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# SHOWCASING HEART FOR PEOPLE AND PLANET: SOUTHWEST AIRLINES REPORTS ANNUAL PROGRESS IN SUSTAINABILITY AND CORPORATE CITIZENSHIP

DALLAS, May 8, 2024 /PRNewswire/ -- [Southwest Airlines Co.](#) (NYSE: LUV) today launches its annual corporate citizenship reports, the [One Report](#) and the [Diversity, Equity, and Inclusion \(DEI\) Report](#), highlighting the carrier's work across its corporate citizenship initiatives. The integrated reports provide a snapshot of financial; corporate social responsibility (CSR); environmental, social, and corporate governance (ESG) reporting; and DEI priorities at Southwest Airlines®.

Highlights from the annual reports include:

- The [Nonstop to Net Zero](#) sustainability strategy and updated environmental sustainability goals.
- Details on the launch of [Southwest Airlines Renewable Ventures](#).
- Information about the transport of a record [137 million revenue passengers](#) in 2023.
- How the carrier [creates an environment of Belonging while investing in its People](#).
- Overview of the investments in [Customer Experience improvements](#), such as upgraded WiFi fleet-wide<sup>1</sup>, digital bag tracking, larger bins, in-seat power, free same-day standby<sup>2</sup>, and enhancements to Southwest's Rapid Rewards program which make it easier for Customers to achieve Tier Status<sup>3</sup>.

"When I accepted the CEO role, I was eager to focus our Company on several key initiatives, including our dedication to being a good citizen," said [Bob Jordan](#), President & CEO of Southwest Airlines. "At Southwest, we're committing to a diverse and inclusive workforce, addressing our carbon emissions by driving toward a more sustainable future through our [Nonstop to Net Zero strategy](#), and investing in partnerships that champion communities."

Southwest also celebrates its placement on Newsweek's America's Most Responsible Companies list for the second year in a row. Newsweek partnered with global research firm Statista to study the ESG initiatives of 2,000 companies and recognized the top 600 organizations for their holistic view of corporate responsibility encompassing all three pillars of ESG.

To view the 2023 One Report and learn more about Southwest's citizenship and DEI efforts, visit [southwestonereport.com](https://southwestonereport.com).

## **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. 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 airline<sup>4</sup>. 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 74,000<sup>5</sup> People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 137 million Customers carried in 2023. That formula for success brought industry-leading prosperity and 47 consecutive years<sup>6</sup> 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](https://www.southwest.com/citizenship). As the airline with Heart, Southwest has set a goal to work toward achieving net zero carbon emissions by 2050<sup>7</sup>. Southwest has also set near-term targets and a three-pillar strategy to achieve its environmental goals. Learn more by visiting [Southwest.com/planet](https://www.southwest.com/planet).

<sup>1</sup> *Where available. Available only on WiFi-enabled aircraft. Limited-time offer.*

<sup>2</sup> *You can list for same-day standby via a Southwest Customer Service Agent at the airport or the Southwest app or mobile web. You will receive a message based on the contact preference selected during booking if you are cleared on the flight. For both same-day change and same-day standby, you must change your flight or request to be added to the same-day standby list at least 10 minutes prior to the scheduled departure of your original flight or the no-show policy will apply. If using the app or mobile web for standby, you must list your name 30 minutes ahead of scheduled departure. Government taxes and fees may apply but you will be refunded. Your original boarding position is not guaranteed. See [Southwest.com/standby](https://www.southwest.com/standby) for more details.*

<sup>3</sup> *All Rapid Rewards rules and regulations apply and can be found at [Southwest.com/rrterms](https://www.southwest.com/rrterms).*

<sup>4</sup> *Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey since Q1 2021.*

<sup>5</sup> *Fulltime-equivalent active Employees.*

<sup>6</sup> *1973-2019 annual profitability.*

<sup>7</sup> *Our net zero by 2050 goal includes Scope 1, Scope 2, and Scope 3 Category 3 emissions only and excludes any emissions associated with non-fuel products and services, such as inflight service items.*

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