

FedEx Virtual Cargo

FLIGHT OPERATIONS MANUAL

W/ COMPANY FLIGHT MANUAL SUPPLEMENT

REV. 2.0 (08 JAN 2010)

Written and maintained by the FedEx Virtual staff. This publication is subject to change, we suggest checking for updates periodically.

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| | | |

I. Welcome to FedEx Virtual Cargo

Congratulations on taking the first step in joining one of the premier virtual airlines found on the web.

Our Legacy

FedEx Virtual Cargo was founded by Jesse Allen in 2008. Following the dedication of the staff, the airline accepted its first few pilots and embarked upon the journey of developing one of the best virtual airlines to be found anywhere.

FedEx Virtual Cargo went fully operational in June 2008 and is proudly accepting new pilots today. Our history is being rewritten with each new pilot, and we are eagerly looking forward to a bright future. As such, our quest for our young virtual airline is simple ... to be better tomorrow than what it is today. Thus, we are "Always Moving Forward!!"

Our Vision

As we strive to provide realistic but varied opportunities for a completely satisfying experience for pilots, some ideas will be realized, while others will be initiated. The vision of our Virtual Airline ensures the perpetuity of the organization through continual self-evaluation and self-improvement. This is our Vision:

1. First and foremost, FedEx Virtual Cargo should be dedicated to the pilots who constitute the heart and lifeblood of the organization.
2. The airline should place a great emphasis upon and provide incentives for flying online through VATSIM.
3. The airline should develop a comprehensive network of routes that support the virtual shipping logistics requirements of worldwide commerce.
4. Partnerships should be forged with other virtual organizations. Included among these are ARTCCs and FIRs affiliated with all off the regions within the VATSIM network.

II. FedEx Virtual Cargo Organization

Corporate Structure

In setting up the corporate structure for this virtual airline, the goal was and continues to be "keep it simple". Currently, our extensive website automation allows for a devoted executive team to focus on realizing the airline's vision and securing its future. As the airline develops however, new management positions will be created inline with requirements and strategic growth plans. Coupled to this, we will constantly review and evaluate through KPIs, the service levels, quality procedures and virtual airline experience provided to our pilots. The current corporate structure is comprised of three managerial levels:

- Executive Management
 - Vice President, Administration
 - Vice President, Flight Operations
 - Vice President, Information Technology

- Regional Division Management
 - Regional Division Manager, North America
 - Regional Division Manager, Europe, Middle East, Asia and the Pacific (EMEAP)
 - Regional Division Manager, South America

- Administration/Operations Support
 - Routes Manager
 - Hub Leader
 - Human Resources
 - Fleet Procurement & Maintenance

Airline Operations Structure

FedEx Virtual Cargo mirrors the real world FedEx operations structure as practically as possible. Our pilots have the opportunity to transfer to various hubs and divisions throughout the FedEx Virtual Cargo system. Additionally, our pilots are able to experience flight operations using trans-oceanic and international flight operations or intra-divisional routings.

The FedEx Virtual Cargo route structure has been developed using the actual FedEx logistics structures as well as incorporating real world operations protocols. This structure of the route network and operational proto-cols are unique in the virtual airline environment and enables FedEx Virtual Cargo to stand alone in its level of professionalism and realism in the on-line virtual environment.

For those reasons, FedEx Virtual Cargo seeks to employ and retain only the best of the best pilots, managers and executives while having created an environment that is user friendly for the flight simulator novice pilot.

III. FedEx Virtual Cargo Management Position Descriptions

Vice President, Administration

Responsible for the development and oversight of all corporate support/staff functions (Human Resources, Marketing, Planning) and to collaborate with other executive management team members respective to policies, procedures, and Strategic Plan development for the achievement of all short and long term goals, objectives, and operations thereof for the entire enterprise.

Vice President, Flight Operations

Responsible for the management of overall operations (Events, Schedules, Route Development, Fleet Procurement & Maintenance) through the direction of Regional Division Managers and other line personnel. Collaborates with other executive management team members to achieve all short and long term goals, objectives and operations thereof for the entire enterprise.

Vice President, Information Technology

Responsible for the development, maintenance and integrity of the website, databases, company email systems, forum platform and Teamspeak voice client. Maintains all financial records, PIREP reporting path-ways and processes. Collaborates with the other executive management team members to ensure that all operations and plans mesh within the goals, objectives and strategic plans of the enterprise.

Manager, Fleet Procurement and Maintenance

Responsible for the location, testing, and publishing of the best possible freeware in FedEx livery. This includes updating as new freeware releases are made available, as well as new livery. He/she reports to the Vice President, Flight Operations.

Manager, Routes

Responsible for the maintenance of the company routes management system. Inserts and removes routes as necessary. He/she reports to the Vice President, Flight Operations.

Regional Division Manager

Responsible for implementing the development plans for the geographic region according to our strategy of bringing enterprise solutions; carrying out the day to day functions of the division, and for promoting the FedEx Virtual Cargo brand to our VATSIM affiliated friends in the region. He/she reports to the Vice President, Flight Operations.

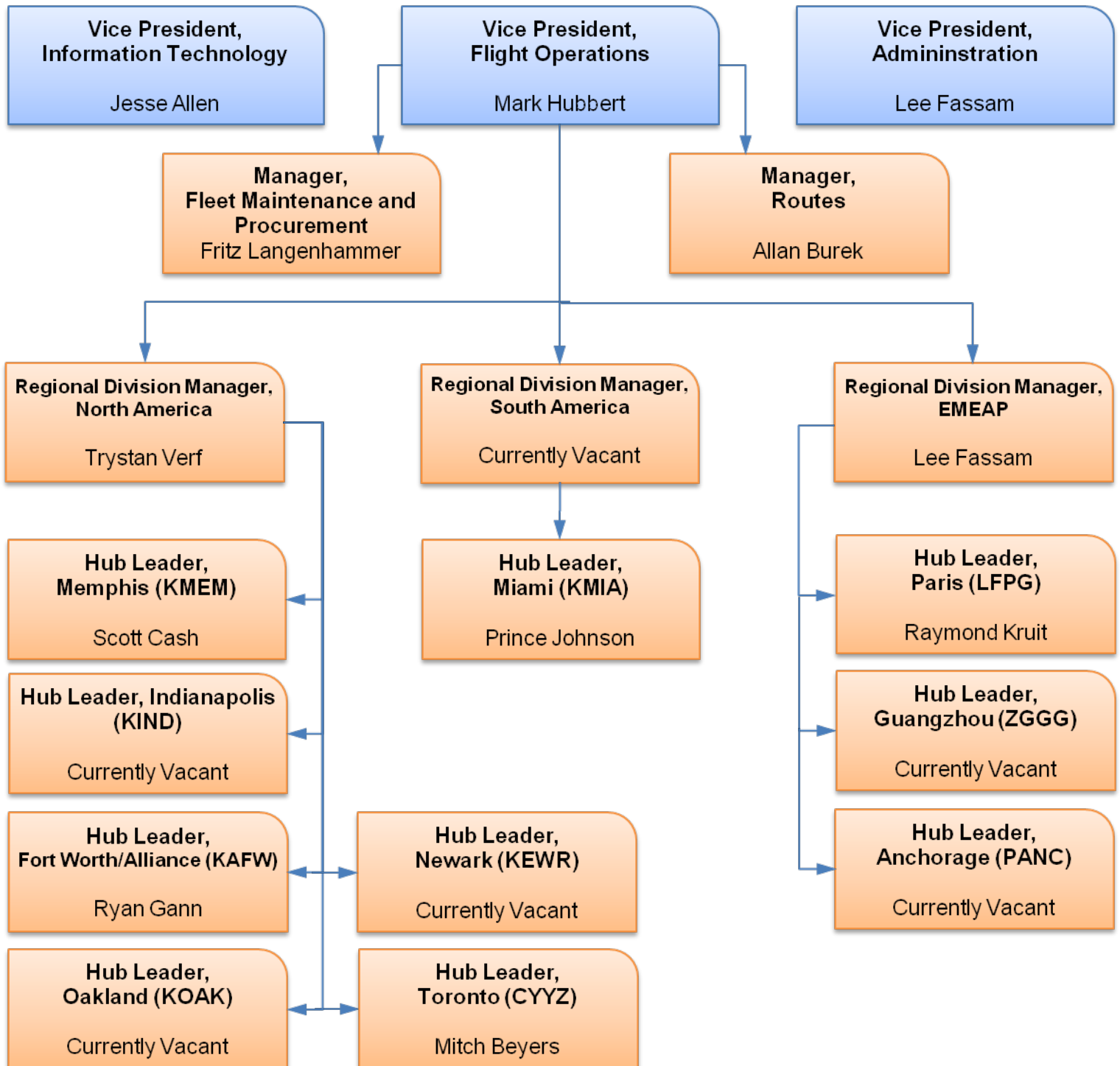
Hub Leader

The Hub Leader is primarily concerned with the well being of the pilots within their hub. By innovatively operating within airline policies and procedures and in coordination with other staff, the Hub Leader takes every prudent step possible to make flying for FedEx Virtual Cargo interesting, challenging, and fun. Administratively, the Hub Leader is responsible for the approval of all hub pilot reports, month-end management reports (statistical maintenance of personnel and operations within their hub), and for the coordination of transfers, new hires and training of new and established pilots alike. He/she reports to the Regional Division Manager for their geographical area.

Assistant Hub Leader

He/she is accountable to their respective Hub Leader for the assistance in administration and training of all pilot personnel assigned to their hub. Acts as a first line contact for hub personnel and works within airline policies and procedures to insure that hub personnel are progressing and enjoying their time with the airline. He/she reports to their respective Hub Leader.

FedEx Virtual Cargo Organizational Chart



IV. Pilot Ranks

In an effort to be consistent with the mission and vision of FedEx Virtual Cargo and in keeping with providing a realistic experience while providing an enjoyable mix of aircraft options for flight simulation enthusiasts, FedEx Virtual Cargo uses a pilot rank structure that recognizes and rewards pilot productivity, longevity at FedEx Virtual Cargo and prestige of achievement through the learning and participation processes.

Second Officer

The Second Officer rank is assigned to new pilots who possess the minimum 15 on-line flight hours, but is considered an entry level pilot position. Promotion is based upon the successful completion of all of the following requirements:

1. Earned the promotion examination purchase price of \$6,400
2. Successfully completed 25 cycles
3. Received a passing score of 80% or better on a promotion examination

First Officer

The First Officer rank is generally considered as a person learning a new airframe within the airline. Promotion is based upon the successful completion of all of the following requirements:

1. Earned the promotion examination purchase price of \$22,500
2. Successfully completed 100 total cycles (aggregate)
3. Received a passing score of 80% or better on a promotion examination.

Captain

The Captain is a person who has demonstrated proficiency in knowledge and ability to safely handle the aircraft. Promotion is based upon the successful completion of all of the following requirements:

1. Earned the promotion examination purchase price of \$65,000
2. Successfully completed 200 total cycles (aggregate)
3. Received a passing score of 80% or better on a promotion examination

Senior Captain

A Senior Captain at FedEx Virtual Cargo is a mentor. The position is a highly competitive position given the limited number of Senior Captain positions available. That is, there are only a limited number of Senior Captain slots available. They are proficient in the handling and safety of the aircraft; active within the FedEx Virtual Cargo forums and Teamspeak community, and provide general support to less experienced pilots in their hub. In order to be promoted to Senior Captain, several conditions must exist and specific performance goals achieved:

- An open position for Senior Captain being sought must exist
- Successfully pass the promotion examination with 90% or better
- Received a recommendation to the Regional Operations Manager from their Hub Leader for selection as Senior Captain.
- Amassed a minimum of 1,500 on-line flight hours
- Receive appointment to this rank from Executive Management (majority vote) as a result of meritorious service to the enterprise.

| Available Aircraft By Rank | | | |
|----------------------------|---------------|--------------|----------------|
| Second Officer | First Officer | Captain | Senior Captain |
| C208 Caravan | C208 Caravan | C208 Caravan | C208 Caravan |
| ATR72-500 | ATR72-500 | ATR72-500 | ATR72-500 |
| 727-200 | 727-200 | 727-200 | 727-200 |
| A310 | 757-200 | A310 | A310 |
| A300 | A310 | A300 | A300 |
| | A300 | 757-200 | 757-200 |
| | MD-10 | MD-10 | MD-10 |
| | MD-11 | MD-11 | MD-11 |
| | | 777-200 | 777-200 |

V. FedEx Virtual Cargo Policy Statements

Our first and foremost rule is to have fun! We hope you enjoy your involvement with FedEx Virtual Cargo. We are committed to you, and in return we hope you will be committed to us. We actively encourage you to ask any questions or to give us feedback through the forum. As always, thank you for choosing to fly with FedEx Virtual Cargo!

It should be noted that this document is a live document, and will consistently be amended and updated as policies and procedures for the airline evolve. It is the pilots' responsibility to remain up to date with the most current versions of these policies and procedures. A post in the forums will be made whenever there is an update to this manual.

Joining FedEx Virtual Cargo

FedEx Virtual Cargo welcomes pilots of all experience levels and backgrounds. From real world airline pilots to the flight simulation beginner, there are a wealth of exciting opportunities awaiting you here. We are happy to welcome new members to the organization and completing the application for employment is the first step to becoming a FedEx Virtual Cargo pilot. The following information should be useful to you as you make the important decision to join our airline.

- Familiarize yourself with our organization by reading the material in the About Us section on our website.
- The highest entry-level rank for any pilot is First Officer. Verified VATSIM on-line flight hours of 15-99 will be assigned Second Officer; 100-349 hours assigned for First Officers. No new pilot shall be assigned the rank of Captain, or Senior Captain.
- You are required to maintain an active e-mail address during the entirety of your employment with FedEx Virtual. Failure to do so will result in account termination.
- You must be at least 13 years of age, and comply with all Federal, State or Local laws regarding minors participating in internet organizations, as well as have your parent's permission. By submitting an application to our virtual airline, you certify that all of these age related requirements and parental permissions, if required due to age, have been met.
- You must own a valid copy of a commercially available flight simulator. These include, but are not necessarily limited to, FS2002, FS2004 or FSX.
- You must comply with the flight time requirements as outlined later in this document.
- You must file your first Pilot Report (PIREP) within 14 days of our acceptance and notification of your application approval. NOTE: the date of acceptance is the date the acceptance email is sent by us to you, not the date on which you read it.

- You must not have any negative or disciplinary record with VATSIM.
- By completing the application for membership, you certify that you have read and understand the FedEx Virtual Cargo Privacy Statement and agree to the terms and conditions set forth in the Pilot Operations Handbook.
- Minimum requirements for consideration are 15 verifiable on-line hours on the VATSIM network.

Termination from FedEx Virtual Cargo

Any pilot or staff member who does not conform to the policies and procedures outlined in this manual, or any other operating rule, regulation or circular from FedEx Virtual Cargo, including failure to conform to any pilot network rules and regulations (such as VATSIM) may be disciplined by the FedEx Virtual Cargo staff. This may include suspension or removal from association with our organization, with or without warning. Executive Management and Division Management personnel shall endeavor to warn pilots of inappropriate behavior or actions.

Appeals to any disciplinary action by a staff member may be made by submitting an email to the pilots respective Hub Leader. The determination of the Vice President of Administration in consultation with the Vice President of Information Technology and the Vice President of Flight Operations shall be considered final and may not be appealed any further. Pilots and staff members who are terminated from FedEx Virtual Cargo for any disciplinary action are prohibited from rejoining the airline at any future time. A copy of the FedEx Virtual Cargo disciplinary process and procedure is available upon written request to the Vice President of Administration

Pilots and staff members who are terminated for failure to meet minimum requirements, such as minimum flight requirements, or failure to maintain an active email account may have their membership with our organization reinstated; however, all previously accumulated hours, virtual pay and awards shall not be reinstated.

Pilots and staff members who resign in good standing with the airline, i.e. have provided notice of their intent to resign shall have the option at any point in the future to return to the virtual airline at a later date with the previously accumulated hours, virtual pay and hours restored... however, their rank may be subject to change so as to accommodate the needs of the organization.

Simulation Rates

FedEx Virtual Cargo provides the most realistic environment for its pilots. As such, it is required that pilots fly all of their flights at the normal simulation rate for the entire duration of the flight.

Pilot Report Times

In order to maintain consistency with the FedEx Virtual Cargo timetable and routes, all times reported shall be in Zulu Time. To learn about Zulu Time, also referred to as Greenwich Mean Time, go to the following site www.greenwichmeantime.com

The flight time reported shall be block to block, not actual flight time. That is, pilots shall report the time from parking brake release at pushback until parking brake is set.

Bonus Time

As a general rule, FedEx Virtual uses other avenues to reward pilots for special events or honors. While not prohibited, the rewarding of 2x, 3x or other multiplier to actual hours credited or virtual dollars may only be approved by consultation amongst members of the Executive Management team and shall only be used in very rare instances, including but not limited to events or fly-ins.

Memberships in Multiple Virtual Airlines

Pilots are permitted to maintain relationships with as many virtual airlines in addition to FedEx Virtual Cargo as they would like, so long as all minimum conditions for continued membership in FedEx Virtual Cargo are met, as well as review of whether or not that VA is considered a competing VA.

Staff members are allowed to maintain relationships with other virtual airlines in a pilot capacity only. Executive Managers and Staff Members are prohibited from holding a managerial position with any other virtual airline due to possible conflicts of interest.

Pilots and Staff are strictly prohibited from filing PIREPs for multiple airlines on one line. For example, a pilot who is a member of FedEx Virtual Cargo and Virtual United Airlines and is flying a flight from KDCA-KBOS may not file a PIREP for that same flight with both Virtual United and FedEx Virtual Cargo. Violation of this policy is grounds for immediate termination from our organization.

Extended Leave of Absence

If a pilot is unable for any reason to meet the minimum requirements for continued membership with FedEx Virtual Cargo, they may submit a written request to the Vice President of Administration for a Leave of Absence (LOA). A Leave of Absence may be granted for a period not to exceed sixty (60) days. The pilot's personnel record shall be updated to reflect the LOA and its expiration date. Any LOA request in excess of sixty (60) days, including extension(s) of previously approved LOAs must be approved by the Executive Management team during a routinely scheduled team meeting.

PIREP Policies

After you complete your flight you should immediately submit a manual PIREP (Pilot Report) to receive a review, validation and credit for the flight completed on-line using the VATSIM server. General guidelines for completing a PIREP are as follows:

- All manually filed PIREPs must be filed as soon as possible after the flight is completed
- The date of the PIREP should match the date of the flight, accounting for Zulu Time.
- Block to Block Time is reported in Zulu Time
- One flight per VATSIM session is permitted. Please disconnect from VATSIM, and then reconnect and re-file the new flight plan so that the differences in the flights can be registered.

FedEx Virtual Cargo Minimum Flight Requirement

We realize that individuals commit time and effort to this hobby to widely varying degrees. Many pilots remain very active by consistently filing many PIREPs each week, while others may only be able to file a couple PIREPs every month. In light of this fact, FedEx Virtual Cargo maintains a very flexible flight time requirement. Each pilot is required to file only one flight every 30 days. If you fail to meet this requirement, your account will be placed on inactive status. You will be notified of your failure to meet this very fair and reasonable minimum requirement. Failure to complete a flight and submit the PIREP within the required period of time shall result in your termination from our organization. If you know in advance that you will not be able to complete the minimum flight requirement, please request a leave of absence with the Vice President of Administration so as to remain in good standing.

VI. FedEx Virtual Cargo On-Line Flying Policy

FedEx Virtual Cargo is a 100% on-line virtual airline using the VATSIM network. As such, all flights MUST be flown on-line via the VATSIM network.

When flying on-line, you represent FedEx Virtual Cargo to the greater virtual aviation community. Please conduct yourself in a professional manner and be prepared to execute the types of instructions that you will likely be given by controllers.

Call-sign Usage

On all of online flights, pilots must use the ICAO code of FDX followed either by their assigned pilot ID number or they may choose to use the website assigned flight number. We encourage all pilots to place WWW.FDXVA.NET in the comments section of their flight plan. Other accepted methods are:

Reg. N609FE / WWW.FDXVA.NET / GPS / RNAV

The second aspect is for the feeder flights where the real world FedEx utilizes contracts with feeder airlines to haul FedEx freight. In this situation although the aircraft is painted in FedEx colors, the real world airline utilizes their own call sign and ICAO code. All Feeder routes are color coded in our website as orange.

When flying feeder routes, pilots may choose to continue to use the ICAO code of FDX and their pilot ID number or they may choose to use one of the approved ICAO codes and the real world call-sign with either their Pilot ID or the website generated flight number. Below is a list of approved feeder airlines, ICAO codes and their call-signs.

| | | |
|-------------------------------|----------------------------|-------------------|
| Contractors = ABR | Call-sign: CONTRACT | Europe |
| Baron Aviation Services = BVN | Call-sign: SHOW-ME | Midwest |
| Corporate Air = CPT | Call-sign: AIR SPUR | West-Midwest |
| CSA Air = IRO | Call-sign: IRON AIR | Midwest |
| Empire Airlines = CFS | Call-sign: EMPIRE | Pacific Northwest |
| Mountain Air = MTN | Call-sign: MOUNTAIN | East Coast |
| Swiftair = SWT | Call-sign: SWIFT | Europe |
| Westair = PCM | Call-sign: PAC VALLEY | West Coast |
| Wiggins Airways = WIG | Call-sign: WIGGINS AIRWAYS | East Coast |
| Morningstar = MAL | Call-sign: MORNINGSTAR | Canada |

It is required that pilots place WWW.FDXVA.NET in the comments section of their flight plan as well as the call-sign so that ATC can properly identify the aircraft and associate it with FedEx and our VA. This practice also aids Staff during the PIREP review process. Some examples would be:

-WWW.FDXVA.NET calls-sign: Show Me

-Reg. N816FX / WWW.FDXVA.NET / GPS / RNAV Call-sign: Empire

Furthermore we ask when filing a PIREP that you indicate what the flight was flown as in the comments section of the PIREP.

Example: Flown as PCM3230 by FDX121

VII. FedEx Virtual Cargo Forums

As a result of the large amount of information that is placed on FedEx Virtual Cargo forums relevant to operations, planning, training and a host of pilot generated topics, membership in FedEx Virtual Cargo requires you to also become a member of our pilot forum. In addition, forum membership provides you the opportunity to enjoy the interaction and benefits from discussing a host of topics from the virtual world as well as real world topics and to share thoughts with other likewise minded people enjoying the same hobby as you. The forum requires its own registration. So, once your application has been reviewed and accepted, you should complete the forum registration. If you have not done so already, please do so before reading the remainder of this handbook.

In an effort to help other pilots and staff recognize who are proper members of the forum, as well as who is posting, FedEx Virtual Cargo has enacted the following user name policy. When you register (or if you have registered differently and need to change) your user name should be in the format of FDX##### [substituted ##### for your pilot ID number] First Name. An example would be FDX9999 John. As already stated, this format allows us to know who is supposed to be a member of the forum as well as identify you to the other members, a name tag if you will.

Additionally, you are expected to conduct yourself in a professional manner when using the forum. Any and all cases of racism, harassment, profanity, and anything else deemed questionable by forum moderators may result in the suspension or termination of your forum account and possibly even your membership with FedEx Virtual Cargo. In addition, posting, sharing or otherwise distributing copyrighted materials, including pay-ware FS add-ons, will not be tolerated and can lead to immediate dismissal.

VIII. FedEx Virtual Cargo Facility Use Policy

In developing our user interface, we made every attempt to offer unique features to our pilots. As such, please begin each visit to the website by logging in using your FDX##### Pilot ID and your password. If you forget your password, contact one of the forum moderators or your hub leader, and they can remind you of your password.

The Flight Operations Center is the heart of activity for the airline. Visiting this page will help you direct your activities. You may visit the Pilot Handbook, select a flight, file flight plans with VATSIM, report flights, and visit your pilot profile, all from the operations map.

Also available for use by all pilots and staff is a Teamspeak voice server. This program is used to allow voice communications between members who are connected. Use this program to get to know the voices of your fellow pilots, managers and VPs. A free download can be found [here](#) and connection details are available at the main FedEx Virtual site. Be sure to follow the same login guidelines as the forums, so that clarity and conformity can be maintained.

IX. Leadership Philosophy and Airline Guidance

In an effort to provide our pilots with the most sophisticated and robust suite of pilot utilities, FedEx Virtual Cargo employs some of the most recently developed and customized solutions that any virtual airline has in operation.

Our management team is not the run of the mill go on-line and approve pilot reports type assembly of managers. FedEx Virtual Cargo is fortunate to have real world executives and flight management professionals on its executive management team. Each member of the management team and each pilot has a specific place in the health of the company. Our management team strives to provide sound management decisions to insure that our pilots are receiving the most attentive staff for the most enjoyable experience, and that the airline operates in a virtually sound business model. From financial considerations, to on-line special events, FedEx Virtual Cargo is a leader in providing an entirely realistic airline experience for every-one, regardless of experience or ability.

X. TRAINING

One of the most enjoyable facets in any hobby is practicing to become better at what you do. The feeling that one gets after they have learned and performed that task for the first time is an exhilarating experience. At FedEx Virtual Cargo, we place a premium in helping all of our pilots grow in their experiences and abilities. While outlined in more specificity in subsequent operations manuals for training, our training program is designed to provide our pilots of every level to grow and retain their knowledge of operating a vast variety of aircraft, as well as provide refresher opportunities for those well seasoned pilots. We continually strive to provide a dynamic learning opportunity for all of our members using our Teamspeak voice room facility.

Our emphasis is on practical ability and not on “over the top, excessive classroom” training modules. Additionally, interaction with our managers who possess real world aviation experience can easily be arranged. Just go to our Teamspeak voice client and join those who are present. We can often be found socializing on Teamspeak. So, go to our Teamspeak room and you might learn something new or make a new friend!

COMPANY FLIGHT MANUAL SUPPLEMENT

The company flight manual supplement is an appendix to the Pilots Operating Handbook that outlines basic company policies to be observed in addition to the aircraft manufacturer's checklists and procedures. These policies will give specific information on certain operational aspects that are meant to be guidelines to enhance operational and situational awareness, and above all, bring about a safer operating environment. This supplement will be updated as more information becomes available.

I. CAT Landing Status

All FedEx VA aircraft (excluding FedEx Feeder Aircraft) are CATIII landing capable. The chart below lists the highest landing capability available for each aircraft, including company RVR (runway visual range) minimums:

| Fleet Type | Highest CAT Available | Min. RVR | DH/AH |
|------------|-----------------------|----------|--------|
| B727 | CAT IIIa | 600 | 50DH |
| B757 | CAT IIIb | 300 | 100 AH |
| A310 | CAT IIIb | 600 | 100 AH |
| A300 | CAT IIIb | 600 | 100 AH |
| MD-10 | CAT IIIb | 300 | 100 AH |
| MD-11 | CAT IIIb | 300 | 100 AH |
| B777F | CAT IIIb | 300 | 100 AH |

II. LAHSO Minimums

All FedEx VA aircraft are authorized to conduct landings under Land and Hold Short (LAHSO) operations, however their use is not required. Use of LAHSO operations are strictly situational and final discretion ultimately belongs to the pilot in command.

| Fleet Type | Min. LAHSO Distance |
|------------|---------------------|
| B727 | 6500 ft. |
| B757 | 6500 ft. |
| A310 | 6500 ft. |
| A300 | 6500 ft. |
| MD-10 | 6500 ft. |
| MD-11 | 8500 ft. |
| B777F | 8500 ft. |

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