



**SOUTHWEST AIRLINES**  
**POLICY CONCERNING HARASSMENT, SEXUAL HARASSMENT OR DISCRIMINATION**  
**Issued: July 2008**

Southwest Airlines prohibits any and all types of harassment, including, sexual harassment of, and discrimination against its Employees by other Employees or outside parties. Harassment or discrimination based on race, color, religion, age, sex, sexual orientation, gender identity, pregnancy, marital status, national origin, disability, veteran status, or other protected status, negatively affects morale, motivation, and job performance. Such behavior is inappropriate, offensive, and will not be tolerated; and it is contrary to the Southwest Spirit and the Southwest Culture.

Harassment or discrimination based on the above personal characteristics typically involves severe or pervasive conduct, and by way of example, may include: unwelcome verbal behavior such as derogatory, offensive comments, suggestions, jokes, or remarks; unwelcome and inappropriate physical behavior such as pats, squeezes, deliberately brushing against someone's body, or impeding or blocking normal work or movement; unwanted sexual advances; unwelcome and inappropriate visual harassment such as displaying derogatory, sexually suggestive, or discriminatory messages, photos, graffiti, pictures, cartoons, or drawings, even at one's work station; unwanted or offensive E-mail or voicemail messages; basing employment decisions (such as an Employee's performance evaluations, work assignments, or advancement) upon the Employee's submission to harassing behavior in the workplace, or any other conduct deemed inappropriate by Southwest. Epithets and slurs are always offensive and will not be tolerated for any reason, even if an Employee mistakenly believes them to be a funny part of a joke.

Any Employee who is aware of any instances of harassment, sexual harassment, or discrimination and is not comfortable addressing the concern with the individuals involved should report the alleged act immediately to his or her Supervisor. If the Employee is uncomfortable in discussing the matter with the Supervisor, the Employee should report the alleged act immediately to his/her department Manager, Director, Vice President, or to the Labor and Employee Relations Department, whichever he or she is most comfortable approaching. Supervisors and Managers, who receive a harassment or discrimination complaint, whether verbal or written, should contact Employee Relations, in the Labor and Employee Relations Department at HDQ.

All complaints will be investigated promptly, impartially, and discreetly and, upon completion of the investigation, the appropriate parties, including the complainant, will be notified immediately of the investigation results. Information is treated in confidence except for that which is required to investigate alleged occurrences. Any Employee who has been found to have acted inappropriately against another Employee in violation of this policy will be subject to appropriate corrective action up to and including termination.

It is expected that Employees of Southwest Airlines will act responsibly to maintain a positive working environment, free of discrimination, harassment, and sexual harassment, and free of hostile, threatening, or intimidating behavior, allowing each Employee to perform at his or her maximum potential. Southwest Airlines encourages any Employee to bring any questions he or she may have regarding harassment or discrimination to his/her Supervisor, department Manager, Director, Vice President, or to the Labor and Employee Relations Department, whichever he or she is most comfortable approaching.

Southwest prohibits any form of retaliation against an Employee for making a complaint under this policy or for assisting in a complaint investigation. However, if after investigating any complaint of harassment or unlawful discrimination, Southwest determines that the complaint was not made in good faith or that an Employee has provided false information, appropriate disciplinary action up to and including termination, may be taken against the individual who made the bad faith complaint or who provided false information.

  
\_\_\_\_\_  
Gary C. Kelly  
Chairman of the Board, President & Chief Executive Officer