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SOUTHWEST AIRLINES' CUSTOMER SERVICE EMPLOYEES TO VOTE ON NEW CONTRACT

DALLAS, Oct. 26, 2022 /PRNewswire/ -- [Southwest Airlines Co.](#) (NYSE: LUV) (the "Company") and the International Association of Machinists and Aerospace Workers (IAM) have reached a Tentative Agreement for a new contract to cover the Company's more than 8,000 Customer Service Employees.

"Our goal from the beginning has been to reach an agreement that rewards our Customer Service Employees for their many contributions to Southwest[®], while being mindful of needed efficiencies to keep our Company agile and competitive. We feel strongly this agreement does just that," said [Adam Carlisle](#), Vice President Labor Relations at Southwest Airlines.

The Tentative Agreement covers Southwest's Customer Service Agents, Customer Representatives, and Source of Support Representatives, who are keenly focused on delivering world-class Hospitality and Customer Service. These valued Employees support Customers during their Southwest journey, whether that is taking a phone call to change a Customer's travel plans or assisting a Customer or Fellow Employee on the ground at one of the airports the Company serves.

The IAM will communicate to its membership the details of the Tentative Agreement and the ratification process.

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. Having celebrated its 50th Anniversary in 2021, 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 airline¹. 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 more than 62,000² People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among as many as 130 million Customers carried a year. That formula for success brought industry-leading prosperity and 47 consecutive years³ 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](#). Southwest is also continuing to develop tangible steps toward achieving carbon neutrality by 2050, including offering Customers an opportunity to help the airline offset its carbon emissions. To be part of the solution, visit [Southwest.com/wannaoffsetcarbon](#).

- 1) *U.S. Dept. of Transportation most recent reporting of domestic originating passengers boarded*
- 2) *Fulltime-equivalent active Employees*
- 3) *1973-2019 annual profitability*

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