

# 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, along with all government regulations and guidelines
  - Identifying and reporting hazards in the operation
- Southwest Airlines is committed to:
  - Annually reviewing specific Safety-related objectives by Executive Leadership which will be published in the Safety Management Manual and visible to all Employees
  - Monitoring and measuring Safety Objectives regularly
  - Promoting Safety and Security reporting processes that allow all Employees to report any condition, action, or process which could adversely affect Safety or Security and ensure that the hazards are addressed and risk is managed.
    - Fostering a proactive reporting Culture by ensuring that no disciplinary action will be taken against any Employee for reporting a Safety or Security occurrence or hazards, except in cases where behavior is ultimately deemed to be reckless - defined as making a behavioral choice to consciously take a substantial and unjustifiable Safety/operational risk, and specifically including criminal behavior, intentional falsification, and/or abuse of drugs and/or alcohol
  - Evaluating and implementing Safety risk controls to lessen the risk to Employees or the operation
  - Maintaining and periodically exercising an emergency response plan and procedures to ensure safe 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 System (SMS), including provision of the necessary financial, personnel, and other resources to establish and maintain a fully functional SMS, and is the Accountable Executive in all matters of Safety and Security.**



**Gary Kelly**  
Chairman of the Board  
and Chief Executive Officer



**Michael Van de Ven**  
Chief Operating Officer