



# **Fly VFE Virtual Airways**

## **Code of Conduct**

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**Dear Member**

What makes pilots sign up for this virtual airline as opposed to others? What brings us together as a Fly VFE community? The short answer is you, our members. All of us have a role to play in making this organisation a diverse, inclusive, and embracing community. The efforts we put in today will have a lasting impact tomorrow. It is up to each of us to set the example of being not just any virtual airline, but an organisation that thrives on professional relationships and a community experience.

As members of Fly VFE, it is important that we realise we are on-line ambassadors for our virtual airline and we must always strive to present a friendly and professional image to others. We think of Fly VFE as a family of like minded individuals. Let this document serve as the fundamental reason as to why that is. Our flights, the memories we create, and the impression others have of our people will have an ever- lasting impact on the image and reputation of Fly VFE.

The establishment of this Code of Conduct builds this organisation's commitment to being a friendly and inclusive community which does not tolerate unethical behaviour. Together we make Fly VFE what it is. The success of this virtual airline depends on all of us doing the right thing.

It is a privilege to serve you as Support Team Leader, we are fortunate enough to have a fantastic staff team who volunteer their time and work (without pay) to deliver an amazing Fly VFE experience. Even so, it is important to note that none of this organisation's success would exist without your involvement.

Thank you for making this virtual airline a success and being a part of our community.

Happy Landings,

*Steve*

*Support Team Leader*



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## What we expect from our Pilots

Our pilots are the main driving force of Fly VFE. Believe it or not, when someone thinks about Fly VFE, they think of our pilots and their general behaviour. It only takes one bad experience with one of our pilots to diminish someone's view about the organisation;

You, the pilot, are what people think of when they think "Fly VFE". But what are our core values? It is simple really, it is all about being a decent person; Safety, caring, integrity, politeness and being helpful to others. By using this set of core values, and the guidelines of appropriate actions below, Fly VFE will continue to grow as a Virtual Airline community you can call home.

- Pilots should always display a polite and friendly attitude towards team members and members of other organisations world-wide. Remember, as pilots we all share a common interest: flying.
- Pilots should be respectful and caring to other community members. We all share the same space, let's make it enjoyable!
- Pilots should fly with safety and courtesy to others in mind.
- Pilots should assist other pilots in need, helping a community member or other organisation member out whenever they are in distress.
- Be a friend to others, you never know when you might need a friend in return.
- Put the community before yourself and always ask the question: Will this action change someone else's perception of the organisation and/or me?
- Ask lots of questions. There is never a stupid question.
- If you can, try to help when other members ask questions.
- Pilots are encouraged to get involved in the virtual airline – push management for the events you want to fly and make them the best that they can be.
- Pilots should always act ethically and lawfully.
- Pilots should never use foul or abusive language in chat rooms, on discord or when flying online.

You are the face of our organisation and we rely on you to project the right image of Fly VFE to the wider flight simulation community. We already know that you are the right person to be in that position. As you can imagine, we do not just accept every pilot that applies; our management team does its research and truly asks the question: Will this person assist in benefiting our community?

If you are a member of Fly VFE, we obviously found that answer to be yes! You, the pilot, make up our community and for that, the administration of this organisation is forever grateful.



## What you can expect from Management

If our Pilots are the face of the organisation, management is undoubtedly the backbone to our entire operation. Our management team are all unpaid volunteers, giving up their free time to help to ensure Fly VFE grows into a leading flight simulator virtual airline.

So what can you expect from our management team? Simply that:

- Your management team will do everything they can to ensure you enjoy your time with Fly VFE and encourage you to become more involved within the organisation.
- Your management team will serve as representatives for the organisation, acting in best interests when dealing with members of other organisations in the virtual aviation community.
- Your management team will be ethical in their operations, always acting lawfully.
- Your management team will try whenever they can to push what we call “normal boundaries” to ensure the organisation and its members reach new limits.
- Your management team will always try to assist members, helping anyone in need along the way.
- Your management team will try to help the organisation and our pilots to be better, in anyway possible.

We know that the combination of our pilots and management working together is what really pushes the airline to new heights.

If you would like to be considered for a role in our management team, please get in touch by emailing us at [info@flyvfe.com](mailto:info@flyvfe.com)



## Dealing with Competitors

There will always be that push to be better than our competitor organisations; however, it is important to be a respectful community-oriented member when dealing with our competitors. Any member of our organisation should remember that competitors have a similar mind to Fly VFE. Just like us, they want to promote and secure our hobby of virtual flying throughout the world.

It is extremely important to understand that Fly VFE is part of a bigger community, the virtual airline community. Each virtual airline within the community has the common goal of promoting our hobby and although we might strive to ensure our organisation is better than our competitors, the fact is that without those competitors, our hobby would not exist.

Our competitors drive us to be better in a never ending cycle to be “the best”. When you stand back and look at this cycle, in reality, we are all making the online aviation community better for everyone with new ideas and new ways to improve members virtual experiences.

So, what are we trying to say? That we should care for and respect our competition? Yes, that is exactly what we are saying. Fly VFE is not the first and certainly not the last to join the virtual airline community and without this community, Fly VFE could never succeed. The support that the community provides to us at Fly VFE is colossal and we hope that our pilots will do their best to give back to the larger community whenever they can.

Conclusively, our organisation promises the following when dealing with competitors:

- (a) To be friendly and respectful to our competitors, even as we work hard to become more successful than them.
- (b) To understand that our competitors have a like-mind and, just like us, want to fulfil the same goals of securing virtual aviation as a hobby for all.
- (c) To ethically and politely deal with our competitors.

We hope that our pilots truly operate to these goals. If we at Fly VFE can ethically and politely deal with other organisations deemed as competitors, our virtual airline will become well known and respected as a leader in the on-line virtual aviation community.

It certainly is something to think about when pulling out of the ramp for your next flight on VATSIM or IVAO. Perhaps letting another plane out before you might not be as bad as you thought it would be...



## **Dealing with Partner Organisations**

Partner organisations, such as VATSIM and IVAO, will always strive to push us in the right direction for growth. We respect our partners and are grateful to them for the support they give us. In the process of pushing for us to be better, we shall push for our partners to grow with us too.

Fly VFE will always ethically and responsibly deal with our partners to ensure the best possible outcome for growth and development for both our organisation and the partner organisation.

Wherever possible, we will support our partners endeavours, such as attending online events and carrying out as many of our flights online as possible, in order to support the organisations that work hard to provide us with online ATC.

We, in addition to responsibly and ethically dealing with our partners, will attempt to ensure our partner organisation's stability in the market in any way possible, with the help of our resource base.

Partners can rest assured knowing that Fly VFE has their back.



## **Application of the Code of Conduct**

### **Disciplinary Actions for Violations**

This Code of Conduct is a policy document that is expected to be followed at all times by members wherever their travels may take them. Our pilots and members are the face of Fly VFE and failure to follow the Code of Conduct may change someone's view of the organisation in an adverse way.

Any violation of this document will be subject to investigation and review by the senior staff team. Violators may be subject to disciplinary procedures including suspension and/or dismissal from the airline.

### **Reporting Unethical Behaviour**

It is the responsibility of our pilot and member base to be the eyes and ears for the organisation. Pilots and members should report unethical behaviour or Code of Conduct violations to [info@flyvfe.com](mailto:info@flyvfe.com) immediately to prevent further conflict.

Confidentiality will be ensured when reporting a Code of Conduct violation to virtual airline management.

### **Acknowledgement of the Code**

All pilots or members of the virtual airline acknowledge that they understand and will comply with the Code of Conduct in their daily operations. In addition, they understand the disciplinary actions for a violation and how to report any unethical behaviour seen within the organisation.

The pilot or member also acknowledges that Fly VFE does not tolerate discrimination of race, religion, national origin, colour, sex, age, disability or sexual / identification orientation. Any member found to breach this rule will be subject to immediate dismissal from the organisation.