

Heart for our People

People are, and always have been, the Heart of Southwest Airlines. This is reflected in our Company Purpose as we look to connect People to what's important in their lives through friendly, reliable, and low-cost air travel and includes a focus on our Employees, Customers, Communities, and society as a whole.

Highlights

Employees

We seek to provide our Employees with great jobs and benefits, a world-famous Culture, and an environment where they feel comfortable bringing their whole authentic selves to work.

In 2022, we:

- Launched Workday as our new human resources platform that manages People and payroll-related data and processes.
- Emphasized the importance of Mental Health with our ClearSkies Employee Assistance Program. The program now offers up to eight mental health telesessions at no cost to Employees.
- Introduced a Campus Reach Neurodiversity Internship Program for eligible part-time and full-time college students.
- Reviewed gender salary equity as part of our annual compensation evaluation. By reviewing our noncontract male and female salaries by grade level, we can closely approximate a comparison of pay equity at the job level and thereby determine the correlation of similar pay for similar work.
- Welcomed more than 18,000 new Employees to the Southwest Family, the most new Employees in a single year in Company history.
- Provided Employee talent development opportunities through our Mentorship Program and High Impact Programs.
- Continued a 51-year legacy of no involuntary furloughs or layoffs.

Diversity, Equity, & Inclusion

As discussed in our 2022 One Report, we established specific DEI goals in 2020 that are intended to create more diverse, equitable, and inclusive job opportunities and Candidate pipelines, while fostering a welcoming and inclusive environment to help all Employees grow and develop.

Our goals include:

- **Hiring and Development Practices:** Evolving hiring and development practices to support diversity goals, including posting all new, open Leadership positions (Vice Presidents and below).
- **Senior Leadership Diversity:** Measuring progress toward increasing diversity in Senior Leadership (as compared to July 2020).
- **Senior Management Committee Diversity:** Doubling the percentage of racial diversity and increasing gender diversity within our Senior Management Committee by 2025 (as compared to July 2020).
- **Community Partners:** Engaging a breadth of community partners to leverage the Company's relationships as it sources diverse talent.

Additionally, Southwest's Board of Directors committed to increasing its diverse representation by 2025 (as compared to 2020).

DEI Accomplishments as of December 31, 2022:

- Increased racial diversity of Senior Management Committee from 10% in July 2020 to 12%.
- Created a Diversity Center of Excellence to help identify partners to aid in diversifying our talent pipeline.
- In 2022, of our more than 18,000 New Hires, 63% were racially diverse, increasing our overall racial diversity from 40% in 2021 to 44%. Additionally, 51% were women, increasing our gender diversity from 43% in 2021 to 44%.
- Our requirement for posting all new, open Vice President positions is part of our overall Talent and Succession planning activities, which includes a focus on building a diverse bench for our Senior Management Committee.



And, in early 2023, we published our second annual DEI Report, highlighting our efforts in People, Culture, community, and supply chain, and we formalized our Employee Resource Group (ERG) program connected to our cultural, heritage, and pride months to provide networking and professional development opportunities for Employees.

Communities

Through our Community Outreach efforts, we focus on our principles of loving People, building resilience, and living responsibly, to uniquely contribute to communities we serve in meaningful ways. We bring these principles to life by investing in partnerships and programs that drive economic, social, and environmental impact. Through our investments and initiatives, we generate value for our business, our Customers, and our communities.

In 2022, we:

- Celebrated 15 years of our Medical Transportation Grant Program and donated more than \$4 million in free transportation to 76 hospitals and organizations nationwide.
- Expanded our Repurpose with Purpose program by welcoming the Tropical Agricultural and Higher Education Center (CATIE). CATIE is a regional center dedicated to research and graduate education in agriculture and the management, conservation, and sustainable use of natural resources.
- Announced our partnership with Paul Quinn College, becoming the College's official airline and a member of the school's celebrated Urban Work College Program.
- Supported more than 154 national, state, and local membership organizations, including, but not limited to, the Chicagoland Chamber, Greater Baltimore Committee, Downtown Denver Inc., Dallas Regional Chamber, Hawaii Visitors and Convention Bureau, Los Angeles Area Chamber of Commerce, Greater Houston Partnership, and Florida Economic Development Council.
- Donated \$400,000 in cash and e-passes to American Red Cross, Team Rubicon, and Feeding America to restore and rebuild communities. Southwest Airlines donated an additional \$185,000 to national and local organizations during Hurricane Ian.
- Through programs like Repurpose with Purpose, we partner with organizations to reimagine thousands of pounds of materials every year, helping keep it out of landfills. In 2022, we donated nearly 126,000 pounds of used aircraft seat covers.
- Supported the National Trafficking Hotline through our partnership with Polaris and provided complimentary travel to transport victims to safety.
- Inflight Operations partnered with the Environmental Sustainability Team to host a one-month Employee uniform recycling pop-up event for Employees based in our Dallas (DAL) Station. Nearly 300 pounds of uniforms were collected, and Southwest plans to continue testing this recycling initiative at more stations in 2023.
- Granted \$95,000 in scholarship funds to support deserving students within the Southwest Family and externally in the communities we serve.

Check out the One Report



Visit our Citizenship page



Southwest Employee Snapshot 2022



Total Employees at Year-end

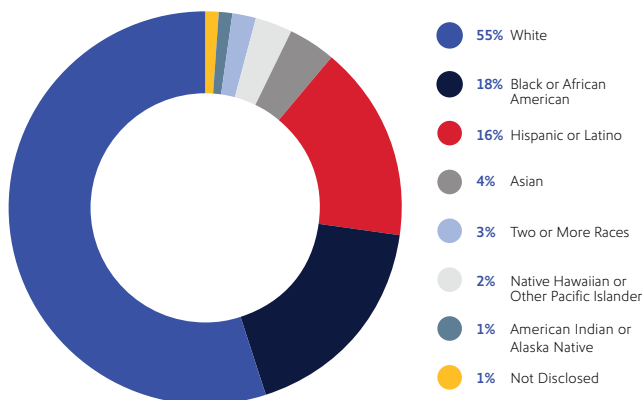


Total Number of New Hires Hired in 2022

By Gender:



By Ethnicity/Race:



By Generation:

