

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

Throughout our 50-year history, we've committed to providing 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 2021 we:

- Invested in current and future Employees as we deployed innovative strategies for recruiting, training, career development, Employee recognition, and compensation.
- Enhanced our Career Mobility Program to proactively prepare for internal career opportunities through services like individual career advising sessions, interview preparation resources, and "days in the field" to learn about other roles throughout the Company.
- Continued to evolve and assess our COVID-19 procedures and policies to protect our Employees and Customers.
- In 2021, we established our Human Rights policy and provided more than 61,000 hours of Employee training on Human Rights.
- Continued a 50-year legacy of no involuntary furloughs or layoffs.

Diversity, Equity, & Inclusion: Working toward our goals

The diversity goals we made in 2020 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 open Leadership positions (Supervisor to Vice President).
- **Senior Leadership Diversity:** Measuring progress toward increasing diversity in Senior Leadership and talent pipelines.
- **Senior Management Committee Diversity:** Doubling the percentage of racial diversity and increasing gender diversity within our Senior Management Committee by 2025.
- **Community Partners:** Engaging a breadth of community partners to leverage the Company's relationships as it sources diverse talent.

Additionally, the Company's Board of Directors committed to increasing its diverse representation by 2025.

In 2021 we:

- Broadened our approach to DEI and communicated our mission and vision for all Employees and established DEI Hiring and Training Initiatives.
- Published our first Southwest Diversity, Equity, & Inclusion (DEI) Report, a companion piece to the 2021 One Report, highlighting our 2021 DEI stories and Employee diversity metrics.
- Established a Diversity Center for Excellence to support recruiting and hiring initiatives.
- Formalized a Human Rights Policy to support the rights of all.



Communities

Through our Community Outreach efforts, we focus on our pillars of loving People, building resilience, and living responsibly, to uniquely contribute to communities we serve in meaningful ways. Our partnerships and programs in combatting Human Trafficking; diversity, equity, and inclusion; disaster and crisis response; environmental sustainability; life-changing transportation; and workforce development support our desire to drive economic, social, and environmental benefits across the Southwest system and beyond.

In 2021 we:

- Launched the Southwest Airlines Scholarship for students interested in the airline industry and continued to support the pre-existing Herbert D. Kelleher and Rollin W. King Scholarship. In total, \$110,000 was awarded to 17 students².
- Invested in more than 130 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.
- Funded our charitable efforts through The Southwest Airlines Foundation, a corporate-advised fund within the Silicon Valley Community Foundation. The purpose of the foundation is to create a permanent trust where corporate charitable donations can be preserved and invested for future use, helping us continue our support of communities in good times and in bad.
- Donated 144,000 pounds of leather seat covers to provide employment, skills training, and other social benefits for our Communities through Repurpose with Purpose³.
- Committed to training our Employees on Human Rights, addressing issues such as Human Trafficking and diversity, equity, and inclusion, with over 61,000 hours of training logged by Employees in 2021.

Diversity & Inclusion Awards

- **Human Rights Campaign Corporate Equality Index** – 2022 Best Places to Work for LGBTQ+ Equality
- **Latino Leaders Magazine** – 2022 Best Companies for Latinos to Work
- **The Military Friendly Company Survey**
 - 2022 Military Friendly Company
 - 2022 Military Friendly Brand
 - 2022 Military Friendly Employer - Bronze
 - 2022 Military Friendly Supplier Diversity Program
 - 2022 Military Friendly Spouse Employer
- **Readers Voice Awards** – 2022 Best Airline
- **The Disability Equality Index** – 2021 Best Places to Work: Disability Inclusion
- **50/50 Women on Boards** – 2021 Accelerating Women to Corporate Boards
- **The National Diversity Council** – 2021 National Diversity Council Power 50—Linda Rutherford

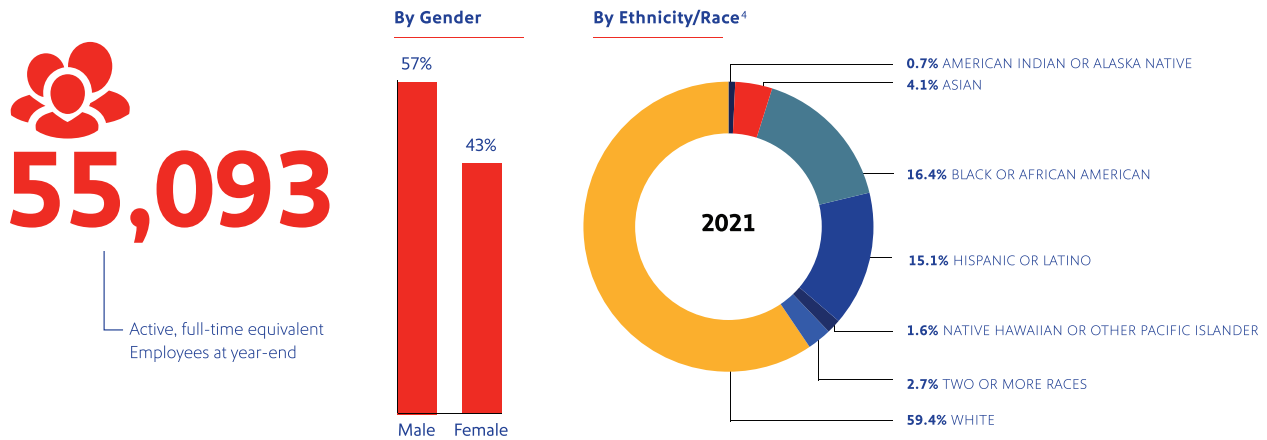
Check out the One Report



Visit our Citizenship page



Southwest Employee Snapshot



Endnotes

1. <https://www.swamedia.com/releases/release-66d1c9ae7fd4aa2df09a33d5866e239b-southwest-airlines-continues-companywide-commitment-toward-diversity-equity-and-inclusion>
 2. <https://www.swamedia.com/releases/release-6fa137b626d66e44c10f2d1ad0dcd8ed-southwest-airlines-champions-education-by-awarding-more-than-100000-in-scholarships>
 3. <https://community.southwest.com/t5/Blog/Repurpose-with-Purpose-Goes-to-School/ba-p/133645>
 4. Based on Employees' voluntary self-disclosure. Approximately 0.1% of Employees chose not to disclose their race or ethnicity.