🛩 EUOSCOT & AIR SCOTLAND VIRTUAL — OPERATIONS MANUAL

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📜 Foreword

Welcome to Euroscot & Air Scotland Virtual...

📄 Document Control

Version	Date	Author	Description
1.0	28 Jun 2025	Euroscot/Air Scotland Management	Initial final release
1.1	01 July 2025	Euroscot/Air Scotland Management	V1.1

🗺 1. Terms of Membership

🛫 2. Rank Structure & Aircraft Access

⚙ 3. Flight Tracking & Reporting

🗓 4. Scheduling & Duty Hours

📝 5. Leave of Absence & Inactivity

🤝 6. Community Conduct

🗒 7. Fuel Policy & Cost Index

📄 8. Standard Operating Procedures (SOPs)

🧑‍✈ 9. Contact & Support

This document serves to provide virtual pilots operating on behalf of Euroscot Virtual/Air Scotland with operating and membership information relating to both airlines' operations.

Euroscot & Air Scotland Virtual operates a "Just Culture" policy. In aviation, a Just Culture policy promotes safety by encouraging open reporting of errors and incidents without fear of punishment for honest mistakes. This means, that within the virtual airline, if you believe you have carried out an action out with this EVOM, that as long as you openly justify and explain, i.e. a PIREP following a hard landing or unstable approach, that you engage and explain your actions (add comments/notes within Pegasus prior to filing), you will never be penalised or face formal action. Instead, you will be listened to and if appropriate, feedback and coaching to help improve or avoid such situations occurring again will be given. The learnings of these events will be used (where appropriate), to enhance operations and efficiency for all pilots in the VA.

AMENDMENTS

Amendments to this document can be made at any time to protect the Euroscot Virtual/Air Scotland operation and NOTAMS (information below), will be published to pilots when required. When registering as a member, all our virtual pilots accept the terms of membership which stipulates that virtual pilots must abide by the Euroscot Virtual Ops Manual (EVOM). Failure to abide by the EVOM (this document), could result in suspension/termination of your membership.

This document when downloaded will always be named "EUS.EVOM.DDMMYY*" to ensure virtual pilots are clearly informed which version of the EVOM is current.

EDITORIAL PRIVILEGES & AUTHENTICITY

Only Euroscot/Air Scotland Virtual management have the authority to edit this document. Training Captains must speak to their base management to suggest changes to this document, who will in turn communicate with the company management to discuss any proposals. This will then be reviewed at the next scheduled board meeting and the outcome of which will be communicated directly with the Training Captain concerned.

Any pilot operating under the EUS/SCO callsign representing the virtual company must abide by this document.

📖 TERMS OF MEMBERSHIP

◈ 1.1 Eligibility

- All applicants must be **16 years or older**

- If a pilot holds a valid **VATSIM ID or IVAO ID**, we require this is shared for auditing purposes.

- Pilots should demonstrate a **basic understanding of aviation procedures** and commit to professional online conduct

◈ 1.2 Registration & Agreement

By registering with Euroscot Virtual or Air Scotland Virtual, all members **agree to abide by the Euroscot Virtual Operations Manual (EVOM)** in its entirety. Violation of these terms may result in **membership suspension or termination.**

- New members will receive confirmation via email and be invited to join our **Discord server**

- The latest version of the EVOM will always be named **EUS.EVOM.DDMMYY** when downloaded

1.3 Membership Oversight

- Only **Euroscot/Air Scotland Virtual management** may modify this manual

- Training Captains may request changes via base managers, who will escalate to central staff

- Management retains the right to **review, suspend, or terminate** membership at any time

1.4 Community Participation

- Pilots are strongly encouraged to engage in our community via **Discord, social media, and online networks**

- Active participation is part of creating the "as close as it gets" aviation experience

- Pilots must keep VATSIM and/or IVAO IDs up to date in their profile for **auditing and compliance.**

1.5 Inactivity & LOA (Leave of Absence)

- A **minimum of one PIREP every 42 days** is required to maintain active status

- If you anticipate being inactive, contact staff to request a **Leave of Absence**

- Inactive accounts are handled case-by-case, and management reserves the final decision

- Every new pilot must complete **one** PIREP within **30** days. Reminders will be sent to all pilots when the approach the inactivity threshold.

1.6 Professional Conduct

Euroscot/Air Scotland Virtual operates with a **zero-tolerance policy** toward any misconduct. All members must:

- Maintain a respectful and inclusive tone toward staff and fellow pilots

- Refrain from offensive language, discriminatory remarks, or inappropriate links

- Represent the VA professionally on networks like VATSIM/IVAO

- Uphold the reputation of Euroscot Virtual across all platforms

✈ RANK STRUCTURE AND AIRCRAFT ACCESS

◈ 2.1 Ranks & Flight Hours

All virtual pilots progress through ranks based on total hours flown, which unlock access to larger and more complex aircraft.

RANK	HOURS REQUIRED	FLEET ACCESS
Second Officer	0	ALL FLEET ACCESS
First Officer	50-99	ALL FLEET ACCESS
Senior First Officer	100-199	ALL FLEET ACCESS
Captain	200-499	ALL FLEET ACCESS
Training Captain	500+	ALL FLEET ACCESS

Note: All aircraft operated must comply with fleet restrictions, fuel policy, and route access policies established by Euroscot/Air Scotland management.

⚲ FLIGHT TRACKING AND REPORTING

◈ 3.1 Flight Logging System – Pegasus (ACARS)

All flights operated under Euroscot Virtual or Air Scotland **must be tracked using Pegasus**, the official ACARS software provided by the vAMSYS system.

REQUIREMENT	DETAILS
Mandatory Usage	Pegasus must be launched and active before starting any scheduled flight.
Real-Time Tracking	Logs departure, cruise and arrival times, aircraft data and route accuracy.
Version Updates	Pilots are responsible for keeping Pegasus always updated.

REQUIREMENT	DETAILS
Flight Validity	Flight **not tracked by Pegasus** may be rejected.
Misuse Consequences	Any manipulation or interference with Pegasus data will result in disciplinary proceedings.

◈ 3.2 PIREPs (Pilot Reports)

- All flights **must be filed via Pegasus** to generate a valid PIREP

- Manual PIREPs are permitted **only with prior staff approval** and supporting evidence

- PIREPs that reflect **unrealistic behaviour, excessive speeds, fuel irregularities, or violations** may be flagged or rejected by staff

- The staff reserve the right to decline any manual PIREPS particularly if the pilot has failed to launch Pegasus numerous times previously.

◈ 3.3 Logbook & Flight History

- Each pilot has a **personal logbook** visible via the VAMSYS dashboard

- Log entries include flight number, aircraft type, departure/arrival details, duration, and XP/credit earned

- Flight history is used for **rank progression**, **award eligibility**, and **staff performance checks**

◈ 3.4 Reporting Support & Disputes

- If you experience technical issues during a flight, contact staff **immediately via Discord or email**

- Screenshots, SimBrief OFPs, Volanta data or any other source deemed appropriate, or network logs may be requested to validate a flight

- Disputes over flight status must be raised **within 72 hours** of flight submission

◈ 4.1 Scheduling Overview

Euroscot Virtual and Air Scotland Virtual adopt a pilot-led scheduling policy. While we offer a structured timetable, we understand the importance of flexibility for our members.

TYPE OF FLIGHT	DESCRIPTION
Scheduled Flights	Flights are published via the VA schedule or simbrief auto-briefing.
Seasonal Operations	Routes available only during specific months or events.
Charter Operations	Routes operated as part of a charter arrangement.

"All flights are unlocked and operable year-round unless otherwise noted in NOTAMs or route advisory updates."

◈ 4.2 Flight Assignment & Self-Dispatch

- Pilots are encouraged to choose flights that reflect their preferred aircraft and availability

- Our dynamic scheduling system updates based on demand and realism preferences

- Flights can be flown on-demand, but realism-based routes (e.g., EU regional for Euroscot, UK domestic and long-haul for Air Scotland) are non-negotiables.

- Seasonal and charter flights will be listed in advance via Discord, email, or the website

◈ 4.3 Duty Hour Guidelines

While we do not enforce hard Flight Time Limitations (FTLs), the following guidelines promote safe and realistic flying:

Max Duty period of **12** hours we ask pilots not to operate more than 4 sectors.
Max Duty period of **24** hours we ask pilots to avoid no more than 6 hours of cumulative flight time without appropriate breaks.

◈ 4.4 Schedule Publication

- Euroscot Virtual/S6/EUROSCOT: *All European operations*

- Air Scotland Virtual/S7/BRAVEHEART: *Domestic/long-haul operations*

- Full timetables can be accessed via the VAMSYS crew portal or official dispatch sheets

- Our flight operations team aim to upload schedule updates weekly, normally over the weekend and will always announce new releases.

- The Flight Operations team welcome suggestions for new routes and request that this form is completed to raise any ideas.   .

- Discord may also host **real-time NOTAMs, pop-up event schedules, and special assignments**

📝 LEAVE OF ABSENCE AND INACTIVITY

◈ 5.1 Leave of Absence (LOA)

We understand that real life always takes priority. If you're unable to fly for an extended period, we offer a Leave of Absence (LOA) option to help protect your account status.

- LOAs must be **requested in advance** where possible

- Approved LOAs **pause all inactivity counters**

- Pilots on LOA are exempt from monthly PIREP minimums

"We'll always treat LOA requests with empathy and handle each case individually — no pilot is left behind for having a real-life situation."

◈ 5.2 Inactivity Policy

If a pilot becomes inactive without notice, the following procedures apply:

Reminders will be sent via our system after an established pilot has not filed a PIREP after **42** days. A grace period email will be sent allowing an additional **14** days where we expect contact from that pilot requesting LOA.

- Pilots may be **manually reactivated** after long-term inactivity at staff discretion

- Exceptional circumstances (e.g. health, technical issues) will always be considered

- Staff reserves the right to override default policy based on pilot contribution or engagement

◈ 5.3 Reactivation Process

If your account has been marked inactive or removed:

1. Contact any Euroscot or Air Scotland staff member via Discord or email

2. Provide your pilot ID and last known login/flying activity

3. Request reactivation or reinstatement — staff will evaluate and respond within 72 hours

◈ 6.1 Core Principles

Euroscot Virtual and Air Scotland Virtual are committed to maintaining a safe, respectful, and inclusive environment for all members. Every virtual pilot represents the VA both internally and externally — professionalism starts with community behaviour.

"We hold each other to a high standard not just in the skies, but on every platform we share."

All pilots are expected to demonstrate:

- Courtesy and mutual respect toward staff and fellow members
- Accountability for words and actions on Discord, forums, and flying networks
- A commitment to building a welcoming, inclusive space for all

◈ 6.2 Code of Conduct — Expected Behaviour

DO	DO NOT
Engage respectfully across all platforms	Use offensive, discriminatory, or aggressive language
Use appropriate tags/usernames on Discord. We require this format: FIRSTNAME LASTNAME – EUS**** OR FIRSTNAME LNAME INITIAL – EUS****	Post NSFW, adult or political/religious content
Ask questions and help others when possible	Debate sensitive topics that could harm community morale

DO	DO NOT
Respect flight realism standards and events	Troll, impersonate or spam chat channels
Keep VATSIM/IVAO IDs updated and accurate	Misrepresent your rank, qualifications or hours

◈ 6.3 External Conduct

As a representative of Euroscot Virtual and Air Scotland Virtual, your behaviour extends to third-party platforms:

- **Online flying networks** such as **VATSIM** and **IVAO**

- **Social media**, **Discord communities**, and event servers

- Participation in **public livestreams**, **ATC sessions**, and forums

If a concern or incident is reported by VATSIM, IVAO, or any trusted partner, we reserve the right to:

- Investigate and contact involved members

- Suspend or remove offending pilots

- Report back to the external network with our findings

◈ 6.4 Reporting Misconduct

All community members are encouraged to report breaches of conduct to VA staff via:

- Direct message to any member of management on Discord

- Email: airlinestaff@euroscot-virtual.co.uk

Reports are handled confidentially and reviewed on a case-by-case basis. Repeat or egregious violations may lead to permanent removal.

💾 FUEL POLICY AND COST INDEXES

◈ 7.1 General Fuel Policy

Euroscot Virtual and Air Scotland Virtual operate with an emphasis on realism, efficiency, and flight planning accuracy. All virtual pilots are expected to:

- Use SimBrief or another approved dispatch system for fuel calculation

- Observe the assigned Cost Index (CI) for their aircraft type

- Avoid unrealistic "full fuel" dispatches unless justified by route planning

- Select realistic reserves, contingency fuel, and alternate aerodromes

"Excess fuel increases virtual costs and affects realism metrics across the VA — plan smart, fly sharp."

AIRCRAFT TYPE	STANDARD CI
Boeing B737-800	CI 13 (Up to CI50 if delayed)
Boeing B737-8 MAX	CI 13 (Up to CI50 if delayed)
Boeing B757-200	CI 28
Boeing B767-300	CI 27
Airbus A319-100	CI 7 (Up to CI50 if delayed)

AIRCRAFT TYPE	STANDARD CI
Airbus A320-200	CI 7 (Up to CI50 if delayed)
Airbus A321-200	CI 7 (Up to CI50 if delayed)
Airbus A321 NEO	CI 7 (Up to CI50 if delayed)
ATR 72-600	TBC
DHC-6 Twin Otter	TBC
Bae/Avro RJ1H	TBC

CI = Cost Index. Values are subject to operational review or seasonal adjustment. If a Cost Index isn't listed, consult the airline staff team at airlinestaff@euroscot-virtual.co.uk.

◈ **7.3 Special Dispatch Scenarios**

- **Delayed Sectors**: For simulated delays, an increased CI may be used if route time savings are warranted

- **Events or VATSIM/IVAO traffic control**: Higher CI may be permitted at discretion of event lead

- **Fuel Tankering**: Not generally practiced unless part of a simulation scenario

📄 **STANDARD OPERATING PROCEDURES**

◈ 8.1 Flight Planning

Must select and appropriate a/c type/variant for intended departure and arrival aerodromes. In addition, pilots must be competent on the aircraft type and variant they are electing to operate, along with the necessary SOPs, restrictions and limitations of the aircraft and aerodromes. I.e., flights to EGLC & LOWI and other aerodromes that require extra

All virtual pilots must conduct realistic flight planning prior to departure. The following elements are required:

- Use SimBrief or equivalent dispatch system to generate OFPs

- Select routing that aligns with real-world airway structure when available

- Confirm aircraft performance profiles and payloads match your assigned type and VA rank

- Input appropriate Cost Index (see Section 7) and fuel policies

- Check NOTAMs, weather (METAR/TAF), and airspace restrictions before every flight

◈ **8.2 Pre-Flight Procedure**

- Load Pegasus ACARS and confirm active status
- Load aircraft at correct gate/stand
- Configure route, weights and fuel
- Connect to appropriate online network
- Follow all instructions given by ATC if present

We have a wide variety of airport briefings available on the vAMSYS dashboard.

"Think like a real-world pilot: be punctual, prepared, and fully briefed before pushback."

◈ **8.3 Departure & Enroute**

- Comply with ATC clearance limits and SID procedures

- Maintain assigned altitudes, speeds, and headings

- File pilot remarks that include Euroscot Virtual / Air Scotland

- Monitor Pegasus status throughout — ACARS disconnects may result in rejected PIREPs

- Remain on Unicom (122.800) and report intentions if no ATC coverage is present. Guard freq on COMM2 monitoring of 121.500 is recommended too.

◈ 8.4 Arrival & Shutdown

- Comply with STAR and arrival procedures
- Ensure Pegasus records landing with proper arrival ICAO or comment diversion data if necessary
- Use assigned gates/stands unless otherwise directed
- Follow the correct shutdown procedure for the aircraft you are operating
- Submit your PIREP

◈ 8.5 Simulation Conduct

- No time acceleration is permitted at any point during the flight

- Pause function (if required for emergencies) must be clearly stated in ACARS remarks

- Pilots must avoid:

  - Unrealistic vertical speeds or fuel burn

  - Mid-flight aircraft changes or repositioning

  - Excessive slewing or skipping sectors

◈ 8.6 Emergencies & Disruptions

Euroscot Virtual allows simulated technical and weather-based emergencies for advanced pilots. However:

- Emergency situations must be logged as such in the PIREP remarks

- If diversion occurs, update Pegasus route info or notify staff post-flight

- Intentional crashes, prank callsigns, or joke scenarios will result in immediate disciplinary action

⚗ CONTACT AND SUPPORT

Euroscot Virtual and Air Scotland Virtual are committed to supporting every virtual pilot with prompt and professional assistance. Whether it's a technical issue, a membership query, or operational guidance — help is never far away.

◈ 9.1 Staff Support Channels

DEPARTMENT	CONTACT METHOD	PURPOSE
General	airlinestaff@euroscot-virtual.co.uk	Registration, PIREPS, membership, questions. Generally, all things as this is a shared emailed inbox.
Technical Support	Discord or airlinestaff@euroscot-virtual.co.uk	Pegasus issues, ACARS errors etc

DEPARTMENT	CONTACT METHOD	PURPOSE
Pilot Training/Mentoring	Discord or airlinestaff@euroscot-virtual.co.uk	New pilot help, aircraft coaching etc
Conduct Reporting	airlinestaff@euroscot-virtual.co.uk	Community or network misconduct

"We aim to respond to all queries within 24–48 hours. Urgent operational matters are given priority during active event windows."

◈ 9.2 Discord Server

All official communication, updates, events, and NOTAMs are issued via our Discord platform. You must join and remain in the server to:

- Receive **schedule updates** and operational announcements

- Access **event briefings**, dispatch tools, and route guidance

- Submit **support tickets**, LOA requests, or file reports

- Chat with other virtual pilots and staff

- See section **6.2** for Discord username requirements.

📎 **Discord Link**: Provided after registration and account approval

◈ 9.3 Social & Community Platforms

Stay connected and celebrate aviation with us:

- 📻 **Event Streams**: Posted on Discord prior to go-live

DOCUMENT ENDS HERE