Virgin Virtual Group Staff Operational Guide 2020
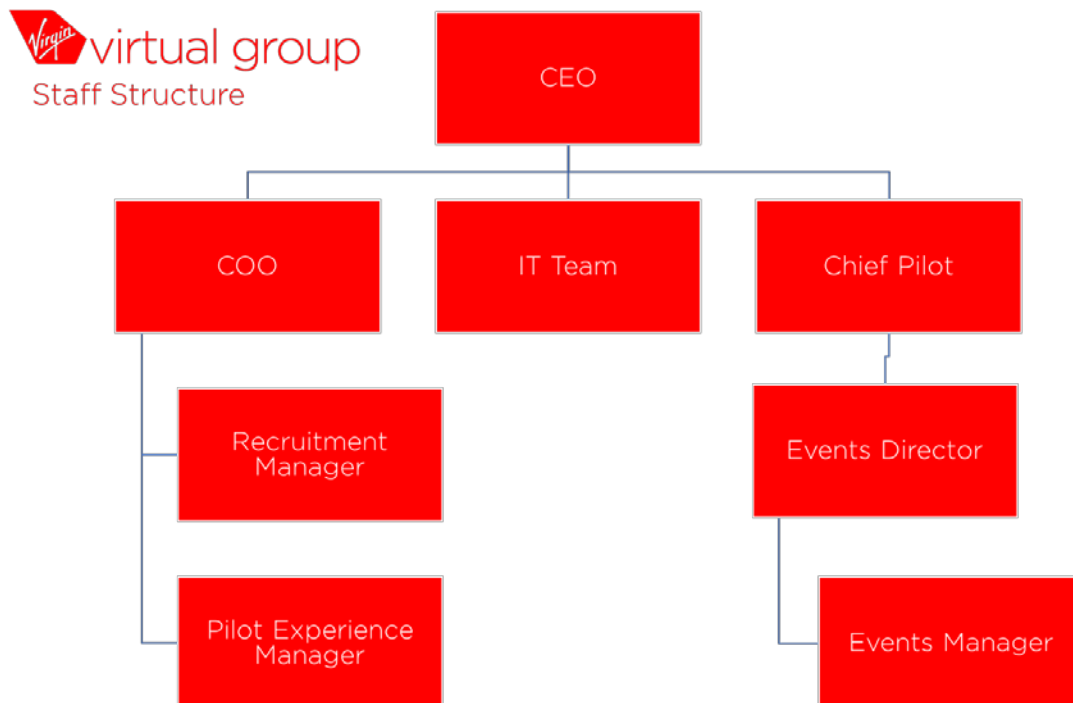
Contents

1.0 Overall Structure

1.1 Staff Structure

At VGVA, our staff team operates on the following structure.

1.2 Management Teams

1.2.1 Role of the Executive Team

The Executive Team is defined as the current standing Chief Executive Officer (CEO), Chief Operating Officer (COO) and Chief Pilot. The role of the executive team is to ensure to overall smooth running of the VA, approving project proposals and any further tasks requiring senior management.

1.2.2 Role of the Information Technologies (IT) Team

The role of the IT Team is to create and maintain a sound digital presence of the Virtual Airline. This includes but is not limited to the IFC Account, Website, IFC Thread and Instagram.

1.2.3 Role of the Events Team

The role of the Events Team, compromised of the Event Director and Event Manager, is to ensure frequent IFC and internal events to create a steady intake of pilots and make sure said pilots remain active.

1.3 Individual Roles

1.3.1 Chief Executive Officer

The role of the Chief Executive Officer (CEO) is to oversee and ensure the smooth and efficient running of the executive team. The CEO is required to approve of all project proposals in order for them to go ahead, as well as the deactivation of any members. The CEO does not report to anybody but receives reports from all areas of the VA and has the callsign of VGVACEO.

1.3.2 Chief Operations Officer

The role of the Chief Operations Officer (COO) is to assist the CEO in their role, as well as working to solve small matters that do not require the attention of the CEO. The COO reports directly to the CEO and receives reports from the Recruitment Manager, Pilot Feedback Representative (PFR) and Head of Training. These reports may be dealt with at the COO's level or handed up to the executive team. Note all information from the PFR should be given straight to the executive team for review. The COO has the callsign of VGVACOO.

1.3.3 Chief Pilot

The role of the Chief Pilot is to oversee the flying side of VA Operations and ensure routes are up to date both in the Spreadsheet and Crew Center database. The Chief Pilot is also responsible for all brand assets such as logos, banners and the like. The Chief Pilot receives reports from the Chief Career Officer (CCO) and Events Team and these may be dealt with at their level or passed up to the executive team. The Chief Pilot reports to the CEO and has the callsign of VGVACP.

1.3.5 Recruitment Manager

The role of the Recruitment Manager is to review pilot applications, onboard new pilots, answer pilot questions and ensure pilots remain active. The Recruitment Manager is partly responsible for pilot discipline jointly with the executive team. The Recruitment Manager reports to the COO and has the callsign of VGVARM.

1.3.6 Pilot Experience Manager

The Pilot Feedback Manager (PFM) is a new position designed to advocate for a constantly improving and adapting VA to give pilots the best experience. The PFM is responsible for the overall enjoyment of all pilots and ensures pilots are always motivated to fly. The PFM reports to the COO and has the callsign of VGVAPFM.

1.3.9 Events Director/Events Team
The Events Director and Events Team are jointly responsible for the running of all events. The Events Director oversees the Events Team, reports to the Chief Pilot, receives reports from the Events Team and has the callsign of VGVAED. The Events Team reports to the Events Director and have the callsigns of VGVAEX where X is a number assigned to them of two or over.

2.0 Crew Center Administration
The Crew Center may be accessed at https://crew.ifvirginvirtual.vip and staff may access the admin functions via the menu once logged in.

2.1 Routes
Routes can be managed via the Route Database tab. To add a route, use the Add Route button.

2.2 Recruitment Moderation
New pilots' access to the Crew Center can be managed via the Recruitment tab. From here, you can view the status of recruitment for pilots and assign the exam or deny a pilot.

2.3 PIREP Moderation
PIREPs can be managed via the PIREP Moderation tab. From here you can accept, reject and hold PIREPs. PIREPs should only be rejected if you have a valid reason such as not a route or the PIREP seeming like it may have been faked. All staff members are entitled to contact a pilot on the basis of PIREP validity and request a screenshot from said pilot's logbook. The Hold function should only be used if the validity of a flight is questionable and the staff member is seeking proof of the flight. Do not moderate PIREPs in the On-Hold area unless you are the person who held said PIREP.

2.4 Weekly Featured Route (WFR) Management
Each week featured routes are released for each day of the week. Pilots can claim multipliers based on their Elevate Tier. Here, Featured Routes can be added for each day of the week.

2.5 Events Management
Events are crucial to ensuring pilot activity, and with the new Events System integrated into the Crew Center events can be managed easier than ever. To create an event, click New Event Draft. This will prompt you to enter the basic details of the event. Once the draft has been saved it is not visible to pilots. Before it can be shown to pilots gates must be added to avoid causing an error. To do this, click the baggage cart next to the event. From there, you can choose to manually enter gates (recommend for flyins/flyouts) or automatically fetch and add the gates.

To manually add the gates, select that option in the dropdown then enter the gate names, adding more text boxes if required.

To automatically add the gates, select that option then enter the airport, number of gates to fetch and minimum gate size (see here). You can also enter some text to look for in the gate name. Please note the text must exactly match part of the gate name and is case sensitive. The gates will then be fetched, and you can accept and add them to the event,

Please note you cannot edit or remove gates once they are added.

3.0 Recruitment Guide

When a pilot applies for VGVA, they will fill out the registration form on our website. After submitting this form, the pilot will appear in Recruitment tab of the Crew Center in a similar manner to this.
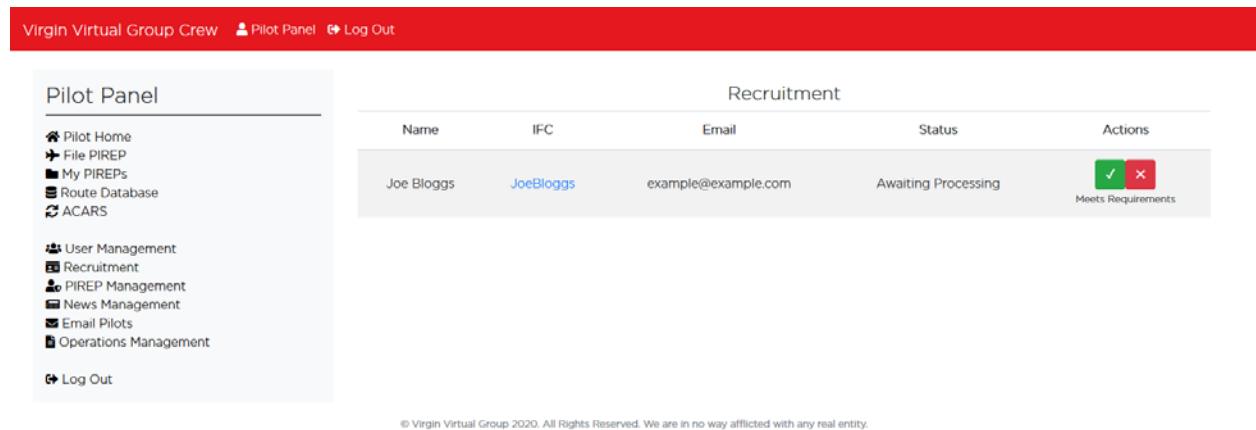
A message will also go through on Slack in the Recruitment channel.

The system will automatically detect whether the pilot meets our requirements and advise you of what it finds. If they do not meet the requirements, you must deny their application as it is the only option. If they show as meeting the requirements as above, click on the link to their IFC profile to check they have a valid IFC account. If the page does not exist or they are banned, deny the application. Otherwise, click the tick to assign them the exam.

Once pilots complete the exam, their result will be shown to them instantly. If they pass, their status will be automatically updated and they will be accepted into the Crew Center, if they fail their application will be denied.

4.0 Disciplinary Actions

Our discipline procedures are the same as those on the IFC, with a few modifications.

Misconduct	1st Issue	2nd Issue	3rd Issue	Final Issue
Continued unprofessionalism on the live server and/or on Slack	Unofficial Warning	Official Warning	1 Month Blacklist	6 Month Blacklist
Insulting or demeaning speech on any platform	Official Warning	1 Month Blacklist & IFVARB Notified	6 Month Blacklist	Permanent Blacklist
Use of vulgar language or inappropriate use of emojis on any platform	Official Warning	1 Month Blacklist	6 Month Blacklist & IFVARB Notified	Permanent Blacklist
Hate speech, racism, homophobia, sexism or any other severely offensive speech on any platform	Permanent Blacklist & IFVARB Notified			

Using VGVA property, documents or assets for uses outside of those intended	Official Warning & IFVARB Notified	6 Month Blacklist	Permanent Blacklist	