



Southwest Airlines Safety Commitment

Safety is the very foundation of the aviation industry, and it must be Southwest's number one priority to ensure the personal Safety of each Southwest Airlines Customer and Employee. It is the Culture of Southwest Airlines for Employees to follow The Golden Rule and "do the right thing." When it comes to Safety, this is all the more important. Our commitment is to foster and support a Safety Culture at Southwest Airlines that identifies risks to the operation and workplace and proactively deals with these issues before they become injuries, accidents, or incidents. To accomplish this goal the following Company policies are established:

- All Southwest Airlines Employees, from Leadership to Frontline Employees, are responsible for establishing the highest level of Safety in our operation and workplace;
- All Southwest Airlines Employees, from Leadership to Frontline Employees, are responsible for compliance with all governmental safety regulations and guidelines as well as Company policies and procedures;
- Southwest Airlines is committed to evaluating and implementing practical administrative, engineering, and process controls to lessen the risk of injury to our Employees;
- To ensure we proactively address Safety hazards, Southwest Airlines is committed to establishing and promoting Safety reporting processes that allow all Employees to report any condition, action, or process which adversely affects Safety;
- To ensure a proactive reporting Culture, Southwest Airlines pledges that no disciplinary action will be taken against any Employee for reporting a Safety occurrence or hazard except in cases of willful noncompliance with or intentional disregard of regulations or Company procedures, or when a criminal act has been committed;
- The Executive Vice President & Chief of Operations is responsible for the development, operation, and quality control of the Southwest Airlines Safety Management Systems and is the Accountable Executive in all matters of Safety.

A handwritten signature in black ink that reads "Gary Kelly".

Gary Kelly

Chairman of the Board, President & Chief Executive Officer