

# Southwest Airlines Ramp, Operations, Provisioning, and Cargo Agents Approve a Five-Year Contract

[Southwest Airlines Co.](#) (NYSE: LUV) today announced a ratified collective bargaining agreement for nearly 18,000 Southwest Airlines® Ramp, Operations, Provisioning, and Cargo Agents. The contract covers the second-highest number of Employees, represented by the Transport Workers Union Local 555 (TWU 555), of the airline's 12 labor agreements.

"Our Ramp, Operations, Provisioning, and Cargo Agents provide exceptional Customer Service and are essential to the Southwest experience," said [Adam Carlisle](#), Vice President Labor Relations at Southwest Airlines. "This new labor contract rewards them for their work and places them competitively in the industry."

Along with compensation increases and a bonus, the new contract includes provisions allowing Southwest® to continue investing in areas that drive efficiency and provides for Company-paid maternity and parental leaves. The agreement with TWU 555 becomes amendable on March 21, 2029.

Since October 2022, 10 union-represented workgroups have ratified new agreements, covering more than 41,000 Southwest Employees. These agreements include:

- Appearance Technicians
- Customer Service Agents, Customer Representatives, and Source of Support Representatives
- Dispatchers
- Facilities Maintenance Technicians
- Flight Instructors
- Material Specialists
- Mechanics and Related Employees
- Meteorologists
- Pilots
- Ramp, Provisioning, Operations, and Cargo Agents

Southwest on Wednesday [announced a Tentative Agreement](#) with the union representing its Flight Attendants.

## ABOUT SOUTHWEST AIRLINES CO.

[Southwest Airlines Co.](#) operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 121 airports across 11 countries. Southwest took flight in 1971 to democratize the sky through friendly, reliable, and low-cost air travel and now carries more air travelers flying nonstop within the United States than any other airline<sup>1</sup>. Based in Dallas and famous for an Employee-first corporate Culture, Southwest maintains an unprecedented record of no involuntary furloughs or layoffs in its history. By empowering its nearly 75,000<sup>2</sup> People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 137 million Customers carried in 2023. That formula for success brought industry-leading prosperity and 47 consecutive years<sup>3</sup> of profitability for Southwest Shareholders (NYSE: LUV). Southwest leverages a unique legacy and mission to serve communities around the world including harnessing the power of its People and Purpose to put communities at the Heart of its success. Learn more by visiting [Southwest.com/citizenship](#). As the airline with Heart, Southwest has set a goal to work toward achieving net zero carbon emissions by 2050. Southwest has also set near-term targets and a three-pillar strategy to achieve its environmental goals. Learn more by visiting [Southwest.com/planet](#).

1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey since Q1 2021

2. Fulltime-equivalent active Employees

3. 1973-2019 annual profitability

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1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey as of Q4 2025
2. Fulltime-equivalent active Employees as of March 31, 2026

Media Contacts:

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