



NORFOLK INTERNATIONAL AIRPORT

Mission: Connect our community with the world by safely, reliably and efficiently operating Norfolk International Airport

Vision: Strengthen and grow our region while serving as an industry leader, recognized for our professionalism and excellence.

FlyORF.com

OUR VALUES

WE TAKE PRIDE IN WHAT WE DO AND HOW WE DO IT

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We value and embody **professionalism** - individually and as an Authority.

We are highly **responsive** to our stakeholders through proactivity, forethought, & diligence.

We foster a culture of **innovation** within our organization, empowering us to deliver an enhanced customer experience and a contemporary facility.

We embrace **diversity** and respect our differences.

We pursue **excellence** – every day, in every way.

Making the Connection

We promote diversity and inclusion for our employees, passengers, and community by embracing uniqueness, respecting differences, celebrating fairness, and cultivating equity.

We arrive from different origins and may have different destinations – but our journeys are richer when we fly together.



Our People: Support and develop our staff; maximize organizational and employee efficiency and performance.



Our Customers: Grow our Traffic and Provide a World-Class Customer Experience



Our Commitment: Create and maintain a welcoming and safe environment for our employees, patrons, and stakeholders.



Our Facility: Optimize and modernize our physical facilities and assets to create and sustain growth, expand economic development opportunities, and diversify our revenue sources.