



# Medallion Foundation Five Star / Shield

## Operator Agreement

### Overview

The Medallion Foundation Five Star / Shield, is a series of voluntary programs designed to improve aviation safety in Alaska, primarily through enhanced operational processes and proactive organizational policies and procedures. Supported primarily by public funds in the form of grants, the program is based on System Safety concepts and ICAO directed Safety Management System (SMS) fundamentals. It incorporates many of the recommendations in FAA Advisory Circular 120-92A (Safety Management Systems for Aviation Service Providers).

The programs associated with the Medallion Five Star / Shield are process, rather than compliance oriented, with “Stars” awarded in recognition of achievement in defined areas. The “Shield” designation is reserved for five star Operators who wish to demonstrate their success in fostering a positive and just safety culture; and further commitment to the program through enhanced policies, procedures, communication, and self evaluation of their Medallion Star programs.

The Foundation provides guidance, equipment, and training to assist participating Operators in meeting program objectives. Successful participation requires the commitment of an Operator’s management and employees to ensure that the processes prescribed in the Medallion Star programs are integrated into the fabric of their operations.

Currently the Medallion program is currently open only to Operators with aviation operations in Alaska.

### Five Star Process

1. The Medallion Foundation provides Program Managers to work with each Operator. The Operator will designate a manager for each Star (for some companies the same person may manage more than one Star). Medallion Program Managers will work with those individuals to assist in completing the requirements for each respective Star. When the Program Manager believes the Operator is ready, he/she will recommend an evaluation for that Star. A Medallion Foundation Evaluator will then conduct the evaluation. Upon successful completion of the evaluation, the Star will be awarded.
2. Another evaluation will be conducted six months after award of a Star to ensure that processes have been fully implemented, and any outstanding training requirements have been met. Subsequent evaluations will then be conducted at one year intervals. (Exception: Evaluation dates may be consolidated for operators who hold more than two Stars and wish to do so).
3. If discrepancies are found during the evaluation, the Operator will have 90 days in which to correct them. Discrepancies not corrected within that time will be referred the Medallion Foundation Executive Director for resolution. (Exception: the Star will be suspended immediately if the six month evaluation is not successful).



# Medallion Foundation Five Star / Shield

## Participant Agreement

4. The Medallion Stars may be earned and awarded in any order the Operator wishes, with the exception of the Internal Audit and Evaluation Program (IAP/IEP) Star, always the last star awarded since it deals with process measurement of the other four Stars. However, this does not preclude the operator working on the IAP Star simultaneously with one or more other Stars.
5. Participation in the Medallion Five Star / Shield is most effective when Operators develop their system gradually and continuously using both internal (operational managers) and external resources (Medallion Program Managers) throughout the development and implementation. Although not required, Operators are encouraged to take advantage of all Medallion programs and achieve all five Stars and the Shield.

## Shield Process

1. Once all five Stars have been awarded the Operator may pursue the Shield designation. Upon request to the Medallion Executive Director, an Evaluator will be assigned to assist the Operator prepare for a Shield evaluation. The Evaluator will determine when the Operator is ready for the evaluation.
2. The Shield evaluation is an assessment of management's commitment to the program. It is also an assessment of the corporate culture that exists in the operation. At a minimum, it will address company policies, procedures, goals and objectives, communication, and evaluation procedures associated with their Star programs.
3. All Shield awardees will receive a Shield Evaluation annually to ensure they are continuing to meet Shield requirements. As part of the Shield evaluation process, one Star program, chosen randomly by the Evaluators, will also be evaluated.



# Medallion Foundation Five Star / Shield

## Operator Agreement

### Program Provisions and Commitments

1. The Medallion Foundation will maintain a published list of all requirements for obtaining each Star and Shield. These lists will be in the form of Audit Points that will be used as guidance during development by the Operator; and by the Medallion Evaluators for initial and recurrent Evaluations.
2. The Medallion Foundation will notify (by letter) all participating Operators when there are changes to the Medallion Program Star and/or Shield requirements.
3. Issues related to Program implementation which cannot be resolved by the Program Managers or Evaluators will be referred to the Medallion Foundation Executive Director.
4. Operators are expected to make a dedicated effort to obtain (and maintain) at least one Star.
5. The Operator will identify positions (persons) within their company that will manage and maintain the Star programs which the company intends to pursue.
6. Before a Star is awarded, the individual managing that star must have attended the required training courses outlined in the Training Table attached to each set of Audit Points. If a particular course is not readily available prior to the award, it must be completed prior to the 6 month evaluation. Additionally, if an individual managing a star program is replaced, the new manager must attend the required training courses (if offered) prior to the next scheduled audit.
7. The Operator shall promptly notify the Medallion Foundation of any changes in management personnel or ownership. If there is a significant change in Operator ownership or senior management, the Medallion Executive Director may direct an evaluation of previously awarded Stars or Shield.
8. Any participating Operator is strongly encouraged to conduct a TapRoot® drilldown to determine root cause(s) following any accident. If requested by the Operator, a Medallion TapRoot® instructor will be available to facilitate the drilldown.
9. Use of the Medallion logo or claiming Medallion Foundation certification in any form of advertisement requires written permission from the Medallion Foundation.
10. 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, all such items must be surrendered immediately.



# Medallion Foundation Five Star / Shield

## Operator Agreement

### **Application Process**

1. Complete and sign the Application and Operator Information Sheet (below) and send to the Medallion Foundation.
2. The Executive Director will review the Application and Operator Information Sheet, sign it, and return a signed copy.
3. The Executive Director will schedule an appointment with the Operator's top management personnel to present an overview of the Medallion programs address any remaining questions.
4. A Program Manager will contact the Operator within 30 days and make an appointment with designated management personnel.
5. During that visit the program will be explained in detail and any questions answered. The Medallion Program manager can also assist the Operator in selecting the first star to be accomplished.

### **Dues**

Participating Operators pay dues, which demonstrate usage of the programs to justify grant funding.

Operators who pay their annual dues in full receive equivalent dollar credit to offset charges for required and/or discretionary training during that calendar year.

Dues are payable after the initial meeting with the Program Manager.

Discounts are given for level of achievement in the Medallion program.



# Medallion Foundation Five Star / Shield

## Operator Agreement

### Operator Information

**Company Name:** \_\_\_\_\_  
**Physical address:** \_\_\_\_\_  
**Mailing address:** \_\_\_\_\_  
**City and Zip:** \_\_\_\_\_  
**Phone address:** \_\_\_\_\_  
**Web address:** \_\_\_\_\_

### CEO/President

**Name:** \_\_\_\_\_  
**Email address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Preferred communication:** Phone Email

**Director of Operations:** \_\_\_\_\_

**Director of Maintenance:** \_\_\_\_\_

**Type of operation:**  
 (Circle all that apply)                      Part 91                      135 On Demand                      135 Commuter                      Part 121  
    Fixed Wing                      Rotary Wing

It will be the Operator's responsibility to maintain all records pertaining to Medallion Foundation participation. Medallion will maintain minimal records. Should the Medallion Foundation or the Operator terminate membership; all records will be purged from the Medallion system and mailed certified to the Operator.

**Signature:** \_\_\_\_\_ **Executive Director**  
**Title:** \_\_\_\_\_ **Medallion Foundation Acceptance**  
**Printed Name:** \_\_\_\_\_  
**Date:** \_\_\_\_\_



# Medallion Foundation Five Star / Shield

## Operator Agreement

### Persons assigned to manage Medallion Five Star / Shield Programs

\*Each person must have the authority to implement, change, or otherwise manage the applicable programs.

#### CFIT Avoidance

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email

#### Operational Control

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email

#### Safety

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email

#### Maintenance & Ground Servicing

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email

#### Internal Audit & Evaluation

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email

#### Shield

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Preferred method of contact: Phone Email