

Be a Good Citizen

Southwest Airlines® corporate Citizenship efforts align with our Vision to be the world's most loved, most efficient, and most profitable airline. We seek to care for People, extend our Heart for the Planet, and deliver strong operational and financial Performance, all supported by strong Corporate Governance.

Check out the
One Report



Visit our
Citizenship page



Citizenship

Our transparent approach to environmental, social, and corporate governance (ESG) reporting provides us with an opportunity to highlight our focus and identify areas of improvement as we look to the future. Our strategic goals in Diversity, Equity, & Inclusion (DEI) and Environmental Sustainability guide us in advancing our corporate Citizenship efforts. Our 2023 One Report highlights our corporate Citizenship initiatives, integrating financial, corporate social responsibility (CSR), and ESG reporting into one comprehensive document.¹

People

Continuing our focus on Employee wellbeing, we supported Employees in 2023 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 DEI goals. And in support of our communities, we continued to invest in partnerships and programs that drive economic, social, and environmental impact.

2023 People Highlights:

- Introduced innovations in career development, expanded benefits, and ratified 11 new collective bargaining agreements since October 2022
- Increased diversity in Leadership, and engaged more community partners
- 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
- Expanded Repurpose with Purpose, supported Maui wildfire relief efforts, and provided transportation to more patients and caregivers through the Medical Transportation Grant Program
- Expanded the number of people trained in human rights and trafficking awareness
- Welcomed 15,283 New Hires; continued a 52-year history of no involuntary furloughs or layoffs

Planet

In 2023, we launched our updated sustainability strategy, Nonstop to Net Zero, as we work toward our goal of net zero carbon emissions by 2050,² supporting a more sustainable future. To help guide our more holistic approach toward sustainability, we established carbon, circularity,³ and collaboration as strategic pillars. As we embark on the next phase of our Nonstop to Net Zero journey, we also take pride in what we achieved throughout 2023. Southwest is addressing our carbon emissions through fuel and operational efficiency initiatives, sustainable aviation fuel (SAF), electrification of ground support equipment, and energy conservation.

2023 Planet Highlights:

- Established Southwest Airlines Renewable Ventures LLC (SARV), a subsidiary focused on making SAF investments to help us achieve our sustainability goals
- Invested \$30 million in LanzaJet, Inc., a SAF technology provider and producer, in early 2024
- Signed a 20-year agreement to purchase up to 680 million gallons of neat SAF from USA BioEnergy, LLC—in total securing 2%⁴ SAF through offtakes for 2030
- Launched a new, innovative option for eligible corporate Customers looking to purchase Customer SAF Claims and/or carbon offsets through Southwest Business Assist™

2023: A Year in Review



<h1>2023 Awards</h1>	<p>2023 Military Friendly Company</p>	<p>J.D. POWER</p> <p>Highest Customer Satisfaction among Economy/Basic Economy Carriers in North America – 2023</p>	<p>Corporate Equality Index 2023-2024 Equality 100 Award: Leaders in LGBTQ+ Workplace Inclusion Recipient</p>
<p>Ranked #23 on the 2023 Fortune World's Most Admired Companies™ list</p> <p><small>© 2023 Fortune Media IP Limited All rights reserved. Used under license.</small></p>	<p>Newsweek</p> <p>America's Most Responsible Companies list</p>	<p>Money Magazine Best Places to Travel</p>	<p>2023 Customer Experience All-Stars list</p>
<p>Best Places to Work list in 2023 for the 14th consecutive year</p>	<p>2023 Sustainability, Environmental Achievement, and Leadership ("SEAL") Business Awards winner</p>	<p>America's Most Innovative Companies</p>	<p>Newsweek</p> <p>as one of America's Greatest Workplaces for Diversity 2023</p>

Performance

Delivering strong operational and financial performance, while keeping Safety a top priority, is critical to our Stakeholders and to the long-term success of Southwest.

44,905
Customer commendations

99%
completion factor

\$26.1B
record operating revenues

137M+
revenue Passengers carried

2023 Performance Highlights:

- Launched digital bag tracking
- Partnered with IATA to conduct a Safety Culture Survey
- Met our Safety goals, including reducing Employee injuries and lost time in 2023, and exceeded some performance areas
- Ended 2023 serving more than 800 city pairs, connecting more than 120 airports
- Made investments in equipment, technology, and People to improve our resiliency and prepare for winter operations
- Maintained the strength of our investment-grade balance sheet

Governance

Sound governance is a fundamental principle at Southwest. We strive to maintain the highest standards of ethical conduct and are proud of Southwest's history of strong corporate governance, beginning with the Company's Board of Directors. While the Board and its committees provide oversight of the Company's ESG-related initiatives, objectives, and progress, President & CEO Bob Jordan has the ultimate responsibility for the business of Southwest, including ESG topics. Southwest's most senior Executives meet weekly through standing Executive Committee meetings.

The Compensation Committee assists the Board with its oversight of human resources policies and practices, including the Company's DEI philosophy, practices, and initiatives. The Board believes that other ESG matters expand well beyond a single committee and that each Board Member offers a unique perspective and valuable input critical in overseeing them. Accordingly, the Board decided the Company, its Employees, and its Shareholders are best served if the full Board is entrusted to oversee and evaluate the Company's other ESG matters. More information regarding Board Committees is available on our Investor Relations website.

2023 Governance Highlights:

- Launched our Code of Conduct
- Began partnering with EcoVadis to assess our top 200 suppliers (based on spend)
- Expanded our annual Cybersecurity Awareness Training requirement to all Employees
- Collaborated on strategic ESG initiatives with our ESG Executive Steering Group

Endnotes

1 2023 One Report includes our management approach to key topics, highlights for the past calendar year, relevant data tables, and disclosures in reference to the Global Reporting Initiative (GRI), informed by the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB), and is aligned to the United Nations Sustainable Development Goals (SDGs).

2 Our carbon emissions intensity reduction goals are compared against a 2019 baseline on a revenue ton kilometer (RTK) basis (including Scope 1, Scope 2, and Scope 3 Category 3 emissions (upstream emissions of jet fuel)) and includes the use of SAF and excludes the use of carbon offsets. Our net zero by 2050 goal includes Scope 1, Scope 2, and Scope 3 Category 3 emissions only and excludes any emissions associated with non-fuel products and services, such as inflight service items.

3 Circularity at Southwest means working toward reducing waste through maximizing the value of resources by keeping products and materials in circulation as long as possible. This can be through reusing, recycling, and considering what happens to a product at the end of its lifecycle from the time that sourcing begins.

4 Representative of 2023 performance only, and prior performance does not guarantee that the Company will be able to meet its stated sustainability goals. Intensity reduction percentages represent reductions as of December 31, 2023. The SAF percentage is based on contracted gallons of SAF expected to be utilized in 2030 (as of December 31, 2023). Southwest is working to procure greater volumes of SAF, and to the extent applicable, those volumes will be captured in future reporting of this metric after the agreements for those volumes are executed by the parties.