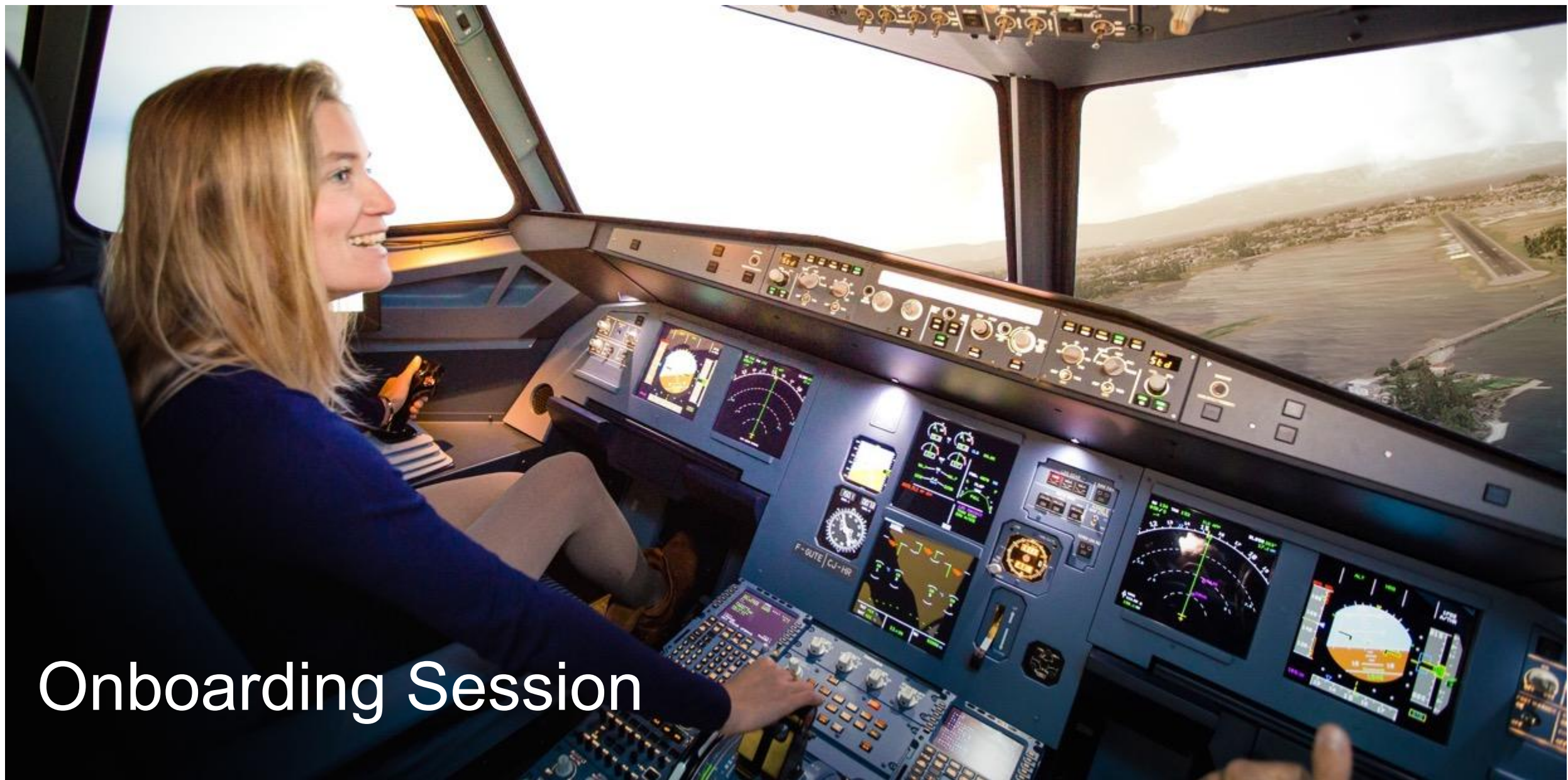




Onboarding Session

Welcome to the Team!



Every flight is unforgettable — because of you.

You're not just animating a flight simulator, you're giving someone the chance to live a dream.

Whether it's a child discovering aviation, a nervous flyer confronting a fear, or someone just out for a thrill — you're the face of that moment.

Our customers remember their experience because of how you made them feel. We trust you to represent the AviaSim spirit: professionalism, passion, and fun.



Thomas GASSER
Chief Executive Officer



AviaSim Montréal



Welcome to the Team!



We don't sell flights — we create memories

As pilots at AviaSim, your energy, attitude, and smile shape how people see us. The brand isn't just marketing — it's how someone feels when they leave the cockpit. Even when something doesn't go perfectly — a screen flickers, a button sticks — it's how *you* react that keeps the experience magical. Your calm, your humour, and your presence make all the difference.

You're building your own marketing too. Several of our pilots have landed airline jobs thanks to the confidence, charisma, and people skills they developed here. Airlines don't just want great aviators — they want great ambassadors. And that starts here, with every customer you fly.



Julien PERRONNEAU
Chief Marketing & Growth Officer



AviaSim Montréal



Welcome to the Team!



You are the wings to our airplane

The phrase "You are the wings to our airplane" is more than just a saying—it's an operational truth. While our technology provides the simulation, your expertise and passion provide the real journey.

You are the critical link that turns a complex machine into a seamless, unforgettable human experience. Your professionalism and precision don't just create a memory for our guests; they ensure every dream of flying takes off safely and smoothly. Your role is what gives our entire operation lift.



Tristan BISSON
Operations manager



AviaSim Montréal



Welcome to the Team!



Let's reach new heights together!

In our world, we often talk about engines, flight models, and state-of-the-art cockpits. But as you join us today, remember this: A plane, no matter how advanced, is just a silent shell until the crew steps inside.

At AviaSim, our technology provides the simulation, but you provide the soul of the journey. In the aviation world, an aircraft needs four forces to fly: weight, thrust, drag, and lift. If our simulators are the 'thrust,' your passion and expertise are the 'lift'—the invisible force that overcomes gravity and makes the impossible feel real for our guests.

You Are the Crew!



Pénélope Robert-Cartier
HR Assistant



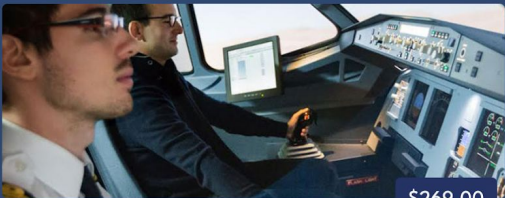
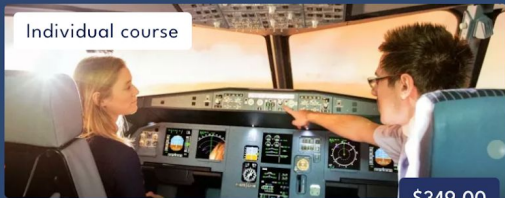
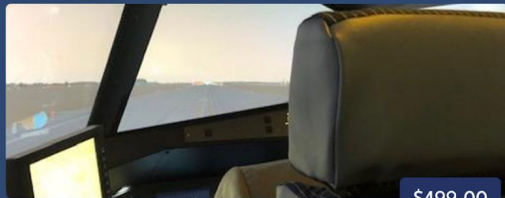
AviaSim Montréal



Product presentation

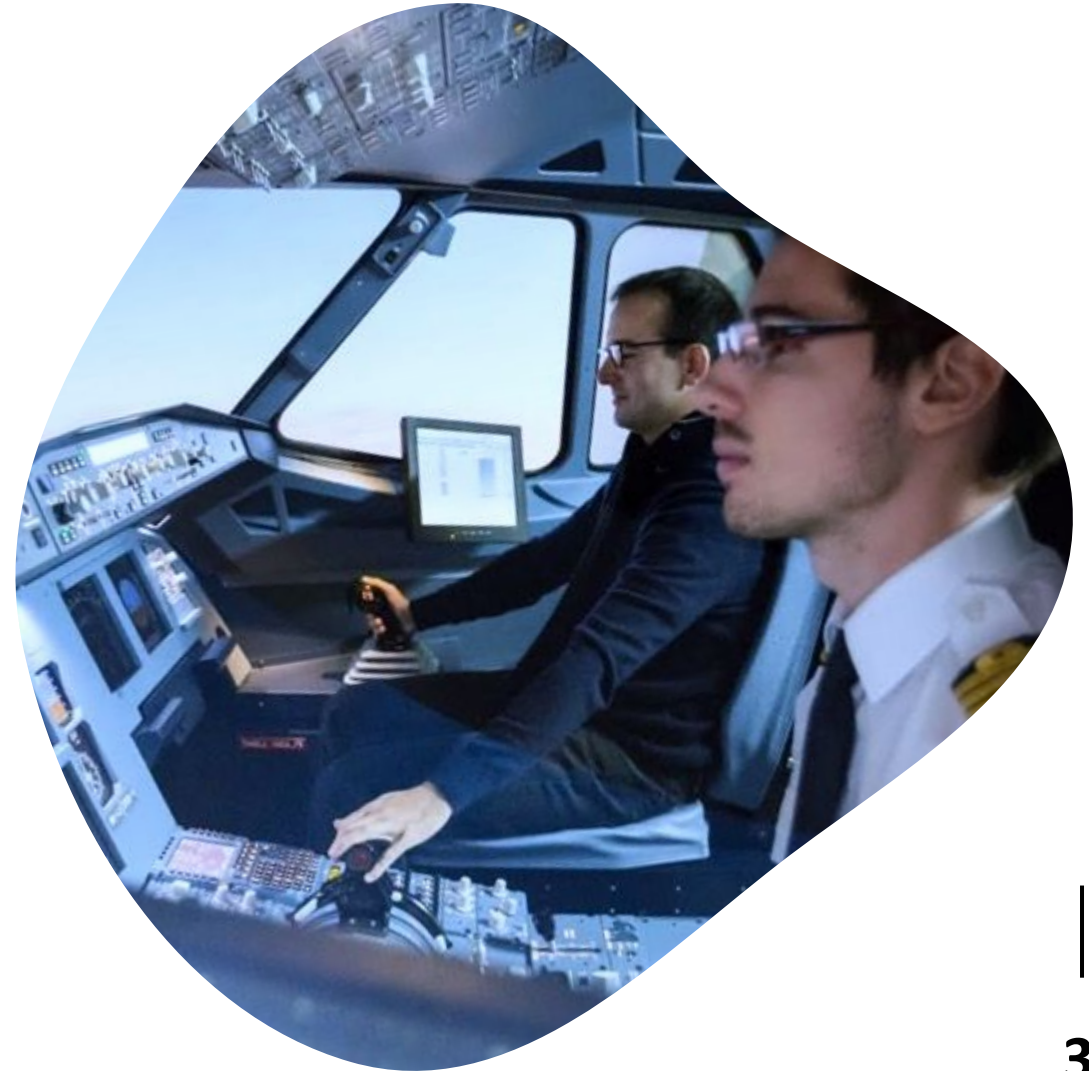
Differences in packages are:

- Flight Time
- Number of Pilots
- Course or package

 Discovery Package 🕒 60 min 👤 1 Person Discover the art of flying and soak up the spectacular views Discover > \$159.00	 Duo Package 🕒 60 min 👤 2 People Share the experience of flying together Discover > \$199.00	 Escape Package 🕒 80 min 👤 1 Person An exotic adventure awaits Discover > \$199.00
 Extra Package 🕒 120 min 👤 1 Person The ultimate experience where the sky has no limits Discover > \$269.00	 Fear of flying Therapy 🕒 1 day 👤 1 Person Overcome your fear of flying and feel confident in the air Discover > \$349.00	 Pilot Introductory Program 🕒 240 min 👤 1 Person Your objective is to improve your skills and to be able to manage a complete flight almost autonomously. Discover > \$499.00

Product presentation

- 2 personal course
 - Fear of flying course
 - Pilot Introductory Program
- 4 entertainment packages
 - Variant : time and number of participants
- Always accompanied by an instructor pilot
- Includes 3 spectator participants (Except for the Therapy)



Buying process



Purchase tickets
www.aviasim.com



Electronically sent boarding
passes directly to customers
email



Appointment taken on
www.aviasim.com or by
email/phone

Flight Documents

Welcome aboard, Captain.



BOARDING PASS

YUL ➔ ANYWHERE IN THE WORLD

Booking Code
000000

Flight Number
MTLAVB00000000

Flight Type
**Discovery flight
+ 20 minutes extra**

Seat
Captain

Valid until
December 20, 2025

Location
**AviaSim
7512 Central Avenue
Colorado Springs, CO 80903**

AviaSim

BOOK NOW

Select the date and time of your flight using our booking tool

www.aviasim.ca/booking



 Please arrive 15 minutes before your flight at the Best Western reception. Our pilot will meet you there. Parking is not included, and the hotel does not manage the simulator or the pilots.

 **Booking your flight**
To ensure availability, we recommend booking your flight at least two months in advance, as our slots tend to fill up quickly.

 **On the day of your flight**
Please bring this boarding pass with you.

 **Guests**
You can bring up to three guests who can watch from the back of the simulator at no additional cost. It's a great opportunity for your loved ones to capture memories and take photos of your flight.

 **Changing your flight date and time**
Go to www.aviasim.ca/booking, enter your flight number and booking code to access your reservation, and select a new date and time from the available options. Reservation changes are free if made at least 48 working hours before your scheduled flight. If your flight is within the next 48 working hours, you'll need to contact our customer service team to request a change. A \$69 CAD fee will apply for rescheduling in these cases, in line with our terms and conditions.



Verify proper documents for each client:

- Names of clients match boarding passes
- Package information

Flying process



Appointment is given and
clients are asked to arrive
15 mins prior



Greeting by instructor,
simulator briefing



Flying experience on the
simulator

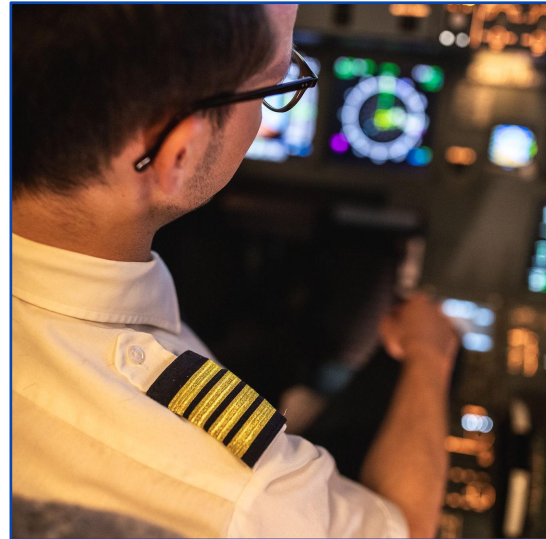
The 4 Key Stages of a Flight Session at AviaSim

Client Welcome at the Meeting Point



The experience begins the moment the client arrives. A warm, confident welcome sets the tone. Introduce yourself with a smile, check the client's name, and explain what will happen next. This first contact is crucial to making the client feel comfortable and excited.

Initial Briefing (5–10 minutes)



Once in the simulator room, take time to introduce the aircraft and cockpit layout. Keep the briefing clear, engaging, and adapted to the client's knowledge level. Cover basic controls, safety elements, and what they'll experience during the flight. The goal: build confidence and anticipation.

The Flight Session



This is the heart of the experience. Guide the client step by step while adapting to their pace. Whether they're beginners or enthusiasts, make it fun, interactive, and immersive. Balance realism with accessibility — your enthusiasm and calm presence are key to a great session.

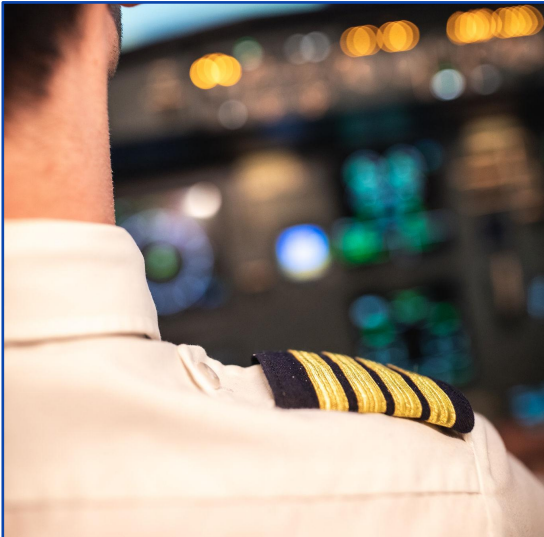
End of Session & Escort to Meeting Point



At the end of the flight, take a moment to debrief positively. Congratulate the client, highlight what they did well, and answer any final questions. Then, escort them back to the meeting point with the same warm attitude. Leave them with a lasting impression of professionalism and friendliness.

Managing a Session: The Basics

Punctuality & Respect



Being on time is a matter of professionalism and respect — for the client, the team, and the next sessions. A delay disrupts the entire flow of operations and can affect the client experience. Every session must start and end on time to maintain quality and rhythm.

Customer Experience



The client isn't here to "consume" a flight — they are here to live an exceptional moment. From welcome to goodbye, your energy, empathy, and clarity shape how they feel. A great customer experience means leaving with stars in their eyes and a smile on their face.

Atmosphere



You set the tone. A calm, confident, and enthusiastic instructor creates a safe and fun atmosphere. Avoid stress or routine behavior. Each client deserves to feel this is a special moment — even if it's your fifth session of the day.

Careful to hardware



Always stay focused and attentive. Proper use of the simulator is essential for both safety and durability. Be mindful of controls, seat movement, and client behavior. Your vigilance protects the equipment — and ensures everyone enjoys a smooth session.

The Uniform



Epaulettes

3 or 4 yellow bars



Pilot shirt



Black tie



Black pants

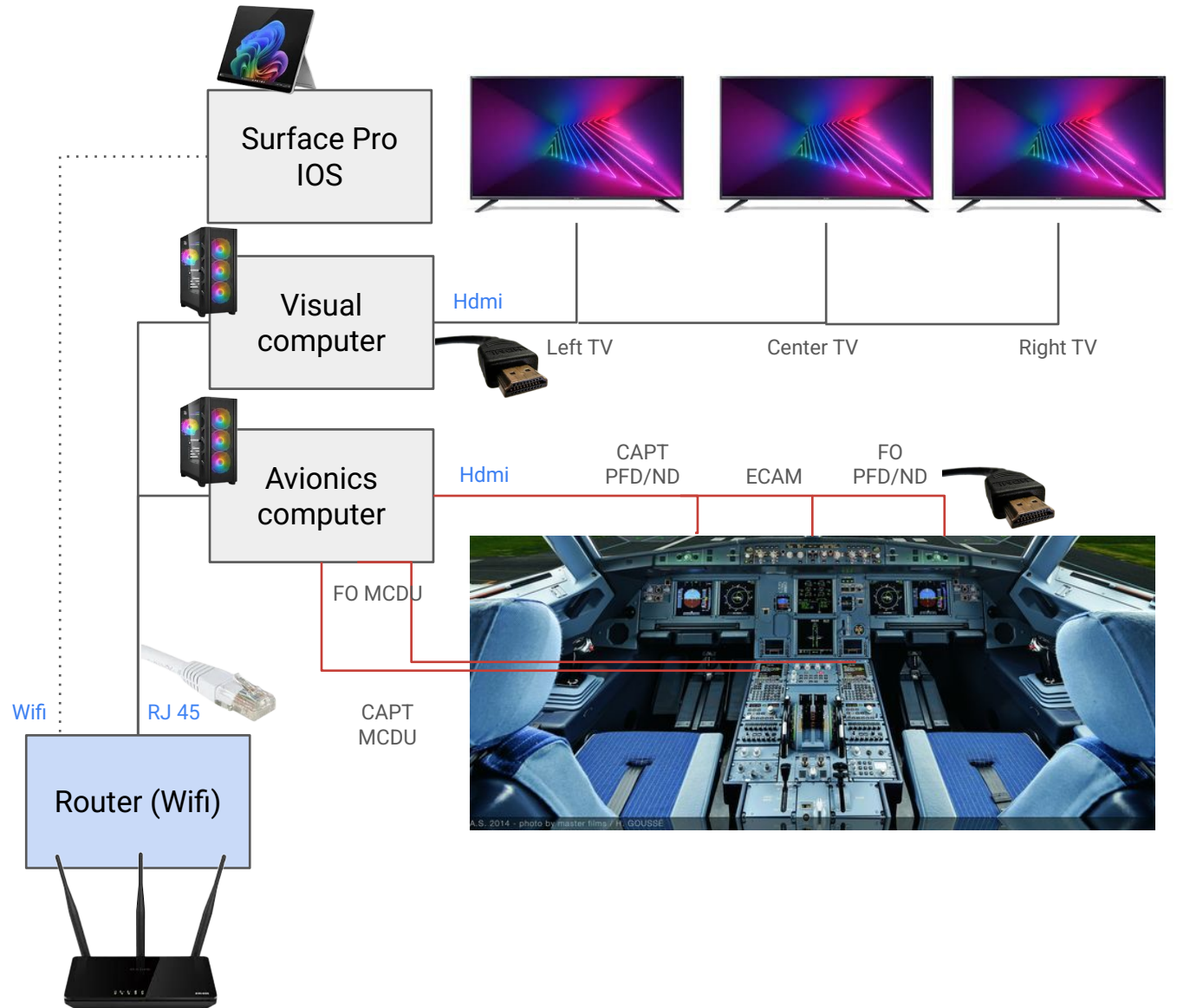


Simulator operations

- 3 TVs that display the cockpit view
- 1 Surface Pro tablet (iOS) that serves as an instructors' tablet for modifying flight simulator parameters, as well as normal and abnormal functions
- 1 Visual computer that manages the display to the 3 TVs
- 1 Avionics computer that manages the various cockpit displays (PFD / ND / ECAM among others)

The computer system runs under Windows with Prepar3D software (Flight Simulator professional suite). This environment may occasionally be unstable, so don't hesitate to reboot the simulator (2x desktops + instructor station) completely.

Everything is connected to a router, which enables communication between all the elements. Make sure that the router is switched on and that it hasn't been moved or altered in any way.



Dealing with Simulator Malfunctions



Even with the best maintenance, things can occasionally go wrong. Your role is to ensure the customer's experience remains positive and magical, even when faced with technical glitches.

During the Session: Maintain the Magic

- Stay Calm & Positive: A calm and humorous instructor can turn a potential negative into a memorable moment.
- Focus on the Experience: Gently guide the customer's attention toward the next phase of the flight
- Text then Call the manager if the issue prevents a session from starting or continuing.

After the Session: Follow Protocol

- Communicate the customer's details and the full context of the situation to the customer service department through the form.
- Log all non-urgent maintenance issues in the ticketing tool. This allows the maintenance team to track, order parts, and plan fixes efficiently.
- Complete End of Shift Form: Always debrief your shift using the form provided, noting any customer dissatisfaction or issues encountered, even if resolved.

Maintenance Process

✓ Step 1: Is It URGENT?

Urgent = You can't continue the session and the customer has to go home.

Examples: Broken hardware, INOP software, full system crash.

✓ YES – It's urgent:

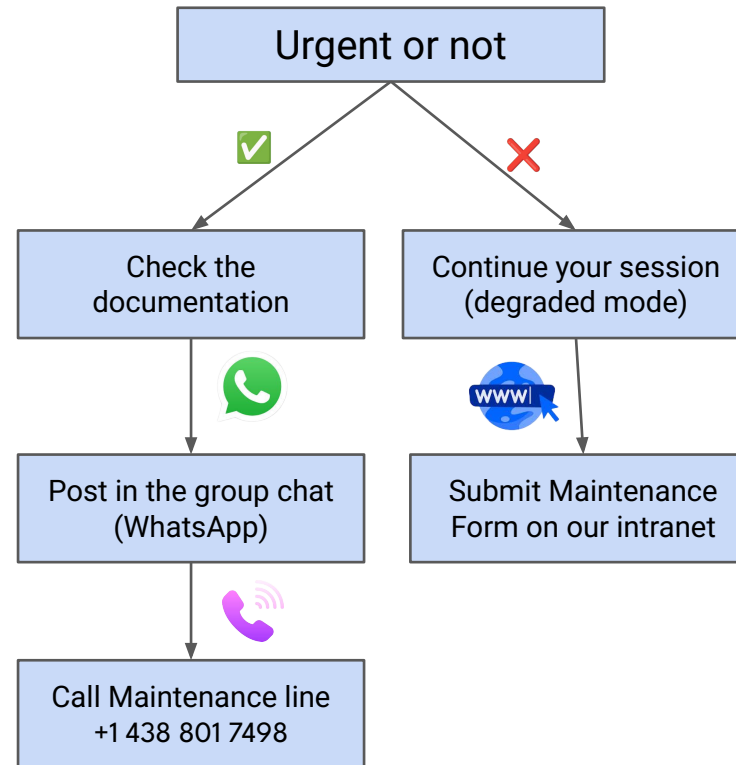
- Post in the group chat immediately.
- Explain the issue clearly (see checklist below).
- Your colleagues or the maintenance team will respond ASAP
- No quick response? Call Maintenance line: +1 438 801 7498

✗ NO – It's not urgent:

- You can continue the session (even in degraded mode).
- Submit the issue through the Maintenance Form on our Intranet.
(<https://aviasim-intranet.site/maintenance/>)
- It will be addressed by the maintenance team as soon as they can.
- Do not use WhatsApp for these situations.

✍ All written communication must include:

- What is happening / what happened?
- What were you doing when it happened?
- What have you already tried to fix it?



Save this number
+1 438 801 7498

Maintenance Form

This form is intended to collect information regarding non-urgent maintenance of our simulators. Please complete it with as much detail as possible when you notice an anomaly that does not require immediate attention.

Date of the issue *

Simulator impacted *

Select...

Where is the issue? (ex : Capt Side stick, EICAS Wheels etc.) *

What kind of issue is it? *

☐ Visual

☐ Audio

☐ Controls

☐ Hardware

☐ Software

☐ Other (explain below)

Frequency of the problem *

☐ Once

☐ Occasionally (around once per week)

☐ Frequently (multiple times per week)

☐ Constant (every shift)

What actions did you try to fix the issue? *

Picture or Video (if relevant)

Choisir un fichier | Aucun fichier choisi

Details (optional)

Submit

Things to not forget !



Always turn off the room lights.

The experience is way more immersive when you feel in the real cockpit and you don't see the walls behind the TVs!

Don't forget to configure your cockpit for the guy on the next shift.

Nothing is more frustrating than getting in the cockpit and not being able to turn it on. When you do special procedures (ex: engine fire, full shutdown, etc.), make sure to reset the cockpit in the state you found it in.



Forms

Maintenance form

The objective of this form is to inform the management team about any non urgent maintenance to do on a simulator.

It is important to inform the team about the simulator issue so they can order parts and prepare a fix.

Link: <https://aviasim-intranet.site/maintenance/>

End of shift form (Mandator after each shift)

The purpose of this form is to inform the management team about unsatisfied customers or any issue that might affect your work or the customer satisfaction.

All customers who are late, no show, unsatisfied, etc. must be listed in this form.

This form has to be filled every end of shift; even if everything went smoothly.

Link: <https://aviasim-intranet.site/end-of-shift/>



Payroll

Your pay

Calculated automatically from our system



Your flights

Counted minute
by minute



+5 min

Shift preparation time
Once per day



+5 min /slot

Client accompaniment time
before/after each flight



Min. 3h

Guaranteed per day

BREAKS BETWEEN YOUR FLIGHTS



Less than 30 min

Paid



30 to 60 min

Not paid (meal break)



60+ min

Paid up to 2 hrs/week
See instructor pay guide

MORE DETAILS IN THE [INSTRUCTOR PAY GUIDE](#)

Captain bonus

- Every 6 months - \$300
 - a. A minimum of 30 hours of availability per month.
 - b. Fill all “End of shift” forms.
 - c. Have good reviews from your customers.
(I match the review with the instructor)
- ✗ We want to avoid ✗

The instructor ended the session 3 mins early.

The pilot was on his phone the whole session.

The guy was giving short answers without explanations.

The pilot told us the sim was broken for 6 months.
- d. ✓ Appreciated on demand ✓
 - Taking last minute shifts
 - Taking customers outside “normal hours”
 - Helping with simulator maintenance
 - Give a large volume of hours
- The bonus is granted at HQ discretion
- No pro rata will be made for incomplete periods or unmet objectives.



Other bonuses

- Referral Bonus - \$150
 - a. A minimum of 3 months of activity from the recruit
 - b. A minimum 30 hours of availability per month from the recruit
- Access to the simulator at any time (When it is free)



Extra simulation tasks



Weekly

- Share your availability using our Intranet (aviasim-intranet.site)

Tools & Rules

Schedule tools



Share your spontaneous availability on the Intranet.

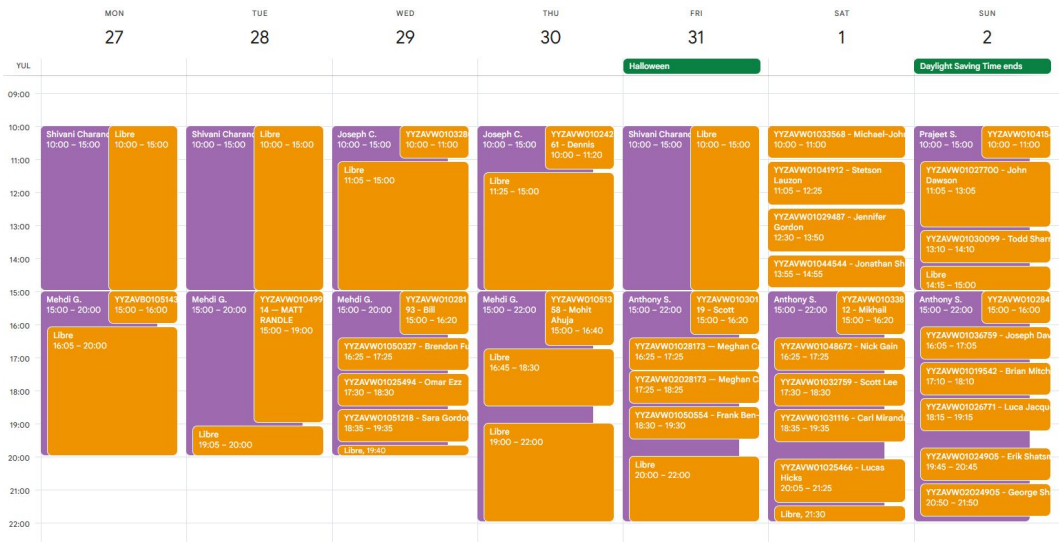
< > today

Nov 10 – 16, 2025

month week day

	Mon 11/10	Tue 11/11	Wed 11/12	Thu 11/13	Fri 11/14	Sat 11/15	Sun 11/16
8am							
9am							
10am	Montréal (YUL) A320-FDS-MTL ✗ Not Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ✗ Not Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ✓ Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ★ Perfect Fit You can change your answer:	Montréal (YUL) A320-FDS-MTL ★ Perfect Fit ✓ Available	Montréal (YUL) Multiple simulators ★ Perfect Fit	Montréal (YUL) Multiple simulators ★ Perfect Fit
11am							
12pm	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	✗ Not Available	✓ Available	✓ Available
1pm							
2pm							
3pm	Montréal (YUL) A320-FDS-MTL ✗ Not Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ✗ Not Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ✓ Available You can change your answer:	Montréal (YUL) A320-FDS-MTL ★ Perfect Fit You can change your answer:	Montréal (YUL) A320-FDS-MTL ★ Perfect Fit ✓ Available	Montréal (YUL) A320-FD ✗ Not Available You can change your answer:	Montréal (YUL) A320-FD ✗ Not Available You can change your answer:
4pm							
5pm	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available	★ Perfect Fit ✓ Available ✗ Not Available
6pm							
7pm							

See your assigned shift on Google Calendar



I schedule you with:

- The fixed schedule we both agreed on via a form
- Your availability through the Intranet
- Your authorization via email or phone (7 day rule)

Pay System and more

We are using ADP to process the payroll. You will get an email to create your account and fill in your information.

You will also receive a couple email from Rise People. It is a service we use for document signatures. You will receive an email once your account is created. You don't have to create/manage an account with Rise People.



STATEMENT OF EARNINGS AND DEDUCTIONS						
PAYMENT DATE: 2021 02 15 PAY END DATE: 2021 02 28						
EMPLOYEE	DATE	RATE	CURRENT PERIOD	CURRENT AMOUNT	YTD PERIOD	YTD AMOUNT
REGULAR						
OT						
TOTAL EARNINGS						
DEDUCTIONS						
401K						
HEALTH						
WELFARE						
TOTAL DEDUCTIONS						
NET PAY						



Golden rules



- 1. Be on time**
The instructor must arrive on time for all client sessions. If it is not possible to be on time, the managers must be informed as soon as possible.
- 2. Inform the maintenance team of crashes and bugs**
The instructor must fill out the necessary form to submit simulator breakages/bugs. He must contact the emergency number if the breakage/bug prevents the session from running.
- 3. Inform the customer service team if a customer is dissatisfied, late or has not shown up**
If a session with a client did not go as planned (e.g. multiple bugs), if the client arrives late or if the client does not show up, the flight number and a description of the situation must be submitted using the form provided for this purpose.
- 4. Request time off at least 7 days in advance**
Leave not mentioned on the availability document must be requested at least 7 days before the shift in question. These may be refused.
- 5. Do not contact the customer**
The instructor should not contact the client himself under any circumstances.
- 6. Do not offer a compensation to the customer**
The instructor should not propose a solution by himself (reschedule a flight, offer a discount, etc.). He should communicate the customer's information and the details of the context to the customer service department. The customer will then be taken care of.
- 7. Keep sensitive information confidential**
The instructor must not share information about our internal procedures, errors and bugs to our customers.
- 8. Wear the uniform**
The instructor must wear the pilot uniform: pilot shirt; black tie; epaulettes (3 or 4 bars); black pants

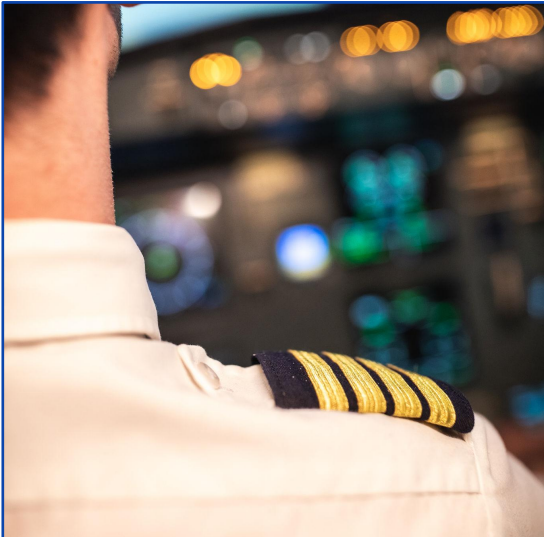
What you can do

1. **Cancel a session because the sim is not working**
Sometimes, the simulator won't cooperate. It is okay to call the maintenance team to get help and tell the customer we will reach out to offer compensation.
2. **Try to fix the sim as best as you can**
Maybe you have the solution to your problem: try it! If it doesn't work, call the maintenance team.
3. **Change your shift with others**
Life can get busy very quick. Feel free to reach out to your colleagues to exchange your shifts.
4. **Kick out a customer**
If the customer is disrespectful, does not listen to you and you think they will break the simulator, you are free to terminate the session.
5. **Ask for help**
The feeling of being alone with an unknown problem is terrifying. Don't hesitate to reach out for help when you have no clue what's going on.
6. **Refer customer to customer service**
When the customer is not satisfied for whatever reason, feel free to tell them to reach out customer service. Please make sure to give as much information as possible to the team.
7. **Be honest about your knowledge/training**
Do not lie about your training or knowledge. It's okay if customer are asking questions too technical. Tell them "I'm not sure, I'll check online/with my team".
8. **Give goodies when things don't go as planned**
Sometimes, an unsatisfied customer just need a little gift to be 100% happy with their experience.

3.2.0 Rule



3 Values



Professionalism (including team cooperation)

Passion (Share knowledge and stories)

Fun (Have fun and share it!)

2 Jokers



"Everyone makes mistakes. At AviaSim, we provide every employee with two 'Jokers.' Following any HR-related issue, we will hold a formal discussion to support your improvement. Please note that once both Jokers have been used, no further exceptions will be made.

0 Tolerance



At AviaSim, we uphold the highest standards of professional conduct. Consequently, we maintain a zero-tolerance policy regarding HR violations. Any breach of company policy will result in an immediate formal review with HR and may lead to disciplinary action upon the first occurrence.

The next step?



A few more things before your first training!

To-do :

- Activate your intranet account
- Fill out the employee sheet information (EIS) + Availabilities form
- Sign the offer letter / contract
- I-9 + W-4 forms (US)

After that ... You'll be ready for the adventure!
Welcome aboard!

We wish you good flights!

Thank you for your commitment!

hr@aviasim.com