



SKYHOP
GLOBAL ®



We are here.®

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SKYHOPGLOBAL.COM

Our Mission & Values

Our mission is to prove every day in every way that we care more – more about our crew members and more about our employees!

To create that level of customer service we hold these values:

I AM RAVING FANS



We create raving fans everywhere we go. We want our crew members so overwhelmed and floored by our customer service they can't stop telling everyone about it! Our employees work every day, on every trip to exceed our airline crew's expectations. This is why SkyHop Global has been nominated for a third straight year for a Delta Star Award.

I AM INNOVATION



Our proprietary software created for us by SkyHop Technologies is monitored through our global network and managed through our driver app and crew app to provide accurate on time service. SkyHop Global has created a whole new dynamic in the airline ground transportation business that provides our airline partners with transparency around each trip. Our software is the fastest answer to the age old crew question: "Where's my ride?"

I AM ACCOUNTABLE



By providing detailed analytics of executed trips, SkyHop Global proves how highly valued our service is by the key users. On time performance and safe driving is constantly monitored through outside GPS to create the safest experience. A second Call Center in Dallas was opened to manage the overflow of calls during high volume and weather related issues so our crew members would not have to wait.

I AM VALUABLE



Our diverse workforce of many cultures, both women and men, brings an energy of enthusiasm and desire to please for each crew we drive. Our focus on safety, personal accountability and value makes every driver want to exceed our clients expectations on each pick up. We are extremely proud of our corporate values of: **Safety, Raving Fans, Innovation, Accountability** and **Value** – a commitment each employee makes by wearing a SkyHop values badge.

This is how we can proudly declare:

I AM **SKYHOP GLOBAL**

Our core belief is that we must provide the safety and reliability we would provide to our own family. And just like in a family, we believe in communication. That's why we created game-changing technology to manage our business and mobile apps for crews to communicate with our drivers at the touch of a finger. This is why SkyHop Global is recognized as the groundbreaking company in national ground transportation and named to the Inc. 5000 list.



World-Class Ground Transportation



Our smoke-free fleet has free wi-fi and are 2016 vans or newer. They are all equipped for safety and comfort but safety is our primary focus. Your SkyHop driver is fully licensed, permitted, and DOT certified for your airport. Your SkyVan, is fully insured with a \$5 million combined single limit.

World-Class Reliability and Safety



All SkyHop Vehicles are safety checked every 8 hours by our drivers. They are given a maintenance and safety check-up each week by our station manager. Most importantly, they are driven by our drivers, who must have a clean background check, a clean MVR, a clean drug test, a clean medical card, and completed a defensive driving course.

Game Changing Technology



Crews download the SkyHop Crew App from GooglePlay or the App Store that alerts us to their arrival and provides 2-way communication via text or call with their SkyHop Driver. It also shows a picture of the driver for extra safety as well as the location of the van on an interactive map and at the end of their experience they can rate the driver.

A Focus On Safety

The safety of your Pilots and Crew is our number one job! Just as your Pilots and Crew accept the responsibility of your passengers, we take our responsibility equally seriously.

Our mission is to prove every day in every way that we care more – more about our crew members and more about our employees!



New Vehicles



Unlike many transportation companies, we believe our fleet must be as new as possible to keep your Pilots and Crew safe. Our smoke-free fleet has free wi-fi and are 2017 vans or newer. They are all equipped for safety and comfort but safety is our primary focus.

People Matter



Every potential employee is researched prior to being offered a position as a driver for SkyHop Global. Once employed, every driver is subject to random drug and alcohol tests to maintain the safety of our passengers.

Technology Safeguard



Our proprietary software not only provides communication but a sense of security for Pilots and Crew. Once logged in just click on the van coming to pick you up and you will know what your driver looks like and how well they are rated. This feature is unique in our industry.

Why SkyHop Global?

We stand for reliability, safety, raving fan customers experiences and world-class technologies. We are here to deliver value and serve our customers, employee's and stakeholders. We are passionate and driven.

We got here through dedication and hard work and will continue to grow as a technology driven company that provides ground transportation and other related services.

Our Partners:



How do we do it? We deliver a world class experience every day with an operational team focused on the details. Responsive, reliable, and concerned are all compliments we hear again and again from our customers. With a 24/7 finger on the detail of balancing national schedules, our team takes pride in getting it right. We are always listening to our customers and taking their suggestions to improve our delivery systems. It's why Skyhop Global is the preferred ground transport service in the airline industry.

This is why we are so proud to be repeatedly nominated for the Supplier Diversity Star Award by Delta Airlines.

We are 24/7 for you!

Call us today. 518-428-1762.



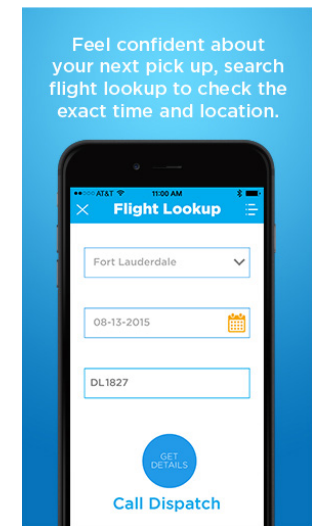
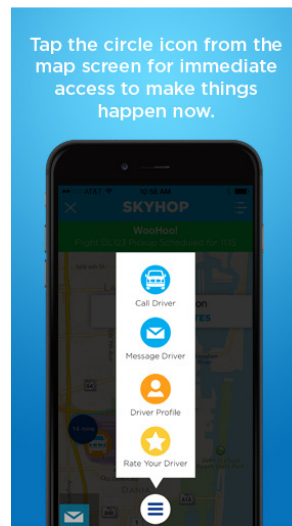
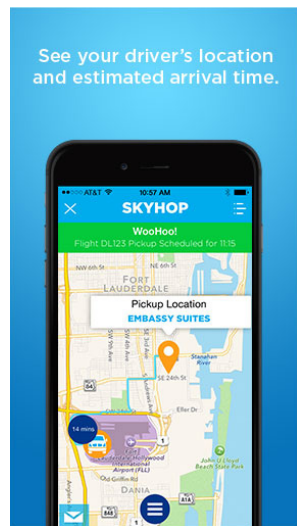
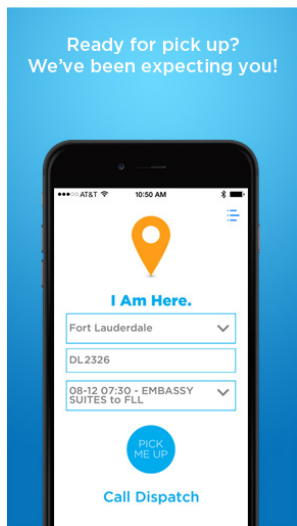
Technology and Analytics

SkyHop Global is built on a foundation of customer service. In today's world that means technology. We have a technology system called SkyPlan that connects dispatch to drivers to crews. Plus, each airline receives a monthly performance analysis to review. These analytics are being used by many airlines to change their standards of performance.

SkyHop Crew



Download the SkyHop Crew APP for your iPhone or Android and feel instantly connected. If your driver is not already waiting, knowing that they are on the way is important. But minutes can feel like hours when you are waiting to be picked up. That's why our drivers have an app on their phone that allows you to text or call them. They won't pick up if they are driving. But they will message you if there is a delay at the airport or on the highways.



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