



Colombian Airways

MGO

GENERAL MANUAL OF OPERATIONS

IN ENGLISH

EDITION NUMBER 1

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INTRODUCTION

Colombian Airways directs its operations towards an approach as deep as possible to reality, in order to contribute to its goal of being the best Latin American virtual airline, which has the most trained and committed pilots in the world of simulation.

That is why Colombian Airways operations described in this manual seek to bring pilots closer to an operation as real as possible. by means of guidelines that, as in the real world, favor the efficiency in the operation of the aircraft fleet, at the same time giving the pilots conditions so that they can fulfill their itineraries without inconvenience.

MANUAL OF OPERATIONS

Following this strategic direction, Colombian Airways has chosen to completely eliminate from its operations actions that are possible in the virtual world but are meaningless in the real world. For this reason, the following operational policy is defined:

OPERATIONAL POLICY 1

Except for errors caused by the system itself, manual transfers of aircraft will never be made and only occasionally of pilots in the system (when this is an advantage for the operation). The pilot who withdraws an aircraft from his hub for a regular or charter route is responsible for it until he returns it himself.

As can be deduced from the P.O. 1, a pilot should reserve a new aircraft only if both pilot and aircraft are at their assigned base. Reserving and flying an aircraft that is off-base under the responsibility of another pilot seriously hinders the performance of the Airline's operation.

REGULAR OPERATIONS

Like all airlines, Colombian Airways focuses its operations on several bases or hubs, assigning to each base both a fleet of aircraft and a group of pilots in charge of operating them to cover the routes originating from said bases.



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It is the responsibility of the Director of Operations to keep the itineraries updated in the Airline's management system. For this, pilots who have observations on destinations and schedules can collaborate by informing them through the current communication channels, including writing to dioperaciones@colombianairways.com

MANDATORY COMPLIANCE DISPATCHES

Colombian Airways has chosen to assign its pilots a certain number of flights through a dispatch that contains the sections to be carried out during the week. The minimum sections established in the format are 4 legs, leaving the main base and ending there.

Through them, it is possible to simulate the operation of a real airline in that it is the one that assigns the flights to the pilots, and it also seeks to ensure compliance with the number of hours flown in the IVAO network that are required from the Airline.

The dispatches contain the minimum number of hours that each pilot is expected to fly, but Colombian Airways invites all its pilots to fly much more than the minimum required, making other flights on the routes and type of operation they prefer.

It is the pilot's responsibility to request that dispatches be prepared for the following week through the formal mechanisms defined by the Airline. Dispatches will not be made to pilots who have not submitted their request in a timely manner, and this will have the considerations and consequences described later in the section "Minimum Activity Required for a Pilot".

FORMAT ESTABLISHED BY COLOMBIAN AIRWAYS

 Colombian Airways				
PILOT NAME:		DATE:		
CALLSIGN:		RESPONSIBLE OFFICE:		
FLIGHT ITINERARY				
SECTION	DEPARTURE	ARRIVAL	ALTERNATE	TEAM
1	SKBO	SKRG	SKCL	A320
2	SKRG	SKCG	SKBQ	A320
3	SKCG	SKSP	SKCG	A320
4	SKSP	SKBO	SKRG	A320



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CHARTER OPERATIONS

Charter-type operations allow the Airline and its pilots to cover routes that are not covered without stopovers or to reach airports in the world to which there is no regular route or, failing that, when IVAO tours are being made.

To preserve order in the operation and that this is not affected by charter-type operations, the following is defined:

OPERATIONAL POLICY 2

It is the responsibility of a pilot who decides to fly, charter to carry out the charter flights that are necessary to finish at his assigned base or it will be impossible for him to resume regular operations without affecting the operation in general. Making a charter flight does not exempt the pilot from following what is required by the operations manual and operational policies.

Pilots who choose to make one or more charter flights in sequence, during which an aircraft would stay more than a week off base, must do so without moving an aircraft, avoiding making reservations and NOT choosing an aircraft in the reservation system of the airline.

PHILOSOPHY OF FLEXIBILITY IN PERSONAL TIME

Understanding that activities related to the Airline are a hobby for all its members, and that each person has their own personal requirements of time away from said activities due to, for example, peaks in work, study or vacations in real life, Avianca Virtual Colombia has defined a philosophy of flexibility in personal time to allow each pilot to plan their own time outside of the activities of the Airline without this being misunderstood as a disregard of their mandatory minimum responsibilities (for example, in compliance with mandatory dispatches).

OPERATIONAL POLICY 3

All pilots are entitled to a total of nine (9) weeks per calendar year (or proportional to their date of entry for pilots with less than one year) of time off from mandatory activities of the Airline. These weeks may or may not be contiguous, but will only be approved if done by prior request using the procedures defined in the operations manual.



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The procedure to request one or more weeks of free time is:

- Send an email to dioperaciones@colombianairways.com with a copy to ceo@colombianairways.com and coo@colombianairways.com with the request, indicating the number of weeks it will take (maximum for the remaining weeks that the pilot has) and the date from which it will be absent. To be valid, this request must be made before the deadline for the following week's dispatches to be issued (or it will be considered unauthorized inactivity).

Once the pilot has used all the weeks of free time that he is allowed in a year, he will not be able to request more and he will have to comply with all the mandatory activities for the remainder of the year unless there is just cause.

EXTENDED LICENSES

For extraordinary situations where a pilot with a minimum of one (1) year in the Airline, for personal reasons, requires an additional break time to that indicated in PO 3, you can send an email to dioperaciones@colombianairways.com with a copy to ceo@colombianairways.com and coo@colombianairways.com requesting an extended license of a minimum of one (1) and a maximum of three (3) months after which you will be able to resume activities without losing your certifications or seniority, although retraining may be required.

The Airline will analyze the circumstances described in the application and reserves the right to approve it considering the seniority of the pilot, her rank and her history.

MINIMUM ACTIVITY REQUIRED OF AN ACTIVE PILOT

The following faults are understood as unauthorized inactivity by a pilot:

- Failure to request its mandatory dispatch in the appropriate times
- Failure to indicate in a timely manner that the following week will be taken as free time.
- Failure to comply with all the mandatory dispatches assigned in the week.

The following table shows the relationship between any of the aforementioned faults and the progressive consequences for the rider, in relation to their rank:



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PILOTS RANKS

FAULT LEVELS	PILOT STUDENT, FIRST OFFICER	CAPTAIN AND COMMANDER
FIRST FOUL	First formal call for attention.	First formal call for attention.
SECOND FOUL	Second formal call for attention, suspension for one week.	Ultimatum, suspension for one week.
THIRD FOUL	The Airline will decide on the conditional stay of the pilot or his definitive retirement.	The Airline will decide on the conditional stay of the pilot or his retirement.

If the pilot wishes, he can send an email to dioperaciones@colombianairways.com with a copy to ceo@colombianairways.com and coo@colombianairways.com stating extenuating circumstances that justify his unauthorized inactivity and the Airline will analyze the arguments raised to consider the possibility of not apply a sanction in the specific case.



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REQUIREMENTS TO OBTAIN THE EQUIPMENT CERTIFICATION

Colombian Airways bases its rank promotion system not only on the number of flight hours that a pilot has accumulated with the Airline, but also on training and evaluation of the pilot. It is the way to seek to have the best virtual pilots.

The following table summarizes the certification scheme for the different Airline teams:

Equipment Certification	Minimum hours flown for Colombian Airways	Requirement in training and its certification issued by Colombian Airways
LIGHTWEIGHT AND AQUATIC Beechcraft 1900D ATR42 Dash8 - Q400 DHC6 (HYBRID)	0 hours or Homologation: Have a PCA or PP license, or be an active student in an aviation school and your career is focused solely and exclusively on obtaining the PCA or PP license.	N/A
MEDIUM A319 A320 A321 B738	45 hours or Homologation: Have a PCA or PP license, or be an active student in an aviation school and your career is focused solely and exclusively on obtaining the PCA or PP license.	Approve Colombian Airways "A32s Family" and Boeing training when called.
HEAVYS A330 B787-9 B747 B777	100 hours or Homologation: Have a PCA or PP license, or be an active student in an aviation school and your career is focused solely and exclusively on obtaining the PCA or PP license.	Approve Colombian Airways "Commonality and Differences of A33s with A32s Family" training when called together with the other aircraft.



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MANUAL FLIGHT REPORTS

Manual flight reports will only be accepted when, on flights of a duration greater than or equal to two (2) hours, the automatic smartcar system in use fails for any reason, but despite this the pilot manages to land at his destination or alternate.



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COLOMBIAN AIRWAYS STAFF FUNCTIONS

CEO

Being the main head of the airline, the CEO will have the responsibility of strategically directing the airline for its good operation, seeking the general well-being as a company. Likewise, it will have to watch over each of the different areas that make up Colombian Airways to verify and watch over the development and innovation of each department.

The CEO will be in charge of maintaining the legal records before the IVAO network and before the Colombian division in order to allow its proper development. You will have the power to take measures that seek the improvement only of Colombian Airways.

COO

Being the second person in command in the airline and first in case the CEO is unable to carry out his functions in operation, he is in charge of ensuring compliance with the regulations described in this MGO, he can also make internal decisions within the airline clarifying for example that these do not lead to name changes, changes of any type of registration in the network or strategies without consulting the CEO of the airline.

He will watch over to accompany the CEO to be able to develop the proper functions in charge and also work together for the strategic focus and direction of Colombian Airways.

DIRECTOR OF OPERATIONS

The Director of Operations of Colombian Airways will be in charge of maintaining and enforcing the Regulations stipulated by the airline, and will be accountable to the CEO and COO for the proper functioning and applicability of the MGO by the pilots and Airline Staff.

You must keep the aircraft in their respective HUB without affecting the operations at the different airports (leave the pilot without aircraft to carry out the corresponding itinerary). The operations director will have to verify in Ivao Web eye that the pilots are fully complying with all the regulations and that they perform the flights correctly and in the same way they will have to keep the flights and airline Itineraries updated on the page.



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FLIGHT CONTROL AND FLIGHT CONTROL ASSISTANT

They will be the people in charge of carrying out the due dispatch of the itinerary to the Colombian Airways crew, thus carrying out a position of great responsibility since within the functions they will have to assign each pilot in their office (FLIGHT ITINERARY) the following information:

- Origin destiny
- Aircraft Type (Airbus, Twin Otter, Beechcraft, Atr, Boeing, Seaplane, Dash 8).

ADMISSIONS

The staff designated for the admissions position must accompany the applicant from the moment they send the application for admission to the airline and must execute the filters established for Colombian Airways admission, they will have to maintain a profile of high responsibility and honesty without arriving to break their own professional ethics in office.

GENERAL TRAININGS

They will be the people in charge of carrying out the accompaniment regarding the training (Airbus, Boeing, ATR, Q400, DHC6, Heavys) for the Colombian Airways crew. For the position it is recommended that it be a person with extensive knowledge of navigation, preferably that in real life is a pilot or PCA student, but it is not exclusive of the position in the event that it is not, since it will be taken into account the extensive knowledge that it has on said aircraft.

DEPARTMENT OF EVENTS AND PUBLIC RELATIONS COLOMBIA AIRWAYS

It will be in charge of managing the social networks that Colombian Airways has such as Instagram, Facebook and internally advertising for events organized such as caravans and thus publishing them on social networks.

The events and public relations department must have authorization from the CEO or COO to be able to publish any advertising either on the different social networks and internally, as it will ensure that such advertising maintains high standards and does not lead to any inconvenience.



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REQUIREMENTS FOR THE POSITION OF STAFF

1. Have time to develop the position for which you are applying.
2. Have excellent verbal and non-verbal communication with the pilots.
3. Be a Responsible person.
4. Be an Authentic person.
5. Have a gift of service.
6. Be a person with initiative in charge.
7. Be an active person in the airline.
8. Have a high level of professionalism as a person.

Below, you will be able to see the proposed format when the calls for any of the Colombian Airways staff positions are made. You will also see three questions which you must answer and send to the following email address when said call is available:

EMAIL: ceo@colombianairways.com and coo@colombianairways.com



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LIFE SHEET TO APPLY TO THE POSITION OF STAFF

NAME:

CALLSING:

Answer the following questions honestly:

1. Which of the positions are you interested in?
2. What can you offer Colombian Airways as a staff?
3. Why should I be part of the Colombian Airways staff?

Colombian Airways and its group of Administrators reserves this document under total confidentiality, in the same way its distribution to outsiders is prohibited, we reserve the right of admission to the group of staff.



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RIGHTS AND DUTIES OF RIDERS AND STAFF

Next, you will find the rights and duties that Colombian Airways pilots and staff acquire, from the moment they present themselves as applicants and once they acquire their role as pilot and / or staff.

Everyone has the rights contemplated in the document, without distinction of age, race, color, sex, language, religion or any other condition.

RIGHTS

1. Acquire and request the different trainings and tools for their corresponding learning that are delivered by Colombian Airways.
2. Each pilot and Staff will have the right to request the rectification of the validation of their flights in a respectful and formal manner from the operations director.
3. They will have the right to promote new ideas and projects for the improvement and growth of Colombian Airways.
4. They will have the right to apply and be elected Colombian Airways staff when they find the corresponding need on the part of Colombian Airways.
5. They will have the right to report any inconvenience or disagreement they have with any administrative department at Colombian Airways, making a constructive criticism in a Respectful Way.
6. They will have the opportunity to request accompaniment or supervision supervised by a second person in the event of not being satisfied with the decision made at the time by the staff designated in their check-up.
7. You will have the right to request your official withdrawal from the airline when you deem it appropriate.



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HOMEWORK

Below, find the duties you acquire once you have applied for and are admitted to Colombian Airways as a pilot AND / O Staff.

1. Comply with the MGO and with the updates and improvements that arise in it.
2. Comply with the itineraries designated by Colombian Airways.
3. Comply with the IVAO regulations fully without any exception
4. Respect the opinion of each pilot and Staff raised making use of constructive criticism under the same parameters of respect.
5. No disrespect is allowed within the virtual airline.
6. No lack of respect by any pilot or staff towards another pilot, whether of a virtual airline or not and in addition to any staff of any division, is not admitted.
7. No type of discrimination is allowed since at Colombian Airways we respect and support free will in terms of gender, taste, race, sex. Age.

PERSONAL DATA PROCESSING POLICY (GPDR)

PP.5.1 Information

Colombian Airways provides you with a summary of all the data that we have collected from you as required by law. This request for information is free and will be processed as soon as possible. We normally deliver these requests by email. If you would like a detailed breakdown of the data collected, please let us know precisely what data you would like to know. We want to ensure that it is really you and not someone pretending to be you, so we will need a copy or scan of a photo ID to fulfill a request for information and verify your identity. We only use the scan or copy to verify your identification and respond to your request. Once completed, the copy will be destroyed.

PP.5.2 Correction, deletion or blocking

In accordance with the law, you have the right to request that the data you provided about yourself be corrected, deleted or blocked for later use in cases that comply with the provisions of the article. Deletions that are requested during a suspension period will be honored, however, permanent deletion of all information related to an account will not take place until the suspension period is completed, in order to protect the interests and rights of the organization in accordance with EU Regulation.



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PP.5.3 Consequences of lack of consent or revocation of consent

If you do not consent to this privacy policy in whole or in part, now or at a later time, you will no longer be able to use our services. In this case, you are asked to inform us immediately and we will take the appropriate steps to delete your account and all associated data found on our servers. Colombian Airways will take all reasonable steps to ensure the complete deletion of your data with registered third parties; however, Colombian Airways cannot guarantee that the information obtained publicly accessible will be deleted by any unregistered third party.

PP.5.4 Identity verification

In order to provide its service, or in case of doubt about the information provided by the user, Colombian Airways may request the user to send proof of identity to the Admissions Department. This proof can be a passport or an identity document issued by the State. After verification of the identity of the user, an entry will be made in the user's profile and the information presented will be destroyed. This note will not contain any information from the proof of identity provided.

COLOMBIAN AIRWAYS FLEET AND ITS LOCATION BY HUB

In the following tables you will find the fleet and quantity that Colombian Airways has to date and to which hubs they have been assigned.

HUB BOGOTÁ

TIPO DE AERONAVE	CANTIDAD	MATRICULAS
DASH8-Q400	4	HK4208 al HK4211
B1900	2	HK6912 al HK6913
ATR46	4	HK1929 al HK1932
A319	6	HK1110 al HK1115
A320	7	HK2869 al HK2875
A321	4	HK2805 al HK2808
B738	5	HK2969 al HK2973
A330	6	HK5126 al HK5131
B787	5	HK9514 al HK9518
B747	1	HK0722



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HUB RIONEGRO

TIPO DE AERONAVE	CANTIDAD	MATRICULAS
C172	2	HK777- HK778-G
DASH8-Q400	4	HK42112 al HK4215
DHC6	3	HK8506 al HK8508
B1900	2	HK6914 al HK6915
ATR46	4	HK1933 al HK1936
A319	4	HK1116 al HK1119
A320	4	HK2876 al HK2879
A321	2	HK2809 al HK2810
B738	3	HK2974 al HK2976
A330	2	HK5132 al HK5133
B787	3	HK9519 al HK9521
B747	1	HK0723
B777	2	HK0105 al HK0106

HUB CARTAGENA

TIPO DE AERONAVE	CANTIDAD	MATRICULAS
C172	4	HK779- HK782-G
DASH8-Q400	4	HK42116 al HK4219
DHC6	6	HK8509 al HK8514
B1900	2	HK6916 al HK6917
ATR46	4	HK1937 al HK1940
A319	1	HK1120
A320	3	HK2880 al HK2882
A321	2	HK2811 al HK2812
B738	3	HK2977 al HK2979
A330	2	HK5134 al HK5135
B747	1	HK0724

WE WISH YOU SUCCESS IN COLOMBIAN AIRWAYS AND WE HOPE TO MARK AN UNCONDITIONAL FOOTPRINT IN YOUR ACCOMPANIMENT BY THE EXPERIENCE OF BELONGING TO A VIRTUAL AIRLINE WITH PROFESSIONALISM.

WE WISH YOU GOOD FLIGHTS

CEO & COO



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