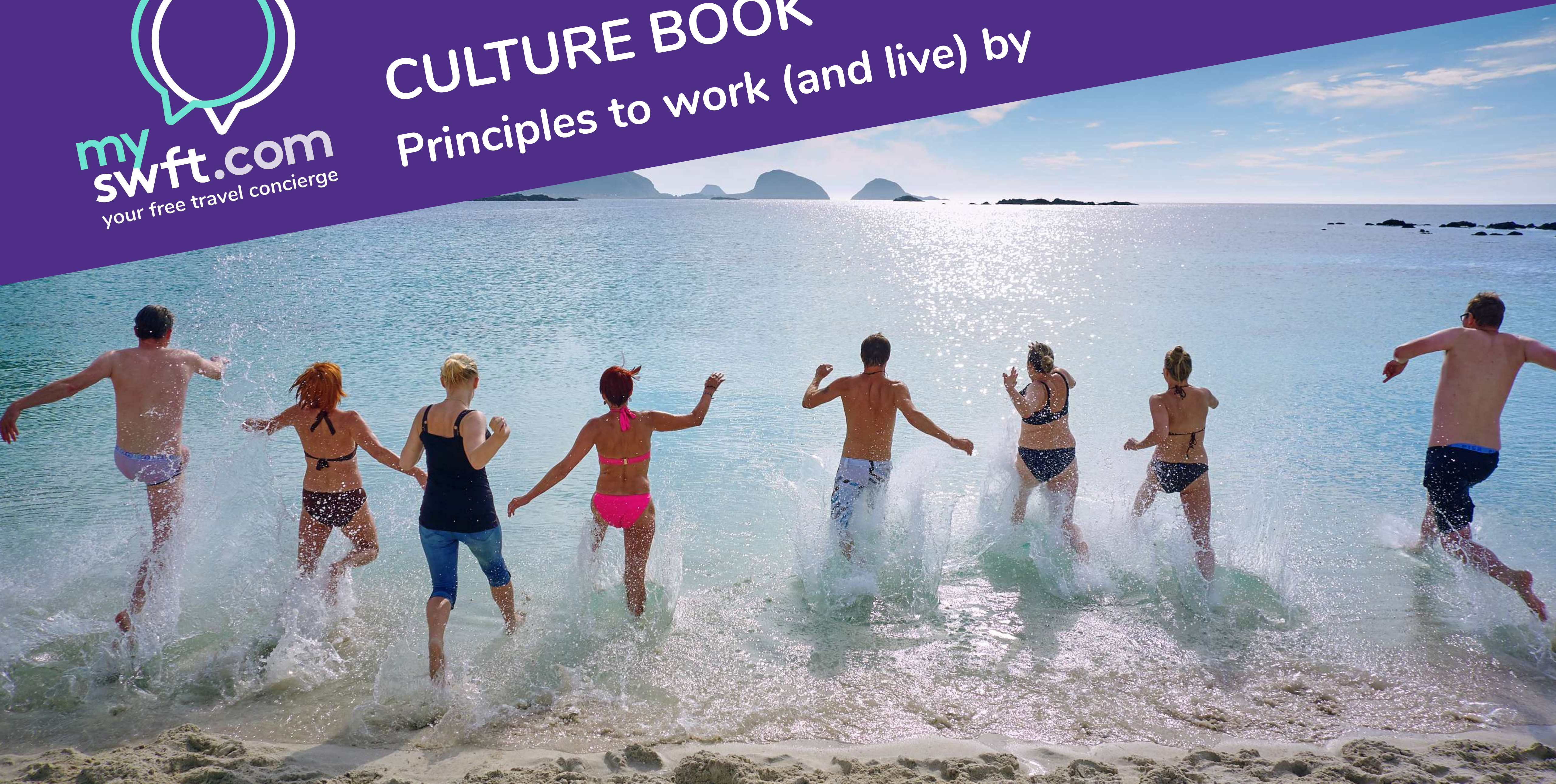




CULTURE BOOK

Principles to work (and live) by



What is culture?

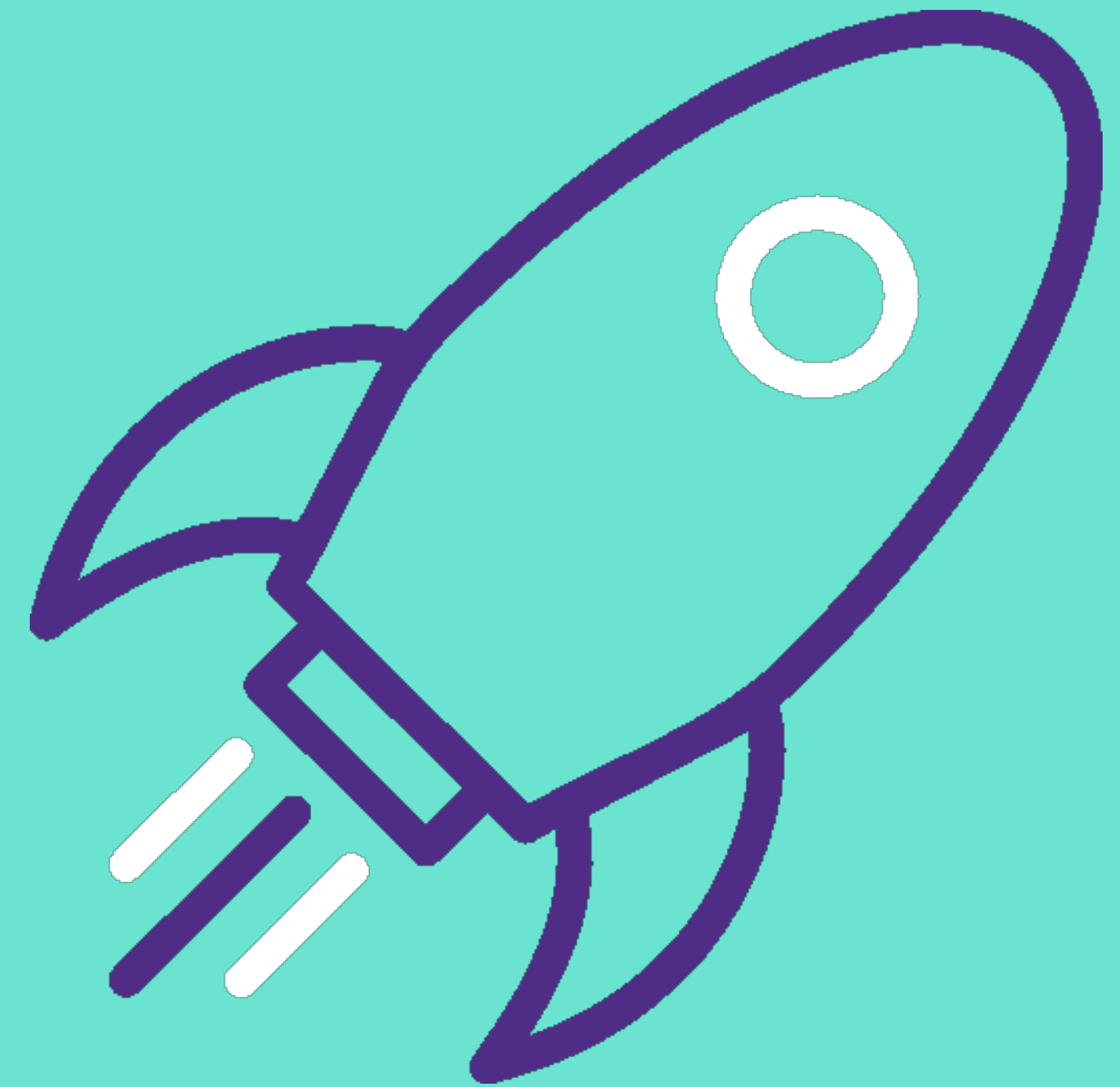
Culture

**noun | cul·ture | \ 'kəl-chər **

**The set of shared attitudes,
values, goals, and practices that
characterizes an institution or
organization**

**Driven by our
company mission to:**

**“Become the best and
most loved group holiday
company in the world.”**

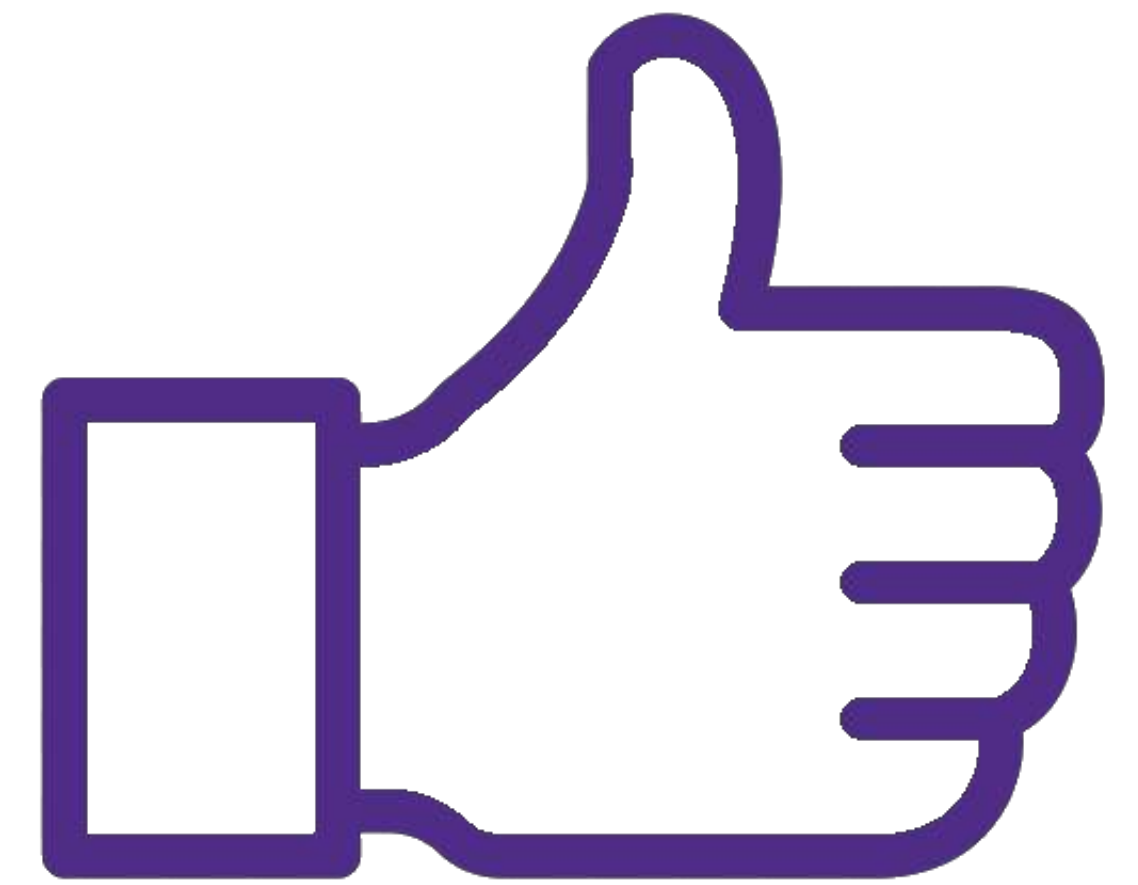


Our values are:

- Judgement
- Communication
- Impact
- Curiosity
- Innovation
- Courage
- Passion
- Honesty
- Selflessness

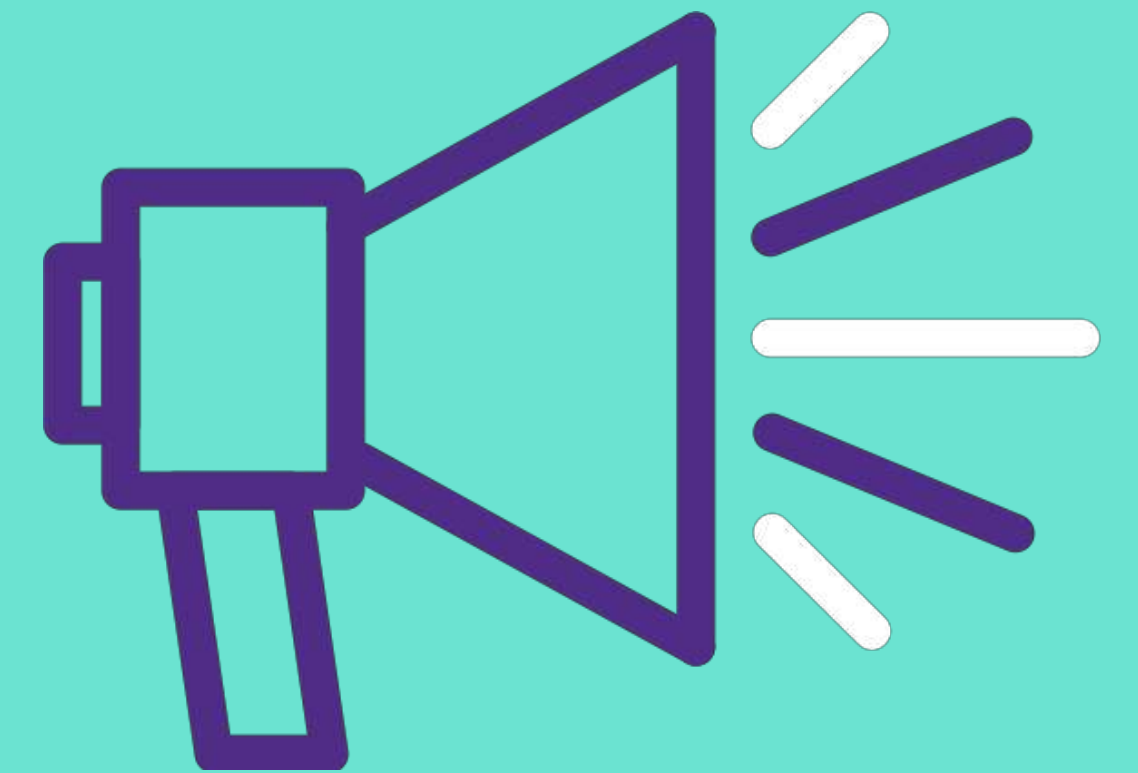
Judgement

- You make wise decisions despite ambiguity
- You consider a range of options before choosing the best one
- You show initiative and look for solutions before seeking assistance
- You smartly separate what must be done well now, and what can be improved later



Communication

- You listen well, instead of reacting fast, so you can better understand
- You treat people with respect independent of their status or disagreement with you
- You maintain calm poise in stressful situations
- You recognise the important details and ensure they are put across and understood



Impact

- You accomplish amazing amounts of important work and are driven by results
- You demonstrate consistently strong performance so colleagues can rely upon you
- You are organised in your day which helps you get more effective work done



Curiosity

- You learn rapidly and eagerly
- You seek to understand our strategy, market, customers, and suppliers
- You are broadly knowledgeable about business, technology and travel
- You contribute effectively outside of your speciality



Innovation

- You discover practical solutions to hard problems
- You challenge prevailing assumptions when warranted, and suggest better approaches
- You create new ideas that prove useful
- You keep us nimble by minimizing complexity and finding opportunities to simplify



Courage

- You say what you think even if it is controversial
- You make tough decisions without agonizing
- You question actions inconsistent with our values



Passion

- You care intensely about the success of My Swift
- You constantly strive to make our customers' lives easy and the experience smooth
- You celebrate wins
- You are tenacious



Honesty

- You are known for candour and directness
- You are non-political when you disagree with others
- You only say things about fellow employees you will say to their face
- You are quick to admit mistakes



Selflessness

- You seek what is best for My Swift, rather than best for yourself or your group
- You are ego-less when searching for the best ideas
- You make time to help colleagues
- You share information openly and proactively



Our policies

1. Have fun

2. Work hard

3. Use common sense

Work perks

We offer very competitive salaries and a great benefits package including:

- Upwards of 25 days annual leave per year plus bank holidays
- Flexible work with the ability to work from home
- Great co-working space close to Kings Cross station (from early 2019)
- Regular social events with the team including a Christmas & summer party
- Cycle to work scheme
- Company loyalty scheme: It's simple, the longer that you work for us, the more free holidays you get
- All other travel is cost price
- There are also trips to get to know our top destinations

Progression

How do employees develop
their careers at My Swift?

Continuously, not once a year

- Formal performance reviews are out - they become too ritualistic and infrequent.
- Feedback is valued. It's informal, honest, direct and delivered face to face via ongoing conversations.
- 1:1 conversations can be requested at any time and they are encouraged.
- Employees are encouraged to think long term about what they'd like to achieve in their career and in their life. If we're on the same page we can work towards it together.

Still want to know more?

Hopefully these will be helpful:

- Our careers page: <https://www.myswift.com/info/careers>
- Our LinkedIn account: <https://www.linkedin.com/company/myswift/>
- Our live job listings: <https://www.indeedjobs.com/my-swift/>

Don't see a job that you like, we would love to hear from you anyway!

Please drop us an email at careers@myswift.com