

Mission:

To provide our Customers with unique air transportation experiences through an environment that fosters continuous improvement, teamwork and growth for our employees and profitability for the company.


Vision:

SWA is committed to being a leader in aviation services by providing our customers and employees uncompromised safety, exceptional quality and unparalleled customer service.

Values:

- **Trust:** we trust each other to do the right thing for SWA as a whole.
- **Honesty:** we are honest to each other and we tell the truth to ourselves and others.
- **Alignment:** we are one aligned team dedicated to serving our customers and to successfully achieving our goals and objectives.
- **Transparency:** we are transparent to our customers, to each other, and to the company.
- **Safety:** we provide a level of safety second to none.
- **Integrity:** to act with uncompromising integrity and act as an ambassador for the company.
- **Team:** our shared success is dependent on our team capabilities.
- **Growth:** to create an environment where everyone is respected, empowered, and has an opportunity to grow.

Signed Date:
(DD MMM YYYY)



19 OCT 2020

Nick Wain

Accountable manager / Technical Service Director

REVISION RECORD

REV	DATE OF RELEASE	WRITTEN BY	REVISION DESCRIPTION
1	19 Oct 2020	David Spencer	Initial Release

Written by David Spencer	Signature 	Date (DD MMM YYYY) 06 Oct 2020
Checked and Approved by Patty Olejniczak	Signature 	Date (DD MMM YYYY) 06 Oct 2020
Checked and Approved by Duy Nguyen	Signature 	Date (DD MMM YYYY) 06 OCT 2020
Released by Patty Olejniczak (Quality Use only)	Signature 	Date (DD MMM YYYY) 19 OCT 2020