

REGULATORY SERVICES

Program Documentation Overview

Starter, Expanded, and Advanced Packages

Introduction

Skydio's world-leading autonomous flight systems enable data collection and situational awareness that make your organization safer and more productive. With leading experts in regulations and policy, our team is ready to help your organization realize the full benefits of Skydio's autonomous technology.

Skydio's Program Documentation service supports your organization's program development whether it is just getting started or moving to more advanced concepts such as Beyond Visual Line of Sight. The policy document templates and associated guidebooks in each of our Program Documentation packages, developed by industry experts, will help you structure your drone program and give you the knowledge to customize it to your unique situation. Implementing the right policies ensures your employees use Skydio drones in a safe, responsible, useful, and professional manner. They also help your organization recognize and leverage the benefits that drones can offer, so your organization is well positioned to move into advanced operations such as Beyond Visual Line of Sight.

Skydio's Regulatory Team has helped many organizations start start and grow successful drone programs. This White Paper breaks down the different Program Documentation packages in detail so you can choose the right solution for your business needs.

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Program Documentation Packages

Skydio has three Program Documentation packages:

	Starter	Expanded	Advanced
	For organizations starting a new drone program.	For organizations implementing their first advanced operations.	For organizations implementing complex advanced operations at scale.
Program Documents	Program Documents	Program Documents	Program Documents
General Operating Manual	✓ (T)	✓ (C)	✓ (C)
Training Manual	✓ (T)	✓ (C)	✓ (C)
Safety Manual	–	✓ (T)	✓ (C)
Skydio Support	Skydio Support	Skydio Support	Skydio Support
Basic Guidebook	✓	–	–
3 Hour Walkthrough Session	✓	–	–
Review and Revise Session	–	✓	–
Full Customization	–	–	✓

(T) = Skydio provides a Template document

(C) = Skydio customizes the document (supplied by Skydio or the customer) to match the specific advanced operation

Starter Package

The Starter Program Documentation package sets the foundation for your new, maturing drone program. It is structured as a drone program policy guided tour that goes beyond a simple copy and paste exercise. The Starter package equips you with a robust set of templates based on industry experience and more importantly, the context behind the template to help you critically think about template customization and implementation.

It includes three documents:

1. General Operating Manual template (Enterprise or Public Safety versions are available)
2. Training Manual template
3. Drone Program Documentation Starter Guidebook (Enterprise or Public Safety versions are available)

General Operating Manual and Training Manual Templates

These document templates provide Skydio best practices, broader industry best practices, and address FAA requirements related to drone operations. These are estimated to provide an 80% solution, but do require customization to ensure your organization's specific needs are addressed. Because they are expected to be customized, Skydio delivers the templates as a Microsoft Word .docx file.

The General Operating Manual template is just over 20 pages and has the following sections:

General Operating Manual Template Table of Contents	Description
1. General Information	Describes the drone program and includes a drone program organizational chart and typical responsibilities for standard roles such as the Remote Pilot.
2. Personnel Qualifications	Describes qualifications and training requirements for flight crew personnel including initial training and operations-specific training.
3. Standard Flight Operations Procedures (SOPs)	Describes normal, abnormal, and emergency procedures for flight operations. This section standardizes flight crew actions during flight operations such as pre-flight activities, safety briefings, and the response when an abnormal situation arises such as air traffic avoidance.
4. Airworthiness and Maintenance Procedures	Describes maintenance procedures and recordkeeping for the organization.
5. Emergency Response Plan	Describes an emergency response plan that flight crews and supporting personnel should execute in the event of an emergency. Also includes reporting criteria and procedures.
6. Appendices	This section includes example forms such as a Flight Risk Assessment tool that organizations can implement.

Training Manual Template

The Training Manual template has just over 10 pages and includes the following sections:

Training Manual Template Table of Contents	Description
1. Remote Pilot Training	Describes initial and recurrent training best practices for the Remote Pilot position.
2. Visual Observer Training (if applicable)	Describes initial training best practices for the Visual Observer position.
3. Operations Training	Describes the concept of operations-specific training and how organizations can approach this. This section gives two examples, but is expected to be customized to the organization's Use Cases.
4. Appendices	This section includes example forms that organizations can implement.

Drone Program Documentation Guidebook

The Skydio Regulatory Team developed a Guidebook designed to explain the rationale behind policies in each template and assist you with customizing sections to meet your company's specific situation. The guidebook includes general tips to help you be successful in starting your drone program. Here's an example of a Skydio Tip:

Skydio Tip	
Don't just copy and paste from a General Operating Manual you find online.	It is important to understand the policy you are implementing. Copy and pasting from another organization's General Operating Manual might seem like a quick fix, but it may leave you with policy that is not a good fit for your organization or isn't well understood.

The Guidebook also comes in an Enterprise or Public Safety version to provide additional, specific guidance for each type of organization. The Public Safety version of the Guidebook includes information on Public Aircraft Operations and acquiring a Part 91 blanket, jurisdictional, and even Tactical BVLOS COA.

The Guidebook follows the General Operating Manual, guiding you through each section. Over 20 pages in length, it is delivered as a PDF.

3 Hour Walkthrough

Once Skydio delivers the document templates and guidebook, a walkthrough session is scheduled. In this session, the Skydio Regulatory Team will review with you all documentation, answer your questions, and provide expert advice on completing your drone program policies.

Prepares You For Advanced Operations

It is important to have policy match the level of implementation and not have one outpacing the other. The Starter Package is developed with advanced operations such as Beyond Visual Line of Sight in mind. Many of the policies included in the General Operating Manual and Training Manual Templates will continue to be relevant for advanced operations and provide a starting point to mature and expand the policy.

Expanded Package

The Expanded Program Documentation package helps an existing drone program move into advanced operations building out drone program policy that addresses more complex operations and program structure. The Expanded package is best used in combination with the Starter or Expanded Waiver Application Service and supports your waiver application to the FAA for an advanced operations.

Key for regulatory approval, this package ensures you have the required policies in place to safely conduct advanced operations such as a Safety Management System appropriate for the size and scope of your organization's operations. The package includes:

1. General Operating Manual and Training Manual customization
2. Safety Manual Template (or customization of an existing safety program)

Customization of General Operating Manual and Training Manual

Skydio's Regulatory Team will work side by side with you to develop and customize your General Operating Manual and Training Manual to ensure the appropriate policies are in place to support the intended advanced operations. For example, advanced operations may require custom flight crew training programs.

If your organization already has program documents, the Skydio team will review, provide feedback, and support revisions. If your organization is missing one of the documents, the Skydio team will customize the templates provided in the Starter package to fit your organization's needs.

Safety Manual Template

The Safety Manual Template is intended to help organizations develop and implement a Safety Management System that is appropriate for the size, scope, and complexity of their advanced drone operations. Implementing a Safety Management System is often a requirement for advanced operation approvals and continues to support safe, scalable drone operations. The Template is just over 10 pages and is based on the FAA's four pillars of Safety Management Systems:

- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion

Review and Revise Session

The Skydio Regulatory Team will support your organization as manuals are customized and implemented. This includes scheduled meetings as required to discuss and educate your organization on any recommended changes.

Advanced Package

The Advanced Program Documentation package supports the implementation of scaled, complex operations. It is intended to be used in combination with the Advanced or Pathfinder Regulatory Approval Service and supports your waiver application to the FAA for advanced operations.

This package ensures you have the required policies in place to conduct complex operations at scale. The package includes:

1. General Operating Manual Customization
2. Training Manual Customization
3. Safety Manual Customization

Customization of Manuals

The Skydio Regulatory Team will evaluate all your organization's manuals, provide templates as necessary, and develop a customization plan to ensure your organization has the appropriate policies in place for scaled, complex operations.

Custom Support

The Skydio Regulatory Team will work side by side with you as manuals are developed, customized, and finalized. This includes scheduled meetings as required to discuss and educate your organization on any recommended changes.

Taking the Next Step

Skydio is excited to help your drone program start or grow by providing drone policy templates and supporting information based on decades of industry experience and best practices. Establishing a robust program is the key to realizing the benefits drones can bring to your organization. This whitepaper gives a general overview of the three packages to help you understand the level of service associated with each package. Skydio's Regulatory team can provide additional detail on each package and help your organization determine which package is the right fit.

The Program Documentation Service sets your organization up for success when you're ready to begin the pursuit of advanced operations, such as flying Beyond Visual Line-of-Sight. Skydio offers a Waiver Application service to support your organization's pursuit of advanced operations that can make your drone program safer and more efficient, enabling your organization to increase productivity. Check out the Waiver Application Overview whitepaper for more information on these related services.

We recommend contacting us to learn more about each package and to learn how Skydio can support your unique circumstance. Ask your existing Skydio representative (or fill out the [contact form](#) to get one!) to get in contact with the Skydio regulatory team and begin the pursuit of advanced operations.



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