

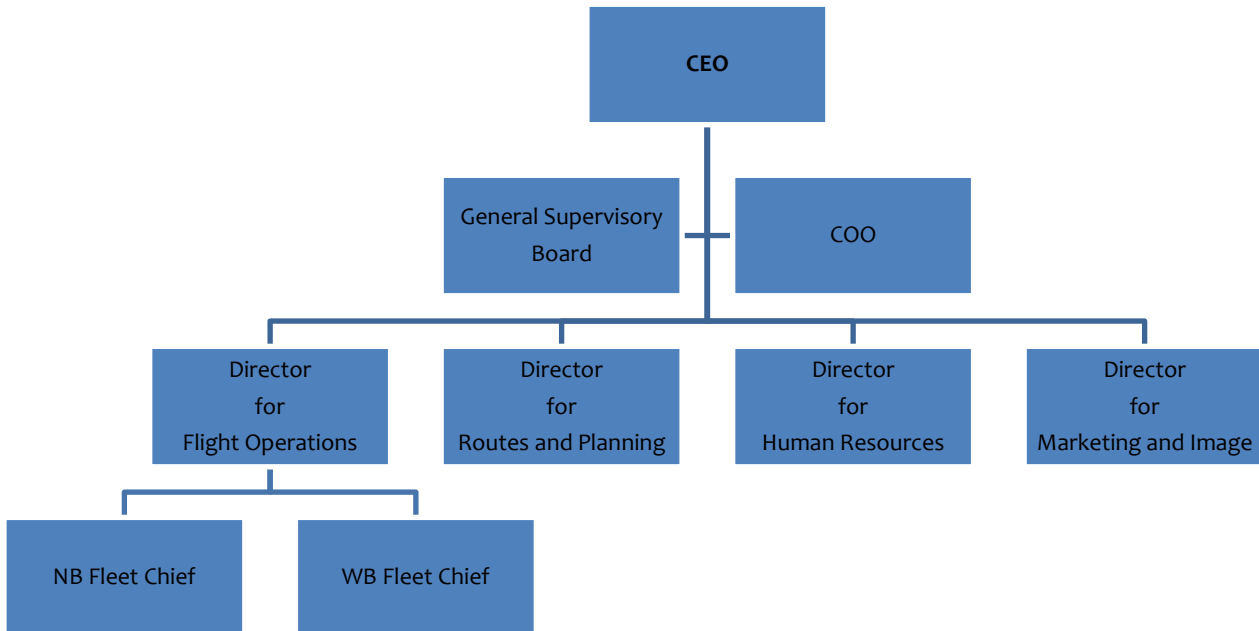


AIRLINE OPERATIONS HANDBOOK

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## I. VIRTUAL AIRLINE STRUCTURE



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## II. THE AIRLINE OPERATIONS HANDBOOK

European Airways Group is a frontend designator for the Trans European Airways, Virtual Airline Group (VAG). This document was created to inform Pilots and Staff about how we operate.

The Airline Operations Handbook is created and maintained by the staff team. Any questions regarding information provided in this document should be emailed to [staff@flyeag.com](mailto:staff@flyeag.com).

## III. ABOUT EUROPEAN AIRWAYS GROUP, VIRTUAL AIRLINE

Trans European Airways, VAG was founded by current CEO Joao M Pereira, based on Microsoft Flight Simulator, X-Plane Simulator and Prepar3D, in January 2012, born of an idea of making a Virtual Airline based in Lisbon, exclusively Airbus equipped, professionally built, Project Magenta® compatible, with a large spectrum of routes, primarily having the European continent as a goal, but with a broad range of destinations connecting Lisbon to the five continents, in an historical line with the Portuguese History, where Portugal was once the center of the World, with the Discoveries during the 15th and 16th centuries.

Trans European Airways, VAG is a tribute to the real Airline (original IATA code HE), founded by Georges Gutelman in 1971, ceasing operations in September 1991: along

with the perfect adaptability of the designation “Trans European” to the routes and destinations goal intended for this Virtual Airline, this real airline had the symbolic relevance of becoming the first airline to order an Airbus.

This Virtual Airline has, in no way however, the goal of reproducing its operations.

At present date, there are more than 450 airports in the five continents where the European Airways Group flies to. Each one has a downloadable chart, and every scheduled flight has a tested flight plan pilots can access, download and insert at any FMC (Project Magenta MCDU specific flight plans are available for pilots), expanding the comfort and realism of virtual flying.

As an integrated part of Trans European Airways, its **Executive Division** replicates the operations of a corporate jet premium service, with its own luxury fleet, in permanent evolution adapted to its particular market, providing virtual pilots with almost endless routes possibilities.

In this same way, its **Air Cargo Division** replicates an exclusive Freighter service, with its own fleet and schedules created automatically, providing pilots with new and random routes, specifically designed for air cargo operations.

Following the need to evolve and adapt, Trans European Airways has grown bigger and became Trans European Airways, VAG (Virtual Airline Group) in 2017, holding **Trans European Med Ex** (standing for Mediterranean Express), a subsidiary based on the North of Africa.

Dedicated to the regional routes of the Mediterranean market, it replicates the operations of a medium haul express airline, based at DAAG, low-cost driven, and with routes serving mainly the south of Europe and the North of Africa.

In the end of 2021, the Group was enriched with **Trans European City Express**, a subsidiary airline based in Brussels, working as a regional and commuter airline in Central Europe, this way expanding connections for the hubs of Lisbon, Porto and Algiers, on an integrated network.

In May 2023, the Group was profoundly restructured, a new Website, Crew Management System, Pilot Assessment Structure were created. Fleet availability and software compatibility was revised and upgraded, and a new Android App was published, all within a new image and more clean and updated image branding.

## IV. PILOT REQUIREMENTS

### 1. Application Requirements

1.1 European Airways Group, VAG requires the following when applying to become a Pilot:

- Must be at least 14 years old
- Real Name, First and Last must be provided
- Have a valid active E-mail Address at all times

- Have downloaded, read and accepted the Airline Operations Handbook rules;
- A valid VATSIM or IVAO ID is not mandatory.

## **1.2 Real Airline Pilots**

In case the candidate makes regular proof of being a real airline pilot, CEO determines his nomination at the maximum rank for the pilot's given aircraft certification.

## **1.3 Transfer Hours**

**1.3.1** European Airways Group, VAG will recognize the curriculum of other flight simulator pilots and will transfer hours (but not the number of flight cycles) from another VA (limited to 89 hours). If a candidate submit more than 89 hours, all the hours will be credited in its account, but only 89 will be relevant for rank positioning purposes.

**1.3.2** For this to happen, the candidate must make reference, in the application form, to:

- pilot ID at the previous VA;
- a verifiable and accessible VA URL for transfer hours;
- the reference to the number of hours performed at that VA.

**1.3.3** Flight Hours from more than one VA may be accepted.

## **1.4 Truthful application**

Pilots who are found to be untruthful will have their application rejected and will if necessary be reported to the VATSIM or IVAO Networks.

## **2. Other requirements**

In order to remain active with European Airways Group, VAG pilots must keep their email contacts always updated. If an e-mail is returned due to being "undeliverable" one more attempt will be made immediately. If the e-mail is returned again, a third attempt will be made after 16 days and the pilot will have 14 days to respond. If there is no response the Pilot will be removed from the roster.

## **V. FLIGHT REQUIREMENTS AND PROCEDURES**

### **1. Flight Simulation Software**

**1.1** Pilots must own a legal copy of Microsoft Flight Simulator 2020, X-Plane Flight Simulator or a Prepar3D Simulator License.

**1.2** Pilots must download and use the Pilot Client Software to log their flights;

**1.3** Pilots are encouraged to read the Airline Operations Handbook, previously to their first flight. The Handbook will be available for download at the Crew section of the company's website.

**1.4** Pilots are encouraged to use the Company's Android App, available for free at Google Play store and Amazon Apps Store.

### **2. Account Activation and The First Flight with European Airways Group, VAG**

**2.1** Pilot accounts are activated by the staff following a pilot registration request.

**2.2** New Pilots must file their first PIREP within 30 days of their application being accepted. If a Pilot fails to file their first PIREP within 30 days, he may be removed from the roster.

### **3. Flight Logging**

**3.1** Pilots may log their flights using the official company acars software only. No other software is accepted.

### **4. Use of Simulation Rate**

**4.1** Pilots may not exceed 1x Simulation Rate on any flight.

**4.2** Failure to do so determines a penalty.

### **5. Alternate Airports**

Landings at alternate airports is accepted if justification is presented by the pilot when sending the PiRep, using the “comments” field for that purpose.

### **6. Manual PiReps**

**6.1** Manual PiReps are not accepted at European Airways Group, VAG, unless under specific instruction to do so, casually, by the staff.

### **7. Scheduling a flight**

**7.1** Pilots may choose a flight from the Schedules database at the Crew Management System and may bid on that flight. The software will accept the flight if the pilot is certified for the aircraft associated to that route.

**7.2** The flight must depart from the pilot’s last location.

**7.3** Pilots may change their last location, by choosing a Jumpseat, at the company’s website.

**7.4** Pilots may ask the Flight Operations Director for a EAG Assigned Flight, which is done automatically at the Crew Management System and cannot be afterwards deleted by the pilot.

**7.5** Periodically, Flight Operations Department may issue a EAG Assigned Flight.

**7.6** If the pilot fails to fly the assigned flight within the 45 days period, a penalty may be applied to the pilot, and renewed periodically until the PiRep for the assigned flight is received.

**7.7** Alternatively to the Airline Schedules Database, pilots may fly Executive Division flights, according to their rank allowances.

**7.8** Pilots may also request Executive Division flights, according to §8 below.

**7.9** Pilots may fly Air Cargo flights, according to their rank allowances, and limited to the system automatic assignment.

### **8. Trans European Executive Division**

**8.1** European Airways Group, VAG holds *Trans European Executive Division*, as a subsidiary virtual airline company, maintained by EAG, under the ICAO code 3XE.

**8.2** The Executive Division has its dedicated corporate jet fleet, recognized by the “XD” prefix.

**8.3** Pilots are entitled to fly the Executive Division ACJ aircrafts, with the limitations of the Rank Allowance Structure, in accordance with the Title §VIII below.

**8.4** The Executive Division has autonomous schedules permanently available to pilots.

**8.5** Pilots are entitled to request an Executive Flight, choosing its aircraft, time and point of departure and arrival, flight level, route, and flight description.

**8.6** The request for an Executive Flight may be approved or rejected by the staff, according to operational reasons, as stated below on §8.7 and §8.8.

**8.7** The Executive Flight requested by the pilot must take into consideration the pilot's rank for the aircraft chosen, and the route operational feasibility (namely its validity, aircraft range and runways' length).

**8.8** The use of proper language in the several fields of the Executive Flight request is mandatory.

### **9. Trans European Med Ex Division**

**9.1** European Airways Group, VAG holds *Trans European Med Ex* as a subsidiary virtual airline company, maintained by EAG, under the ICAO code TEM.

**9.2** *Trans European Med Ex* is based at the European Airways Group's HUB: DAAG.

**9.3** *Trans European Med Ex* shares its fleet and board of pilots with the parent company European Airways.

**9.4** *Trans European Med Ex* has autonomous schedules, but equal assessment methods in which regards pilots' progression and career within the EAG.

**9.5** For the purpose of its operations, *Trans European Med Ex* may have aircrafts with its own dedicated livery.

**9.6** Pilots' recruitment is always done for the parent company EAG, but pilots may flight Med Ex exclusively if they want. However, in which regards the promotion for the higher ranks, a diversification of flight experience may be required.

### **10. Trans European AIR CARGO Division**

**10.1** European Airways Group, VAG holds *Trans European AIR CARGO* as a subsidiary virtual airline company, maintained by EAG, under the ICAO code TEC.

**10.2** *Trans European AIR CARGO* is based at the European Airways Group's HUB: LPPT.

**10.3** *Trans European AIR CARGO* owns its specific fleet, but shares its board of pilots with the parent company European Airways.

**10.4** *Trans European AIR CARGO* has autonomous schedules, but equal assessment methods in which regards pilots' progression and career within the EAG.

**10.5** For the purpose of its operations, *Trans European AIR CARGO* may have aircrafts with its own dedicated livery.

**10.6** Pilots' recruitment is always done for the parent company EAG, but pilots may flight AIR CARGO exclusively if they want. However, in which regards the promotion for the higher ranks, a diversification of flight experience may be required.

### **11. Trans European City Express**

**11.1** European Airways Group, VAG holds *European City Express* as a subsidiary virtual airline company, maintained by EAG, under the ICAO code TCE.

**11.2** *Trans European City Express* is based at the European Airways Group's HUB: EBBR.

**11.3** *Trans European City Express* shares its fleet and board of pilots with the parent company European Airways.

**11.4** *Trans European City Express* has autonomous schedules, but equal assessment methods in which regards pilots' progression and career within the EAG.

**11.5** For the purpose of its operations, *Trans European City Express* may have aircrafts with its own dedicated livery.

**11.6** Pilots' recruitment is always done for the parent company EAG, but pilots may flight City Express exclusively if they want. However, in which regards the promotion for the higher ranks, a diversification of flight experience may be required.

## 12. Online Flying

At any of the airlines that compose European Airways Group, VAG, pilots are not required to fly online using either the VATSIM or IVAO Networks.

## VI. PILOT CAREER

### 1. The Four Career Vectors

**1.1** At European Airways Group, VAG the Pilot Career is not just determined by flight hours. Instead, is a combination of Flight Hours, Flight Cycles, and Pilot Accumulated Performance, calculated by points denominated as vCash (v\$).

**1.2** By **Flight Hours** is considered: the hours logged by one of the authorized Pilot Client Softwares stated at chapter V, number §3, since the start of a flight until the engine shutdown.

**1.3** By **Flight Cycle** is considered: a takeoff and landing operation.

**1.4** By **vCash (v\$)** is considered the accumulated salary earned by the pilot per hour of flying, at the rate established by the company for his rank (see Ranks chapter below). Pilot also earns extra vCash by landing or taking off on selected difficult airports, performing exceptionally challenging flights (due to distance or difficult approach procedures, for example), by flight company assigned flights, random-type flights, or exceptional circumstances decided by the Company's Supervisory Board.

**1.5** **vCash (v\$)** may be used by the pilot to change his location and/or an aircraft availability at an airport different from the last pilot's arrival destination.

**1.6** **vCash (v\$)** may also be used by the company to select the most active pilots flying for official EAG events coordination, staff members recruitment, and promotion to specific ranks.

**1.7** The **Pilot Accumulated Performance** is calculated by applying an EAG proprietary formula that takes into consideration the errors and overall performance of a Pilot during flight, and deducts or adds vCash (v\$) accordingly. It takes into consideration evaluation parameters like the flight's score, the final approach and touchdown technical performance of the pilot, among other factors. The damage to the airplane is also logged and evaluated according to vectors that approach real life conditions, and that can be charged to the pilot in the case of pilot operating misuse.

**1.8** Flight Score is a value between 0% and 100%, which is automatically determined by the company software, taking into consideration the pilot skills and knowledge during a complete flight performed and logged with the company acars software "eagLE, standing for "european airways group Link Equipment".

**1.9** The **Pilot Accumulated Performance** is essential for the pilot's promotion and is represented as an accumulated value of vCash (v\$). That value is one of the required parameters to be considered for pilot promotion and its required amount varies according to pilot's rank (*cf.* Progression Requirements Table, chapter VIII, number §5.1 of the Airline Operations Handbook).

### 2. Pilot's Registered Access

**2.1** Pilots who register at the company website are granted access as registered members to the CMS (Crew Management System), after their registration request is evaluated by a member of the staff.



### **3. Pilots with PREMIUM REGISTERED ACCESS**

**3.1** The company website may provide a specific Section named “Career Pilot”, only available to pilots considered by the Staff Board as Premium Registered Users;

**3.2** The Career Pilot Section will be updated regularly and will provide pilots with premium content relevant to the pilot’s self-improvement and increasing knowledge about Airbus equipments, realistic flying and instrumental flight simulation software;

**3.3** The Staff Board periodically evaluates pilot’s performance and proposes to the CEO the upgrade to Premium Registered User;

**3.4** For a pilot to be upgraded to Premium Registered User, CEO must verify at least one of the 3 following conditions must be met:

**3.4.1** the pilot has a Log that demonstrates sufficient skills to be considered an experienced Airbus Virtual Pilot, or

**3.4.2** the analysis of consecutive company PiReps demonstrate relevant potential skills that are recognized as such by the Staff Board, or

**3.4.3** the pilot is a real world pilot.

**3.5** Only pilots that belong to the “Airline Transport Pilot Virtual Career” or “Airline Transport Captain Virtual Career” are eligible for Premium Registered Users upgrade.

### **4. Commercial Partnerships and Discounts for Pilots**

**4.1** Aiming to contribute to the development of pilot skills and to help pilot career progression, European Airways Group, VAG may maintain regular partnerships with specialized software and hardware developers, promoting periodic discounts, exclusive to registered pilots.

**4.2** These partnerships are available at the Pilot Store.

**4.3** For a pilot to benefit from these exclusive promotional discounts, at least 1 flight has to be registered in the pilot’s log within the previous 30 days.

**4.4** EAG has a merchandising store, aimed at expanding its brand and creating marketing added value, and it’s available to pilots and non-pilots through a dedicated link on the company’s website.

## **VII. EUROPEAN AIRWAYS GROUP, VAG FLEET**

**1.** European Airways Group, VAG is a full Airbus aircraft virtual airline.

**2.** At present date, the fleet is comprised by ACJ318-112, A319-111, A320-214, A321-211, ACJ330-200, A330-223, A330-243F, A340-312, A340-600HGW and A350-900 aircrafts, composing three distinct internal fleets, named Executive Fleet (XD), Narrow Body Fleet (NB) and Wide Body Fleet (WB), divided as follows:

## EUROPEAN AIRWAYS GROUP, VAG FLEET

### Narrow Body Fleet (NB)



Airbus ACJ318-112



Airbus A319-111

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Airbus A320-214



Airbus A321-211

### Wide Body Fleet (WB)



Airbus ACJ330-200



Airbus A330-243F



Airbus A330-223



Airbus A340-312



Airbus A340-600  
HGW



Airbus A350-900

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3. NB Fleet is normally used for Medium Haul and WB Fleet is normally used in Long Haul Flights. The difference between hauls is determined by the distance between departure and arriving airports' geographical coordinates.

4. According to company routing policies, NB fleet may also operate specific Long Haul routes.

5. XD Fleet is a premium corporate jet fleet, used exclusively by the Trans European Airways Executive Division, according to its independent operational routes.

6. The fleet of *Trans European Med Ex* is shared with the parent company Trans European Airways.

7. The fleet of Trans European AIR CARGO is autonomous.

## VIII. RANKS AND AIRCRAFT ALLOWANCES

### 1. Base Recruitment Policy

1.1 Recruitment at European Airways Group, VAG is always performed for NB Fleet pilots (never for WB pilots).




1.2 The Training and Professional Internship Periods may be dispensed by the CEO in the event the candidate proves he has a valid experience on another virtual airline.

## 2. Rank Structure

### 2.1 Rank Description and Access Board:

Rank Class	Rank Designation	Aircraft Certif.	Description	vPay (per hour)
<b>ADMISSION / TRAINING</b>				
	CANDIDATE	None	Used after the formal acceptance of the application form. It allows the pilot to submit to the theoretical exam.	0,00 v\$
	TRAINEE	None	Used after the approval on the theoretical exam. It allows the pilot to fly the Type Rating Flight.	0,00 v\$
	ADVANCED TRAINEE	A32F	Used after the approval on the Type Rating Flight. In this rank pilot must log 2 flight cycles with a score higher than 75%.	0,00 v\$
<b>PROFESSIONAL INTERNSHIP</b>				
	SECOND OFFICER	A32F	Used after the formal admission decision. In this rank pilot waits for vacancy at the Airline Transport Pilot's Career, which can only happen after pilot's account have gathered 45 v\$.	24,70 v\$
	MASTER SECOND OFFICER	A32F	Used after the formal admission decision. In this rank pilot waits for vacancy at the Airline Transport Pilot's Career, which can only happen after gathering 80 v\$. Used <u>only</u> if pilot succeeds at the Type Rating Flight with a score higher than 90%. Recognizing the pilot's special qualities, EAG CEO may decide the nomination in this rank, instead of "Second Officer". This decision implies the bonus credit of 55v\$ in pilot's account.	31,60 v\$
<b>AIRLINE TRANSPORT PILOT VIRTUAL CAREER</b>				
	NB JUNIOR FIRST OFFICER	A32F	It's the base for the Airline Transport Pilot's Career. Promotion determined by the Progression Requirements Table.	64,40 v\$
	NB FIRST OFFICER	A32F ACJ32F	Promotion determined by the Progression Requirements Table.	88,90 v\$
	NB FLEET FIRST OFFICER	A32F ACJ32F	Promotion determined by the Progression Requirements Table.	121,90 v\$

	WB SENIOR FIRST OFFICER	A32F ACJ32F A332 ACJ332	WB Type Rating + Promotion determined by the Progression Requirements Table.	140,70 V\$
	WB MASTER FIRST OFFICER	A32F ACJ32F A332 ACJ332 A343 A346	WB Type Rating + Promotion determined by the Progression Requirements Table.	193,70 V\$
	WB FLEET FIRST OFFICER	A32F ACJ32F A332 ACJ332 A343 A346 A359	WB Type Rating + Promotion determined by the Progression Requirements Table.	226,40 V\$
<b>AIRLINE TRANSPORT CAPTAIN VIRTUAL CAREER</b>				
	NB CAPTAIN	A32F ACJ32F	It's the base for the Airline Transport Captain Virtual Career. Promotion determined by the Progression Requirements Table.	244,70 V\$
	NB FLEET CAPTAIN	A32F ACJ32F	Promotion determined by the Progression Requirements Table.	267,80 V\$
	WB CAPTAIN	A32F ACJ32F A332 ACJ332 A343 A346 A359	WB Type Rating + Promotion determined by the Progression Requirements Table.	284,90 V\$
	WB FLEET CAPTAIN	A32F ACJ32F A332 ACJ332 A343 A346 A359	Promotion determined by the Progression Requirements Table.	299,40 V\$
	MAJOR CAPTAIN	A32F ACJ32F A332 ACJ332 A343 A346 A359	Promotion determined by the Progression Requirements Table.	316,10 V\$
	LIEUTENANT CAPTAIN	A32F ACJ32F A332 ACJ332 A343 A346	Promotion determined by the Progression Requirements Table.	342,20 V\$

	CHIEF CAPTAIN	A32F A 332 A3 43 A34 6 A359	Promotion determined by the Progression Requirements Table	388,70v\$
	AIRLINE CAPTAIN	A32F A 332 A3 43 A34 6 A359	Promotion determined by the Progression Requirements Table. It's the Airline's top rank.	399,30v\$
	SKY CAPTAIN	A32F A 332 A3 43 A34 6 A359	Honorific rank dependant of Supervisory Board Decision. Minimum requirements set by Progression Requirements Table	434,90v\$

### 3. Internal Exams (suspended)

**3.1** After the application form, the candidate may be asked to submit himself to a brief theoretical entrance exam and the A32F Type Rating.

**3.2** The pilots that wish to be promoted to the WB Fleet Ranks, must pass the A34x Type Rating.

**3.3** The pilots that wish to fly oceanic flights, must pass the Oceanic pilot certification.

**3.4.** The pilots that wish to fly to LPMA, LPPI, LPHR, LPSJ and LPFL airports, must previously pass the corresponding airport certification exam and the Oceanic pilot certification exam. For LOWI, LXGB and EGLC, airport certification is required.

**3.5** By determination of the General Supervisory Board, the Entrance Exam, as well as the Type Rating for A32F and A33x/34x Fleets, the Oceanic Pilot Certification and the LPMA, LPPI, LPHR, LPSJ, LPFL, LOWI, LXGB and EGLC Airports Certification are suspended until JUL2025.

### 4. Internal Progression Bonuses

**4.1** Some bonuses assume the form of vCash (v\$) attribution by the staff under exceptional circumstances and constitute an opportunity for a quicker promotion.

**4.2** Every time a pilot accomplishes a company award, he is offered a badge.

**4.3** European Airways Group, VAG is a non-profit entity. However, it has domain registry and website maintenance costs. Any donation amount (even 1 EUR) made by a pilot by using the website "donate button", **will be thanked by the company returning to the pilot an amount of vCash, at a ratio of 100x the donated amount, on the next performed flight.**

**4.4** Pilots whose accumulated performance is considered by the staff as valued may have their login upgraded in order to have access to the *Career Pilot Restricted Area*, at the company Crew Management System (CMS).

### 5. Progression Requirements Table

**5.1** At European Airways Group, VAG there is an hierarchy of the WB fleet over the NB Fleet. Therefore, rank promotions are submitted to the requirements of the EUROPEAN AIRWAYS GROUP OFFICIAL PROGRESSION REQUIREMENTS TABLE, as presented below:

## PROGRESSION REQUIREMENTS TABLE

<b>RANK</b>	<b>RANK THE PILOT CAN ASPIRE TO</b>	<b>REQUIREMENTS</b>
NB Junior First Officer	NB First Officer	035H + 610 v\$
NB First Officer	NB Fleet First Officer or WB Senior First Officer	070H + 1220 v\$  155H + 1755 v\$
NB Fleet First Officer	NB Captain or WB Master First Officer	100H + 2975 v\$  220H + 5170 v\$
NB Captain	NB Fleet Captain or WB Captain	150H + 7120 v\$  295H + 9570 v\$
NB Fleet Captain	WB Captain	295H + 10070 v\$
WB Senior First Officer	WB Master First Officer	220H + 12010 v\$
WB Master First Officer	WB Fleet First Officer	270H + 12260 v\$
WB Fleet First Officer	WB Captain	295H + 13480 v\$
WB Captain	WB Fleet Captain	500H + 15930 v\$
WB Fleet Captain	Major Captain	610H + 18840 v\$
Major Captain	Lieutenant Captain	750H + 22530 v\$
Lieutenant Captain	Chief Captain	1000H + 29150 v\$
Chief Captain	Airline Captain	1500H + 223500 v\$
Airline Captain	Sky Captain	2000H + 423150 v\$

H = FLIGHT HOURS  
v\$ = Virtual EAG Currency

**5.2** According to the table above, pilots with an actual rank of **NB First Officer**, **NB Fleet First Officer** and **NB Captain** must contact the company staff by email at [staff@flyeag.com](mailto:staff@flyeag.com), communicating the desired fleet rank they wish to be promoted to.

## IX. EUROPEAN AIRWAYS GROUP, VAG AWARDS POLICY

### 1. Awards Policy and Rules of Attribution

**1.1** Being open to all flight simulator pilots, European Airways Group, VAG philosophy is based on encouraging their pilot's search for professionalism. The company awards are one way of recognizing the efforts made by pilots to increase their knowledge about aircrafts and flying.

**1.2** The award attribution may be requested by the pilot, by contacting the company staff at [staff@flyeag.com](mailto:staff@flyeag.com) or granted by the staff directly.

1.3 The awards earned by the pilot are presented at the Pilot Center and the company may, in the future, publicize them at the website as a way of publicly valorise the pilot.

1.4 The rules of attribution are as follows:

AWARD RIBBON	AWARD OFFICIAL DESCRIPTION
	<b>European Airways Group, VAG PILOT</b> All pilots are granted this award upon admittance to EAG
	<b>Type Rating A32F</b> Awarded to pilots that succeeded on the A32F Type Rating
	<b>Type Rating A33x/A34x</b> Awarded to pilots that succeeded on the A33x/A34x Type Rating
	<b>50 Flight Cycles Logged</b> Awarded to pilots that complete 50 flight cycles
	<b>100 Flight Cycles Logged</b> Awarded to pilots that complete 100 flight cycles
	<b>200 Flight Cycles Logged</b> Awarded to pilots that complete 200 flight cycles
	<b>300 Flight Cycles Logged</b> Awarded to pilots that complete 300 flight cycles
	<b>400 Flight Cycles Logged</b> Awarded to pilots that complete 400 flight cycles
	<b>500 Flight Cycles Logged</b> Awarded to pilots that complete 500 flight cycles
	<b>700 Flight Cycles Logged</b> Awarded to pilots that complete 700 flight cycles
	<b>20.000 Miles Flown</b> Awarded to pilots that complete 20.000 miles
	<b>50.000 Miles Flown</b> Awarded to pilots that complete 50.000 miles
	<b>100.000 Miles Flown</b> Awarded to pilots that complete 100.000 miles
	<b>200.000 Miles Flown</b> Awarded to pilots that complete 200.000 miles
	<b>300.000 Miles Flown</b> Awarded to pilots that complete 300.000 miles
	<b>500.000 Miles Flown</b> Awarded to pilots that complete 500.000 miles
	<b>1.000.000 Miles Flown</b> Awarded to pilots that complete 1.000.000 miles
	<b>50 Flight Hours Logged</b> Awarded to pilots that recorded 50 flight hours
	<b>100 Flight Hours Logged</b> Awarded to pilots that recorded 100 flight hours
	<b>250 Flight Hours Logged</b> Awarded to pilots that recorded 250 flight hours
	<b>500 Flight Hours Logged</b> Awarded to pilots that recorded 500 flight hours



	<b>700 Flight Hours Logged</b> Awarded to pilots that recorded 700 flight hours
	<b>900 Flight Hours Logged</b> Awarded to pilots that recorded 900 flight hours
	<b>1000 Flight Hours Logged</b> Awarded to pilots that recorded 1000 flight hours
	<b>NB Fleet Chief Pilot</b> Narrow Body Fleet Chief
	<b>WB Fleet Chief Pilot</b> Wide Body Fleet Chief
	<b>Member of Staff</b> Member of the European Airways Group, VAG Staff
	<b>COO</b> European Airways Group, VAG Chief Operating Officer
	<b>CEO</b> European Airways Group, VAG Chief Executive Officer
	<b>Special Route</b> Awarded to pilots that accomplish the longest haul route LPPT-WPDL
	<b>Real Pilot</b> Welcome award to a real world pilot joining EAG
	<b>Outstanding Service Award</b> Awarded to a pilot that greatly contributed to EAG's credibility
	<b>World Award</b> Awarded to pilots that completed ALL EAG routes

## X. EUROPEAN AIRWAYS GROUP, VAG STAFF

1. Management is important in any Virtual Airline, as it brings understanding and structure to staff and pilots. Each member of the staff is an ambassador for the VAG and therefore must meet the requirements set out below before applying for any position. Failure to do so will result in staff applications being rejected or a pilot removal from staff.

- 1.1 Staff must conduct themselves in a professional manner;
- 1.2 Staff Members will be at least 18 years of age at time of hire;
- 1.3 Will display honesty, truthfulness and integrity;
- 1.4 Are not required to flight within 14 days of admission;
- 1.5 Follow and enforce all policies set out within this Airline Operations Handbook;
- 1.6 Must NOT hold a staff position at any other Virtual Airline;
- 1.7 Staff will receive their own company e-mail and will check it daily;
- 1.8 CEO and Staff have the right to institutional company e-mails.

2. Duties of the Staff Members include but are not limited to:

### 2.1 Chief Executive Officer (CEO)

- The Chief Executive Officer is responsible for overseeing the day to day operations of the airline and is the first responsible to the General Supervisory Board

- Promoting and implementing new ideas
- Enforcing policies and rules of the airline
- Delegates the implementation of ideas, policies and rules of the airline
- Delegates authority to other staff members
- Has the final decision on new policies and procedures
- The following staff positions report directly to the CEO: COO, Director for Flight Operations, Director for Routes and Planning, Director for Human Resources, Director for Marketing and Image
- If the CEO is not able or willing to continue he/she will appoint a new CEO before resigning
- Interviews and hires staff applicants under his command
- Checks e-mail daily

### **2.2 Chief Operations Officer (COO)**

- Appointed by and reports directly to the CEO
- Oversees the operations side of the airline
- Enforces policies and procedures
- Marketing the Airline with VATSIM and IVAO
- Checks e-mail daily

### **2.3 Director for Flight Operations (DFO)**

- Hired by and reports directly to the CEO
- Responsible for creating and implementing training procedures
- Trains pilots in specific areas of request
- Sends out a Welcome letter to new pilots
- Accepts and processes Pilot applications
- Finds and tests suitable freeware aircraft for FS9, FSX, X-Plane and Prepar3D
- Improves current fleet
- Assures The Electronic Flight Bag (EFB) contents are accurate and updated
- Helps and repairs aircraft problems as requested by pilots and staff
- Checks e-mail daily

### **2.4 Director for Routes and Planning (DRP)**

- Hired by and reports directly to the CEO
- Assures the correct developing of all the routes implemented
- Assures all the flight plans and charts remain accurate, available to pilots and reasonably updated
- Evaluates the virtual financing opportunities for new routes and propose new schedules to the CEO
- Revises permanently the fleet adequation to the routes and schedules implemented
- Checks e-mail daily

### **2.5 Director for Human Resources (DHR)**

- Hired by and reports directly to the CEO
- Assures the pilots database is permanently updated
- Tracks and processes pilots on Inactive Status
- Accepts and forwards Staff Applications to CEO or COO

- Is responsible for updating and assuring availability of the company's website
- Checks e-mail daily

#### **2.6 Director for Marketing and Image (DMI)**

- Hired by and reports directly to the CEO
- Is responsible for defining and updating EAG marketing strategy
- Is responsible for proposing marketing campaigns to the CEO
- Assures the Airline Operations Handbook is updated and available to pilots at the website and on the EFB
- Assures the design image for the company, website, EFB and logos are updated and respect the goals, vision and values for European Airways Group, VAG
- Checks e-mail daily

#### **2.7 NB and WB Fleet Chiefs (NBC and WBC)**

- Hired by and reports directly to the Director of Flight Operations
- First line of communication for pilots
- Handle pilot issues on their respective fleets
- Refer pilot to the correct Staff Member on some issues
- Approves/Rejects PiReps of their respective fleets in a timely manner, preferably daily
- Enforces the rules of this Airline Operations Handbook
- Checks e-mail daily

#### **2.8 Instructors**

- Are responsible for assisting the NB and WB Fleet Chiefs in training pilots
- Are hired by and report directly to the Chief Pilot
- Real world aviation experience or 250 hrs verifiable flying experience on VATSIM or IVAO networks is requested
- Checks e-mail daily

#### **2.9 General Supervisory Board**

- Acts independently from the Staff and is responsible for supervising the activities of European Airways Group, VAG in order to assure they are in respect of its Vision and values, as stated on the "Our Vision and values" Chart, published at the company's website.

## XI. CODE OF CONDUCT

This Code of Conduct serves to set minimum standards of conduct by which all members of European Airways Group, VAG are required to adhere to. The code is not designed to confine or restrict our member's activities, but rather ensure that European Airways Group, VAG remains a safe, friendly, and fun environment for all.

European Airways Group, VAG is built on Honesty, Integrity, Trust and Mutual Respect.

Pilots must maintain an atmosphere of professionalism through our website, forums, and other communications, conducting our operations in an efficient and business-like manner. Pilots present themselves with honesty and disclose to all members of the public truthful and reliable information about our operations and organizational goals, vision and values. We maintain respect for others at all times.

The following will be considered grounds for immediate removal from the roster. This includes but is not limited to:

- Use of profane or unsuitable language directed at any Pilot or Staff member whether through e-mail, forums or any other form of communication.
- Use of profane language not directed at any of the above will be given 2 warnings; upon the 3rd the pilot membership will be terminated.
- Uploading of unsuitable or pornographic material to the website, or forums.
- Publicly uploading files to anybody for the use of this airline, that are protected under privacy and/or property laws. For Example: To include but not limited to Payware Aircraft and Flight Simulator add-ons requiring activation keys.
- Collecting personal information including e-mail addresses without permission from that specific Pilot or Staff Member.

## XII. DISCLAIMER

"European Airways Group", "EAG", "Trans European Airways, Virtual Airline", "Trans European Airways, Virtual Airline Group", "Trans European Airways, VAG" and "TEA, VAG" are designators for a virtual airline designed for Flight Simulation purposes only and operated by an ALL volunteer staff.

Trans European Airways, VAG is not a real world airline, nor are there any real world offices in our "hubs" or "focus cities" locations. The organization does not hire individuals for any sort of real world employment.

Trans European Airways, VAG exists in whole to be a community of virtual aviation enthusiasts who enjoy flight simulation using the varied versions of Microsoft Flight Simulator, X-Plane Flight Simulator or Prepar3d Simulator.

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In no way are we affiliated with any real airline, aircraft manufacturer or commercial brand.

The URL domain <https://www.flyeag.com> is a registered domain for the virtual airline and not a commercial website.

All logos, images, and trademarks remain the property of their respective owners.

Trans European Airways, VAG is based on a concept that Flight Simulation is a hobby and therefore was designed for the Beginner as well as for the Advanced Flight Simulator pilots in mind. However, the internal progression will only reflect and encourage the professionalism and the efforts made by the pilots to increase their knowledge about aircrafts and flying.

All published virtual flight information (including charts, airport diagrams, flight schedules, etc.) is for the use of Trans European Airways, VAG pilots in their simulation experience and are not to be substituted for use in real world aviation.

Trans European Airways, VAG sole purpose is to provide entertainment and education to its voluntary members. Any operation or documentation that is similar to any actual airline is purely coincidental and in no way intended to violate any copyrights, trademarks, or other protection laws.

Trans European Airways, VAG is a non-profit entity, engaged in providing an avenue for flight simulation enthusiasts, willing to perform and everyday redefine the standards for an Airbus-based Virtual Airline.





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