

# OPERATIONS MANUAL & STANDARD OPERATING PROCEDURES (SOP)



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## **OM-00-P0 - Introduction**

The Operations Manual of Virtual Qatar Airways (*known as vQTR*) is streamlined for virtual operations and intended for flight simulation use only.

The Operations Manual (OM) is for the use and guidance of all members.

This Operations Manual is separate as follows:

### ***Section A: General/Basic***

This part comprises all non type-related operational policies, instructions and procedures needed for a safe operation.

### ***Section B: Aircraft operating matters***

This part comprises all type-related instructions and procedures needed for a safe operation. It takes account of any differences between types, variants or individual aeroplanes used. Additional information is prescribed considering the local and/or geographical circumstances in the area of operation.

### ***Section C: Route and aircraft***

This part comprises all instructions and information needed for the route and aircraft operation. In addition we suggest the use of the official AIP.

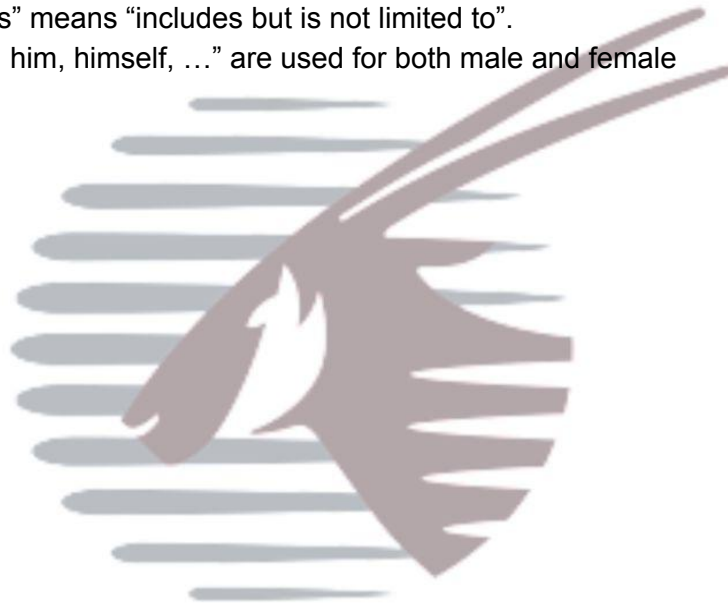
# OM-Section A | *General/Basic*



## OM-S.A-P1 - Terms & Definitions

The meanings of words are as follows:

- “Shall, must, has to, is to”, and verbs used in present indicative form such as “does, perform”, etc., are used in an imperative, compulsory, mandatory sense.
- “Should” is used in a sense of strong recommendation.
- “May, might” is used in a permissive sense to state the authority or permission to do the mentioned act.
- “Must not, may not or no crew member may” means that nobody is authorized or permitted to do the act.
- “Includes” means “includes but is not limited to”.
- “He, his, him, himself, ...” are used for both male and female



### Terms & Definitions Table

A To A Operations	Take-off and landing are made at the same place.
A To B Operations	Take-off and landing are made at different places.
Block-Off	The time when an aircraft is moving from its parking position for the purpose of taking off.
Block-On	The time after flight, when an aircraft comes to a stop in the parking position and all engines are shut down and at least one Door is open.
Block Time	The time between an aircraft first moving from its parking place for the purpose of taking off until it comes to rest on the designated parking position and all engines or propellers are stopped and at least one Door is open.
Duty	Any task that a pilot is required to carry out is associated with vQTR.
Duty Period	A period which starts when a pilot is required by the operator to report for duty and ends 30 minutes after block on the last flight. If the duty was not connected to a flight duty period, it ends after finalizing work for the operator.
Flight Duty Period (FDP)	A Flight Duty Period (FDP) is any time during which a person operates in an aircraft as a member of its crew. The FDP starts when the pilot is required by the operator to report for a flight or a series of flights; it finishes at the block-on of the last flight on which he/she is an operating pilot.
Local Day	A 24 hour period commencing at 00:00 local time.
Local Night	A period of 8 hours falling between 22:00 hours and 08:00 hours local time.
Night	The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate authority.
Reporting Time	Time at which the pilot starts the preparation of a flight or series of flights. Reporting time shall be at least one hour prior to the planned time of departure. All duties performed after reporting time and before flight are considered flight duty periods.
Unforeseen Circumstances	Circumstances of technical, meteorological or operational difficulties which become obvious after the crew has reported for a flight duty period, excluding reactional consequences of economic nature.



## OM-S.A-P2. Organisation and Responsibilities

- 2.1 Management team
- 2.2 Responsibilities and duties
- 2.3 Discord
- 2.4 First flight after signup
- 2.5 Minimum activity
- 2.6 Leave of Absence (LoA)
- 2.7 Whitelist

### 2.1 Management Team

The Management Team is responsible for maintaining day-to-day operations and assisting crew with administrative issues. A list of nominated Staff Teams is available in: Vamsys > Community > Team.

### 2.2 Responsibilities and duties

Senior Management	<p>The Senior Management consists of two (2) Members and cares about the core management of vQTR.</p> <ul style="list-style-type: none"> <li>● Recruitment decisions</li> <li>● Disciplinary reviews and penalties</li> <li>● HR issue action</li> </ul>
Management Board	<p>The management board consists of the Senior Management plus various vQTR staff.</p> <ul style="list-style-type: none"> <li>● Determination of the flight safety policy.</li> <li>● Allocation of responsibilities and duties and issuing instructions to individuals, sufficient for implementation of vQTR safety operation.</li> <li>● Recording and analysis of any deviations from vQTR standards and ensuring corrective action.</li> </ul>
<p>Accountable Manager</p> <p>Discord Callsign: <b>@VA Director</b></p>	<p>Director: Shaun Brown and Erick Harrison</p> <ul style="list-style-type: none"> <li>● Responsible for the overall management of the company.</li> <li>● Is responsible to define and maintain a company standard, culture, philosophy and safety.</li> <li>● Ensures/monitors/checks that each Management Board is fulfilling its duties and responsibilities, including in regards to</li> </ul>

	quality.
<p>Operation Manager</p> <p>Discord Callsign: <b>@Operations manager</b></p>	<p>Operation Manager</p> <ul style="list-style-type: none"> <li>• Ensures and is responsible that the operation is carried out according to the valid legal rules and regulations and observes changes, amendments and/or revisions.</li> <li>• Ensures and is responsible for the safe operation of aeroplanes.</li> <li>• Manages, supports and is in charge of the pilots as supervisor and is responsible for their standard of performance.</li> <li>• Supervises and ensures that crewmembers apply procedures, performance and flight safety standards in accordance with the OM. In case of ineffectiveness and/or non-compliance, he/she can take corrective action.</li> <li>• Informs the Senior Management about irregularities and occurrences of personnel and operative matters.</li> <li>• PIREP management and review.</li> </ul>
<p>Area Flight Manager</p> <p>Discord Callsign: <b>@Route Managers</b></p>	<p>Area Flight Manager</p> <ul style="list-style-type: none"> <li>• Ensures and is responsible that the operation is carried out according to the valid legal rules and regulations and observes changes, amendments and/or revisions.</li> <li>• Manages, supports and is in charge of the pilots as supervisor and is responsible for their standard of performance in the region.</li> <li>• Supervises and ensures that crewmembers apply procedures, performance and flight safety standards in accordance with the OM. In case of ineffectiveness and/or non-compliance, he/she can take corrective action.</li> <li>• Development and implementation of standard operating procedures for the region responsible.</li> <li>• Informs the Operation Manager about irregularities and occurrences of personnel and operative matters.</li> <li>• Is responsible for establishing and maintaining the flight safety programme for the region.</li> <li>• To achieve and maintain risk awareness of all operations.</li> </ul>
<p>Flight Safety Review Team</p>	<p>The Flight Safety Review Team is a high level committee that considers strategic safety functions. It is chaired by the accountable manager and is composed of the Senior Management and Management Board.</p>
<p>vQTR Members</p>	<ul style="list-style-type: none"> <li>• Keeps his records up to date.</li> <li>• Maintains the minimum activity.</li> <li>• Your name and date of birth within your vAMSYS profile must reflect your real identity.</li> <li>• Minimum Age of 13+.</li> </ul>

	<ul style="list-style-type: none"> <li>Resources and information obtained through vQTR are not to be disclosed to any person who is not a member of vQTR without the expressed written approval by vQTR Senior Management. By reading this, <b>You acknowledge and agree</b> that you shall not provide this information to anyone else outside of the vQTR community/group.</li> </ul>
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### **3.3 Discord**

The vQTR Discord Server is our main point of contact for all members of the organisation and being a member of Discord is a must. All members are encouraged to visit our Discord regularly and to participate in exchanges which will enhance the membership in general.

### **2.4 First flight after signup**

At vQTR we ask all new pilots to file 1 PIREP, which has status of 'Complete' or 'Accepted', within 14 days of registration. Failure to do so, will result in account removal.

### **2.5 Minimum activity**

We like to see at least one (1) flight within a calendar month. This minimum activity requirement can be waived with either a LoA or being Whitelisted.

### **2.6 Leave of Absence (LoA)**

We do accept Leave of Absences. All members are entitled to request a leave, except within their first three (3) months. LoAs need to be requested BEFOREHAND, once the inactivity warning is issued, it's too late to request a LoA after that.

A LoA must be submitted at least three (3) days before the end of the month.

**If you have been seen carrying out activities for other VAs/VATSIM/IVAO during an active LoA, your active LoA will be voided.**

### **2.7 Whitelist**

Your minimum activity can be waived for:

- Staff members.
- Captains rank and above.
- Entitled members based on other facts.
- At Higher Management discretion.

## **OM-S.A-P3. Operational Control and Supervision**

The procedures and processes within this chapter are defined and referenced to ensure standardisation, monitoring and supervision of every flight operation. These standards must be followed and implemented to ensure that not only each flight, but ensuing operations can be consistently and safely carried out. Where routine procedures fail, the traceability of all aspects of a flight operation must be ensured, as described in this and the above mentioned chapters, in order for corrective actions to be made and prevent any similar re-occurrence.

- 3.1 Flight Preparation
- 3.2 Closed Airspaces
- 3.3 PIREP Points
- 3.4 Diversions / Emergencies
- 3.5 Simulation rate, Pausing & Slewing
- 3.6 Speeds, Weight & Balance and Fuel Counter
- 3.7 Weight Configuration
- 3.8 Operations Specifications
- 3.9 Alternate Airports
- 3.10 PIREP Appeal
- 3.11 Date and time settings

### **3.1 Flight Preparation**

vQTR Members are encouraged to use either PFPX or SimBrief. You, as acting commander, are ultimately responsible for your OFP and the adherence to routing, airspace, fuelling, tankering, minimum fuel quantities, duty times, etc.

### **3.2 Closed Airspaces**

vQTR Members are required to avoid airspaces closed by NOTAM due to security issues. We try our best to update the company routes as often as possible. PIREPS with flights through closed airspaces are subject to review by the Operation Manager.

### **3.3 PIREP-Points**

For a detailed list of PIREP Points, see Vamsys > Documents > Points.

### **3.4 Diversions / Emergencies**

We do allow Diversions and Emergencies as a general rule but we do expect a valid PIREP comment. If you submit a PIREP without explanation, the flight will be invalidated. If you encounter issues, you can call **@OPS Manager** in Discord and/or make a PIREP Comment.

### **3.5 Simulation Rate, Pausing & Slewing**

If you decide to book a 12h flight, you must do a 12h flight. If you don't have the time for that, please choose another one. Pausing we don't accept either. If you accidentally hit the pause button, we don't take action. Everything in excess will result in an invalidation. Same applies for slewing in the simulator.

### **3.6 Speeds, Weight & Balance and Fuel Counter**

As commander it's your job to observe the limitations of the aircraft. This starts with a proper flight plan and self-briefing. We will look into all deviations and decide accordingly. We also would like to point out that we strictly won't accept any form of cheating, manipulations or any form of unnecessary emergency functions. Like for example: Inflight Re-/De-fuelling, Fuel Dumping (*unless it's a reported emergency*), unnecessary holdings to get below maximum landing weight, etc. - Those things went wrong at the planning stage.

### **3.7 Weight Configuration**

We're a KGS company, you are required to set your Vamsys to KGS.

### **3.8 Operations Specifications**

- Scheduled = All regular flights in our Schedule.
- Non-scheduled = Special flights, Charters Flight or Special Cargo Flight. May require management approval.
- Maintenance/Ferry Flights = Maintenance and/or Ferry flights need management approval. Maintenance Flights will be announced in Discord.
- Other types of flights will be announced in Discord.

### **3.9 Alternate Airports**

Recommended airports to use are those served by vQTR as a destination/alternate. For most regular airports, you'll find on the dispatch page a list of authorized alternates.

In case of Emergency, you may use any adequate airport. When diverting, a PIREP comment MUST be required.

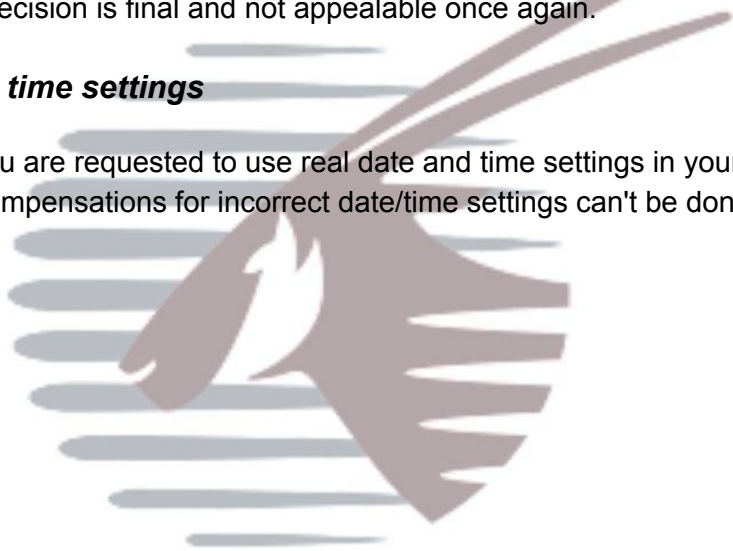
### **3.10 PIREP Appeal**

If you do not agree with a rejected or invalidated PIREP, you can file an appeal.

PIREPS with a PIREP Appeal will be checked with all members of the management and a joint decision will be made. You will be notified within two (2) weeks which is the outcome. The decision is final and not appealable once again.

### **3.11 Date and time settings**

For all flights you are requested to use real date and time settings in your simulator. Any manual point compensations for incorrect date/time settings can't be done.



## OM-S.A-P4. Safety & Quality Management System

- 4.1 Corporate Responsibility
- 4.2 Ops-Team/Calls
- 4.3 Notifying & Reporting | PIREP Comments
- 4.4 Safety Report
- 4.5 Relevant External Standards

### 4.1 Corporate Responsibility

For vQTR, Corporate Social Responsibility (CSR) means pursuing socially and environmentally responsible conduct that is conducive to sustainable development. This includes a respectful interaction with our management and members.

### 4.2 Ops-Team/Calls

Within Discord you can create an **@OPS Manager** call by contacting the Operation Manager.

This shall be used for any operational questions related to your flight. To call Operations, send the following message: **@OPS Manager** <Your message>

eg.: **@OPS Manager** Destination airport request gate number.

### 4.3 Notifying & Reporting | PIREP Comments

For the following incidents/cases/occurrences, a PIREP Comment is **mandatory**.

If you experience something special which is not covered in the following list, you may also add a PIREP-Comment.

- Collisions with other objects or terrain. (incl. TCAS Resolution Advisories)
- Aborted Takeoffs, Go-Arounds, use of incorrect or closed airports or runways.
- Runway incursions. *(if online, please let us know if it is under ATC or not)*
- Runway excursions.
- Arriving below minimas fuel.
- Temporary or permanent loss of controls.
- Events leading into an emergency situation.
- Exceeding structural limits.
- Navigational errors.
- Airplane malfunctions.
- Non standard flap settings.

#### **4.4 Safety Report**

Pilot incharge should file a Safety Report for any major deviation of non standard operation.

Safety Reports will be checked by the Safety Review Team and *might* have an influence on your PIREP.

#### **4.5 Relevant External Standards**

The following are more restrictive in the event of a conflict with the vQTR Operations Manuals and documents:

- IVAO/Vatsim/Poscon and others Rules & Regulations
- EU-OPS / EASA Regulations





## **OM-S.A-P5. Crew Composition**

- 5.1 Crew Composition
- 5.2 Flight crew incapacitation
- 5.3 Designation of the Pilot in Command
- 5.4 Operation of more types
- 5.5 Minimum activity

### **5.1 Crew Composition**

All our flights are operated with a single pilot.

### **5.2 Flight crew incapacitation**

N/A

### **5.3 Designation of the Pilot in Command**

In our single pilot operation, the pilot is the Pilot in Command.

### **5.4 Operation of more types**

There are no restrictions to our pilots engaged in the operations within vQTR aircrafts fleet.

### **5.5 Minimum activity**

The pilot must assure that he has carried out at least 1 flight within one (1) calendar month. He must not accept the flight assignment if it's foreseeable that he will exceed the flight and duty time limitation.

## **OM-S.A-P6. Qualification Requirements**

### 7.1 General instructions for the career

- 6.1.1 General
- 6.1.2 Career

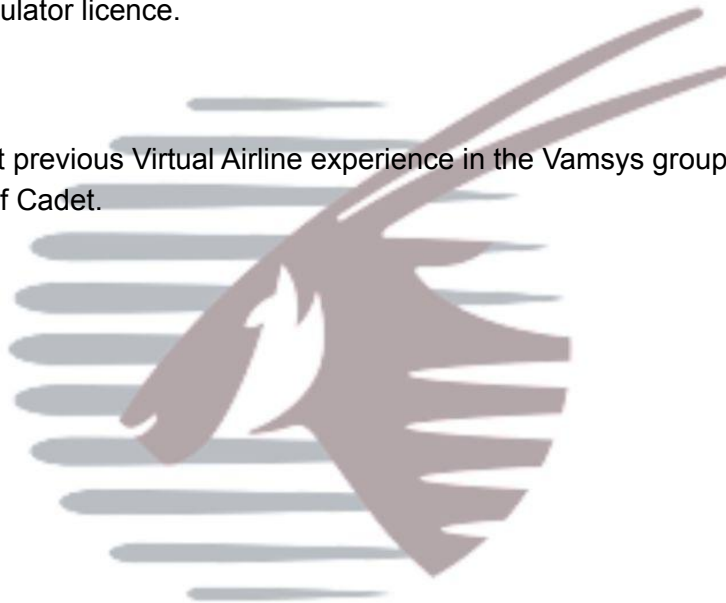
### **6.1 General instructions for the career**

#### **6.1.1 General**

vQTR does not require any particular qualification other than a minimum age and legal holding of a simulator licence.

#### **6.1.2 Career**

All pilots without previous Virtual Airline experience in the Vamsys group are assigned the initial rank of Cadet.



## OM-S.A-P7. Communication Platforms

vQTR offers various platforms for our members to communicate.

### 7.1 Facebook Group

We have a Facebook Group, which is available for Members only.

### 7.2 Forum

No Forum at the moment. Just Discord.

### 7.3 Discord

#### 7.3.1 Do I need it?

Being a member in our Discord is a **MUST**. This is where all info is passed.

#### 7.3.2 How to get access?

If you're logged in on vAMSYS, you'll find the Discord Widget on the right hand side, you can click there to access Discord.

Discord works in your Browser, Desktop Application and App for Android/iPhone all for free.

#### 7.3.3 What is in there?

We share our company information and Notams, we have fun, we discuss things, we organise our events, etc.

**Discord is our primary source for updates, information, notams, etc**

#### 7.3.4 Discord Roles

There are a few user groups we use in Discord:

- Cadet: Basically everyone who is new to vQTR.

You can see the rest of roles in base on rack from Vamsys > Documents > Ranks

- VA-Directors: High Rank Management Team.

**All Group changes are done manually. Please allow us a day to update your roles, if it takes longer please contact us in Discord.**

#### **7.4 Netiquette / Social Media**

It's fine to show abnormalities BUT we don't wish to see our planes sitting on the nose, resting on engines, or any other stuff that could lead into misleading, misguiding situations and leaving room for misinterpretations/speculations. You are also requested to refrain from posting such pictures on our Facebook Group and Discord for the same obvious reasons. We also do not like discussions/speculations related to real incidents, except the discussion has been initiated by VA-Directors.



# OM-Section A | Appendix



## Appendix 1: No-Fly-Zones

### A1.1 Revisions

Revision	Date Effective	Change	Trigger
1	20 OCT 2021	First issue	Accountable Manager

### A1.1 No-Fly-Zones

Following airspaces are considered as No-Fly-Zones. By deviating from approved company routes, it is your responsibility to avoid those FIRs.

Failing to do so will invalidate your PIREP.

Country	FIRs
North Korea	ZKKP
Ukraine	UKDV, UKFV
Syria	OSTT
Libya	HLLL
Israel	LLLL
Yemen	OYSC
Afghanistan	OAKB-OAKN-OAMS-OARH
Belarus	UMMV

## Appendix 2: Fuel Planning

### A2.1. Preface

Based on an internal discussion, we came up with this appendix to look a bit deeper into fuel planning - As we try to operate as realistic as possible.

In this section, we show the company fuel planning policy. Due to the sensitivity of data, we won't show the real Qatar Airways values or data behind - But we made it as generic and close as possible.

### A2.2. Revisions

Revision	Date Effective	Change	Trigger
1	20 OCT 2021	First issue	Accountable Manager

## **A2.2.0 Fuel**

### ***A2.2.1. Minimum company landing fuel***

For all flights, make sure your minimum landing fuel is not below the following values. Please leave a PIREP comment if you are below company policy.

With the minimum landing fuel, there is also a "Minimum Ramp Fuel" - This is a value, which defines the minimum amount of fuel which is required. Even if your flight planner says "5t" is enough, it might still be below the minimum dispatch - In which case, the release fuel needs to be corrected to match the minimum dispatch fuel. The following table shows the minimum dispatch fuel for our aircraft.

<b>Type</b>	<b>Minimum Ramp Fuel</b>	<b>Minimum Landing Fuel</b>	<b>Remarks</b>
A320/A321	n/a	1.5t	
A330/A350	n/a	1.5t	
A380	n/a	2.0t	
B748F	n/a	10.0t	
B77W/B77L	n/a	3.0t	
B77F	n/a	2.0t	
B788/B789	n/a	3.0t	

### ***A2.2.2. Tankering***

Tankering Ops are not simulated at this time. Tankering shall not be performed, except requested for a specific flight by the Flight Operation Center.

### ***A2.2.3. Redispatch***

Within vQTR we do not operate flights which require redispatch.

## **AP2-Example - PFPX**

We can't really give advice on this at this stage, we may review in future.

## **AP2-Example - SimBrief**

We can't really give advice on this at this stage, we may review in future.



## Appendix 3: Fleet List

### *AP3-P1. Revisions*

Revision	Date Effective	Change	Trigger
1.00	20 OCT 2021	First issue	Accountable Manager

### *A3.1 Fleet of vQTR*

The fleet list will be updated soon.

## Appendix 4: PIREP Handling

### AP4-P1. Revisions

Revision	Date Effective	Change	Trigger
1.00	20 OCT 2021	First issue	Accountable Manager

### AP4-1. PIREP-Points

#### Bonus points awarded

See standard PIREP points manual from Vamsys > Documents > Points.

Along with standard points, you will earn bonus points as per below category:

Category	Item	Points	Remarks
Fuel Saving	Step Climbs	+20	Saving by using a step climb flight.
Online Flight	RMK/vamsys.io/register/vqtr	+20	If you are proud to be part of our family, please add to your remarks.
Discord	Active Member	+20	Regular activity in Discord. Just posting a screenshot of your flight is considered as an active member.
	Inactive Member	-10 to invalided	<ul style="list-style-type: none"> <li>• First PIREP receives a -10 point.</li> <li>• Subsequent PIREPS will be rejected.</li> </ul>

### AP4-2. Rejection/Invalidation Criteria

All major SOP violations like pausing, slewing, major deviations of structural limits, etc. will be invalidated.

For all other criteria, we are going ahead with a point based approach:

- If your total point count is below or equal to  $\leq 0$ , your PIREP will be **rejected**
- If your total point count is below or equal to  $\leq -50$ , your PIREP will be **invalidated**

# OM-B | *Aircraft operating matters*



## OM-B P1. Aircraft Operating

All pilots must ensure they have access to and have read the following:

- Appropriate check lists for the aircraft type they are operating.
- Aircraft Standard Operating Procedures.

Both of these documents are available in the relative supplier of airframe websites.

### 1.1 Autopilot Procedures

The aircraft should be flown manually as much as possible and for reasonably possible after takeoff, and then engage the autopilot until a suitable point on the final approach. In the event of an autopilot failure, the aircraft commander should land at the nearest suitable diversion airfield.

### 1.2 Sterile Cockpit

Sterile cockpit procedure should be used between **Pushback** to passing **FL100** or **FL180** whichever depends from airport to airport and is the responsibility of the pilot in command to decide during the **Take-off brief**.

Then from **Top of Descent** to a complete **Shutdown** at the gate or stand.

The crew **MUST** not engage in any other operation/conversation apart from duties required to safely fly the aircraft in these time periods.

### 1.3 Taxi Speed

It is recommended that you taxi between 5 to 25 knots of groundspeed. The lower speed should be used for turning  $\geq 61^\circ$  and in busy apron areas. The higher speed should be used where the pilot in command feels appropriate, particularly on straight taxiways free of other aircraft and vehicles.

When the aircraft needs to stop, the parking brake should be applied until the taxi is resumed.

Power should never be applied against the parking brake. Only against the foot-brakes, and then only as required to spool up engines prior to take-off and pilots shall take extreme care when applying thrust.

### 1.4 Step Climb

Step climbs are permitted, allowing the airframe to climb to a higher level to burn off less fuel. The captain should cruise at an appropriate higher flight level once the aircraft is able to climb.

If your maximum service flight level is less than your planned flight altitude then you **MUST** inform ATC that you require a lower cruising level.

### **1.5 Altimeter Setting**

The setting of the altimeters at the appropriate phase of the flight is a duty of both pilots in the cockpit for safe and accurate operation whilst flying. Altimeter settings are very important, not only to assess your height above the ground level and obstacles but also to ensure proper separation between you and other aircraft whilst in any phase of flight. Before take off all altimeters will be set to the local QNH/IN value which will mean the altimeter will show the local elevation of the aircraft at its current position.

After take-off the altimeters will remain at the local QNH/IN value until passing

#### **Transition**

**Altitude** at which point they will be set to the standard pressure setting of 1013mb or 29.92 inches depending on the location.

### **1.6 Air Holding Procedures**

Under no circumstances should aircraft hold unless it is required by air traffic control. If you are flying into uncontrolled airspace and require separation from other aircraft on the approach to an airfield.

For safety purposes such as reducing fuel load for landing in an emergency situation when your full planned route has not been completed.

It should not be used for the purpose of reducing fuel load in order to meet the maximum landing fuel permitted, meaning bad flight planning.

Holding can be used for the purpose of burning off additional fuel when the calculated landing weight is over the aircraft limits, following a flight with a significant tail wind, still bad flight planning. During aircraft holding a speed should be selected that indicates the minimum fuel

flow for the safety of the aircraft and passengers.

Fuel dumping is not a preferable option in primis as this will have an impact on the ambiente.

Consider dumping fuel only for immediate safety of aircraft and passengers.

*!! NOTE!! Pilots engaging in the above are likely to receive a communication from the management for wasting fuel and bad flight planning.*

### **1.7 Ground Holding Procedures**

Aircraft MUST hold as soon as possible in a safe manner when instructed to hold position.

You MUST hold position with the parking brake applied and taxi light off until further instruction has been given from the ATC.

### **1.8 Aircraft Lighting Policy**

Aircraft lights will be operated in accordance with the aircraft FCOM.

- **Navigation** is required to be **ON** all the time when the aircraft is powered up either by the APU or ground power unit.
- **Logo** lights are required to be **ON** during the local night time. During the local day time, it is the pilot's discretion.
- **Beacon** lights are required to be **ON** prior to pushback until  $N1 \leq 15$ .
- **Strobe** lights are required to be **ON** prior to entering or crossing the runway at the departing airport or destination one.
- **Taxi** lights are required to be **ON** prior to commencing a taxi either from gate/stand to runway or vice versa.
- **Turnoff** lights are required to be **ON** in conjunction with taxi lights. This policy applies unless the lights can cause a loss of visibility in clouds or in fog.
- **Wing Lights** are required to be **ON** for taxi and takeoff until passing **FL100** and in descent from passing **FL100** until reaching the gate/stand.
- **Landing lights** are required to be **ON** for takeoff until passing **FL100** or **FL180** and in descent from passing **FL100** or **FL180** until landing and vacated the runway. This policy applies unless the lights can cause a loss of visibility in clouds or in fog.

### **1.9 Takeoff Procedures**

The flight crew will comply with the published take off procedure for the aircraft type being flown.

When the taxiway entrance to the runway is at right angles, pilots should taxi straight onto the runway and turn 90 degrees to centralise on the runway centre line. This is instead of following a curve onto the runway.

No take-off will be rejected at a speed  $\geq V1$ . The flight crew will check that the wind at the time of take off does not exceed the cross and tail wind limits of the aircraft being flown. Once the rotation speed (**VR**) has been reached the aircraft will be rotated into the air. After this stage it is not acceptable to hold the aircraft on the ground and rotate later. The rolling takeoff procedure is recommended for setting takeoff thrust. It expedites takeoff and reduces the risk of FOD. We prefer a less than maximum takeoff thrust whenever performance limits and noise abatement procedures permit.

### **1.10 Noise Abatement Departure Procedures**

Flight crews have the option to carry out Noise Abatement Departure procedures on take-off. At some airports this will be mandatory. This section details how to perform a noise

abatement procedure take off.

The following regulations should be applied:

- An engine failure must not have occurred before the procedure was started.

The procedures will not be used in the following conditions:

- Runway contamination (*snow, slush, ice*).

- Cross wind component is greater than 15kts.
- A tailwind component greater than 5kts.
- Wind shear has been forecast or is apparent.
- Thunderstorms will affect the departure.

### **1.11 Climb Procedures**

The company uses a standard four segment departure procedure to take the aircraft from

the lift of point to a minimum of **1000ft** from the ground.

If an engine failure occurs at any time during the departure procedures, maximum thrust on all engines should be applied.

The use of maximum thrust should not be exceeded for more than 10 minutes.

ATTENTION: Typically we are operating from an airfield with QNH set which will give us an AMSL indication on your altimeter. Therefore to meet the criteria of being **1000** AGL you must factor in the airport elevation to know what the indicated altitude will be at 1000ft AGL.

Passing the transition altitude, pilots must set the altimeter to the standard pressure of 1013Mb (29.92 in/hg). From this point on the aircraft will be operating as "**Flight Levels**". On descent the altimeters should be set to the local QNH value when descending below the transition level. The altimeter should be set to the local airfield QNH for landing.

### **1.12 Descent Procedures**

The use of spoilers should be avoided where possible to increase fuel efficiency. It is far better to decelerate the aircraft before Top of Descent to then descend at the correct speed rather than attempt to decelerate and descend. The pilot flying should keep the aircraft in the clean configuration for as long as possible to aid fuel efficiency.

This should be considered:

- Deceleration on schedule with air traffic control instructions or approach profile for the airfield.
- Flap extension on schedule.
- Landing gear extension on schedule.

High rates of descent (*possibly to recapture the glide slope*) should be avoided on the final approach. Especially the use of spoilers.



### 1.13 Approach Procedures

This section outlines approach procedures the company advises pilots to use when landing their aircraft. Recommendation – These limits are recommendations that set allowed approach limits based on pilot experience.

At vQTR we are allowing the following types of approaches:

- Non-precision approach: An approach conducted without precision landing aids. Typically, there is no glide slope, so visibility of the runway is required by a certain height to ensure a safe landing.

Examples includes

- Visual Approach
- VOR Approach
- NDB Approach

- Precision approach: An approach made with landing aids that guide the aircraft in both dimensions (*vertical & lateral*) and flight path to the touch down point.

Examples include:

- ILS Approach

- Circling approach: An approach made initially using precision approach aids. The approach is then broken off at an appropriate point and a visual circling manoeuvre is conducted to position the aircraft for landing.

Flight crew MUST decide on the type of approach they wish to perform for an airport. If the conditions are below VMC then a precision approach should be used.

### 1.14 Landing Procedures

It is preferable to make a firm but positive arrival rather than hold the aircraft for a smooth landing. You should aim to land in the touchdown zone to leave adequate room available for deceleration.

It is acceptable to perform an autoland where required, typically in conditions of low visibility. However, the aerodrome must agree to provide you with CAT 1, 2 or 3 autoland procedures.

### 1.15 Contaminated Runway Procedures

When landing on contaminated runways, the pilot should make a firm landing. This will ensure that tyres of the aircraft break through the layer of contamination and engage the runway before braking action commences. Care should be taken when using high speed runway exits on contaminated runways. The pilot flying should ensure that the speed has been reduced enough so that the aircraft can turn off the runway at high speed without risk of skidding.

### 1.16 Use of Auto Brakes

The auto brake will be set to RTO (*Rejected Take Off*) for all take-offs. The auto-brakes were fitted and will be used at **ALL** times for the purposes of arresting speed during the landing roll. The auto brake will be turned off by the pilot flying when it is felt the deceleration has been sufficient.

Reverse thrust idle should be used for all normal landing decelerations (*just one press F2 in to engage from thrust idle*).

Note: It is the pilot in command discretion of thrust reverse above idle is deemed necessary and no pilots will receive penalties for making a safe landing using full reverse thrust.

We recommend that reverse idle is used where possible to reduce engine wear.

Wheel brakes are cheaper to replace than engines!

Spoilers should be armed for **ALL** landings to automatically deploy at the moment of touch down. Both spoilers and flaps will be left deployed in landing positions until the speed on the landing roll has reduced sufficiently so that the aircraft can be stopped with wheel brakes only. This is because the spoilers and flaps create more drag to help decelerate the aircraft safely.

### 1.17 Emergency Procedures

All emergency procedures are to be carried out by the appropriate, type specific, abnormal procedures aircraft checklist.

# OM-C | *Route and aerocraft*



## OM-C P1. Route Operating

All pilots must ensure they have access to and have read the following information.

### 1.1 Aircraft

Aircraft should only be operating into suitable aerodromes as detailed below:

- The runway length is long enough to safely accommodate the aircraft.
- The runway is constructed from a hard tarmac or concrete surface and is not grass, gravel, sand or any other unpaved or unmade runway.

### 1.2 Airport Knowledge

Before conducting revenue generating flights to an unknown airfield the pilot should study airfield charts to familiarise themselves with the following:

- Minimum descent altitudes.
- Available runways, ensuring that the length is sufficient to operate from or into the airfield.
- Available navigation aid.
- Airfield ground movement layouts.
- Available services such as ATIS, Clearance etc.
- Speed and altitude profiles.
- Radio failure procedures.

The flight crew should also check the AIP for the state where the intended airfields of operation are based. From the AIP it is possible to get information about the airports, for example runway length. This information should have been located in the AIP and available for reference before and during operations.

### 1.3 Airport Notams

Airfield NOTAMS should be checked before commencing a flight to the designated airfield in order to:

- Be aware of any operational restrictions such as runway closures that may affect the flight.
- Be aware of operational restrictions to taxiways in particular high-speed exits.
- Be aware of any temporary restrictions to emergency equipment that may affect the total number of passengers that can be transported into the airfield.
- Be aware of any limitations in airfield services such as follow me vehicles, refuelling, customs and immigration controls, de-icing services etc.

### **1.4 Online Flight**

In the event the flight is to be conducted on VATSIM, IVAO or another online service provider, the flight plan should be entered into the appropriate form and will then file your operational flight plan.

### **1.5 ATC Operation**

The pilot, when requested to provide a position report, will do so when it is over or as soon as possible after passing the nominated reporting point. The pilot, when requested to provide a “time over position”, will inform the Air Traffic Service Unit when the time supplied is in error by more than three (3) minutes and communicate the recalculated estimated time.

When a position report is required, the position report should include as a minimum the time and level of passing the reporting point.

### **1.6 Transatlantic Operations**

The transatlantic operations procedures that vQTR airline adopts when performing oceanic operations are as follows.

Prior to crossing, the following will be decided:

- North Atlantic Track to be flown, including entry and exit points.
- Suitable and adequate aerodromes for diversion taking into account ETOPS regulations.
- Cruising level and Mach number taking into account RVSM levels.
- The weather conditions including details of significant weather, head/tail winds including jet streams will be researched by the flight crew.
- Your planned Mach speed and altitude will be maintained on any transatlantic crossing unless ATC have been advised and have approved a change in Mach number or altitude.
- An Atlantic crossing will use the specified RVSM flight levels.

### **1.7 ETOPS Procedures**

ETOPS (*Extended-range Twin-engine Operating Performance Standards*) procedures are to be used on long haul services in the event that an engine fails. Routes should be planned so

that if an engine was to fail during the flight, the aircraft can land within the specified distances and times that are determined by the aircraft’s performance class.

The maximum speed that can be maintained with only one operational engine must be decided by the operator.

Performance Class A aeroplanes with passenger seating of **20** or more or a Maximum Take-off weight of **45,360kgs** or more do not fly further than **60 minutes** at the one-engine out speed from a suitable aerodrome.

Other performance A aircraft should not fly more than **180 minutes** from an adequate aerodrome. This figure is known as the Threshold Time. An aircraft with an ETOPS 180 threshold time can fly a route that takes at all times a maximum of 180 minutes from a suitable and adequate diversion airfield. It may be that the optimum route for a given aircraft type does not take it within the threshold time. In this case the route must be adjusted. The threshold time is always based on the one engine inoperative cruise speed for the aircraft type.

### **1.8 Company Aircraft**

Flight crew should be aware of the ETOPS threshold times of the company aircraft.

### **1.9 Oceanic Clearance**

The pilot should attempt to obtain Oceanic clearance at least **40 minutes** before reaching the oceanic entry point. If the aircraft is unable to meet RVSM or MNPS due to an equipment failure, the pilot should inform the OCA.

All flights should have an appointed destination diversion airport in case it is not possible to land at the planned destination aerodrome

If during the conduct of a flight, engine failure(s) occur which reduce the number of available engines to 50% or less of the total engines available, a diversion should be made to a suitable diversion airfield.

When the aircraft is operating a considerable distance from a diversion airfield the flight crew should plan in advance the available diversion airfields before commencement of the flight. This should include planning of maximum distances from navigation points on the flight plan.

For non-transatlantic routes, a diversion airfield need not be specified but the pilot in command should have in mind at all points along the route where the aircraft could divert to if required.

The selection of a diversion airfield should be:

- Of a suitable length to safely accommodate the aircraft.
- Have the availability of suitable emergency equipment in order to deal with any emergencies that occur.
- Airfield is part of the company network.

It is a legal requirement that the commander of a jet-powered aircraft carries a Final Reserve fuel of minimum **30 minutes** holding fuel calculated at 1500ft in standard conditions.



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