



From : Board of Directors, Japan Airlines Virtual

To: All Pilots

Subject: Pilot Manual

1. All of us at Japan Airlines Virtual are dedicated to enhancing the enjoyment of flight simulation enthusiasts by providing a realistic simulation of airline operations. While flight simulation is just that – simulation – participation in JAL Virtual represents an attempt to make the simulation even more realistic while enjoying the social aspect of the Virtual Airlines community.
2. This manual details how we do business at JAL Virtual. It is fairly straightforward and to the point. Should any aspect of this manual be unclear, please contact your hub manager or the Board of Directors for additional guidance.
3. Recommended changes should be forwarded to the appropriate Hub Manager for consideration.
4. Pilot safely and have fun!

1. Scope:

Purpose: This manual provides guidance to all Japan Airlines Virtual (JAL-VA) pilots (both staff and non-staff). Simply put, it details “how we do business” from a flight operations viewpoint.

Scope: These standard operational procedures (SOPs) have been approved by the Japan Airlines Virtual Board of Directors. All JAL-VA pilots are required to carry out the directives contained herein. Failure to do so may result in administrative action or dismissal from the airline.

2. Recruitment process:

2.1. Prospective pilots are required to submit an application by visiting the JAL-VA website and following the “[HR application](#)” link. Prospective pilots are then asked to fill out an online application form with the following information:

2.1.1. Full name

2.1.2. A valid Email address. Though all email service providers are accepted, your application (and most of your non-forum JAL-VA interaction) will be through this email address so make sure you can access that email address at all times.

2.1.3. VATSIM/IVAO/INTVAS pilot ID number. (Though neither of these are necessary, a VATSIM pilot ID number allows you full access to the ACARS system in online flight while the pilots who pilot offline or those who pilot on the other networks will have to file their PIREPs manually)

2.1.4. Previous VA experience. (If one has logged flight time with another airline, and submitted that information on the application, he/she will receive full credit for the verified hours. If my hours cannot be verified, then no hours will be credited to me. If one submits previous VA hours, he/she will also provide a URL or an e-mail address for Japan Airlines Virtual to verify them. We understand that by not submitting a valid URL or email address to verify the hours with my previous airline, the management will forfeit the hours.

2.1.5. Desired hub (Tokyo Haneda/Narita or Osaka Itami/Kansai)

2.1.6. Flight hours to transfer (if no hours, then 0)

2.1.7. Location (this is your home country)

2.1.8. Desired password

2.1.9. Message to staff/referred by (This is the slot in which pilots wanting to have hours transferred to supply)

2.2. Once the application has been submitted, JAL-VA's human resources (HR) department will review the application. Processing will include:

2.2.1. Verification to ensure the VATSIM/IVAO/INTVAS PID is in good standing

2.2.2. A review of the pilot's previous, verifiable virtual airline flight hours. If verifiable, JAL-VA will transfer all the hours into the applicant's account.

2.2.3. Submission of an application containing false information is grounds for rejection.

2.3. Once the application has been processed, accepted applicants will receive an email back informing them of their status and providing their Pilot Center Username and password.

2.3.1. The Username is the pilot's JAL-VA Pilot ID (PID) number comprised of "JAL" and a three digit number assigned based on date joined (the earlier you joined, the lower your number is).

2.3.2. The password is chosen by the pilot and can be changed at any time by logging into the Pilot center.

2.4. Once accepted by JAL-VA, all pilots are required to register in the [Japan Airlines Virtual forum](#) (accessible from the main web page under the Community menu).

2.4.1. The forum username should be the pilot's PID, followed by his/her first and last name (i.e., "JAL XXX John Smith").

2.4.2. The forum password does not have to be the same password used for the Pilot Center (the forum security system is different than the Pilot Center's).

3. Standards of Conduct

3.1. One of our core values is the concept of fair, equitable treatment and we strive to provide an environment where everyone is treated with dignity and respect. For this reason,

we hold ourselves to a high standard of conduct with each other and the online flying community.

3.2. Any reported occurrence of inappropriate behavior by our pilots (either online, in the forums, or in interchanges between JAL-VA personnel) will result in immediate suspension, loss of seniority and all logged hours, dismissal from Japan Airlines Virtual.

3.3. Falsification of information (especially a name or email address with the attempt to hide one's identity) is grounds for immediate deletion of the offending account(s), being banned from JAL-VA and/or being reported to the online network of which the offender is a member.

3.4. When using the JAL Virtual website and forum, as well as when flying online and registered as a JAL-VA flight, all pilots are subject to monitoring.

3.4.1. Offending forum posts are liable to be edited or deleted, without notification, by authorized forum moderators.

3.4.2. JAL Virtual's forums exist to support the JAL-VA community. As such, they are designed to serve as an electronic bulletin board for people who share a common love of flight simulation and JAL in particular. There are plenty of forums around the internet to discuss topics like sports, television shows, etc. JAL-VA's forums are not the place to do this. All posts are requested to have some relationship to aviation or flight simulation.

3.4.3. JAL Virtual recognizes every pilot's right to free speech, and only posts violating these standards of conduct will be edited or deleted.

3.4.4. The following debates or posts are considered NOT acceptable by JAL Virtual:

3.4.4.1. Offensive language directed at staff or other pilots.

3.4.4.2. Pornographic links or material.

3.4.4.3. Advertising for other virtual airlines (unless authorized by HR). This includes pilot's signatures and links.

3.4.4.4. Posts deemed to represent an advertisement for a product (this does not prohibit a review or comment on a specific piece of flight simulation or software, but those deemed to be advertisements by the staff will be deleted).

3.4.4.5. Any debates or remarks that may offend pilot's religious or local customs.

3.4.4.6. References, or links, to illegal software or cracks/patches that permit use of software not obtained legally.

3.4.4.7. Posts that are considered non-contributory to the general well being of the JAL Virtual community.

3.4.4.8. Any posts of a political nature (unless authorized by the BOD).

3.4.5. When flying online, communications with controllers and other pilots will be in a professional, courteous manner. Reports of behavior which does not meet these standards or detracts from JAL-VA's reputation may result in disciplinary action to include dismissal.

3.4.6. Communications with any member of JAL-VA's staff is subject to the same standards applied to forum posts. Emails or instant messages deemed to violate those standards, or any attempt to "spam" any JAL-VA email account, will result in immediate dismissal.

3.4.7. JAL Virtual is committed to equal treatment without regard to race, color, gender, religious preference or country of origin. Equal treatment means just that – equal treatment. Any person found harassing another member of the Japan Airlines Virtual community is subject to immediate dismissal.

4. Organization

4.1. Japan Airlines Virtual is organized into four divisions all reporting to corporate headquarters, comprised of the Board of Directors.

The Board of Directors is the senior decision-making body at Japan Airlines Virtual. Members of the board include (but are not limited to):

- The Chief Executive Officer
- The Chief Operations Officer
- The Vice-President, Technology
- The Vice-President, Human Resources
- The Vice-President, Flight and Fleet Operations
- The Vice-President, Events
- Any at-large member appointed by the board.

4.2. The **Chief Executive Officer (CEO)** provides guidance to the five divisions at JAL-VA and exercises ultimate decision-making authority for the day-to-day operations of JAL-VA. He is also the senior member of the Board of Directors.

4.3. The **Chief Operations Officer (COO)** is also responsible for all major decisions within the VA and heads the BOD should the CEO becomes unable to fully exert his functions.

4.4. The Vice-President, Technology manages the website and the forums. He is also responsible for the databases and for the IT support of other divisions. (The current CEO also doubles duties for technology management but this is written here for indication purposes only)

4.5. The Vice-President, Human Resources is responsible for internal and external communications, to include information announcements, press releases and enhancing JAL-VA's image in the virtual airline world.

4.6. The Vice-President, Flight and Fleet Operations is responsible for support regarding flight activities, fleet downloads and flight training. He is also responsible for finding and evaluating freeware aircraft that will provide a quality piloting experience for JAL-VA pilots.

4.7. The Vice-President, Events is responsible for arranging special events like Fly-ins, Group Flights, etc. and coordinating with VATSIM for ATC support. He also maintains a list of participating pilots.

4.8. Reporting to the Board of Directors are the hub managers, who run their field offices to ensure their hubs run smoothly. This includes providing routes to and from their airfield, and acting as first line supervisors to members in their hub.

5. Personnel Management

5.1. Currency. To remain current, a pilot must fly at least one (1) flight in a 90-day period. Failure to fly the trimester minimum may result in the pilot's dismissal from the airline's records. JAL-VA staff will try to contact the pilot prior to taking this action, but if the account has been deleted, the only way for one to resume the service is to start over with all loss of seniority. However, after a pilot has been accepted, he/she has to fly one flight within two weeks or the same measures apply.

5.2. If, for some reason, a pilot cannot meet the trimester minimums, he/she should request a leave of absence. They may be requested from hub management or upper management. Pilots requesting a leave of absence should detail the start of their leave of absence as well as the reason of that request.

5.2.1. Authorized reasons for leaves of absence include, but are not limited to: judicial action (juror, plaintiff or defendant), military duties, illness, travel or vacation.

5.2.2. All requests for LOAs will be examined on a case-by-case basis and JAL-VA staff will work with the requestor to find a mutually agreeable solution.

5.2.3. To terminate a Leave of Absence, a pilot just need to file a flight.

5.3. Hub assignments. When pilots apply to join JAL-VA, they may request an hub from which they begin their virtual piloting career. Should a pilot wishes to change hubs while still piloting, he/she should contact the desired Hub Manager via email (cc'ing the current Hub Manager) and request a transfer.

5.3.1. The gaining Hub Manager will make the decision on whether to accept the new pilot or not based on his domicile load.

5.3.2. In cases of severe hub imbalances, VHQHR or VHQFO may impose a freeze on a domicile that prohibits pilots from joining a specific hub until the imbalance is corrected.

5.4. Retirements. Should a pilot in good standing feel that he/she can no longer pilot for JAL-VA, he/she may be asked to be retired by contacting HR or his hub manager. A “retired” pilot can be reinstated to active status by filing a flight.