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Southwest Airlines Highlights Corporate Citizenship Through 2018 One Report

Carrier showcases commitment to Performance, People, and Planet with 9th integrated citizenship report

DALLAS, April 22, 2019 /PRNewswire/ -- [Southwest Airlines Co.](#) (NYSE: LUV) today released the Company's 2018 One Report, an integrated citizenship report highlighting a commitment to the triple bottom line of Performance, People, and Planet. The detailed publication showcases Southwest's three-pronged approach taken to focus on global citizenship, financial performance, and key milestones achieved in 2018.

"As we celebrate Earth Day today, we want to highlight the work our People do every day across the communities where they live and work to make the world a better place for all," said [Gary Kelly, Southwest Airlines' Chairman and Chief Executive Officer](#). "Southwest has a great Heart, and a great soul, and it's wonderful that it all comes together as a great business."

2018 One Report highlights include:

- **Performance**

- Achieved its 46th consecutive year of profitability
- Served a record 134 million Customers in 2018
- No. 1 Marketing Carrier in Customer Satisfaction per the U.S. Department of Transportation (DOT)¹ data

- **People**

- Ranked 8th on *FORTUNE* Magazine's Most Admired Companies in the World list
- Designated a Best Employer in 2018 by Forbes
- Opened its Wings and LEAD Center, the carrier's world-class operations and training facility
- Employees volunteered nearly 190,000 hours to help causes and organizations that make a positive impact in their communities

- **Planet**

- Improved jet fuel efficiency by 32.8 percent on a revenue ton mile² basis since 2005
- Saved nearly 13 million gallons of fuel in 2018 through the Company's fuel and flight planning initiatives
- Recycled 3,757 tons of material in 2018, an effort that directly reduces the Company's impact on landfills

To view the 2018 Southwest Airlines One Report, including a video message from Gary Kelly, visit Southwestonereport.com.

- (1) Source: Air Travel Consumer Reports. Rankings based on complaints filed with the Department of Transportation (DOT) per 100,000 passengers served. Southwest tied for 1st place in the DOT's Year-to-Date (YTD) Customer Service ranking among Operating Carriers. Southwest was by far #1 among Marketing Carriers. An Operating Carrier can be an airline that only operates flights on behalf of another/larger carrier (i.e. "Branded Codeshare Partner") or any airline that sells and flies under its own brand (a.k.a. "Marketing Carrier").
- (2) A revenue ton mile (RTM) is one ton of revenue traffic (passenger and Cargo) transported one mile.

ABOUT SOUTHWEST AIRLINES CO.

In its 48th year of service, Dallas-based [Southwest Airlines Co.](#) (NYSE: LUV) continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 58,000 Employees to a Customer base topping 120 million passengers annually. Southwest became the nation's largest domestic air carrier in 2003 and maintains that ranking based on the U.S. Department of Transportation's most recent reporting of domestic originating passengers boarded. In peak travel seasons, Southwest operates more than 4,000 weekday departures among a network of 100 destinations in the United States and 10 additional countries.

Southwest coined [Transparency](#)[®] 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), and there are no 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](#).

Book Southwest Airlines' low fares online at [Southwest Airlines](#) or by phone at 800-I-FLY-SWA.

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