

## Have Heart, Will Travel

Say “November,” and most Americans immediately think “Thanksgiving,” the day we set aside to express gratitude for the gifts in our lives.

Although the recession makes this Thanksgiving a more somber celebration for many, it also serves to place some blessings—especially the people in our lives—in greater relief.

When I think of all I have to be grateful for, near the top of my list is our company and my association with its amazing people. I’m so proud of all they do every day to transport and take care of you, and I’m incredibly blessed to count among them some of the most giving, selfless people I’ve ever known. Let me tell you about just a couple:

Like all our pilots, Captain Karl Mariotti spends numerous days and nights away from home when he’s flying around our route system. While this is undoubtedly a challenging part of the job, Karl views it as an opportunity, taking the “anywhere I hang my hat is home” approach to volunteering.

“The thing I like about smaller airlines like Horizon is that we go to smaller cities,” he says. “It’s easier to get involved in the community, and easier to make a difference.”

In his spare time between when he arrives at a city and leaves the next day, Karl often reaches out to local schools, churches and other community organizations to inquire about any volunteer needs they might have that he could tend to during his layovers. As he puts it, “It’s more worthwhile to go and help people instead of just turning on the television.”

The places Karl has volunteered include a low-income health center in Yakima, an elementary school in Pasco, a food bank in Reno and a middle school in Redmond/Bend. And he’s constantly on the lookout for more chances to make a difference. During his overnights, he’ll wander the neighborhood around the crew hotel, and step into places such as schools and churches to ask if they need volunteers. Karl collects these opportunities and shares them with other flight crewmembers who might wish to follow his lead when visiting the city.

While Karl uses his time away from home to volunteer, Gordon Smith volunteers to create homes for others. One of our flight operations managers, Gordon is a long-time volunteer with Habitat for Humanity, and he spends many of his weekends building houses in his hometown of Walla Walla, Washington. He’s no less committed during the week, serving as president of the organization’s Blue Mountain Partners affiliate.

Like Karl, Gordon has found that volunteerism can be easily integrated into the life of an airline employee, no matter how challenging the work schedule. With Habitat for Humanity, he can work a few hours, an entire day or several days in a row—depending on his availability. He can show up with no notice, empty-handed, and be provided with the necessary tools and materials to get work done.



MIKE ROSE

*Giving their all at work and in the community: (from left) Gordon Smith and Captain Karl Mariotti.*

Gordon and the others who invest so much time and sweat in these homes reap huge dividends—of the intangible variety.

“There’s nothing more rewarding than seeing somebody move into a house that they otherwise couldn’t have,” he says, “or seeing the look on a child’s face when they have their own bedroom or a backyard. Each house we open has a lot of really special moments in it.”

I was among dozens of employees Gordon involved in Habitat for Humanity a few years ago with the Horizon House project in Pasco—an incredibly gratifying experience for all.

The natural outward focus on the needs of others that Karl and Gordon exhibit is shared by countless folks at Horizon. We’re fortunate to have attracted a lot of people who are hard-wired “givers,” and we love doing what we can to encourage and facilitate their natural inclinations. Ultimately, we all are the beneficiaries of their giving in the communities we serve and beyond.

By the way, you may want to check out the social-responsibility section of [horizonair.com](http://horizonair.com) for more information on some of the ways that our company and our employees are engaged in service to others. As we note there, “The Pacific Northwest is far more than a place to do business. It’s our home in every sense of the word. Because of this, we have a natural interest in the welfare of the region and its people, and in doing what we can to help make it an even better place to live and work.”

Words we try hard to live by. Many thanks for choosing to fly with us today.

*Jeff Pinneo, President and CEO*