Standard Operational Procedures

Contents

Introduction

Welcome to the new era of BAVirtual. This is our fourth renovation and we are very proud of what we have achieved in order to future-proof BAVirtual and allow us to develop our ideas into the future.

We do, however, appreciate our roots and I will begin with the following quote:

> *Established in 2000, BAVirtual is a voluntary, not for profit organisation, that fulfils a role to provide a structured, hands-on educational environment for aspiring pilots.*
>
> *Through partnership with the Virtual Air Traffic Simulation Network (VATSIM), BAVirtual 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.*
>
> *BAVirtual 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 BAVirtual, written by one of the VA Founders and former Director Rob Parker in his History of BAVirtual, 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 BAVirtual, you are acknowledging that you have read and understood this document, and that you agree to abide by the Terms and Conditions explained within its pages.

It is designed to ensure that the values upon which BAVirtual is founded are upheld, and that the environment within BAVirtual 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 BAVirtual; it really will answer many of your questions, and give you some idea of what we are all about. If there is something which is unclear to you then please get in touch with us so we can help.

Many thanks for reading, and kindest regards,

Antony McGarr
Director of Human Resources

1.0.0 Administration & Recruitment Policy

1.0.1   BAVirtual is a Virtual Airline that supports users of Microsoft™ Flight Simulator 2004, Microsoft™ FSX & FSX SE (also known as FS9 and FSX/FSX Steam Edition), Prepar3D and X-Plane on the Microsoft Windows platform only. Windows version 10 is supported.

1.0.2   We no longer support Windows XP or Windows 7 as Microsoft no longer supports the platforms.

1.0.3   We do not support any other operating systems; for example, any of the various versions of Linux.

1.0.4   We do not currently support Mac OS based computers, although some members have had varying degrees of success using Boot Camp or similar pieces of software.

1.0.5   The applicant must be in possession of a legal copy of Microsoft FS9 (FS2004), FSX / FSX-SE, X-Plane or Prepare3D (please be aware of the different licensing arrangements for Prepare3D and you must accept that your licence must be appropriate to you), and any add-on software used must also be legal. The use of "cracked" or "pirated" copies of software is strictly not allowed and will result in investigation and potential dismissal from BAVirtual with a life ban enforced, and your personal details will be forwarded to FAST for further investigation and potential legal action by the software publishers.

1.0.6   The applicant must be 16 years of age or over on the date of application.

1.0.7   The applicant must be able to make and file their first flight within 14 days of acceptance.

1.0.8   The applicant must be able to complete and successfully submit a BAVirtual flight once every 31 days.

1.0.9   The applicant must submit their real identity – no nick names or aliases are allowed.

1.0.10 The applicant must be able to show professionalism and maturity in all aspects of BAVirtual operation.

1.0.11 Current members of other Virtual Airlines that model British Airways will not be accepted (see 5.0.4).

1.0.12 If a member loses his account due to inactivity, he can re-join after a 31 day cooling off period. We allow three accounts maximum. If the third account is lost due to inactivity then they shall be permanently prevented from re-joining (see part 4.9.8). To prevent this please get in touch with the HR Team BEFORE the account falls inactive so we can assist you in retaining your membership.

1.0.13 If a member is removed from the roster as a result of Board level action, they shall be permanently banned from re-joining BAVirtual in the future.

1.1.0 Recruitment Process

Prospective pilots are required to submit an application via the BAVirtual website. The application form is found by selecting the "Join Us" button on the BAVirtual website landing page.

The following points indicate the information required on the pilot application form why applying to join:

1.1.1   An active and valid VATSIM account. This is a compulsory requirement at the point of application, even if the pilot intends to fly all their flights offline. This is because the VATSIM SSO forms a part of our applicant validation process. If your VATSIM account is inactive when you submit an application form then your BAVirtual membership application will be rejected.

1.1.2   Date of Birth. This must be entered in the UK date format DD/MM/YY and NOT the format MM/DD/YY.

If a pilot loses their account at BAVirtual and has to apply for a new account to re-join us then their log book will also be new with zero hours and a Rank of First Officer. Hours from old BAVirtual accounts cannot be transferred to new BAVirtual accounts. **There are generally no exceptions to this.**

Once an applicant has completed the application form and submitted it, an email will be received from the HR Team confirming receipt. This email will notify the applicant of their application reference number - the "ARN" - that must be used in all further communications with the BAVirtual HR Team until such time as the applicant is accepted as an active pilot within the roster and given an account and Pilot ID number. From then on, the member must quote their BAVirtual Pilot ID when contacting staff.

There is a waiting list to join BAVirtual, and it is the direct result of the 1,250 member limit cap. As soon as spaces on the roster become available, the applicant will move up the waiting list on a first come first served basis. This membership cap may be changed from time to time by BAVirtual.

Once an applicant has successfully moved to the top of the waiting list, they will be required to undertake a web based entry examination. This examination is designed to ensure that all applicants have some basic Aviation and Flight Simulator knowledge as well as some knowledge of BAVirtual, and is specifically designed not to be too in-depth or taxing. It consists of 20 multiple choice questions and applicants will have twenty minutes to complete the test starting from when the first question is answered. Two attempts are allowed per application and the sittings are 48 hours apart. We cannot bring the second attempt at the entrance examination forward so if you fail the examination the first time you must wait until you receive your second attempt link 48 hours later. **Please do not contact the BAVirtual HR Team to ask for it to be allowed sooner as we cannot change this time period for you.**

If you have two unsuccessful attempts at passing the entrance examination then your application will be closed and you will not be able to apply to join again until a 14 day cooling off period has passed. This is to allow reasonable time for you to undergo further study for the examination.

Upon successful completion of the examination, applicants will receive an email from the BAVirtual HR Team notifying the applicant of their Pilot ID Number (PID - of the format BAWxxxx). At this point, the applicant will join the roster as a First Officer and have access to all of the VA's features using their PID and the password you submitted on the application form.

New pilots have fourteen (14) days to complete and successfully log their first flight with BAVirtual. This fourteen day period starts on the day that the pilot passes the entry exam. Failure to complete the first flight within the fourteen day time limit will result in automatic dismissal from the roster without warning. If this occurs then a new application must be submitted via the web site after a 31 day cooling off period.

NOTES:

Any application submitted with an invalid VATSIM account will be rejected. You will be informed of the problem and invited to correct the issue with the relevant organisation before reapplying. Please do not reapply until you have corrected the problem and the network ID shows as active otherwise the application will be rejected again.

If you wish to use the BAVirtual SSO option to log into your account then you will need to maintain an active VATSIM account for the duration of your membership. If your VATSIM account falls inactive then you will not be able to log into your BAVirtual account using the SSO option. An alternative option using your pilot ID and account password will also be available to use if your VATSIM account does become inactive. We monitor the status of your VATSIM account automatically each day, even if it is inactive. This is publically available information from the VATSIM web site and does not represent a Data Protection or GDPR issue.

2.0.0 Privacy Policy

BAVirtual is committed to protecting your privacy and compliance with the Data Protection Act 1998 and its relevant subordinate legislation when handling any personal information. In addition, BAVirtual will ensure it complies with the General Data Protection Regulation which came into effect from 25th May 2018. Subject to the provisions of this policy we will treat any information we obtain about you arising from your use of the BAVirtual website as confidential.

2.0.1   Use by you of the BAVirtual website constitutes an acceptance of this policy which forms part of the use of the BAVirtual website.

2.0.2   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 to by using the hypertext links within the BAVirtual website.

2.0.3   We collect information when you complete an application to join BAVirtual, use the BAVirtual 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.

2.0.4   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. Cookies in themselves do not identify the individual user, just the computer used.

2.0.5   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, and from the 25th May 2018 the General Data Protection Regulation (GDPR).

2.0.6   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 2.0.3)**.

2.0.7   We do not supply your personal information to third parties except 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.

2.0.8   We reserve the right to request a copy of a formal form of ID in order to verify your details given on your BAVirtual account should any discrepancies come to light with the details we hold for you. This should take the form of a scan of a passport or other official form of ID issued by a Government department in your country of origin.

2.0.9   We may edit this Privacy Policy from time to time. If we make any substantial change we will notify you by posting a prominent announcement on the BAVirtual forum page under the heading "Changes to the Privacy Policy".

Note: As with all internet activities, BAVirtual 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.

3.0.0 Operational Issues

3.1.1 Rank Structure

All pilots accepted by BAVirtual are assigned the Rank of First Officer with zero BAVirtual Hours and zero Experience Points. Should a pilot join BAVirtual with hours transferred from another VA, those hours shall be considered 'Transferred Hours' and will not count towards the pilots advancement in rank or experience points. They will be displayed only on the pilot's personal profile [currently not available].

3.1.2 Promotion Scale

Rank	Flight Hours Required	Rank Epaulette
First Officer	**0 – 50 Hours**	
Senior First Officer	**50 – 100 Hours**	
Captain	**100 – 500 Hours**	
Senior Captain	**500+ Hours**	

3.1.3 Rank by Fleet

First Officer   Embraer 170 / 190.
Boeing 737 (Comair routes only).
Airbus A319/A320/A321 (Not the A318 is restricted to Captain and above)
Classic Fleet flights under 6 hours (Please note that this does not include Concorde, the 747-200 or any classic flight over 6 hours).
All VFR airframes used within the BAVirtual Flight Club.

Senior First Officer   All of the above plus:
Boeing 747-400 (selected routes only)*.

Captain   All of the above plus:
Airbus A318.
Airbus A350.
Airbus A380.
Boeing 747 (All variants and routes).
Boeing 757 (Openskies).
Boeing 777-200.
Boeing 787.
Classic Fleet flights.

Senior Captain   All of the above plus:
Concorde.

* Senior First Officers may operate the B747-400 on selected shorter routes. The available routes are liable to change seasonally but the most up-to-date list can always be found by searching the Schedules for B747 (SFO).

NOTE: Concorde is the flagship of the BAVirtual fleet and as such only available to Senior Captains. The ONLY exception to this is during Fly-in events when all airframes are available to all ranks (see 2.5.0). Requests for special dispensation to fly Concorde on the line below the rank of Senior Captain will be denied.

3.2.0 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 BAVirtual Pilot. Aside from earning them for your flying, experience points can be awarded for items such as contributions to the development of BAVirtual, for fly-in participation and for any number of other items as the Board of Directors 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 arriving 0 to 15 minutes early against scheduled block duration

- 1 point for arriving 16 to 30 minutes early against schedules block duration

Experience points awarded for a full rotation require operation out to a destination and return back to the departure airfield from which the original leg was flown. For example: Heathrow – Rome – Heathrow.

Experience points gained for schedule conformance must not be manipulated by adjusting the flight time. Once you have landed, applied the parking brake and turned off your engines, Merlin will submit the PIREP for you. Waiting at the gate before shut down and/or taking excessively long taxi routes in order to better one's conformance is not allowed. Merlin can detect if this is occurring and it could result in you losing your entire flight so please do not try as we cannot reverse a flight that has been removed.

To gain experience points for online flight, the pilot must fly the whole flight online. This means being connected to the VATSIM network. Please be aware that an automatic integrity check is performed for all flights logged online and if a significant discrepancy is found then 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 any awarded experience points removed.

3.3.0 Restricted Flights

Restricted flights are multi-leg flights. Restricted flights will be identified 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 within the last 90 days. Likewise, in order to fly BA123C you must have flown BA124B within the last 90 days.

3.4.0 Fly-in Events

Fly-in events are organised events often arranged by BAVirtual or by third parties outside of BAVirtual, for example VATSIM, but to which BAVirtual has given their endorsement and support. During these events members can use airframes suitable for the flight detailed in the Fly-in but outside their rank if required. Fly-in event hours are not logged in your BAVirtual log book, and we support Fly-in events for entertainment and community purposes only. Fly-in events are usually advertised in the forums where detail about the event will be given.

3.5.0 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 are reviewed on a periodic basis and extra flights may be added or removed as required.

The schedules provide detailed times and days of operation for each flight, but any flight can be operated at any time and on any day. The information provided is only for completeness. The only things that must be correct when operating a flight is the airframe for the specific route and the livery (see section 4.5.0).

Pilots will always be notified of changes to any schedules within the forum, and by the BAVirtual NOTAM's Dispatcher. If you spot an error in the schedules then please let us know by posting the error in the forum.

3.6.0 Flight hours

BAVirtual has a duty of care to our membership and as such must discourage excessive hours spent at a computer or video screen equipped device for health reasons. There is also the issue of pilots unrealistically clocking up the hours for no other reason than to accumulate hours to gain rank advancement as quickly as possible. BAVirtual wishes to try to reflect real world operations as far as possible. For this reason, a monthly cap of 135 flight hours on a rolling monthly basis exists at BAVirtual.

A rolling total of monthly flight hours will be kept for each pilot. This cap will mean that no pilot will be able to book a flight where the expected duration, as quoted on the dispatch page, would take them over their monthly allocation.

Once a member has reached the rank of Senior Captain, they are able to opt out of the monthly limit. Members will still be advised they are above the hour cap but will not be prevented from booking flights.

3.7.0 Off-duty Hours

We allow pilots to go off-duty during a long haul flight. This is defined as a flight over 5 hours in planned duration. This reflects a more realistic experience with multiple pilot crews operating on long haul flights. The pilot must be at the controls of the aircraft for a minimum of the first 30 minutes of the flight, measured from when the landing gear is raised. Once 30 minutes has lapsed, the pilot can select the off-duty option in Merlin. Once the pilot has gone off duty, the duty flight hours will no longer be recorded for their log book until they come back to duty. The off-duty status with be **automatically** removed when you get to within 60 minutes of your destination airfield and you will be expected to be on the flight deck in control of your aircraft at that stage.

During a period of off-duty flight, the POSREP timer is suspended but not reset, so if for example you are within 10 minutes of providing a POSREP when you go off-duty, the POSREP will be required within 10 minutes of coming back to duty. If you miss the POSREP on your return then the flight will be lost as per normal procedure (see section 4.10.1).

For example, if you fly a 10 hour flight off line and fly the first 2 hours before going off duty, and then come back to duty for the final hour of the flight, your log book will show the entire flight time against the flight but your logged hours for the flight will be only the 3 hours flown at the controls of the aircraft.

Please be aware that if you are flying online, the networks do have minimum requirements for you being at the controls of your aircraft and you must comply with their minimum requirements.

3.8.0 Fleet

Fleet information is accessible via the Fleet List page under Operations on the website. The BAVirtual Main Fleet is under constant review, but it reflects the current fleet used by British Airways Plc. The fleet section of the website is maintained by the Fleet Managers in association with the fleet Training Captains.

The BAVirtual Mainline Fleet is designed to replicate the current real world operations of British Airways Plc.

The BAVirtual Classic Fleet is a fleet taken from a snap shot in time. The chosen decade for the Classic Fleet is the 1970's, which gives us a rich selection of heritage airframes to enjoy along with their original routes.

BAVirtual classifies its fleets into these two main categories:

Mainline Fleet

Airbus A318
Airbus A319, A320, A321
Airbus A350
Airbus A380
Boeing 737
Boeing 747
Boeing 757
Boeing 767
Boeing 777
Boeing 787
Embraer E170, E190
Dornier 328, 328JET
Jetstream 31/32
SAAB 2000

Classic Fleet

Concorde	Hawker Siddeley HS 748
BAC 111 One-Eleven	Lockheed L-1011 TriStar
Boeing 707-320	McDonnell Douglas DC-10
Boeing 737-200	Vickers VC10
Boeing 757-200	Vickers Viscount 800
Boeing 747-200	
Bristol Britannia 175	
Brittten-Norman BN-2 Islander	
de Havilland Comet 4	
de Havilland Canada DHC-6 Twin Otter	
Hawker Siddeley Trident	

Fleet Decode

Mainline

ICAO Code	BA Code	Description
A318	18A	Airbus A318
A319	19B	Airbus A319
A319	M9A	Airbus A319 – Former BMI Airframe (G-DBC*)
A320	20D	Airbus A320
A320	M0A	Airbus A320 – Former BMI Airframe (G-MID*)
A320	B0A	Airbus A320 – Mid-haul Configuration form BMI Airframe (G-MEDK)
A321	21A	Airbus A321
A321	M1A	Airbus A321 – Mid-haul Configuration form BMI Airframe (G-MED*)
A350	351	Airbus A350 - 1000
A388	38A	Airbus A380-800
B734	C34	Boeing 737-400 – (Operated by Comair only)
B738	C3D	Boeing 737-800 – (Operated by Comair only)
B752	75X	Boeing 757-200 – (Operated by Openskies only) (F-HAV*)
B752	75V	Boeing 757-200 – (Operated by Openskies only) (F-GPEK)
B744	74K	Boeing 747-400 – (Heavy Hi – J)
B744	74B	Boeing 747-400 – (Light Hi – J Lite)
B744	74I	Boeing 747-400 – (Heavy Mid – J)
B744	74S	Boeing 747-400 – (Heavy Hi – J Lite)
B763	76B	Boeing 767-300 – (Short-haul)
B763	76Z	Boeing 767-300 – (Long-haul)
B772	77P	Boeing 777-200 – (A Market)
B772	77A	Boeing 777-200 – (GE Powered 3 Class Configuration)
B772	77C	Boeing 777-200 – (GE Powered 4 Class Configuration)
B772	77F	Boeing 777-200 – (RR Powered 3 Class Configuration)
B772	77S	Boeing 777-200 – (RR Powered 4 Class Configuration)
B77W	77N	Boeing 777-300ER
B788	78B	Boeing 787-8
B789	78C	Boeing 787-9
E170	ER7	Embraer 170 – (Operated by City-Flyer only)
E179	ER9	Embraer 190 – (Operated by City-Flyer only)
D328	D38	Dornier 328 – (Operated by Sun Air of Scandinavia only)
J328	FRJ	Dornier 328JET – (Operated by Sun Air of Scandinavia only)
JS31	J31	Jetstream 31 – (Operated by Sun Air of Scandinavia only)
JS32	J32	Jetstream 32 – (Operated by Sun Air of Scandinavia only)
SB20	S20	Saab 2000 – (Operated by City-Flyer only)

Classic Fleet

ICAO Code	Description
A748	Hawker Siddeley HS 748
BA11	BAC 111 One-Eleven
B707	Boeing 707-320
B732	Boeing 737-200
B742	Boeing 747-200
B752	Boeing 757-200
BR31	Bristol 175 Britannia
BN29	Britten-Norman BN-2 Islander
CONC	Concorde
COMT	de Havilland Comet 4
DC10	McDonnell Douglas DC-10
DHC6	de Havilland Canada DHC-6 Twin Otter
L101	Lockheed L-1011 Tristar
TRI	Hawker Siddeley HS 121 Trident
VC10	Vickers VC-10
VISC	Vickers Viscount 800

3.8.1 Fleet Substitution policy

A318
The A318 should not be substituted. The A318 is the only Airbus rated to fly into London City.

A319/A320/A321
These aircraft share a common type rating and can be substituted accordingly but not by the A318.

A350
The B777 and B787 families can substitute the A350 until a suitable A350 is produced.

A380
The B744 and B748 can substitute the A380 until a suitable A380 is produced.

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, and B748 share a common type rating and can be substituted accordingly (Mainline only).

The B741, B742 and B743 share a different type rating and so cannot substitute for the B744/B748 (classic routes only).
The B777 cannot substitute for B747 only an A380 can substitute for B747 (Mainline only)

B757
The B757 should not be substituted. On Mainline flights the B757 is operated by Openskies between KJFK/KEWR and LFPO only.

B767
The B767 should not be substituted.

B777

The B777 should not be substituted.

B787

The B787 should not be substituted.

Classics

No substitution is allowed in the Classic Schedule

Concorde

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

D328

The D328 should not be substituted.

E-Jets

The E170 & 190 share a common type rating so they can be substituted between each other. (This includes the E175 & E195)

J328

The J328 should not be substituted.

JS31/JS32

These can be substituted by J41.

SB2000

The SB2000 should not be substituted.

Any other Airframes

No substitution is allowed for airframes not listed above

Notes:

From time to time British Airways may lease in aircraft from other operators which are not included on this list. Details of permissible substitutions, if any, for these aircraft will always be found on the Fleet page of the website: https://bavms.bavirtual.co.uk/ops/fleet"

Cargo variants of any airframe should not be used.

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

Any abuse of the substitutions policy may result in the member's account being terminated without notice and no return permitted for a 6 month period.

4.0.0 General BAVirtual Conduct

4.1.0 Use of the BAVirtual Web Site

People making an application to join BAVirtual are referred to as "Pilots". This in no way implies qualification as a pilot of any form of air transport outside of the simulated environment.

While using the BAVirtual website, all pilots are subject to monitoring and any offensive postings are liable to be deleted, without notice, by the BAVirtual Personnel and may result in permanent account closure (refer to section 4.2.0 below).

4.2.0 General Member Conduct

Comments of a derogatory or offensive nature, or behaviour within BAVirtual including our web site, our forums, our social media platforms, or any of our Discord channels (both text and voice based channels), within the general flight simming community, or anywhere else including any social media platform, which could bring BAVirtual into disrepute will be investigated and could result in immediate suspension and subsequent dismissal. In addition the following items are considered unacceptable:

4.2.1   Offensive language directed at staff or other members.

4.2.2   Pornographic links or material of **all** kinds.

4.2.3   Advertising of other Virtual Airlines on the BAVirtual website or the BAVirtual Facebook page. This includes user's forum signatures and links. Board members may, at their discretion, permit the advertising of other VA's within Links and Signatures.

4.2.4   Any debates or remarks which may offend international or minority members regarding religious preferences, sexual orientation and preferences, gender, or local customs.

4.2.5   References or links to illegal software.

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

4.2.7   Posts that are of a political nature.

4.3.0 Investigations

Any alleged instances of unacceptable conduct as outlined but not limited to the above will be investigated by a member of the Board of Directors and based on their findings, along with the CEO and the Director of HR, a decision will be taken on whether or not a formal disciplinary process is required.

The investigation process may include a "face-to-face" meeting on Discord to discuss the issue informally where deemed appropriate. Refusal to cooperate with the investigating Board Member will automatically elevate the allegation to disciplinary proceedings level and formal proceedings will commence.

If it is felt necessary by the outcome of the initial investigation, formal disciplinary proceedings will be commenced following the BAVirtual Disciplinary Procedure. A copy of this procedure will be sent to the member before the process begins. A copy of the Disciplinary Procedure can also be downloaded from our web site.

4.3.1 Grievance (Conflict Resolution) Procedure

If a member has a grievance or complaint related to BAVirtual or another member, wherever possible members are encouraged to try to resolve such matters informally by speaking to the relevant Manager or Chief Pilot.

If the matter is serious and/or you wish to raise the matter formally, this should be done in writing to the HR Department via e-mail to membership@bavirtual.co.uk. You should stick to the facts and avoid language which is insulting or abusive.

If your grievance is against an HR Manager and you feel unable to approach them, you should talk to another Director or the CEO.

A HR representative will discuss your grievance with you either in text or through a Discord voice meeting as appropriate. After the matter has been discussed the HR representative will give you a decision in writing.

If you are unhappy with the HR representative's decision and you wish to appeal you should let them know. You will be invited to an appeal meeting and your appeal will be heard by another Director or the CEO. After the meeting the Director or CEO will give you a decision in writing via email.

The Director's (or CEO's) decision is final.

4.4.0 BAVirtual Pilots Forum and Discord

When logging onto the BAVirtual Forum or using Discord, all users are subject to a User Agreement for the forum. Logging into the forum or Discord means you have accepted this User Agreement. Pilots are reminded that foul and obscene language is not tolerated in any way, and pilots must not engage in offensive exchanges of any sort and instances of such could lead to disciplinary measures being taken.

4.4.1   Pilots are permitted a maximum of one personal signature in the forum, plus they can display their highest VATSIM Pilot award plus any further course awards offered by the BAVirtual Training Centre, for example the Winter Ops course. Unofficial signatures beyond the single personal one are not permitted. The maximum height for any forum signature must not exceed 120 pixels. Any BAVirtual Awards such as the VATSIM P1 course can also be displayed alongside your signature.

4.4.2   Members holding Staff Positions within BAVirtual are permitted two personal signatures plus the official BAVirtual Training signatures as above. The same 120 pixel height limit applies to staff signatures.

4.4.3   Members are encouraged to attach a photograph of themselves to their accounts. These photographs should be similar to a passport photograph and should clearly show the face of the member without any obstruction to their face. Unclear photos or photos that do not contain the member will be rejected.

4.4.4   New Pilots can only post in the New Pilots section of the forum for the first three days of their membership, although they can post in Discord from day one. Once this short probation period is over new pilots can post in all areas of the forum. This is to encourage new members to search through the forum posts for answers to the basic questions. If you are asking a question about your membership or the basics of the VA then it is very likely a new member has already asked it and the answer is already in the forum.

4.5.0 Online and Offline Flying Conduct

Members are expected to conduct their flights in a reasonably realistic way and in accordance with normal aviation practices, including and not limited to flight and fuel planning, gate usage and aircraft operation.

BAVirtual provides an easy-to-use Dispatch Centre which is integrated with Simbrief in order to support members in producing realistic and highly accurate flight plans with a minimum of effort. Members are also welcomed to use PFPX or their other preferred alternative.

Documentation and checklists for each mainline aircraft type can be found in the DocStore downloads section under OM-B. The fleet Training Standards Captains and Flight Managers Technical are always available to help and support members with any queries about flying or flight planning and can be contacted via the forum, Discord or e-mail.

Pilots are reminded that when flying online with VATSIM, every member is an ambassador of BAVirtual when using the BAW call sign or any of its derivatives such as SHT, BEA and so on. When flying on or offline and claiming hours through Merlin, members must always use a BA call sign and livery. The livery does not have to be supplied by BAVirtual but it must be a British Airways livery, a number of which are available on-line. Pilots are to exercise good manners and are not to engage in arguments over the networks. Likewise, BAVirtual 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.

4.5.1   General chat between BAVirtual pilots should be conducted in Discord only, and not in the ATC clients. Unicom is NOT for chat. You get access to the BAVirtual Discord channels upon joining.

4.5.2   If at any time BAVirtual receives communication from any of the networks about the behaviour of one of our pilots, the matter will be investigated and the pilot may be removed from the membership following an investigation if deemed appropriate.

4.5.3   If you deem it necessary to advise another user of any issues then please do so via the Private Message (PM) function of the software you are using and remain polite at all times. Do not resort to arguments or bad language. It may be the other user is inexperienced in an online environment. If the discussion becomes heated then please close the conversation and if required, report it to a network supervisor (using the .wallop command on VATSIM) and inform the BAVirtual HR Team if the other party is thought to be an active member of BAVirtual.

4.5.4   No "Trolling" or other disruptive online activity which may interfere in the operation of another VATSIM users flight should be entered into, nor any activity that may bring the reputation of BAVirtual into question. If you are not logging the flight with Merlin but are online, the same principles of good behaviour and airmanship should be adhered to. You are still a BAVirtual member and should uphold our standards at all times when engaging with the flight simulation community on any platform.

4.6.0 Double Logging of BAVirtual Flights

The process of flying a flight for two or more virtual airlines at the same time, so called "Double Logging" is **STRICTLY** prohibited. BAVirtual has several systems in place to detect such activity and members found to be "Double Logging" flights will be suspended, investigated and run the risk of losing their accounts. If this does occur then a lifelong ban from re-joining BAV will be put in place without appeal.

A BAV flight may only be simultaneously logged with another virtual flying organisation if it is recorded in that system as being the same flight number, call-sign and airframe, with the exception of organisations modelling British Airways as per section 1.0.11 of this SOP.

4.7.0 Application Information

Providing false information within a membership application is prohibited. Should a pilot's identity and age fall into question at any time the management of BAVirtual reserves the right to carry out our own checks to establish the pilot's true identity and age. Any pilot who is found to have supplied incorrect or false information in order to gain admission to BAVirtual is liable to being dismissed and may be subject to a lifetime ban.

We may ask for proof of ID in certain cases and this should take the form of a scan of a passport or other official form of ID issued by a Government department in your country of origin. If you would not be happy to provide this if requested then please do not apply to join as there are no exceptions in cases where we feel it is necessary to ask. We also reserve the right to request proof of ID at any point within your term of membership at BAVirtual should any discrepancies arise with the details held on your account.

4.8.0 Leave Policy

From time to time it may not be possible for a Pilot to comply with the 31 day flying requirement.

Leave restrictions are as follows:

4.8.1   Pilots first joining BAVirtual will not be able to take leave until they have served at least three months as an active pilot. Pilots serving less than one year will be able to take leave on a pro-rata basis up to the 90 day maximum after serving 3 months. Leave is allocated on the 1st January each year.

4.8.2   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 BAVirtual HR Team immediately for advice.

4.8.3   Should the 90 day limit be exceeded by a Pilot without them contacting the BAVirtual HR Team then the inactivity rule will be applied and the account closed.

4.9.0 Inactivity Policy

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

4.9.1   Any pilot unable to fly for a period of 31 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 immediately for advice.

4.9.2   Company leave allowance is 90 days each calendar year, starting 1st January.

4.9.3   Pilots not on leave and who have not flown for more than 31 days will be regarded as inactive and their account closed.

4.9.4   If a pilot becomes inactive and loses their account, they will receive an email from us advising that their account has been closed due to inactivity. There is an appeal process in place to allow members who have lost their account to have it reactivated (see section 4.10.0 – Account Closure Appeal Process).

4.9.5   If a pilot is deleted, so too is their Pilot Profile and Logbook. These records are irretrievable once they have been deleted.

4.9.6   Once a pilot has lost their account due to inactivity, there is a 31 day "Cooling Off" period in place before they can apply again for a new account.

4.9.7   If a deleted pilot then applies for a new account and is successful, it will have zero hours on the log book and a rank of First Officer. Old hours cannot be applied to new accounts; they are lost with the old account.

4.9.8   Once a pilot has been removed from the roster due to inactivity on **three** separate occasions, they will usually not be able to re-apply for membership.

4.10.0 Pilot Account Closure Appeal Process

Ideally, we would like to help members early to prevent them from losing their accounts. This is of course best achieved by regularly submitting a flight, even a short shuttle to Manchester for example, and staying active. Failing that, members should use their annual leave where they have it. For longer term, more serious issues, members should contact the HR department before their accounts fall inactive and we will work with the member to put something in place which allows them to maintain their accounts.

We do, however, recognise that accounts fall inactive for other reasons, so we have introduced the new appeal process.

The email that is sent to members to advise them that their account has been closed due to inactivity advises that you can now appeal against this decision within 7 days of receiving the email. If do wish to appeal against the closure then you should send an email to the HR department with a subject heading "BAVirtual Account Closure Appeal".

You should clearly explain the reasons why you have been unable to comply with the Terms and Conditions of Membership and why you feel your account should be reactivated. Your reasoning will then be looked at and the outcome of the appeal sent to you by email within 7 days of us receiving the appeal. If the appeal is successful and you still wish to be a member we will reactivate your account with hours and rank intact.

If you do not wish to appeal against the account closure then the closed inactive account will count as one of the three "accounts closed due to inactivity" allowed before you are no longer allowed to apply for a new account at BAVirtual. Successfully appealed accounts will not be included in this count.

We will point out now that if a particular member's account persistently falls inactive and they appeal the closure each time, then the frequency of this situation occurring will be taken into account to prevent abuse of the appeal system.

Please note that for new members, this Pilot Account Closure Appeal Process will not apply to your account until you have completed your first flight within 14 days of joining. If you lose your account by not making your first flight within 14 days of joining then you cannot appeal the account closure and you will need to apply for a new account after the cooling off period has passed.

4.11.0 Use of Merlin Flight Monitoring Software (ACARS)

In order to properly verify flights and hours flown by our pilots, as well as recording other data about the flight, BAVirtual provides real-time Flight Monitoring (ACARS) software called Merlin. This software is provided free of charge to all members but is copyrighted to BAVirtual 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. Merlin will not work with any other virtual airline. It has been designed and custom coded by us for members of BAVirtual only and will only work with our flight monitoring systems and servers.

As Merlin is updated, newer versions are made available to member pilots and the latest version must be downloaded from our website to enable our pilots to file flight reports and obtain their Flight Hours and Experience Points. Any attempt to use an outdated version will result in a prompt to download the latest version before you can continue.

BAVirtual requires pilots to be at the controls of their aircraft for most of the flight and to that end Merlin has a POSREP (Position Report) facility built into it.

Currently, every 60 minutes, pilots will be requested to submit a **POS**ition **REP**ort by completing a simple sum or tuning to the specified COM2 frequency that will appear in Merlin at the given time.

Pilots have 10 minutes from the first POSREP request being sent in which to respond by completing the sum and pressing the POSREP button that appears. After this time, Merlin will cease to record the flight and all flight hours will be lost. This is permanent and the flight is not retrievable so please do not ask for the hours to be credited manually as it will not be possible.

The only exception to this restriction is when a pilot uses the off-duty option for long haul flights (see section 3.7.0 for details).

NO MANUAL PIREPS WILL BE PROCESSED. If you have encountered issues during a flight with Merlin running, please report the problem to the Tech Team using the relevant area of the forum. Do not email the Tech Team or HR directly about flight issues. See also Q13 of the FAQ.

Data recorded from PIREPs such as flight time, taxi time and fuel consumption are fed in to the BAVirtual Dispatch Centre in order to provide statistical data for flight planning purposes. As a result, the accuracy of PIREP data is very important in order to ensure that members are able to gain the greatest benefit from these tools. To ensure data accuracy, the PIREP processing system automatically checks certain parameters against a 'normal range' of values for each parameter. In most cases these normal ranges are based on previous flights logged on the route using that aircraft type.

If one or more parameters falls outside the normal range, the PIREP will go into a holding pool for manual review by a member of the Technical team. It is important to recognise that the review process is not punitive, an implication of wrongdoing or a check on flying standards – it is simply a check of the technical accuracy of data.

If you have the relevant email options selected on your edit profile page, you will receive an email advising of this upon automatic submission from Merlin when the aircraft is shut down. It also contains a link so you can see why the PIREP has been flagged. This link is also visible on your Briefing Room.

The system will flag PIREPs due to one or more of the following:

- Excessive block time compared to the scheduled duration. The normal range is defined as a percentage over the scheduled duration.
- Excessive taxi out/in time compared to the average taxi out/in time recorded by all other BAV flights from/to that airport

- Excessive fuel loaded compared to average fuel loaded by all other BAV flights using that aircraft type on that route. The normal range is defined as a percentage over the average adjusted for the scheduled duration of the flight.

Most instances of PIREPs being flagged for review are as a result of technical errors in the recording of data, e.g. Merlin erroneously starting recording earlier than intended or erroneous fuel values being read from the simulator.

We will not flag a PIREP for other items such as a hard landing rate, excessive flight length etc as we recognise that data can be inaccurate.

Staff will always correct a PIREP if there is an inaccuracy of data and staff have several means of doing this. In 95% of cases, a PIREP will be accepted by staff before a member has a need to comment on it.

Members are welcome to comment on their PIREPs on the page should they desire and should reply if requested to by a member of the tech team asking for clarification on something. Members should be aware that if a PIREP goes a significant amount of time without any response to such a communication, then it will be deleted. Members however are free to contact the Technical Director who can retrieve and review a PIREP and accept it later should it be appropriate.

BAVirtual expressly forbids the use of any software that automatically processes the POSREP request from Merlin. Any member pilot discovered using auto-click software or any other such program that attempts to circumvent Merlin, will face disciplinary action and possible removal from BAVirtual without notice.

5.0.0 Other Policies, Expectations and Requirements for Pilots

In addition to this Standard Operational Procedures document, members are required to read and understand the Privacy Policy document found under the Operations menu on the BAVirtual website.

Applicants agree to this Standard Operational Procedures document and the Privacy Policy document on application and if accepted as member pilots and placed onto the BAVirtual roster will be expected to abide by the Terms and Conditions discussed in the above documents at all times.

5.0.1 Use of BAVirtual Documentation

All documentation provided within BAVirtual is strictly for active member use only. All documentation is copyrighted to BAVirtual and it must not be shared, duplicated or copied in any way. The documents must be downloaded from our web site and kept in their entire form as provided, without amendment. The documentation must not be shared with non-members or placed onto any web sites or forums, nor may you provide links to our documentation which may be hosted on a personal site or document sharing server. A member found to be sharing any of the documentation with non-members will be suspended pending investigation and will have their account terminated and receive a ban from re-joining in the future.

This restriction on use of BAVirtual Documentation also includes posts made by members in the forum. Our forum is password protected and all posts made in our private forum are for members only. Posts must not be copied or reproduced in any way into other forums or similar without the express permission of the author.

5.0.2 Internal Staff (Management) Positions

All staff positions that become vacant will be advertised internally to allow all active members to apply to take up a staff position. The requirements for a particular staff position will be laid out clearly in the advertisement.

However, we also reserve the right to offer staff roles to members who the Board of Directors feel are qualified to fulfil the role, without advertising the role to the wider membership. An example of this would be to offer a Training Standards Captain role on a specific airframe to a member who is a real world pilot on the specific airframe in question. This makes sense and will be of great benefit to the VA and its members.

It is important that any member who feels that they would like to be considered for a staff position within the VA should have a presence within the VA. This includes conducting regular flights and frequent involvement and interaction with members within Discord and the forum with appropriate posts on a regular basis.

If no such individual exists within the VA then we will advertise available roles to the membership and invite applications. Any appointments will be made by the Board of Directors and their decision is final.
Members who join the staff team will be allocated unlimited annual leave to allow them to concentrate on their roles within BAVirtual without the worry of remaining active.

5.0.3 BAVirtual Documentation and Software Development

Any documentation or software developed by members for use within BAVirtual must be given over to BAVirtual in its entirety. No copyright, intellectual property or other entitlement to ownership of the material can be retained by the author in any capacity whatsoever. This is important to preserve the integrity of the documentation and software used by BAVirtual. In the case that the author leaves BAVirtual, the material will therefore remain the sole property of BAVirtual for use by its members, and cannot be shared with any other external organisations such as other virtual airlines, forums or social media networks. BAVirtual retain the right to make alterations to the documentation or software as required, but in consultation with the author as long as they remain an active member. If you do not agree with this requirement then please do not offer to get involved in the development of any documentation or software for BAVirtual. Any documentation or software developed should contain a copyright notice to BAVirtual only, although acknowledgment of the author is allowed out of courtesy for the work.

5.0.4 Membership of other Virtual Airlines

Members of BAVirtual are permitted to be members of other virtual airlines. The only exception to this condition of membership is in relation to other virtual airlines that model British Airways. Section 1.0.11 advises that you cannot join BAVirtual if you are a member of another VA that models British Airways. This same principle extends to cover the complete time you spend as a member of BAVirtual. Our system makes regular checks in relation this and if it comes to light that a member is also a member of another BA-based VA then their BAVirtual account will be suspended and the HR Department will get in touch with the member to advise them of the issue and how to resolve it.

6.0.0 Frequently Asked Questions (FAQ)

Q1. Can I apply to join even though I am under the age of 16?

A1. A decision was made early in the VA's history to restrict ages to 16 years and over. We strictly uphold this policy and therefore do not accept applications from people younger than 16 years of age. There are no exceptions to this under any circumstances so please do not request one. If you are under 16 years of age please do not apply until your 16th birthday. If you do apply early then your application will be automatically rejected.

Q2. How much Annual Leave do I get?

A2. New members get no leave for the first three months of service. A full year of leave is 90 days, so new members get a pro rata amount of the 90 days for the remainder of the year after the three month probation has passed.

Q3. How do I put myself on Leave?

A3. You need to go to "Edit Profile" which can be found in the menu which pops up when you hover the mouse pointer over your name on the top right of the BAVirtual website landing page. Tick the "On Leave" check box and save the changes by clicking "Save" and you will be on leave assuming you have some leave time to use. To come back to active duty, simply file a flight via Merlin as usual and you will automatically come back to active duty.

Q4. What can I do if I have no leave remaining but cannot make a flight before the 31 days are up?

A4. You need to contact the Human Resources (HR) department for advice. You must approach HR *before* your account becomes inactive for advice and further help. ***Contacting HR <u>after</u> your account has been closed is too late and the account will have been lost (subject to the appeal process detailed in section 4.10.0).***

Q5. I have received an email advising that my account has been closed due to inactivity. Can it be reactivated again?

A5. The email sent to members to advise them of account closure explains that you can appeal against the closure within 7 days of the account being closed (see section 4.10.0). If you go beyond 7 days and the account closure has not been appealed then you cannot appeal for it to be reactivated and you will have to apply for a new account if you are able to. This new account will be with a zero hours log book and a rank of First Officer.

Q6. I have lost my account due to falling inactive and not appealing its closure. Can I reactivate it?

A6. Once your account is lost due to inactivity with a failed or no appeal then it is closed. You can apply for a new account after a 31 day "cooling off" period. If you have lost three accounts due to inactivity then you are not permitted to apply again and your BAVirtual career is over.

Q7. I have been successful at getting a new account after losing my old account due to inactivity. Can I have my old Log Book hours and rank back?

A7. Hours are not transferable between accounts. New accounts will start again from zero hours with a rank of First Officer. We can add your old hours to your profile as "Transferred Hours" but these do not count towards your new BAVirtual Log Book or rank. ***There are no exceptions to this policy.***

Q8. I have a lot of hours from my previous VA. Can I transfer them to my BAVirtual Log Book so I can start at a higher rank?

A8. We can put hours from a previous VA on to your account as acknowledgement of your previous experience. These will show on your Pilot Profile as "Transferred Hours" but they will not count towards your BAVirtual Log Book and Rank. ***There are no exceptions to this policy.***

Q9. I am a new pilot but I want to fly long haul flights. Can you make an exception and allow me to do this?

A9. All new pilots start as a First Officer with zero hours on their Log Book. Section 3.1.3 of the SOP shows the aircraft you can fly by rank. **There are no exceptions to these restrictions**.

Q10. I am a new pilot but very experienced with a large number of hours flow on VATSIM. I want to fly long haul flights rather than start on the short haul fleet. Can you make an exception and allow me to do this?

A10 As above, all new pilots start as a First Officer with zero hours on their Log Book. Section 3.1.3 of the SOP shows the aircraft you can fly by rank. There are no exceptions to these restrictions and we do not personalise accounts no matter how experienced you were before joining BAVirtual.

Q11. I am a new pilot but I don't seem to be able to post in the forum, apart from in the New Pilots section.

A11. A decision was made to restrict very new members to posting only in the New Pilot's section of the forum. This is only for three (3) days and is to encourage new members to look around and search within the forums to find the answers to their questions without allowing lots of repetitive new posts to appear. The answers to most questions you may have will be in there. You just need to use the search facility to find them. If you cannot find the answer, then post in the New Pilots section of the forum and someone will answer your query.

Q12. I want to log my flights with VPA or ProjectFly. Is it permitted to do this?

A12. We have updated our policy on the Double Logging of flights. Please read section 4.6.0 and see Q17 in this section for more details.

Q13. I could not submit a flight to the server using Merlin. Can you add it to my log book for me manually?

A13. We do not add flights manually to your log book. Only flights submitted through Merlin will be added. Please make sure you make a note of the flight PIREP number **BEFORE** you start your flight so that any issues can be looked into. Without the PIREP number we are unable to help you and the flight will be lost. Merlin will automatically re-submit your PIREP the next time it has a connection to the server, so the problem with un-submitted PIREPS should be a thing of the past.

Q14. I have received a request to provide a scan of ID to verify the details on my account. I don't want to provide this as I feel unsafe doing so. Do I have to provide the ID?

A14. It is a requirement of membership to agree to provide a scan of an official form of ID if requested to do so, and this is stated clearly in the SOP which all members agree to when holding an active account. Random checks on members details are performed from time to time or a request will be sent to a member if there is a discrepancy in the details we hold for them on their account. BAVirtual take Data Protection and GDPR very seriously and any scans received will be safely destroyed once we have verified the account holder's details. We will NEVER pass on your details to third parties (unless required to do so by law) nor keep any ID on our servers once we have satisfied the requirement for ID verification. *If you are not happy to provide a copy of a form of official ID if requested by the BAVirtual HR Team then please do not submit an application form to join.* There are no exceptions to this Term and Condition of Membership as it is fundamental to the integrity of the VA to know who our members are.

Q15. I have failed two attempts at the entrance exam. Can I apply to join again?

A15. You can apply to join as many times as you like unless you have lost three accounts due to inactivity or have been told that you cannot join again by a member of staff. If you fail the two examination attempts for the application you must wait for a 14 day cooling off period to end before applying again. If you apply within the 14 day cooling off period then your application will be automatically rejected.

Q16. Can I join another VA whilst I am a member at BAVirtual?

A16. You can join as many virtual airlines as your time allows, but you cannot be a member at BAVirtual whilst being a member of another VA that models British Airways. If you do join another BA-based VA then your BAVirtual account will be suspended.

Q17. I see the policy for Double Logging has been updated. Can you be clear on what is allowed?

A17. Here are two examples, one showing what is allowed and one that is not under the Double Logging policy:

1. *A pilot files a PIREP for flight BA304 from London Heathrow to Paris Charles de Gaulle. The flight is completed in a BA-liveried Airbus A320, on the VATSIM network with a BAW call-sign and this data, including flight number, call-sign and airframe, is simultaneously recorded with another virtual flying organisation.*

This is acceptable because the flight number, call-sign and equipment are recorded identically in both systems and a BA-liveried aircraft is used for the flight.

2. *A pilot files a PIREP for flight BA2770 from London Gatwick to Jersey. The flight is completed in an EasyJet-liveried Airbus A319, using an EZY call-sign on the VATSIM network and in addition to logging with Merlin, the flight is simultaneously recorded for another virtual flying organisation as flight U2895.*

This is not acceptable because the same flight is being logged under two different flight numbers. In addition, this flight contravenes section 4.5.0 of the SOP which requires online flights to use a BA call-sign and livery.

Q18. I fly offline. Does it really matter if I use a British Airways livery or not?

A18. Our ACARS software, Merlin, checks to see if you are using a British Airways livery for the airframe you are operating. If you do not use a British Airways livery then it will advise you as such and not allow you to start your flight. Whilst it is true that only you can see it when flying offline, it is not really in the spirit of flying for BAVirtual if you do not use a British Airways livery. The British Airways livery you use do not have to be supplied by us, but it does have to be a British Airways livery.

Q19. Do I need to fly a specific route at the time and day specified on the Booking Page?

A19. Even though the Booking Page specifies certain days for the flights, any flight can be operated at any time and on any day as long as you use the correct airframe and a BA livery for the flight.

Appendix 1.0 – SOP changes since the previous version

The following changes have been made to the SOP since the previous versions.

1 February 2017 (V5.4.0)

2.7.1 Substitutions Policy	*Tidied up and reworded in places for clarity.*
3.4.0 Online Flying Conduct	*"ProjectFly" added to double logging section.*
3.4.0 Online Flying Conduct	*Online call signs.*
5.0.2 Use of BAVirtual Documentation	*Clarification on the use of BAVirtual Documentation.*

1 May 2017 (V4.5.1)

1.1.3 Recruitment Process	*Reduction of the failed examination cooling off period to 14 days.*
2.5.0 Fly-in Events	*New section for clarity & renumbering of other sections.*

6 May 2017 (V5.4.2)

3.5.0 Double Logging of BAVirtual Flights	*New section added.*
5.0.2 Use of BAVirtual Documentation	*Clause added for clarity with respect to forum posts.*
6.0.0 Frequently Asked Questions	*Updated with examples for section 3.5.0*

25 January 2018 (V5.5.0)

1.0.2 Administration & Recruitment Policy	*Changed to support version of X-Plane.*
1.0.2 Administration & Recruitment Policy	*Expansion to clarify our position on illegal software.*
1.0.5 Administration & Recruitment Policy	*Unification of days before inactivity applied.*
1.0.10 Administration & Recruitment Policy	*Correction of cross-reference.*
2.4.0 Restricted Flights	*Change from 14 days to 90 days for operating linked legs.*
3.2.0 General Conduct	*Policy updated to provide clarity.*
3.3.0 Investigations	*Policy updated to provide clarity.*
3.4.0 BAVirtual Pilots Forum	*Section retitled & updated to provide clarity.*
3.4.3 BAVirtual Pilots Forum	*New section advising members to add an account photo.*
3.5.0 Online Flying Conduct	*Policy updated to provide clarity.*
5.0.3 Internal Staff Positions	*Updated staff package.*
6.0.0 Frequently Asked Questions	*Updated question 4, added question 11 and renumbered.*

1 May 2018 (V6.0.0)

2.0.0 Privacy Policy	*Section moved & updated to be GDPR compliant.*
3.0.0 Operation Issues	*Section moved & renumbered.*
4.0.0 General Conduct	*Section moved & renumbered.*

3 June 2018 (V6.0.1)

3.8.1 Fleet Substitution Policy	*Removal of the substitution between the B777 & B787.*

9 December 2018 (V7.0.0)   *General update for BAVirtual Mark IV.*

3.7.1 Off-Duty Hours   *New section added.*

Correction of internal section references.

1 January 2019 (V7.0.1)   *Date corrections for the new year.*

3.4.0 Fly-in Events   *Change in policy to no longer include Fly-in events in log books.*

12 January 2019 (V7.0.2)

1.0.0 Administration & Recruitment Policy   *Clarification of the supported OS platforms.*

General tidy up of text to improve clarity in certain areas.

7 March 2019 (V7.0.3)

4.4.0 BAVirtual Pilots Forum and Discord   *Updated to include clarification for use of Discord.*
5.0.3 BAVirtual Documentation and   *New section added.*
    Software Development

18 May 2019 (V7.1.0)

4.10.0 Account Closure Appeal Process   *Details of the Account Closure Appeal Process added.*
4.11.0 Use of Merlin Flight Monitoring
Software (ACARS)   *Section renumbered & additional information added regarding PIREP data verification and how discrepancies are handled.*

6.0.0 Frequently Asked Questions   *Updated & added to for clarification of the Account Appeal Process.*

13 July 2019 (V7.1.1)

3.1.3 Rank by Fleet   *Update to Senior First Officer airframe permissions – B744 added.*

29 August 2019 (V7.1.2)

3.1.3 Rank by Fleet   *Clarification of the B747-400 routes available to Senior First Officers.*
3.8.1 Fleet Substitution Policy   *Addition of information regarding leased airframes & substitutions.*
Addition of allowed substitutions for the A350.

5.0.4 Membership of other Virtual Airlines *Section added to clarify our policy on active members and other VAs.*
6.0.0 Frequently Asked Questions   *Updated & added to for clarification of membership of other VAs.*

1 November 2019 (V7.1.3)

3.8.0 Fleet   *Addition of the Bristol Britannia 175 to the Classic Fleet (omitted in error).*

5.0.2 Internal Staff (Management) Positions *Clarification of how we advertise and allocate staff roles.*

23 January 2020 (V7.1.4)

1.1.1 Recruitment Process	*Removal of reference to IVAO in the initial application process and clarification of use of an IVAO account once a member.*
3.6.0 Flight Hours	*Clarification of the policy regarding restrictions to flight hours and the new opt-out policy for Senior Captains.*
4.4.0 BAVirtual Pilots Forum and Discord	*Changes to wording encouraging members to apply a photograph to their accounts.*
4.5.0 Online and Offline Flying Conduct	*Additional clarification regarding the conduct of online flights.*
4.11.0 Use of Merlin Flight Monitoring Software (ACARS)	
	Additional clarification about the use of our Merlin (ACARS) software.

29 March 2020 (V7.1.5)

Grievance (Conflict Resolution) Procedure	*Addition of the Grievance (Conflict Resolution) Procedure.*

2 May 2020 (V7.1.6)

General amendment	*Removal of all references to the IVAO network.*

2 June 2020 (V7.1.7)

3.2.0 Experience Points	*Simplification of how we award experience points for flights arriving on time and outside the scheduled block duration.*