

April 7, 2021



Southwest Airlines Cargo Earns Top Honor From Airforwarders Association For The 12th Consecutive Year

Carrier's cargo organization recognized during challenging year in commercial aviation history

DALLAS, April 7, 2021 /PRNewswire/ -- [Southwest Airlines Co.](#) (NYSE: LUV) Cargo is being honored for its consistent work delivering outstanding service for its Customers in 2020. The carrier recently was named the Airforwarders Association's Domestic Airline of the Year for the 12th consecutive year. The Airforwarders Association ranked Southwest Airlines® at the top of its list for the airline's superior operational performance, service offerings, and overall value for air cargo Customers.

"This past year brought unprecedented challenges, and through it all our People prevailed with an unwavering commitment to deliver the Hospitality and Customer Service that sets Southwest Cargo® ahead of its competitors," said [Wally Devereaux](#), Managing Director, Southwest Cargo and Charters. "I'm so thankful for our incredible Team across the entire Southwest organization for always taking care of our Customers and each other."

"Over the past year, our membership, and the industry as a whole, faced incredible challenges that completely changed the way we conduct business," said Brandon Fried, Executive Director of the Airforwarders Association. "Through this period of turbulence and uncertainty, we have consistently been impressed with how Southwest Cargo has risen to the challenge to provide exemplary service. Southwest Cargo continues to demonstrate innovation, agility, and an admirable commitment to excellence."

In 2020, Southwest Cargo also celebrated the launch of its new commodity tracking system, giving Customers peace-of-mind with confirmed onboard status of shipments and timely updates as their freight moves from its origin to destination.

To learn more about Southwest Cargo, visit [swacargo.com](#).

ABOUT SOUTHWEST AIRLINES CARGO

Southwest Airlines' Relentlessly Reliable® Employees offer Cargo Customers award-winning expedited air cargo service to destinations across the map, including complimentary Road Feeder Service at certain locations and interline destinations. With our extensive network, Southwest Cargo has the flights you need to meet your shipping requirements.

ABOUT SOUTHWEST AIRLINES CO.

In its 50th year of service, Dallas-based [Southwest Airlines Co.](#) continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 56,000 Employees to a Customer base that topped 130 million Passengers in 2019.

Southwest has a robust network of point-to-point service with a strong presence across top leisure and business markets. In peak travel seasons during 2019, Southwest operated more than 4,000 weekday departures among a network of 101 destinations in the United States and 10 additional countries. In 2020, the carrier added service to Hilo, Hawaii; Cozumel, Mexico; Miami; Palm Springs, Calif.; Steamboat Springs; and Montrose (Telluride), Colo. Thus far in 2021, Southwest has initiated service to Chicago (O'Hare) and Sarasota/Bradenton both on Feb. 14; as well as Savannah/Hilton Head and Colorado Springs both on March 11; and will begin service to Houston (Bush) and Santa Barbara, Calif. both on April 12; Fresno, Calif. on April 25; Destin/Fort Walton Beach on May 6; Myrtle Beach, S.C. on May 23; Bozeman, Mont. on May 27; and Jackson, Miss. on June 6. The Company also has announced an intention to initiate new service to Eugene, Ore., and Bellingham, Wash., later this year.

The carrier issued its **Southwest[®] Promise** in May 2020 to highlight new and round-the-clock efforts to support its Customers and Employees well-being and comfort. Among the changes are enhanced cleaning efforts at airports and onboard aircraft, along with a federal mandate requiring every person to wear a mask at all times throughout each flight. Additional details about the Southwest Promise are available at [Southwest.com/Promise](https://www.southwest.com/Promise).

Southwest coined **Transfarency[®]** to describe its purposed philosophy of treating Customers honestly and fairly, and low fares actually staying low. Southwest is the only major U.S. airline to offer bags fly free to everyone (first and second checked pieces of luggage, size and weight limits apply, some carriers offer free checked bags on select routes or in qualified circumstances). Southwest does not charge change fees, though fare differences might apply.

Southwest is one of the most honored airlines in the world, known for a triple bottom line approach that contributes to the carrier's performance and productivity, the importance of its People and the communities they serve, and an overall commitment to efficiency and the planet. Learn more about how the carrier gives back to communities across the world by visiting [Southwest.com/citizenship](https://www.southwest.com/citizenship).

Book Southwest Airlines' low fares online at [Southwest.com](https://www.southwest.com) or by phone at 800-I-FLY-SWA.

View original content: <http://www.prnewswire.com/news-releases/southwest-airlines-cargo-earns-top-honor-from-airforwarders-association-for-the-12th-consecutive-year-301264255.html>

SOURCE Southwest Airlines Co.