

Medallion Foundation Five Star Shield Program Requirements and Agreement

The Medallion Foundation Five Star Shield Program is an enhanced Safety Management System that meets the recommendations of AC 120-92 (Introduction to Safety Management Systems for Air Operators) while incorporating system safety concepts into every Star. This Program is voluntary and the Operator (*individual/company applying to participate in this program*) may withdraw at any time. The program is currently open only to Operators with aviation operations in Alaska.

The Medallion Five Star Shield Program is not a compliance based program, instead it is process based with emphasis on System Safety concepts. This program requires the commitment of company management to the goals and objectives of the Medallion Foundation. The Medallion Foundation will provide, where applicable, guidance, equipment, and training designed to meet the objectives of the Stars/Shield. However, it is the responsibility of the Operator to ensure that the System Safety concepts and objectives outlined in the various programs are integrated into the fabric of their operations.

With certain exceptions the program is offered at no charge.

The following are Agreements and Provisions that the Foundation requires of Operators:

Medallion Program

1. The Operator will identify a person within the company to be the Medallion Representative and the main point of contact with the Medallion Foundation. That person may further identify to the Medallion Foundation those persons within the company who will be the points of contact for each Star, but it is his/her responsibility to disseminate any information from Medallion to company personnel.
2. Program Managers within the Medallion Foundation will work with the Operator to assist in completing the requirements for each respective Star. When the Program Manager deems the Operator ready, he/she will recommend an evaluation for that Star. Medallion Foundation evaluators (not the Program Managers) will complete the evaluation; and, if the process is successful, the Star will be awarded.
3. After all five Stars have been awarded; the Operator will be advised by the Executive Director that they are eligible to work toward the Medallion Shield. If the company desires to move forward, a Medallion evaluator will be assigned to work with the company toward that goal. (See Shield section below for specifics on that award.)
4. If there is a significant change in management (a person that has either the primary authority or responsibility) for a Star or Shield, the Operator will be

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re-evaluated for the Star or Shield not sooner than three months nor later than six months after the change.

5. Use of the Medallion logo or claiming Medallion Foundation certification in any form of advertisement requires written permission from the Medallion Foundation.
6. The Medallion Foundation will notify each Operator's Medallion Representative when there are changes to the Medallion Program.
7. All plaques, pins and any distinctive markings provided by the Medallion Foundation to an Operator are the property of the Medallion Foundation. If the Operator withdraws or is dropped involuntarily from the Program, these items must be surrendered by the Operator.
8. Issues related to Program implementation should be addressed to the Medallion Foundation Executive Director.
9. Any participant (a participant has earned at least one star) must conduct a TapRoOT drilldown after an accident. That drilldown may be facilitated by a Medallion TapRoOT instructor if requested.
10. Before the first star is issued, at least one individual must have attended the TapRoOT course. If the course is not readily available prior to the award, it must be completed within 180 days of the award.

Stars

1. The Medallion Foundation provides Program Managers to work with the operator. The Operator will designate a company contact person and possibly a person for each Star (for some companies this may be the same person). The Operator shall promptly notify the Medallion Foundation of any changes in contact personnel.
2. The Operator must earn at least one (1) Star per year from the date of Program enrollment as listed on the Operator Information Sheet.
3. The IAP Star will be the last star awarded, as it includes the process measurement for the other Stars. However, this does not preclude the operator working on this Star simultaneously with one or more other Stars.
4. If the Operator has not earned at least one Star within a year of enrollment, it will be considered by the Board for removal from the program. If the operator is removed from the program they may reapply at a future date. However, the Medallion Foundation Board of Directors may require additional information and/or commitment before reinstatement in the program.
5. The operator will be re-evaluated for a Star it has held for six (6) months and every 12 months on or about the anniversary date of the awarding of the Star

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until the operator has achieved Shield status. After re-evaluation, if discrepancies are found, the Operator will have 90 days in which to correct the discrepancies if it is an annual evaluation. If these are not corrected within 90 days, the Medallion Foundation Standardization Committee will review the results of the evaluation. Recommendations of the Standardization Committee will be provided to the Executive Director and the Medallion Foundation Board of Directors for further action. **For the six month review, the Star will be removed immediately if the evaluation is not successful.**

Shield

1. Once all five Stars have been awarded the operator will be advised by the Executive Director that they are now eligible to work toward the Shield Evaluation. During that period of time, an evaluator will be assigned by the Medallion Foundation to assist the Operator. That evaluator will make the determination as to when the Operator is ready for the Shield evaluation.
2. The Shield evaluation is an assessment of management's commitment to the program and at a minimum will address management communication, policies, objectives and evaluation procedures in relation to the Five Stars.
3. The Shield evaluation is also an assessment of the corporate culture that exists in the organization.
4. All Shield awardees will undergo a Shield Evaluation each subsequent year to ensure they are continuing to meet the requirements of the Shield. These evaluations may be conducted at any time.
5. Each year about one quarter of all Shield holders will be evaluated at random by an independent party paid for by the Medallion Foundation. This is a check on the effectiveness of the Medallion Foundation Program, not the Operator.

Process

1. Please review the Medallion Program Overview, this document and contact the Executive Director if you have any questions.
2. If not, we would ask that you complete and sign the Application and Operator Information Sheet on the following page.
3. Once that document is received, the Executive Director will review the Application and Operator Information Sheet. If it is complete, he will sign it and return a signed copy to you.
4. You will be contacted within 30 days and an appointment made to visit your location.
5. During that visit the program will be explained to you once again and plans will be made for you select which Star program you will start.

Medallion Foundation Five Star Shield Application and Operator Information Sheet

Operator's Company Name: _____

Address: _____

Phone: _____

Facsimile _____

CEO/President

Name _____

Email _____

Phone _____

Facsimile _____

Point of Contact to the Medallion Foundation

Name _____

Title _____

Email _____

Phone _____

Facsimile _____

Type operation (Check all that apply)

Part 91 135 On Demand 135 Commuter Part 121

Part 125 Fixed Wing Rotary Wing

This document must be signed by a **senior official of the Operator** and mailed or faxed to the Medallion Foundation, Inc. A representative from the Medallion Foundation will be contacting you if any additional information is required.

With this signature, the undersigned signifies that he/she has read the requirements of the Medallion Five Star Shield Program and agrees to the preceding provisions.

Signature _____

Title _____

Date _____

Medallion Foundation Acceptance

Executive Director

Date _____