

# Safety & Security Commitment

Southwest Airlines is committed to the Safety and Security of our Customers and Employees—it's our number one priority. We continually work to create and foster a Culture of Safety and Security that proactively identifies and manages risks to the operation and workplace before they become injuries, accidents, or incidents.

We've established the following Company policies and governance to drive our focus on creating a positive Safety and Security Culture:

- All Southwest Airlines Employees, are responsible for:
  - Upholding the highest levels of Safety and Security in our operation and our workplaces
  - Complying with all Company policies and procedures, including all government regulations and guidelines
  - Identifying and reporting hazards, threats, and vulnerabilities in the operation
- Southwest Airlines is committed to:
  - Annually reviewing the Safety & Security Commitment and specific Safety and Security-related objectives by Executive Leadership, both are published in the Safety/Security Management Manual and visible to all Employees
  - Monitoring and measuring performance against Safety and Security Objectives regularly
  - Promoting Safety and Security reporting processes that allow all Employees to report any hazard, threat, vulnerability, condition, action, or process which could adversely affect Safety or Security, and ensuring hazards are addressed and risk is managed
    - Fostering a proactive reporting Culture by ensuring no disciplinary action is taken against any Employee for reporting a Safety or Security occurrence or hazard, threat, or vulnerability except in cases where behavior is deemed to be reckless (defined as a behavioral choice to consciously take a substantial and unjustifiable risk, specifically including criminal behavior, intentional falsification, and/or abuse of drugs and/or alcohol)
  - Evaluating and implementing Safety and Security risk controls to mitigate the risk to Employees or the operation
  - Continually improving the Company, Safety Management System, and Security Management System
  - Maintaining and periodically exercising an emergency response plan to ensure a safe and secure transition from normal operations to emergency operations
- **The Chief Operating Officer is committed to and responsible for the operation, maintenance, and quality control of Southwest Airlines' Safety and Security Management Systems (SMS and SeMS), including provision of the necessary financial, personnel, and other resources to establish and maintain a fully functional SMS and SeMS, and is the Accountable Executive in all matters of Safety and Security.**



**Bob Jordan**  
Chief Executive Officer



**Andrew Watterson**  
Chief Operating Officer