

AIR FRANCE/KLM VIRTUAL AIRLINES PILOTS MANUAL



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WELCOME TO AIR FRANCE/KLM VIRTUAL AIRLINES

On behalf of Air France/ KLM Virtual Airlines, welcome aboard! AFVA is one of the most fulfilling and feature packed virtual airlines on the Internet. We are a group of experienced flight simulation enthusiasts that succeed because of the efforts and enthusiasm of people like you. At AFVA, we believe in the notions of participation and community. By sharing our experiences and our common love for commercial aviation simulation, we can all become better pilots and enjoy our hobby that much more. We strive to create a rich online community where pilots of all ages and abilities can come together and have a wonderful time.



We recognize that no two pilots are alike. We seek to provide a fun, and enjoyable atmosphere for pilots interested in kicking back and enjoying their time behind the yoke of a commercial airliner. For the more serious virtual airline pilot, we offer a challenging series of promotion requirements that ensure that the rating of Captain or Senior Captain at Air France/KLM Virtual Airlines signifies superior aeronautical and aircraft command abilities. We value our senior officers – because it's through their contributions that our virtual airline is as vibrant and dynamic a community as it is.

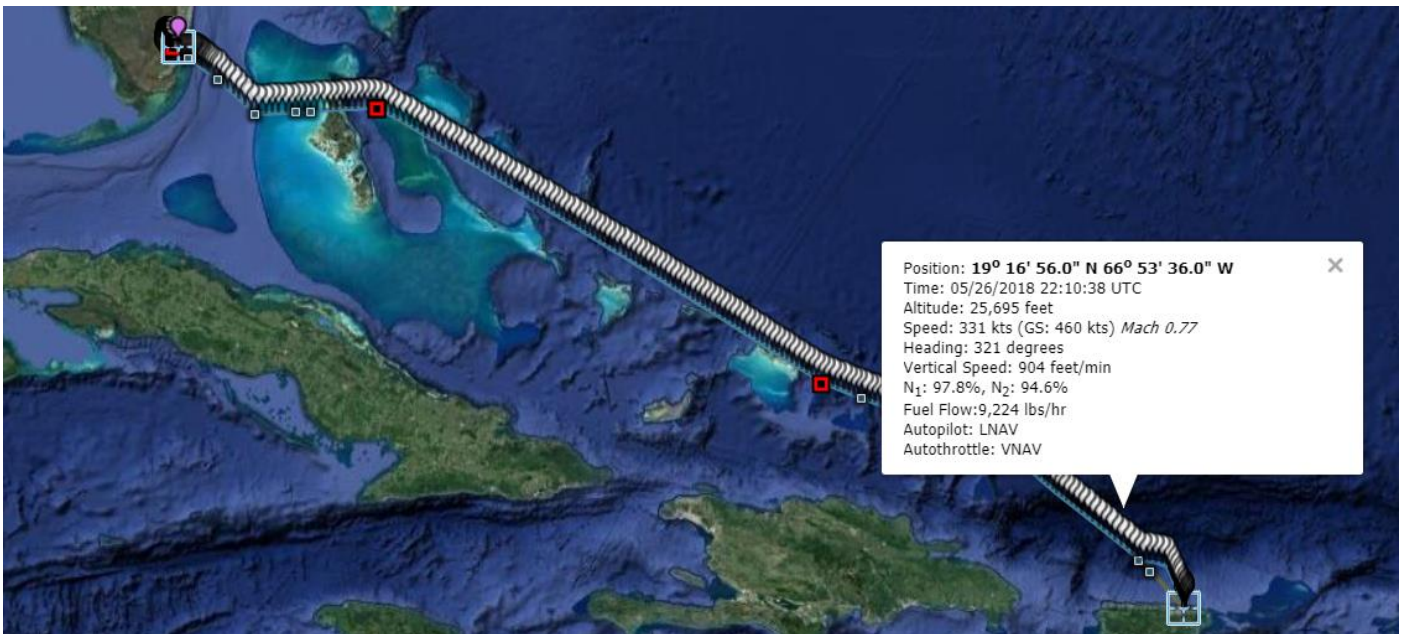
We are committed to professional-grade quality in everything we do, from a professional-grade secure web site that's updated regularly to high quality procedure and aircraft operation manuals, like the one you're reading right now.

We truly believe in our motto – “LE CIEL ENTRE NOUS” (The Sky Between Us) – and we hope to demonstrate that to you every day.

AIR FRANCE/KLM VA: OUR VISION

At Air France/KLM Virtual airlines, we envisaged a virtual airline as a group of flight simulation enthusiasts that get together to share experiences and have a great time flying the aircraft of a particular airline. Some virtual airlines are based around real world airlines (like we are), and others are based around fictional airlines.

Unlike many Virtual Airlines on the Internet, we are committed to using professional, up to date software and development strategies to create an online community for the benefit of our pilots. Our ACARS system is in constant development and is always evolving, this gives you a wealth of flight data in each of your Pireps for you to analyse' A typical flight report is shown below, every balloon is clickable and shows you your data for that segment of the flight, Impressive stuff!!



In plain English, that means using modern technology where it is appropriate to give our pilots more time flying, and more time having fun. Our pilot rosters and hours are updated several times a day. Our message forums have over 1,000 posts every week. As an Air France/ KLM Virtual Airlines pilot, you will never be flying alone!

Like all virtual airlines, we have “Management”. In our dictionary, management means a volunteer that’s put in enough time, energy and effort to be rewarded with the obligation of putting in even more time and effort as a staff member.

Like a real airline, we have our own “shareholders”. Unlike our real-world counterpart, our shareholders are our pilots. If you were not interested in aviation, you would not be here. If we fail in our mandate, you will not continue to participate. We recognise this and recognize that Air France/KLM Virtual Airlines is only as good as its pilots, and the efforts you make on our behalf. Much of what makes us such a fun organization to participate with are the efforts of our pilots, not any exertions of our staff. We never want to forget this. We certainly don’t want you to let us.

OUR COMMITMENT TO YOU

Air France/ KLM Virtual Airlines is not affiliated with Air France/KLM ® in any way. We are a group of flight simulation enthusiasts who choose to model our operations after the real-world airline. We have no contact, affiliation, or exclusive deals with Air France/ KLM®. If you're looking for the Air France® web site, you can find it at the following URL: <http://www.airfrance.com/>.

We strive to be as responsive to our pilot community as possible. Our web site is designed to maximize our efficiency in providing Microsoft Flight Simulator 2004, FSX, P3D and X-Plane resources, recording and calculating flight hours and ensuring that Flight Simulator pilots with an interest in Air France/KLM can easily share information. We strive to make modern technology work for us in creating a valuable online community.



We understand that we all have lives outside of Air France/KLM Virtual Airlines. We have work, family and other pursuits. Sometimes life gets a little crazy and we all need the occasional time off. AFVA recognizes this and makes every effort to balance involved participation in our virtual airline with the pressures and demands of our daily lives.

All the employees of Air France/KLM Virtual Airlines, from our President to the Chief Pilots, will keep you informed on what is going on in the airline. We take pride in seeing our virtual pilots improve their aeronautical, command, and navigation skills and become better pilots before our eyes.

Air France/ KLM Virtual Airlines welcomes your participation and input! We are always open to innovative ideas, comments, and suggestions - and yes, even complaints. We strive to make your virtual airline experience the best it can be!

CONTACTING AIR FRANCE/KLM VIRTUAL AIRLINES

Our web site is located at <http://www.afva.net/>

Registration as a pilot is required but is free. If you are experiencing technical problems with our site, please contact the webmaster at info@afva.net or visit our help desk.

Contacting our webmaster for non-technical issues is not for the faint of heart. Responses to non-technical issues may take between 30 minutes and 30 days! Please use the Water Cooler forums or Help Desk whenever you can – your fellow pilots will be more than happy to help you.

We always welcome your feedback – our virtual “corporate offices” can be reached via e-mail at info@afva.net

or by visiting the Our Staff page. Our doors are always open!



Management are also available to be contacted directly if you are having any issues that need resolving quickly, although again this may take a few days if all management are occupied with real life, we can be reached via email here.

Brian Hankey (CEO)

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Silvian Baltac (EVP Operations)

sbaltac@afva.net

Paul Hale (EVP Human Resources)

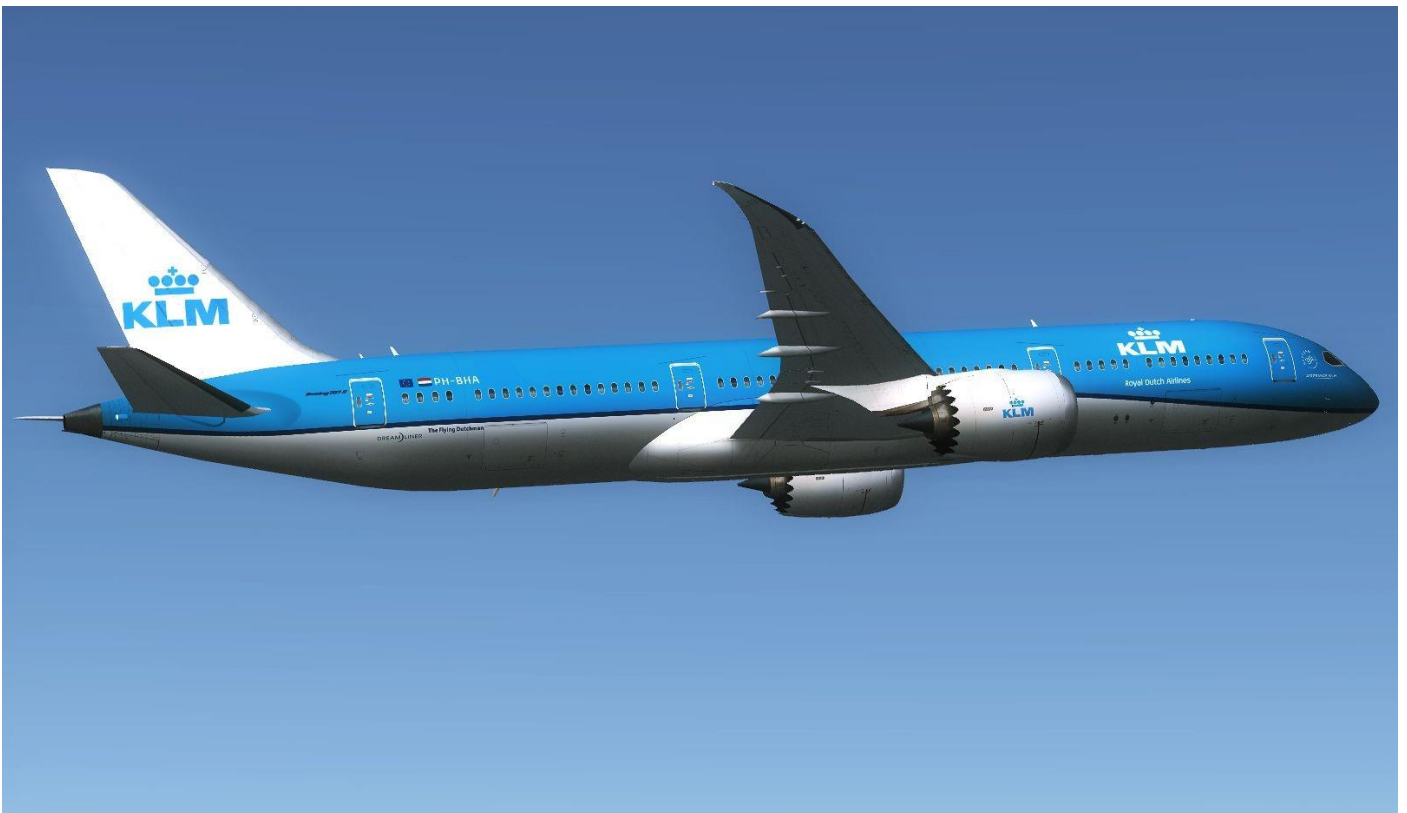
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YOUR COMMITMENT TO US

It is mandatory that all pilots provide a valid, current e-mail address. If we cannot get in touch with a pilot because we do not have a current e-mail address, that pilot will be removed from the active roster. Please note that our registration process is a two-step process that involves an e-mail sent to your address. Individuals with an invalid or inoperative e-mail address will not be able to register as an Air France/KLM Virtual Airlines pilot.

Pilots with an inoperative e-mail address are also subject to removal without notice.

Hotmail and Outlook email addresses have been made exceptions and are not acceptable as our outbound emails to those addresses will not deliver therefore making it impossible to contact our pilots.



Our servers are based in the United States of America, in the state of Georgia. We are therefore subject to all applicable state and federal laws. Due to federal laws in the United States of America restricting the type of information we can obtain from children, we unfortunately cannot accept any pilots less than 13 years of age.

AFVA pilots must log in to the web site at least once every ninety (90) days.

Failure to log into the website at least once every 90 days may result in removal from the active roster without notice. If you are unable to log into the website for any length of time, we ask that you request a leave of absence. While on a leave of absence, you will not be subject to removal from the active roster due to inactivity.

To take a leave of absence, simply log into the website and enter the Pilot Center. In the Pilot Center there is a link you can click to request leave of absence. That's it! If for any reason you need additional assistance, please contact your Chief Pilot. We strive to be accommodating to our pilots.



Air France/KLM Virtual Airlines pilots are expected to actively participate in their airline. We are here for you, the pilot, and without your input it is hard to make your virtual airline experience the greatest and most realistic it can be. Please go to our Water Cooler discussion area and post a message, read up on what is going on in the virtual airline and provide your input in helping all our pilots enjoy their hobby and become better at it.



We welcome and can support pilots using Microsoft's Flight Simulator 2004, FSX, P3Dv3, P3Dv4 and both X-Plane 10/11. Pilots flying other flight simulators are always welcome, but we cannot guarantee assistance, support, or compatibility with AFVA's online flight events or software.

STATEMENT OF CONDUCT

It's unfortunate that this part even exists within the Air France/KLM Virtual Airlines manual however, we believe that it's important that a few items are mentioned.

- It's our goal to provide a friendly, productive atmosphere for flight simulation enthusiasts of all ages and abilities. All AFVA pilots are expected to conduct themselves with this goal in mind.
- We recognize that from time to time all of us will have a disagreement. We expect each pilot to give his or her peers the benefit of respect and courtesy always.
- Our Chief Pilots volunteer their time for check rides and reviewing promotion examinations. Pilots are expected to honour the Check Ride that they agreed to or show the courtesy of cancelling in advance.



- We have no ability to, or even the interest in, verifying the credentials and claims of our members. We trust people enough to take their credentials at face value and give them the benefit of the doubt. However, just like in the real world, any pilot making false claims of prior virtual airline or real-world experience may be terminated without notice. There's no advantage to be gained by making a false claim like this; you don't get a quicker route to promotion or management.

- Additionally, we have no ability to verify offline hours and flight legs flown. We go by the honour system – ultimately, the only individual you cheat by filing a false PIREP is yourself. However, the AFVA membership of any pilot found filing false pilot reports may be terminated without notice. Other unacceptable behaviour such as misrepresenting yourself as a real-world pilot, impersonating a Chief Pilot or other Air France/ KLM Virtual Airlines staff member, or any other unmentioned position is unacceptable. Administrative disciplinary action may result from such actions, including but not limited to, suspension, having forum privileges suspended or revoked, and/or termination from Air France/KLM Virtual Airlines.
- All members posting material in our Water Cooler discussion forum should post messages in good taste and exercise personal responsibility in deciding an appropriate post. Please keep in mind that there is to be no flame throwing, fighting or threatening behaviour to be used in the Water Cooler. Posts deemed unacceptable will be removed and administrative disciplinary action against the offender may result.



- Finally, it bears mentioning that promotions at Air France/KLM Virtual Airlines are made with these issues in mind. We reserve the right to refuse to promote a pilot otherwise qualified who has demonstrated problems or unwillingness to adhere to this standard of conduct.
- In fairness – much on this page is common sense. Treat others how you wish to be treated, and you shall be treated the same manner. If you are having problems with a pilot or staff member, please report any incidents to a member of the Air France/KLM Virtual Airlines management. There is a page on our web site providing the names of our staff members and their e-mail addresses.

AFVA/KLM ORGANISATION AND STAFF

Unlike many virtual airlines, we strive to be a 'bottom-heavy' organization that has only enough management positions required to effectively meet the needs of our pilots and our organization.

While many virtual airlines are organised around hub airports, we are organised around different aircraft type (rather than geographic location.) A Chief Pilot controls the pilot roster for his/her particular aircraft type and handles promotions to different ranks within a particular aircraft program. Your Chief Pilot is an excellent resource for questions you may have about Air France/KLM Virtual Airlines or your aircraft.

Chief Pilots for the larger aircraft programs will usually have an Assistant Chief Pilots to spread out their duties. Here are our staff members.



Martin Zelikovitz

Chief Pilot, Boeing 787 Program

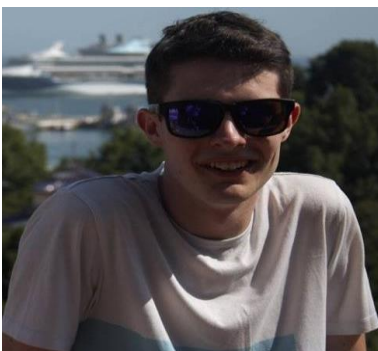
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Ethan Fortier	Chief Pilot, DC-3 Program	<u>efortier@afva.net</u>
Daniel Han	Assistant Chief Pilot, Boeing 777 Program	<u>ghan@afva.net</u>
Teodor Negru	Chief Pilot, Airbus A330 program	<u>tnegru@afva.net</u>
Kerem Yogurtcugil	Chief Pilot, Airbus A340 program	<u>kyougurtcugil@afva.net</u>

Air France Virtual Airlines' senior management is comprised of a President/ CEO and Executive Vice Presidents. These individuals are responsible for the day-to-day operation of the virtual airline and are happy to deal with any pilot questions.

This is our Senior Management Team.



Brian Hankey
President and CEO
bhankey@afva.net



Paul Hale
Executive Vice President: Human Resources
phale@afva.net



Silvian Baltac
Executive Vice President: Operations
sbaltac@afva.net

FLIGHT/PILOT REPORTS (PIREPS)

- All Pilot Reports (PIREPs) should be submitted at Air France/KLM Virtual Airlines website, or via the ACARS software, as soon as practical after the completion of a flight leg. To file a PIREP, go to the Pilot Center on the web site and click the File New Flight Report button. Please remember that the date of a PIREP is the date the flight was flown, not the date the PIREP was filed. For overnight flights, the date should be the departure date, not the arrival date.

Please Note: Flights should be submitted via the ACARS software client wherever possible

- Air France/KLM Virtual Airlines offers several options to pilots for selecting flights. We do not use a formal flight bidding system here. Pilots may use the online schedule on our web site. Additionally, pilots may reserve flights from the AFVA schedule database and build their own custom flight assignments. AFVA staff and management does not otherwise assign flights to any pilot; you are free to pick and choose.
- Flight Reports by default are saved as Draft on the web site and may be edited by the pilot. For flight hours and a flight leg to be calculated towards a pilot's totals, the Flight Report must be marked as Submitted. At this point, Air France/KLM Virtual Airlines staff will review and approve, hold or reject the Flight Report as necessary.
- In the event that a PIREP is held or rejected, you will receive an e-mail with the name of the staff member who held or rejected it. That person will normally include a remark in the comment section as to why it was held or rejected. If there are any questions, please contact your Chief Pilot for help. Although PIREPs are sometimes rejected for a variety of reasons, the flight report will remain in your logbook. However, the hours flown will not count towards your accumulated totals.

Please Note: We will only reject your flight as a last resort for dangerous airmanship or if the pilot does not reply to a held flight.

- Pilots are automatically notified via e-mail when their Flight Reports are approved. Pilots whose PIREPs are held or rejected by the AFVA staff will also receive automatic notification. Pilots may modify which e-mail notifications they wish to receive by either selecting or deselecting the check boxes in the email notification portion of their AFVA pilot profile.

ASSIGNED EQUIPMENT TYPES

Each pilot hired by Air France/KLM Virtual Airlines will be assigned to a particular aircraft program led by a Chief Pilot for that aircraft type, depending on his or skills and simulated flying experience. In order to fly different aircraft, pilots will need to obtain ratings for different equipment types, either by passing a written examination, passing an assigned Check Ride, or a combination of both.



A rating for a particular equipment type may automatically qualify a pilot to fly another aircraft type. For example, the Airbus A320 rating automatically qualifies a pilot to fly the Airbus A318, A319 and A321 aircraft. Our ratings also cover aircraft types used by Air France's code share partners such as KLM, Delta, Korean Air Lines, to name a few.



Air France Virtual Airlines pilots are encouraged to spend 'simulator time' in aircraft they are interested in obtaining transfers to or additional ratings for. Training flights cannot be used as the basis for a flight report (PIREP) but is invaluable for learning about the desired equipment type.

PILOT RANKS AND PROMOTIONS

- Most pilots who join Air France/KLM Virtual Airlines begin with the rank of First Officer. Just as in the real world, First Officers are expected to be capable of flying the aircraft they are assigned to. Promotion to the ranks of Captain and Senior Captain is therefore based upon command ability and participation in the airline. The Air France/KLM Virtual Airlines **Pilot Promotion Manual** outlines specific requirements for promotions at AFVA.
- We at Air France/KLM Virtual Airlines pride ourselves on providing education about airmanship as well as a fun online experience. To achieve the rank of Senior Captain, pilots are expected to have a track record of participation and assistance wherever possible in the Water Cooler forum.



- All pilots with the rank of Senior Captain must have the ability to fly online using either the IVAO or VATSIM networks, although they are not required to do so for every flight.
- Air France/KLM Virtual Airlines has published a Pilot Promotion Manual that covers the details of each promotion, rank and additional rating opportunity. Pilots are encouraged to download and read this document if they have further questions about promotions.

FLYING ON VATSIM AND IVAO

Online flying is not a requirement for membership at Air France/KLM Virtual airlines, although all pilots are encouraged to learn online flying.

The ability to fly online, however, is a pre-requisite for promotion to the rank of Senior Captain. Please fly in a courteous manner and follow all VATSIM or IVAO rules; no formation flying!



Air France/KLM Virtual Airlines is entirely independent and does not favour either of the different online flight simulation networks. Pilots are encouraged to fly with either the Vatsim or IVAO online networks, it is the pilots own personal preference:

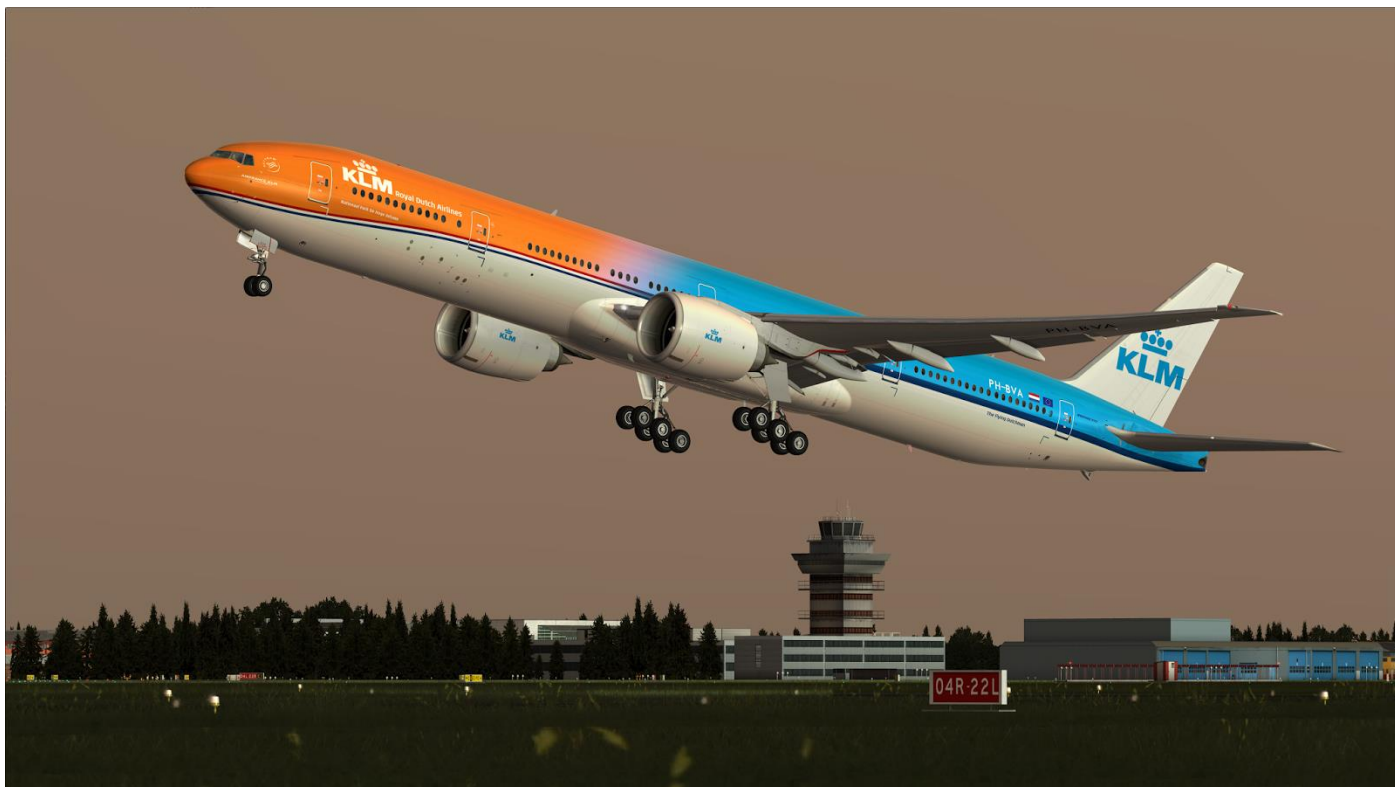
VATSIM Network <http://www.vatsim.net>

IVAO: <http://www.ivao.org>

ACKNOWLEDGEMENTS AND LEGAL STUFF.

Air France/KLM Virtual Airlines is not in any way affiliated with Air France/KLM® or any of its subsidiaries. We are a non-profit organization catering to the flight simulation community. The Air France/KLM® web site is located at <http://www.airfrance.com/>.

We cannot and do not obtain discounts or any other related services for our members.



All services provided by Air France Virtual Airlines are provided prima facie and are not covered by any warranty or guarantee of services to any pilot or individual.

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