

### 2020 SM4 Safety Program Overview

## COMMUNITY OF EXCELLENCE

Below you will find a summary of the changes for the 2020 program. For a full listing of the program benefits please visit [the SM4 Website](#).



### 1. Are there any structural changes to the program?

The main components of the program remained unchanged. We still have three levels (Level I, Level II and Level III) but the benefits associated with Level II and Level III have changed considerably.

#### Level II – Global Clients

For Level II we have decided to combine our resources to address an important issue facing the entire industry: *The Talent Pipeline*. The ability to attract and retain employees is vital to our industry - and the safety of our industry. Level II will become an online Safety Learning Management System (LMS) open to all general aviation customers in the US (excluding Aeroinsure and UAS). This LMS will have micro learning modules created by each SM4 partner (including Global Aerospace) to assist in both the professional and personal development of new and existing employees.

The LMS will supplement any internal client specific training program and expose employees to each SM4 partners' area of expertise. Aviation operators can differentiate themselves by having the ability to create a training roadmap for new and existing employees in an effort to attract and retain talent. Studies have shown the more you invest in your talent base the more engaged they are, and the more likely they are to stay with your organization.

There is no limit to the number of users we can sign up for the LMS. We encourage aviation operations to reach out to their enterprise level (HR, Treasury, C-Suite) to take part in this training as well. The LMS will expose non-aviation associates to the world of aviation.

#### Level III – Vista Elite Clients

Long gone are the days of selecting one benefit per policy period. This concept was cutting edge in 2010, but is out of sync with the maturity of our industry today. We have developed and tested a survey (SWOT analysis) detailing a set of questions created by our SM4 partners. These questions

## 2020 SM4 Safety Program

have been designed to help us determine the needs of the flight department so that we can provide them with a customized SM4 safety program. This program can be from one partner or by pulling together multiple partners. We will offer the VE client two safety services to choose from as we have no way of determining their bandwidth to implement our suggestions. We will work closely with each flight department to refine and finalize the safety benefit.

### 2. Are there any new partners in 2020?

No.

### 3. How do the different levels in the 2020 program work?

- **Level I – Complimentary Industry Resources**  
These are resources available to anyone in the industry through our website, newsletter, seminars and publications. This remains unchanged.
- **Level II – Global Customer**  
LMS – open to any Global GA clients in the US (excluding Aeroinsure and UAS).
- **Level III – Elite Customer**  
Individual survey to be completed at the end of the year by each VE flight department so we can create a customized safety SM4 program for them as opposed to an individual benefit.

### 4. Have any of the other partners changed?

No.

### 5. What is the process for signing up for the Level II Safety LMS service?

Any GA customer (excluding Aeroinsure and UAS) can simply go to our SM4 website and enter minimal information for validation. The sign up page will be available in January 2020. Once validated, they will receive their administrator login and password for the system. As an administrator they can add and delete team members. The system has a built in “forgot your password” functionality as well.

### 6. Do you plan on hosting any webinars in addition to the email communication?

Yes. Post the NBAA we will host weekly webinars for those interested to learn more. Details about future webinars will be posted on the SM4 website.

### 7. What should I do if I have any further questions?

You can either contact your broker, your underwriter or visit the SM4 website at <https://sm4.global-aero.com>.