

# Southwest Promise

MY COMMITMENT TO OUR VISION: Exceptional medicine. Extraordinary care. Every person.

Southwest is an organization committed to values. Our values are reflected in my behaviors.

## Safety

- I put safety first.
- I see it. I own it.
- I keep Southwest clean.

## Respect

- I protect the privacy and dignity of all.
- I honor diversity.
- I am kind, caring and professional.
- I am welcoming and courteous.

## Integrity

- I take full responsibility for my behavior.
- I speak positively about Southwest.
- I am honest, reliable and prompt.

## Compassion

- I focus on the physical, emotional and spiritual needs of others.
- I use my eyes, my ears and my heart when listening to others.
- I express empathy and provide explanations.

## Excellence

- I identify problems and seek solutions.
- I am committed to improvement.
- I am committed to excellence and encourage it in others.

## Teamwork

- I work with others to create an excellent experience for patients, families and my co-workers.
- I help others meet their goals.
- I speak well of others.



I promise that these values will impact my decisions and actions. I understand that holding each other accountable to these values helps make our people and our workplace great.

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name

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date