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SOUTHWEST AIRLINES CUSTOMER SERVICE EMPLOYEES APPROVE NEW FIVE-YEAR CONTRACT

DALLAS, Dec. 16, 2022 /PRNewswire/ -- The International Association of Machinists and Aerospace Workers (IAM), representing the more than 8,000 Customer Service Employees at [Southwest Airlines Co.](#) (NYSE: LUV), announced today their members voted in favor of a new, five-year contract.

"Our Employees work hard to take care of our Customers every day, and that's even more evident during this busy holiday travel season," said [Adam Carlisle](#), Vice President Labor Relations at Southwest Airlines®. "I'm extremely pleased we can reward them with this new contract, which demonstrates the value they bring to Southwest and is designed to give us additional efficiencies to operate our airline."

This contract 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's 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 Southwest® serves. The new contract becomes amendable on Dec. 15, 2027.

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 64,000² 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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