG/CS)
B777-200F (PMDG/CS)
B777-200LR (PMDG/CS)
A330-200/300 (any)
B777-200/300 (PMDG/CS)

We also respect that Qatar Airways use different aircraft on different routes on different days. If you follow 'Real World Ops' and this causes you to change the aircraft, please add a note to your PIREP stating so.

6.0 Flight Operations

6.1 Oryx ACARS

- 6.1.1 To avoid fraudulent PIREPS Qatar Airways Virtual uses a custom ACARS system named 'Oryx' to file PIREPS. Detailed instructions on how to install, setup and use the Oryx system can be found in the Pilot Centre on the Qatar Airways Virtual website.
- 6.1.2 **Starting Oryx:** Oryx must be started *before* pushing back from the gate.
- 6.1.3 **Stopping Oryx:** Oryx must be stopped no more than five minutes after shutting down the aircraft at the arrival airport.

6.2 Landing Rate

When flying for Qatar Airways Virtual, 'Oryx' ACARS system will record your landing rate. The maximum landing rate is -800F(feet)/m(minute). Any PIREP with a landing rate greater than this will be rejected immediately.

6.3 Maximum Simulation Rate

The maximum simulation rate to be used is 1x.

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7.0 Human Resource Policies

A more detailed version of each policy (and more policies) can be found in the downloads area of the Pilot Centre on the Qatar Airways Virtual Website.

7.1 Staff and Pilot Leave Policy

- 7.1.1 Until a pilot has served at least six (6) weeks as an active pilot they will not be granted leave unless under extreme circumstances.
- 7.1.2 If a pilot has served less than one (1) year, they may take up to 45 days leave by sending a leave request form (found in the Pilot Centre) to the Human Resources Officer: hro@qatarairwaysvirtual.net
- 7.1.3 After serving more than one year a pilot may take up to 90 days leave by sending a leave request form (found in the Pilot Centre) to the Human Resources Officer: hro@qatarairwaysvirtual.net
- 7.1.4 Should a pilot need to exceed any of these limits they must write to the Human Resources Officer (hro@qatarairwaysvirtual.net) with a leave request form and a free-text area explaining their reasons for exceeding the imposed limits.

7.2 Inactivity Policy

- 7.2.1 A pilot must fly at least one (1) flight every 30 days, if a pilot is found to not have flown this flight they will be marked as inactive unless on leave as per para 6.1.
- 7.2.2 If a pilot is marked as inactive for 30 days consecutively they will be deleted from the pilot roster. When they are deleted so too is their log and profile; this is irretrievable after deletion.
- 7.2.3 After being removed from the system a pilot may re-apply. Their re-application must be sent in writing to the Human Resources Officer (hro@qatarairwaysvirtual.net) with the subject line '*Re-application after removal for inactivity*'. In the email they must quote their previous Pilot ID. If the Human Resources Officer approves the application then the pilot will be asked to apply using the stand procedure outlined in para 1.1.

7.3 Retirement and Resignation

- 7.3.1 At the end of a pilot's career he/she must, in order to leave the airline in good standing, retire from the airline. If he/she wishes to retire, this implies he/she has no intention of returning to the airline but wishes for their pilot account to be frozen and maintained in its current state.

- 7.3.2 If he/she wishes to resign, they wish for their account to be frozen and kept but they have intentions to return to the airline in the future.
- 7.3.3 In either case the pilot must write to the Human Resources Officer stating their reasons for retirement/resignation.
- 7.3.4 NB: The pilot must be on good terms with the airline for a successful retirement or resignation.

7.4 Suspension and Termination

- 7.4.1 If a pilot is disciplined for whatever reason within the airline he/she may be faced with suspension or termination.
- 7.4.2 **Suspension:** Suspension is a temporary act and can be enforced by the Human Resources Officer (with the CEO's permission) or by the Chief Executive Officer (Hub Managers may recommend that a person is given suspension). A pilot may be suspended for up to 60 days until action must be taken to bring them back into service or to remove them permanently from the airline. *During this time a pilot may not fly for, nor receive pay from, Qatar Airways Virtual. NB only the Chief Executive Officer may suspend staff members from the Executive Team (although it can be recommended by the HRO).*
- 7.4.3 **Termination:** Termination is a *permanent* act and can only be enforced by the Chief Executive Officer (although it can be recommended by the HRO). An immediate termination can only be implemented in extreme circumstances based on a decision by the Human Resources Officer, Coordinator of Operations, Chief Executive Officer and the pilot's respective Hub Manager. In most cases a termination will be enforced after a pilot has served all or part of a suspension. After a pilot has been terminated their log will be removed and they are banned from applying to the airline again.

8.0 Qatar Airways Virtual Website

The official Qatar Airways Virtual Website is located at <http://qatarairwaysvirtual.net> and all notes in this section refer to this website.

8.1 Downloads Centre

A feature of the Qatar Airways Virtual Website (once registered) is the Downloads Centre. Here pilots can download some freeware aircraft as well as custom airline liveries for aircraft and the Oryx ACARS system.

8.2 Distribution and Copyright

All files included in the Downloads Centre are subject to copyright and *must not* be distributed elsewhere without expressed permission from the Human Resources Officer.

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9.0 Staff and Pilot Conduct

9.1 Public Appearances

In all cases of public appearance, whether this is on public forums, the Qatar Virtual Airways Website or when flying online, when representing Qatar Airways Virtual all pilots are reminded that they must behave accordingly and not bring the airline into disrepute.

9.2 Qatar Airways Virtual Branding

Staff and Pilots are not to use any of the Qatar Airways Virtual logos, documentation or letterheads without permission from Human Resources.

9.3 Social Media

No employee is to act on behalf of the airline on Social Media without permission from Human Resources.

9.4 Online Flight

When flying online (e.g. VATISM) pilots are reminded to respect all of the server rules and act in accordance with them. Any pilot found to be banned from any public server might be disciplined by the airline.

9.5 Qatar Airways Virtual Liveries

Pilots are asked not to use the Qatar Airways Virtual Liveries when flying online away separate from Qatar Airways Virtual. They are also reminded that the liveries are subject to copyright and must not be distributed without expressed permission from the Human Resources Officer (in conjunction with the CEO and Livery Designers).

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10.0 Useful Contacts

If in doubt has to who you need to contact please contact the Human Resources Officer and they will put you in contact with the appropriate person/department.
Human Resources Officer hro@qatarairwaysvirtual.net

Coordinator of Operations coo@qatarairwaysvirtual.net

Fleet/Route Manager fleetmanager@qatarairwaysvirtual.net

Cargo Operations Manager cargooperations@qatarairwaysvirtual.net

Hour Transfers js.hr@qatarairwaysvirtual.net

Design Manager daniel@qatarairwaysvirtual.net

Events Manager events@qatarairwaysvirtual.net

Hub Captain: Hamad International doha@qatarairwaysvirtual.net

Chief Pilot: Boeing VACANT

Chief Pilot: Airbus airbuschief@qatarairwaysvirtual.net

11.0 Additions, Changes and Alterations

Date	Change	Approved by	New version no.
11/1/14	Changed the logo in the header and on the cover page to the latest version of the logo.	Sam Franklin	1.1
26/1/14	Updated information about transfer hours, ranks and multi-airline policy.	Sam Franklin	1.2
08/3/14	Corrected some mistakes, updated the hours transfer section and useful contacts.	Sam Franklin	1.3
26/5/14	Changed hub name to Hamad International. Added Events manager to contact list.	Sam Franklin	1.3
23/6/14	Started tidying up and updating information.	Sam Franklin	1.4
02/08/14	Sent for approval.	Sam Franklin	1.4
28/12/14	Added A380 and A350, updated staff positions, useful contacts, hours transfer policy and details.	Sam Franklin	1.5