

Encouraging Professionalism



Chris Keinath
Director of Safety

Horizon Air

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Horizon Air



6.7 million passengers/yr.

3,330 employees

58 aircraft

47 cities served

390 daily departures

Horizon Air / Unique



Horizon Captains

Average age: 47

Average flight hours: 15,625

Average time with company: 17 years



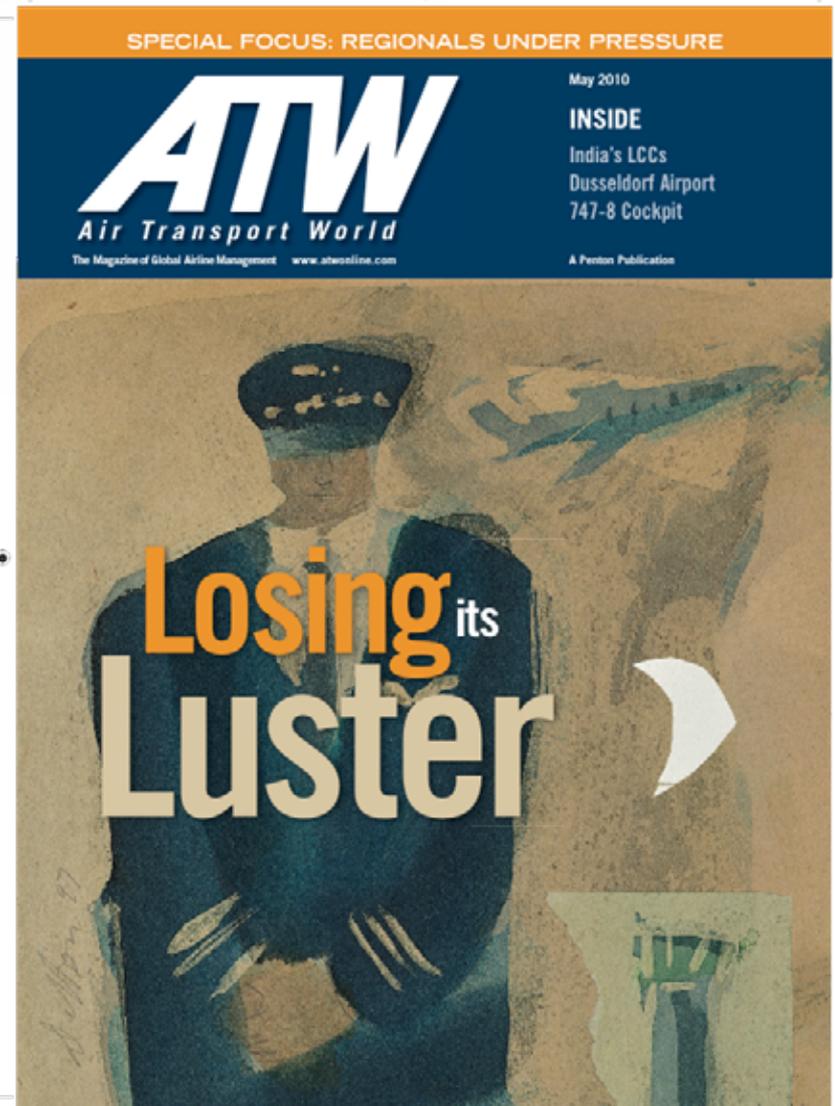
Horizon Air & Technology

- Head-Up Guidance System (HGS®) technology.
- Flight Management System (FMS) technology: Required Navigational Performance (RNP) and Global Positioning System (GPS) satellite networks.
- Wide Area Augmentation System (WAAS) technology.



Industry Challenges:

- *Tumultuous times*
- *Economic pressures*
- *Job security concerns*
- *Morale issues*



Expect Professionalism



Safety always No. 1



Horizon Maintenance and Engineering division
awarded Federal Aviation Administration's
Diamond Certificate of Excellence
10 years in row.

Respect & Encourage Professionalism



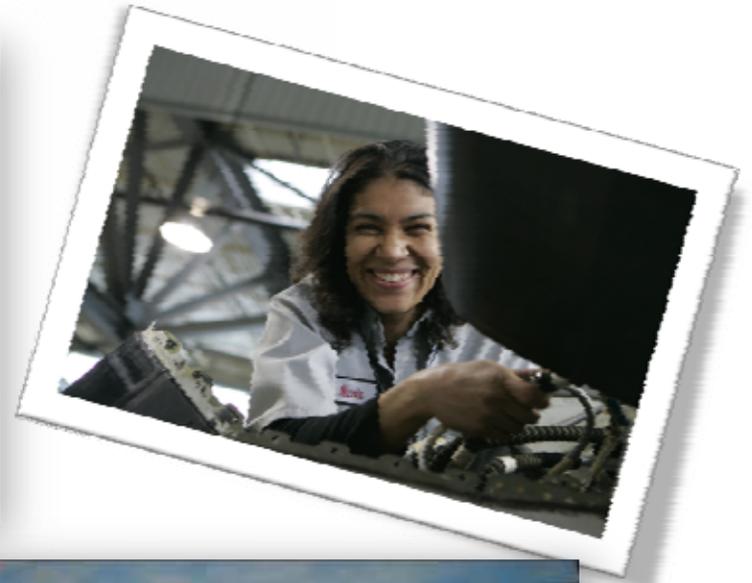
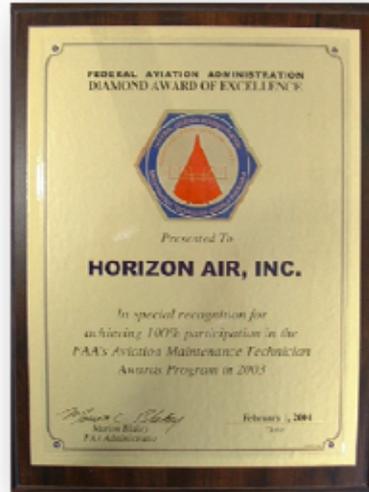
Our people: next to safety, our most critical success factor

- Selecting the best through a comprehensive hiring process
- Promoting a culture where co-workers are respected, valued, and engaged in serving others
- Providing quality company orientation and training
- Rewarding contribution to reliability and customer satisfaction through employee incentives

Retaining talent and expertise:

*86% of pilots, 64% of flight attendants, and 69% of mechanics
have more than 5 years experience with Horizon*

Safety: Our Most Critical Success Factor





2010 Recurrent CRM

Threat and Error Management

Enhancing the Human Contribution

Approach Stability



“You can’t Regulate Professionalism”

Administrator Babbitt





*Thank you for
“Encouraging Professionalism”*