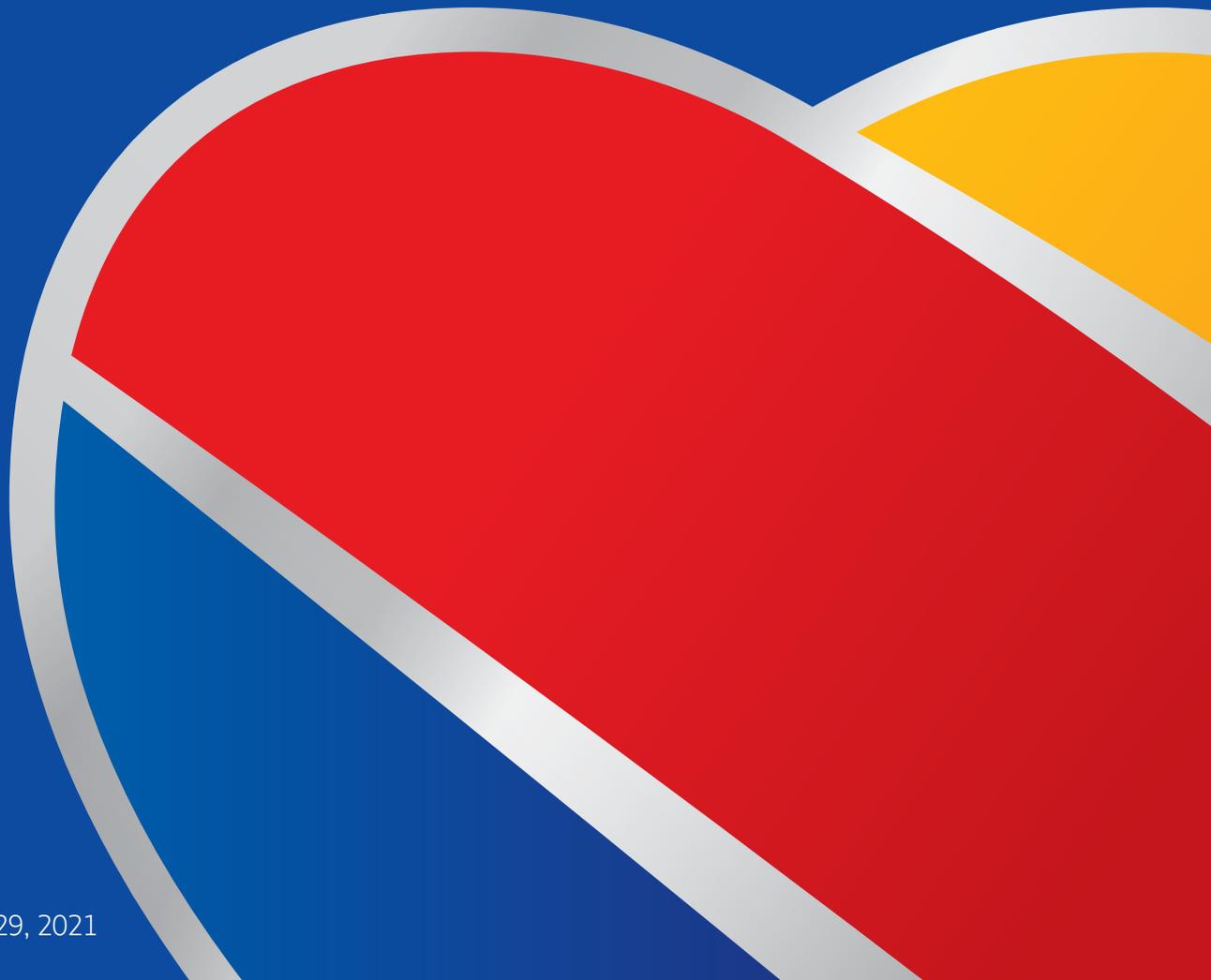


Southwest Airlines[®] Human Rights Policy Statement



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Southwest has a more than 50-year history of **proudly putting People first**—which extends to our Employees, Customers, business partners, and the People in the Communities we serve. Our support of human rights transpires in a variety of ways, including our recruitment efforts, how we train, treat, and equip our Employees, our commitment to hospitality and civility (both internally and externally), our dedication to an ethical supply chain, and the support we provide to a variety of organizations in service to our communities.

While it is the duty of the government to protect human rights, Southwest is committed to doing the right thing to protect and promote human rights in all areas of our business and will remain steadfast in guarding against human rights abuses by complying with applicable laws and establishing and upholding appropriate policies. Our approach to human rights is consistent with international standards and we support and align with [U.N. Guiding Principles for Business and Human Rights](#), the [International Bill of Human Rights](#) (Universal Declaration of Human Rights and the International Covenants on Economic, Social and Cultural Rights and International Covenants on Civil & Political Rights.); and the International Labor Organization (ILO) [Declaration on Fundamental Principles and Rights at Work](#).

Additionally, in support of the rights of women and children and in an effort to eliminate racial discrimination, we also expressly will not tolerate discrimination, trafficking, and/or exploitation of women, children, and peoples of all races, national origins, and color.

At Southwest, we are strong supporters of protecting each individual's basic human and civil rights and are guided by fundamental principles to not only comply with the law at all times but also to avoid the appearance of impropriety in the actions of our Employees and our business partners.

We are committed to maintaining the highest standards of ethical business practices and legal and regulatory compliance as stated in our [Code of Ethics](#). We regularly evaluate our approach to human rights and assess our impact in all aspects of our business.

Our Purpose and Values

Our commitment to human rights principles is evident in the way we carry out our Purpose, our Vision, and our Values.

- **Our Purpose:** Connect People to what's important in their lives through friendly, reliable, and low-cost air travel.
- **Our Vision:** To be the world's most loved, most efficient, and most profitable airline.
- **Our Values:**

Me How I Show Up	We How We Treat Each Other	Southwest How Southwest Succeeds
Pride	Teamwork	Efficiency
Integrity	Honesty	Discipline
Humility	Service with LUV	Excellence

Our Employees

Our Promise to Employees states that: *Southwest will provide a stable work environment with equal opportunity for learning and personal growth. Employees will be provided with the same concern, respect, and caring attitude within our organization that they are expected to share externally with every Southwest Customer.*

We implement Company policies and procedures that support and respect the protection of human rights within our sphere of influence. These policies include our commitment to:

- Prohibit any form of harassment, discrimination, or retaliation based on race, color, ancestry, religion, age, sex, sexual orientation, gender, gender expression, gender identity, pregnancy, marital status, national origin, physical or mental disability, military or veteran status, genetic information, medical condition, or any other legally protected status.
- Prevent Human Trafficking
- Provide equal employment opportunities for persons with disabilities and covered veterans
- Affirmative action for women and minorities
- Prohibit disability discrimination and provide reasonable workplace accommodations
- Establish guidelines to assist Transgender Employee
- Respect the right of Employees to associate freely and choose or not choose collective bargaining representation

At Southwest, we are committed to training and educating our Employees on various human rights issues and important topics. All People policies including Southwest's anti-harassment policy, equal employment opportunity policies, accommodations policies, and human trafficking policy are available and easily accessible to all Employees. Through our Most Compliant Leader training, Leaders are trained biannually on a variety of policies, including those related to human rights matters. We also deliver disability awareness training that provides an overview on how to best demonstrate Hospitality to our Customers with disabilities. In addition, our Customer-facing Operational Employees receive annual training on our responsibilities as an airline.

Our strategy for employment and labor practices is guided by our Executive Vice President People and Communication, our People (HR) Department, our department of Diversity, Equity, and Inclusion, our Labor Relations Department, and our Legal Department, which includes divisions devoted solely to Labor Administration and Employee Relations.

Our Customers

We take great pride in extending our Southwest Hospitality to [all of our Customers](#), which includes living by the Golden Rule and treating every individual with respect. We strive to create a warm and welcoming onboard experience that enables a safe travel environment for all Customers.

Our Communities

We uniquely contribute to each community focusing on gaps and opportunities that will help drive economic, social, or environmental benefits. We remain diligent in monitoring emerging societal issues and topics. Our response to these circumstances is based on a number of factors, including the potential impact on our Employees, brand and reputation, business operations, and Customers. We regularly review our annual community contributions and continue to evaluate their effectiveness through impact reports and ongoing touchpoints with key partners and Stakeholders. We regularly solicit reports and metrics from our Partners, and we continue to hone our reporting process to further refine our overall citizenship progress and results.

Diversity, Equity, and Inclusion

Southwest recognizes, respects, and values differences. By fostering a Culture that embraces and utilizes diversity, we promote Teamwork and innovation that contributes to our overall success. Southwest was founded on the principle of putting People first, and we've never wavered from that commitment. We are dedicated to celebrating diversity and fostering an equitable and inclusive environment for all.

At Southwest, we are committed to doing our part to [drive meaningful change](#)—both inside our Company and out. We're committed to being a place where Employees feel welcomed and encouraged to bring their whole authentic selves to work. We're committed to listening to our People—Employees and Customers—and making changes when needed. We're dedicated to the communities we serve and are working alongside our nonprofit partners to champion diversity, equity, and inclusion.

Discrimination, Harassment, and Retaliation

Southwest does not tolerate discrimination, harassment, or retaliation of any kind. We are committed to abiding by all applicable laws and Company policies to create a workplace that is based upon respect and equality.

Human Trafficking

Southwest is committed to doing its part to educate its Employees and Customers about human trafficking and takes steps to prevent human trafficking on our aircraft and the airports we serve.

Freedom of Association and Collective Bargaining

Southwest respects an Employee's right to join or not join a labor union or association without fear of reprisal, intimidation or harassment. In accordance with applicable laws, Southwest bargains with its Unions when contracts become amendable. In labor contract negotiations, our philosophy is to reach agreements that are rewarding for Employees, have scheduling flexibility that allow the Company to operate safely and efficiently in a highly competitive marketplace, and provide long-term job security. Southwest is committed to jointly work with its Unions for the benefit of our Employees through open dialog and partnership.

Safety and Security

Southwest Airlines' Operational Philosophy defines key principles and expectations for Frontline Employees. Most importantly, and without compromise, we put Safety first. Employees follow Company policies and procedures designed to enable operations at an acceptable level of risk for Southwest. Next, and only after operating safely, we balance low cost and Reliability, all delivered with world-class Hospitality.

Southwest's Safety Policy is reflected in our [Safety and Security Commitment](#). The commitment is a pledge by all Southwest Employees and Senior Leadership to the Safety and Security of our Customers and Employees—it establishes clear Employee expectations and associated accountability.

Supply Chain

Our efforts to respect and protect human rights also extends to our supply chain. To support our operation, we purchase goods and services from thousands of sources across multiple continents and countries, but the majority of our supply base and spend is in the U.S. domestic market since our network footprint is primarily as a North American carrier. We maintain relationships directly with various types of suppliers, including service providers, contractors, manufacturers, brokers, and wholesalers.

Southwest is committed to maintaining our low-cost Leadership through effective and efficient procurement practices and spending our capital wisely. All suppliers are treated fairly and impartially during the evaluation and selection process. We use more than one selection process, depending on Company requirements and supply market conditions. Each selection process is focused on finding the best combination of quality, reliability, efficiency, and service for Southwest at the lowest total cost. Internally, our Employees are expected to adhere to a Procurement Policy for Employees and we expect all internal and external participants in the procurement process to observe the highest standards of ethical conduct. We also have a supplier assessment questionnaire as a crucial part of the vetting process and expect suppliers to comply with applicable laws, including those regarding child and/or forced labor.

We partner with our suppliers to have a positive impact with the products and equipment we use in the skies, on the ground, and in our offices. We seek to build sustainable and mutually beneficial relationships with our suppliers to help fulfill our operational needs, stimulate economic growth in the communities we serve, support small and minority-owned businesses, and satisfy the expectations of our Stakeholders. Our [Supplier Diversity Program](#) looks to build sustainable, diverse suppliers.

At Southwest, we understand that our business impacts the markets we serve. We strive to positively affect these communities by way of our outreach and engagement initiatives to build longstanding relationships with our community partners and suppliers.

Conclusion

Southwest supports human rights as an employer, a business partner, and a global citizen. We envision a sustainable future where a balance exists between protecting the world for future generations and serving the interests of our Employees, Customers, Shareholders, and other Stakeholders, serving as good environmental stewards, fostering a creative and innovative workforce, and giving back to the communities we serve.