

Heart for our People

People are, and always have been, the heartbeat of Southwest Airlines. We're inspired by all the great things we can achieve when we lead with Heart and put People first. In 2023, we continued our focus on Employee wellbeing, introducing new enhancements to our comprehensive Total Rewards package. We supported Employees on their journey to achieve their full potential through expanded learning and professional development programs and strengthened our Culture of Belonging through progress on our Diversity, Equity, and Inclusion (DEI goals). And in support of our communities, we continued to invest in partnerships and programs that drive economic, social, and environmental impact.

Check out the One Report



Visit our Citizenship page



2023 Highlights

- Launched seven Employee Resource Groups (ERGs) to deliver value to our Employees by organizing programs and events that align with what is important to them, including their identity, Culture, personal Values, and career growth
- Introduced the Southwest Learning Summit, an all-virtual development opportunity featuring Employees, Leaders, and external experts sharing career and development insights and best practices
- Expanded our work with Repurpose with Purpose partners: Unshattered, Magpies & Peacocks, EcoRise, Scraplanta, and Wearsos
- Continued a 52-year history of no involuntary furloughs or layoffs

Company contributed
\$941 M
to 401(k) and ProfitSharing Plans

11
new ratified agreements for workgroups with collective bargaining agreements (CBAs) since October 2022

15,283
New Hires

19%
unique Employees volunteering

79,519 Total Employees at Year-end

Goal	Actions Taken
Hiring & Development	
<p>Evolving hiring and development practices to support broadening our talent pipelines, including posting all new open Leadership positions (VPs and below) and requiring diverse Candidate slates for each role</p>	<p>Created Inclusive Hiring training for all Hiring Managers</p> <p>Created a Pipeline and Programs Team within Talent Acquisition to focus on partnerships across the country to aid in diversifying our talent pipeline</p>
SMC (Executive) Diversity	
<p>Doubling the percentage of racial diversity and increasing gender diversity in our SMC by 2025 as compared to July 2020</p>	<p>Our requirements for posting all new, open VP positions and requiring a diverse Candidate slate is part of our overall Talent and succession planning activities, which includes a focus on building a diverse bench for our SMC</p> <p>Since 2020, we increased the racial diversity of our SMC Members by four percentage points</p>
Senior Leadership Diversity	
<p>Measuring progress in increasing diversity in Senior Leadership as compared to July 2020</p>	<p>Published our second annual DEI report in May 2023 highlighting our efforts in People, Culture, community, and supply chain and shared diverse demographics at each level of the organization</p> <p>Among Senior Leadership, racial diversity increased from 15% to 18% and gender diversity increased from 33% to 39%</p> <p>Required a diverse Candidate slate for all open and new Senior Leadership positions</p>
Community Partners	
<p>Engaging a breadth of community partners to leverage the Company's relationships in sourcing diverse talent</p>	<p>With more than 400 community partners, we're working to grow these relationships across the country and we work with our partners to help grow our Candidate pipelines</p> <p>In 2023, we participated in over 250 DEI-focused hiring and outreach events, engaging with over 50,000 individuals throughout the country</p>

Employee Compensation, Benefits, & Health

2023 Spotlight

- Invested more than \$1.7 billion in Employee benefits excluding Company contributions to 401(k) and ProfitSharing Plans
- Invested \$10 million to realign Noncontract Employee wages with changing market rates
- Starting in 2024, we began providing immediate medical, prescription drug, and dental coverage for New Hires, along with expanded fertility benefits to better support our Employees' families

Gender Pay Equity

- 83% of our Employees are covered by CBAs that prescribe compensation for all qualified Employees based generally on seniority helping to eliminate potential gender (or other protected class) bias in compensation, as of December 31, 2023.

4.1M+

Total training hours

- Pilots
- Flight attendants
- Ground Operations
- Technical Operations (Maintenance)
- Customer and Source of Support Representatives

Communities

We focus on three principles to advance our Corporate Responsibility efforts: loving People, building resilience, and living responsibly. We bring these principles to life by supporting partnerships and programs that drive economic, social, and environmental impact.

2023 Spotlight

- Contributed more than \$18 million in total corporate giving to nonprofits and civic organizations
- Donated more than \$500,000 in in-kind and monetary donations to support Maui wildfire relief efforts
- Pledged \$290,000 over four years to the 17 awardees of our The Southwest Airlines® Founders and The Southwest Airlines® Community Scholarships
- Provided transportation to 80 nonprofit hospitals and medical organizations through the Medical Transportation Grant Program

Human Rights & Anti-Trafficking

- Collaborated with the Southwest Network Operations Control (NOC) Ground Operations Team to provide extra support for more than 44 trafficking victims on their journey to restoration
- Added Rescue America as a partner in our Points for a Purpose program
- Supported Human Trafficking Prevention Month in January with the creation of a dedicated Human Trafficking awareness channel to our inflight entertainment programming

Employee Benefits

<p>Health coverage Including medical, mental, prescription drug, dental, and vision as well as an Employee Assistance Program</p>	<p>Company-provided life insurance Life insurance and accidental death and dismemberment insurance as well as optional life and other voluntary benefits.</p>	<p>Disability coverage Short-term disability for Noncontract Employees and Employees whose CBA provides, loss of license disability for Pilots, and conventional long-term disability for all other Employees.</p>
<p>Financial benefits Including retirement savings through a 401(k) plan that includes generous Company finding, an Employee Stock Purchase Plan, and a ProfitSharing Plan.</p>	<p>Paid time off Including vacations, personal time, sick time, disability, holidays, and for Noncontract Employees and other Employees whose CBA provides, paid parental leave.</p>	<p>Post-retirement medical and dental coverage Employees meeting service and age requirements (or the requirements specified in CBAs for specific workgroups) from the age of retirement until age 65.</p>

Diversity, Equity, & Inclusion

The DEI Department helps foster a Culture of Belonging based upon the principles of equity and inclusivity for all Employees. We are committed to a workplace where all Employees are valued for their individuality, respected for their unique backgrounds and skills, and appreciated for their contributions to our overall success. Please see the 2023 One Report for our Employee snapshot at year-end.

2023 Spotlight

- Launched our ERGs to spark engagement among our Employees within dimensions of diversity or identify, focusing on connection, community, and career
- Introduced “Creating a Workplace of Belonging” training to equip Employees with the necessary tools to create a workplace Culture that is welcoming to all
- Encouraged participation in our Self-ID initiative by inviting Employees to voluntarily validate or share personal information, giving us a more detailed view of our workforce

Our Compensation Philosophy states that,

“Our People are our single greatest strength and most enduring long-term competitive advantage.”