

S K Y L E G S

Luchthavenlei 7A, Antwerp Airport, Deurne,
Antwerp, 2100, Phone: +32 3 658 84 80,
info@skylegs.com, www.skylegs.com



ONBOARDING AND TECHNICAL ASPECTS

ONBOARDING STEPS	3
MODULES AND FEATURES	5
INFRASTRUCTURE AND SECURITY	11
INFORMATION SECURITY	11
NETWORK SECURITY	11
DATA ENCRYPTION	11
DATA BACKUP	11
SYSTEM RELIABILITY AND RESILIENCE	12
ACCESS CONTROL	12
DEVSECOPS AND VULNERABILITY MANAGEMENT	12
ORGANISATION AND SUPPORT	14
ORGANISATIONAL CHART	14
SKYLEGS STANDARD SLA	15

ONBOARDING STEPS

You are entitled to Training or Q&A sessions for all the modules you have selected. In addition, you will always have access to our Knowledge base, a complete user manual for the platform, and to our CBTs – Computer Based Training videos.

The implementation timeline/duration would mostly depend on your availability and partially also on the potential customizations needed before the go-live. In a nutshell, the steps to follow are these:

1. Gap analysis (not mandatory, depending on whether you require significant customization of the system);
2. Signing of the Service agreement (contract);
3. Kick-off meeting for Admin training (as needed);
4. Import of your historical data;
5. Setup of the platform: done by you with our support. This is addressed during our Kick-off meeting. 1 hour Training/Q&A per module was already included in the proposal and you can use this to set up the platform with our assistance and discuss best practices;
6. Training of other users, giving access to the platform and Scandlearn (where you will have access to the CBT videos) to all users;
7. Second import of recent data (if needed);
8. Go-live.

Welcome email: after the Service agreement (contract) is signed, we will send you a Welcome email. In it, you will receive important information regarding:

- Scheduling the Kick-off meeting, where we will show your Skylegs admins important settings to get you started;
- Entry of aircraft numbers, users and corresponding details;
- Data import;
- Some other configurations, some of which are optional and/or can be taken care of at a later time.

Data import: we have a number of import tables prepared, so you only need to fill in the ones you need and we will import your data into Skylegs. For reference, these are the import options you will see in the Welcome email:

- Passenger data with passports and visas
- Client data with company and client contact details
- Quotes
- Flight data with crew duties
- Pilots and users

- Pilot training records
- Airport qualification list
- Notes
- Safety hazards

Go-live date: it is a good idea to decide on an exact date for the go-live moment. Of course, you can start using Skylegs right after your environment is ready, but defining a date to make sure there are no surprises on the go-live date can make for a smoother implementation.

If the platform' set-up and vital trainings are done beforehand, it is our experience that new clients usually have no issues on the go-live date, even if done during a busy period.

MODULES AND FEATURES

Schedule module

- **Aircraft schedule:** Create different activities of your aircraft. For instance, missions, flights, aircraft positioning, optional flights, reservations, maintenance programs and others.
- **Crew rostering:** Prepare crew and staff rosters, allowing bidding and requests. Also track the availability of your crew according to duties, agenda, Flight Time Limitations (FTL) and location.
- **Smart timeline:** The flight schedule format is highly flexible thanks to filters, zoom and drag-and-drop functionalities. Manage missions, flights, positionings, hotel bookings, trainings and other duties from a central page.
- **Restricted access:** Restrict some activities to specific people. Moreover, you can set a limit date that the employees are allowed to request off-days or holidays.
- **Efficient communication:** Communicate by SMS and emails with clients, external service providers, crew or other contacts. You can also set automatic aircraft movement messages by email and SMS.

Operations module

- **Flight operation management:** Set automatic emails with flight updates, monitor users actions and generate flight planning documents with PPS or RocketRoute. In addition, manage flight services, checklists, cargo and passengers from one place.
- **Multiple reports:** Skylegs has more than 40 operations reports that are ready to use. You can filter the flights list according to certain characteristics and generate reports at the click of a button (PDF, XLS, CSV and others).
- **Hotels, positionings & courses:** Missions include all activities related to the trip: crew positioning, hotel booking and ground courses.
- **Document control:** Manage document versions, distribution and signature. You are able to monitor expiry dates and renewal cycles, while having access to all past revisions. Documents can be accessed offline by using the Electronic Flight Bag (EFB) app.
- **Flight time limitations:** Skylegs calculates FTL and recency of flight crew and cabin crew members. We support a number of FTL regulations from across the globe.

Training module

- **Crew training management:** Configure unique requirements for each type of qualification and leave it up to the system to calculate all expiry dates of crew members records.
- **Crew assignment:** Control the crew assignment on flights according to their qualifications. As a result, you can assign captains, first-officers, line trainers, trainee pilots, cabin crew and others.

- **Records & certificates:** Track course renewals and keep old records and certificates in the database. Besides that, you can generate several training reports in PDF or XLS.
- **Crew recency:** The system automatically calculates the pilots and cabin crew members recency. As a result, during the flight preparation, the system warns you if a crew member will have their recency expired by the date of the flight.
- **Courses & simulator:** Schedule courses for the crew. You can book ground trainings and simulator sessions. Add participants and instructors, generate course attendance list and certificates.

Sales module

- **Flight requests:** Receive flight requests from marketplaces and reply to them from Skylegs. You can offer multiple aircraft options to your client, including external aircraft.
- **Quotes:** Quickly prepare quotes in Skylegs. Choose from a variety of flight time calculation methods and use any currency. We can customise your quote documents so they will perfectly match your company's branding.
- **Flexible quote products:** Configure products with specific logics, such as rates per minute, overnight fee and passenger rates. In addition to that, you can restrict the usage according to the aircraft, variant, airports, countries, clients and much more.
- **Empty legs & shared legs:** Raise your chances of selling empty legs and shared legs. This is done by automatically publishing the flights in the marketplaces.
- **CO₂ emissions and offset cost:** Clients are more and more often asking for the cost of CO₂ emissions compensation. Skylegs calculates this and adds to your quotes. Besides that, after the flight is complete, the platform automatically recalculates the CO₂ emitted and adds it to the flight reports.

Finance module

- **Financial reports:** An Aviation finance platform brings advantages in comparison with generic accounting softwares. One of the biggest advantages generating financial reports that include all flight details. In short, in Skylegs you can generate more than fourteen different financial reports. There are specific reports for aircraft owners, passenger taxes, passenger summary and many others.
- **Aviation finance:** Generate invoices before or after the flight, according to the client's preferences. Skylegs sets the language, method of payment and contact details, you do not need to enter this information manually.
- **Unique invoices:** Have your invoices customised according to your company's needs. Choose different layouts, colours and adapt the content. Or you may simply use the sleek original invoice design.
- **Costs and revenue:** See the financial result of your missions, based on the total costs and the amount that was invoiced. Find out who your top customers are, according to the revenue they

generate. Check each customer's hit rate, and learn which ones accept more offers from your organisation.

- **Expense management:** Capture expenses from your pilots (from the crew app) or backoffice attached to the flight. Manage and report on them from its dedicated page.

Safety module

- **Occurrence reports:** Easily fill out an occurrence report via your core platform. The reports are in accordance with ECCAIRS 2, and you can download them in E5X format. You are able to upload this file through the E2 portal or send it to other Civil Aviation Authorities in PDF.
- **Investigations:** The safety investigations allow you to recognise hazards, outcomes and perform risk assessments related to your main occurrence. At last, generate detailed investigation reports.
- **Proactive reports:** In Skylegs flight safety software you can write hazard reports to warn the organisation about potential hazards.
- **Management of change:** Fully analyse the scenario change, identify hazards, their consequences and all existing barriers. Hereafter you are ready to suggest actions to be taken, and monitor their completion.
- **Risk assessment:** For the assessments you can use the ICAO, ARMS or the UK CAP 795 risk matrix or any other custom matrix. The platform allows you to identify tendencies, such as recurring hazards and the most effective barriers for your organisation.

Compliance module

- **Aviation compliance:** Allow external or your company auditor to go over flight data and crew qualification documents. They can spot non-compliances in the operational and training level.
- **Findings:** Open findings, assign them to a user or a group of users and generate non-compliance reports. Compliance managers or auditors accept or reject due date extension requests made by assignees.
- **Actions:** Create and assign actions to a user or a group of users. They can quickly confirm the completion via a widget in their dashboard.
- **Checklists:** You can use more than ten different types of checklists in Skylegs. Manage all of them from a single page and download them in PDF.

Maintenance module

- **Aircraft maintenance tracking:** Create aircraft inspections and programs, indicate the intervals, and the system will predict when they will happen. As a result, the maintenance activity will be visible on the schedule, so that the operations and sales teams become aware of them.

- **Aircraft defects:** Allow pilots and other team members to easily log aircraft defects. This can be done right after entering the flight details in the digital aircraft flight log, or any time without linking it to a specific flight.
- **Inspections intervals:** The inspections can have intervals based on the calendar, aircraft clock, number of cycles or landings. Log completed inspections and keep the full history of each aircraft. Besides that, in Skylegs you can generate Maintenance Statement reports, which are provided to the crew along with the Crew Briefing document before each flight.
- **Maintenance schedule:** The maintenance programs and defects reported affect the aircraft status, colour and warnings on the schedule page. Maintenance missions are highlighted and the aircraft is marked as unavailable during that period.
- **Aircraft flight log:** Thanks to the online aircraft flight log, in Skylegs you can generate a number of flight reports with precious information for the maintenance department. Double check the aircraft clock, cycles and landings, as well as the engine totals. And receive warnings if the flight data needs correction, in case it does not match the previous or following flight details.

Intelligence module

- **Aviation business intelligence:** The system collects data from each module and transforms it into graphics, reports and statistical tables thanks to the integration with Microsoft Power BI and Google Data Studio. As a result, executives, managers and other operational staff gain insight to make informed decisions.
- **Overview of departments:** We build different reports for each department, which you can use to communicate with stakeholders, and provide visibility to your organisation. Most importantly, Skylegs feeds the graphics with live data.
- **Key performance indicators:** With nice graphics and smart comparisons, you can easily detect points of improvement in your company, as well as track key performance indicators (KPIs). This allows team leaders to adjust procedures, change focal points and review company goals.
- **Flight operations statistics:** The flight operations statistics give you answers to important questions, such as: Which aircraft of the fleet is more eco-friendly? What types of flights have been in high demand in the past 6 months? Is the ground operations personnel following up with the new procedures?
- **Flight sales analysis:** The benefits of analysing flight sales data are countless. To illustrate, the strategic department can make better decisions when they know: What is the sales rate of each aircraft? Which clients tend to accept more offers? Which routes are requested more often?

Administration & System modules

- **API:** access to Skylegs API giving your developers and website builders access to your data and/or editing rights. For example to pull empty legs to your website or to build a custom app.
- **User management:** Manage your users' access and attach checklists for on and off boarding. Create user roles and set up their precise access rights according to your company structure.

- **Customisation:** Have your login page, platform colours and document layouts styled according to your brand. Additionally, you can use your own nomenclature for numerous elements around the platform, so they will match your manuals and the terminology that your team is used to.
- **Support:** Skylegs team offers 24/7 support via email and phone. Furthermore, you can access our Knowledge Base, where there are more than 155 articles to help you around the platform. You may also opt for the recorded video trainings to guide you through the modules.

Pilot account (free)

- **Digital logbook:** All Skylegs users have free access to the electronic pilot logbook platform. All of your logged flights, flight details, licences and statistics will be permanently accessible.
- **Automatic flight log:** All of the flights you performed in the Skylegs operator account sync automatically with your logbook.
- **Flight map & statistics:** Visualise where you have been before on an interactive map. View your personal statistics on graphics that are grouped by period of time, aircraft type, flight crew function, destination, type of operation and others.
- **Licenses & exams:** Enter all of your licenses details, medical examinations, qualifications and ratings. Monitor their expiry dates from a single place.

Electronic Flight Bag (EFB) app

- **Organisation documents:** With the EFB, pilots have quick access to organisation documents, such as the operator manuals, bulletins, aircraft manuals and others. It is possible to access files offline, sign documents and add annotations.
- **Flight documents:** Download the flight documents package from CrewBriefing or RocketRoute, retrieve the Flight Briefing document from Skylegs and upload any extra file.
- **Mobile device management:** Control and restrict the use of the EFBs with the Mobile Device Management (MDM). For example, you can prevent users from deleting apps, installing new ones, restoring the device, and accessing apps that are not related to the flight duties.
- **Document control:** Have full control over the documents that are shared. Restrict their access according to the aircraft or the user, for instance.

Crew app

- **Flight crew and cabin crew app:** The crew access all flights and duties, viewing or adding passengers, post flight data, expenses, service providers, permits information and much more. Additionally, they can send messages to the back office at the click of a button.
- **Crew roster:** Access the full roster: flights, crew positionings, hotel bookings, courses, meetings and other activities. Have a good overview of the days off, office duty days and vacation by using the monthly roster view.

- **Qualification records:** See the qualification records, such as licenses, ratings, exams and courses. Monitor the expiry dates of qualifications and be warned if records are missing.
- **Flexible app:** If you have access to different organisations in Skylegs, you can easily switch from one to another from the app.

INFRASTRUCTURE AND SECURITY

INFORMATION SECURITY

Please see Skylegs ISO27001 Information Security Management System and policies.

NETWORK SECURITY

Our Kubernetes managed servers in cluster/container form run on Linux by Amazon data centers and are maintained on the latest versions of the Operating Systems. External access is only possible via specific ports to these servers which are continuously monitored. Internal access is managed through the Skylegs network access policy.

All Skylegs customers benefit from the automatic protection of AWS Shield Standard. Shield Standard defends against the most common, frequently occurring network and transport layer DDoS attacks that target your website or applications. While Shield Standard helps protect all AWS customers, you get particular benefit with Amazon Route 53 hosted zones, Amazon CloudFront distributions, and AWS Global Accelerator standard accelerators. These resources receive comprehensive availability protection against all known network and transport layer attacks.

DATA ENCRYPTION

We use TLS (seen by the lock next to the url in the browser) to transfer data from server to the client and the other way around.

All EBS volumes used by the Kubernetes cluster are encrypted in both data-at-rest and data-in-transit levels. Application related keys and tokens are stored using Kubernetes secrets. AWS AES-256 encryption algorithm is applied for our storage at rest (S3, RDS, ElastiCache). In transit we require secure connections. Redirection by CloudFront. Certificates are issued yearly by Amazon with a key algorithm RSA 2048.

Next to security, is privacy one of our main concerns. We are compliant with Belgian Privacy Act of 8 December 1992, the General Data Protection Regulation (GDPR) of 27 April 2016, the UK Protection Act 2018, the Swiss Federal Act on Data Protection 2023 (FADP).

DATA BACKUP

Using AWS RDS we have Point in Time Recovery enabled that allows us to restore data from any previous moment up to 14 days. We also have daily automated RDS snapshot creation in multiple regions and a backup that's uploaded to S3. All data is stored encrypted. See our Data Protection and Information Security policy for more details.

SYSTEM RELIABILITY AND RESILIENCE

The Database has automatic failover enabled and is deployed in multiple availability zones within AWS (Ireland and Frankfurt); backups are taken as described above. The Kubernetes cluster is deployed across two availability zones and have daily backups enabled for both the cluster itself (uploaded to S3) and all attached EBS volumes (EBS snapshots).

Our devops team follows CI/CD practices which result in zero downtime during updates of the platform. Monitoring is provided by dedicated monitoring tools like Grafana and New Relic.

ACCESS CONTROL

Differentiated access rights via user rights and roles system managed by the operator administrator(s). The roles have respective rights configured to be able to see and do only the things within their line of work. Each user can have a combination of roles for which the system will grant a final set of rights via a waterfall method. Customer environments can be deactivated instantaneous.

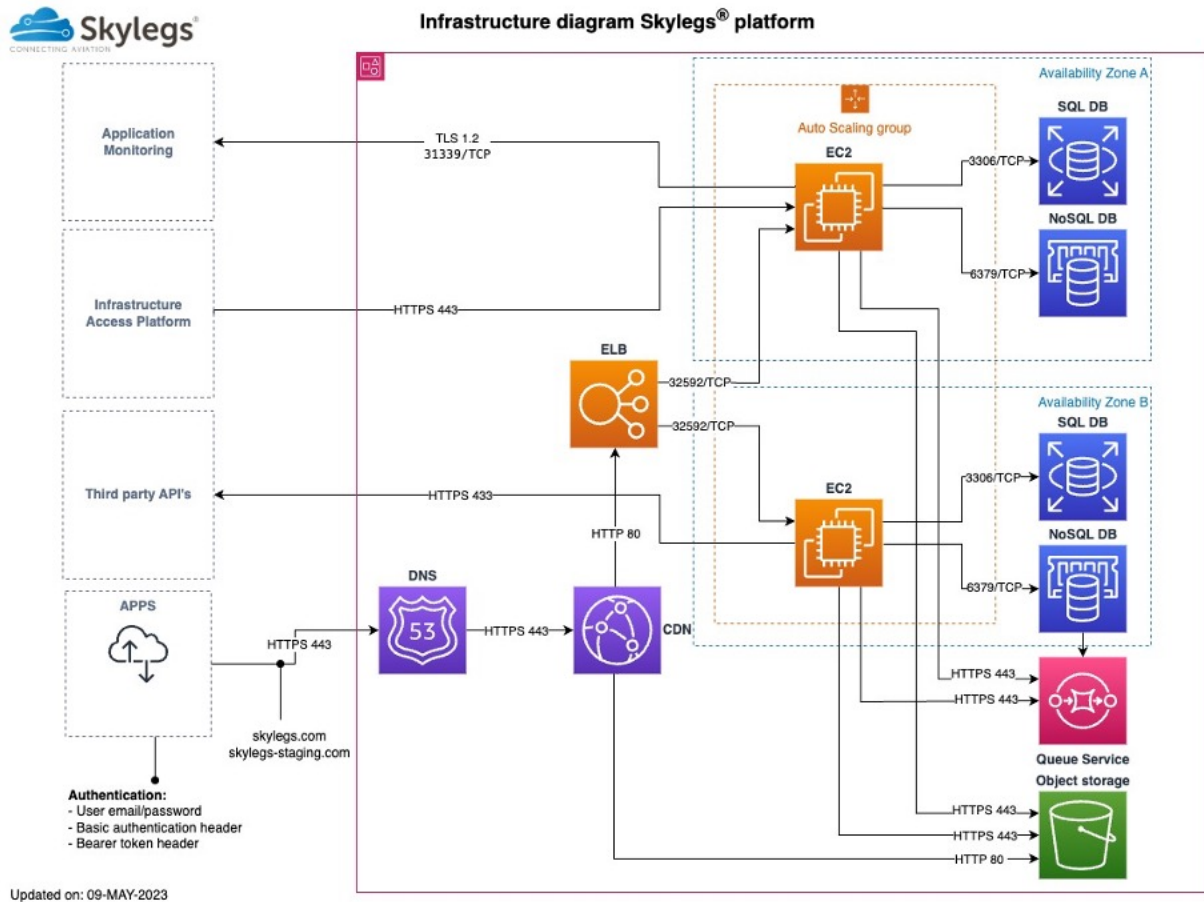
Amazon Content Delivery Network can be used to cut off access on the highest level by excluding subdomains. This takes the time to react and Amazon CDN to distribute the new configuration.

Where available, the following access control mechanisms will be used to enforce access control principles:

- User IDs and Passwords: Users will be assigned unique user IDs and strong passwords to protect access to information systems.
- Single Sign On (SSO). Can be federated (Microsoft Entra, Google, ForgeRock, Ping).
- Multi-Factor Authentication (MFA): MFA will be required for access to sensitive information systems and data.
- Role-Based Access Control (RBAC): RBAC will be used to assign permissions to users based on their job roles.
- Access Control Lists (ACLs): ACLs will be used to control access to specific files, folders, and systems.
- Data Masking: Sensitive data will be masked or anonymized to limit access to authorized users only.

DEVSECOPS AND VULNERABILITY MANAGEMENT

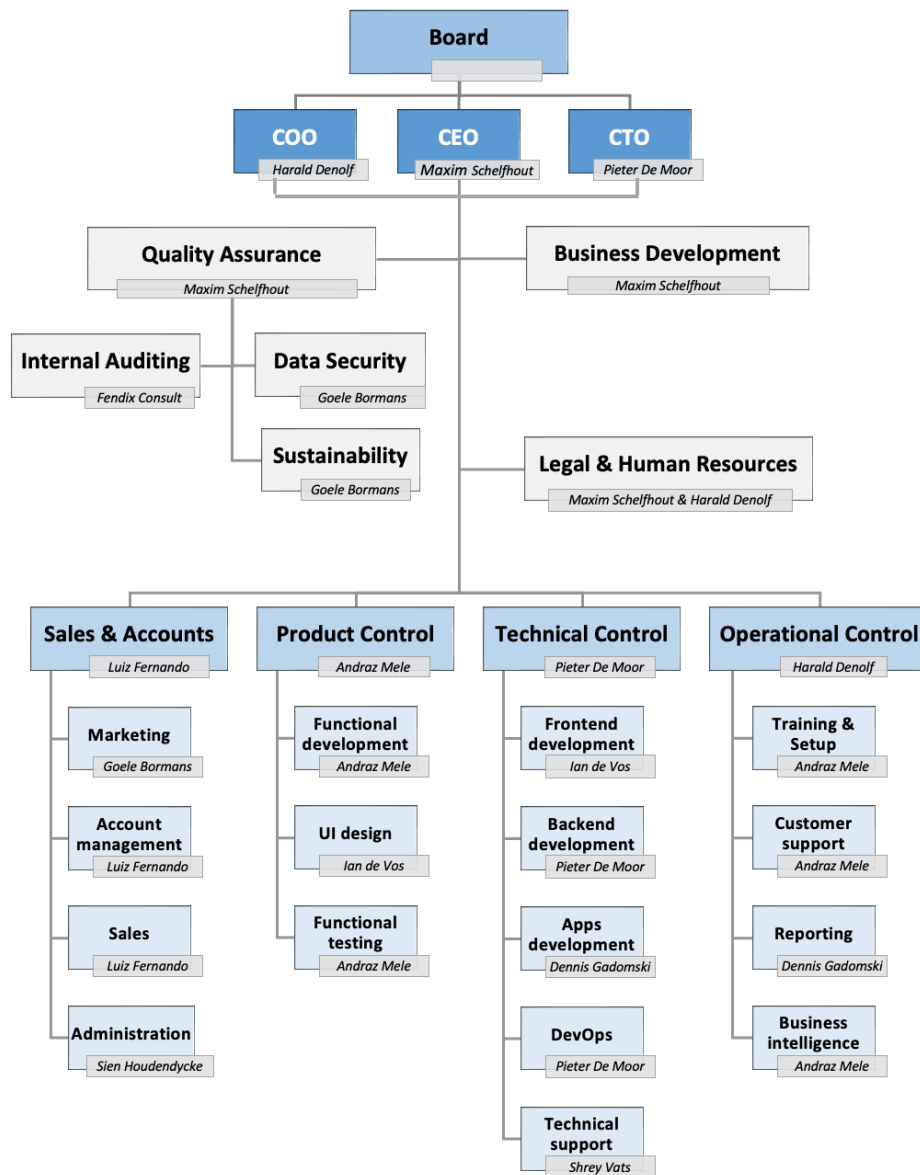
To ensure continuous application and infrastructure security, we use Aikido Security as part of our secure development lifecycle. It provides automated code and container scanning, API and dynamic testing, CI/CD gating, and malware detection. Vulnerabilities are prioritized using EPSS scoring and integrated directly into developer workflows (e.g. Jira, IDE plugins). Compliance evidence can be submitted to platforms such as Drata and Vanta. Aikido also supports SSO/SAML for secure access control.



Picture 1: Skylegs server infrastructure

ORGANISATION AND SUPPORT

ORGANISATIONAL CHART



Picture 2: Skylegs organisational chart

SKYLEGS STANDARD SLA

We guarantee high service levels and customer support in a professional and responsive manner. Our 24/7 support & operations team can be contacted via a central Skylegs hotline or support mailbox which will handle each case in a standardised way.

Our standard SLA is shown below. Please contact your Skylegs sales representative to receive the Skylegs Enterprise SLA in case required.

Security Level	Classification	Description	Responsive Objective	Resolution Objective
P1 - Critical	Critical Defect	The incident has a major impact: for example, there is complete failure of the application, or multiple persons are unable to access/use the application.	Within 2 hours	Within 6 hours
P2 - High	Material Defect	The incident has medium impact: for example, access/use of the application is limited and/or certain features/functions are unusable.	Within 6 hours	Within 10 hours
P3 - Medium	Minor Defect	The incident has minor impact: for example, there is minor service degradation, documentation problems, etc.	Within 10 hours	In consultation between parties
P4 - Low	User Feedback	A user provides feedback and this must be evaluated and processed	Within 24 hours	In consultation between parties
P5 - General	Functional Support	General support questions. What the user/client should be able to do themselves but we sometimes do out of customer service.	Within 24 hours	In consultation between parties

Table 3: Skylegs SLA