

# Every. Single. One. Of. Us.

“Diversity, Equity, and Inclusion” receive significant public attention these days, but this is nothing new for Southwest Airlines. Southwest’s Story of Inclusion is founded on access, unity, and acceptance. We’re committed to our diversity journey, we value equity among our Employees, and we drive for an inclusive workplace and business. We’ve now put in writing what diversity, equity, and inclusion (DEI) means at Southwest and our commitment to each and every Employee and Customer. At Southwest Airlines, we truly believe it takes every single one of us to make us who we are.

At Southwest Airlines, our Heart represents our identity. It’s more than the symbol of our brand. It’s who we are. We’re a Company of People. People representing diversity of culture, background, experiences, and viewpoints. Each of our Employees bring their own talents, creativity, and individuality. And together, we make Southwest the incredible Company it is. Our People are the Heart of Southwest Airlines.

Inclusion has always been at the Heart of Southwest. Our Company was founded on the principle of putting People first, and we’ve never wavered from that commitment. That means all People. We’re committed to being a place where Employees feel welcomed and encouraged to bring their whole selves to work without fear of hate, racism, discrimination, harassment, intolerance, disrespect, or injustice. We understand that in order for every Employee at Southwest to thrive, we must foster an environment of impartiality, fairness, representation, and balance.

We’re committed to listening to our People—Employees and Customers—and doing our part to drive meaningful change, both inside and outside the Company. We’re also dedicated to working

alongside our diverse suppliers and community partners to champion DEI in the communities we serve. Like many other companies, we're on a journey and we recognize that there is always more we can do to make our work environment even better, even more accepting. We're committed to enhancing our DEI efforts with a particular focus in the areas of talent, Culture and Values, brand and reputation, and communication. In order to reach our goals and aspirations, we must allow for vulnerability, engage in courageous conversations, and listen to our Employees, Customers, and Communities.

Grounded in The Southwest Way, it takes every single one of us to build diverse, equitable, and inclusive experiences. We must embrace and live out our Values, every day, in every way.

We each succeed when we bring our best selves to work. We succeed when we embrace civility and treat each other with respect and Hospitality. Southwest succeeds when we stay agile and focused on being excellent in all we do. It takes every single one of us.