Safety and Security Policy

The safety and security of our guests and team members is foundational to the success of our business and is supported by our Purpose and Values.

I am committed to our stated safety objectives; effective identification and mitigation of hazards and associated risk; conformance to standards and regulation; continuous safety and security promotion; and continuous monitoring and performance review.

I am committed to providing the necessary resources to ensure the effectiveness and continuous improvement of safety by implementing and maintaining a robust Safety Management System (SMS) and a Security Management System (SeMS).

Leaders and employees at every level of our organization are accountable for the identification and mitigation of hazards as outlined by our SMS.

We must perform our duties according to established policies, procedures, regulations, and laws. Our values of Mālama, Ho'okipa, Lōkahi, and Po'okela shape our safety culture and guide a shared accountability for addressing errors. Unethical, unlawful, unsafe, and other behaviors not consistent with our values will be fairly addressed with consideration of Just Culture and in accordance with our employee handbook, Ka ‘Ike Pono.

All incidents, accidents, and procedural non-compliance that threaten safety or security must be reported timely to ensure the wellbeing of our guests, teammates, and operation. We provide non-punitive reporting programs such as the Aviation Safety Action Program (ASAP) and the Safety & Ethics Hotline.

Unforeseen events do happen; in such events, I have approved an Emergency Response Plan (ERP) as part of the Emergency Operations Plan (EOP) that provides for the safe transition to emergency operations, that includes authorities and identification of responsibilities.

An uncompromising commitment to safety, security and compliance is the responsibility of each employee at Hawaiian Airlines; it is our kuleana and essential to ensure the future of our company. Maintaining the highest level of safety and security is an obligation to our guests, our shareholders, and our fellow employees.

Peter R. Ingram
President and CEO

June 23, 2022