

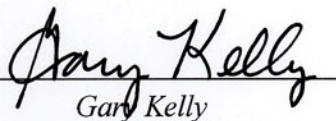


## Southwest Airlines® Safety and Security Commitment

Safety and Security are the very foundation of the aviation industry, and it must be Southwest's number one priority to ensure the personal Safety and Security of each Southwest Airlines Customer and Employee. It is the Culture of Southwest Airlines for Employees to follow The Golden Rule and "do the right thing." When it comes to Safety and Security, this is all the more important. Our commitment is to foster and support a Safety and Security Culture at Southwest Airlines that identifies risks to the operation and workplace and proactively deals with these issues before they become injuries, accidents, or incidents.

To accomplish this goal the following Company policies are established:

- All Southwest Airlines Employees, from Leadership to Frontline Employees, are responsible for establishing the highest levels of Safety and Security in our operation and workplace;
- All Southwest Airlines Employees, from Leadership to Frontline Employees, are responsible for compliance with all governmental safety and security regulations and guidelines and Company policies and procedures;
- Southwest Airlines is committed to evaluating and implementing practical administrative, engineering, and process controls to lessen the risk of injury to our Employees;
- To ensure we proactively address Safety and Security hazards, Southwest Airlines is committed to establishing and promoting Safety and Security reporting processes that allow all Employees to report any condition, action, or process which adversely affects Safety or Security;
- To ensure a proactive reporting Culture, Southwest Airlines pledges that no disciplinary action will be taken against any Employee for reporting a Safety or Security occurrence or hazard except in cases of willful noncompliance with or intentional disregard of regulations or Company procedures, or when a criminal act has been committed;
- The Executive Vice President & Chief Operating Officer is responsible for the development, operation, and quality control of the Southwest Airlines Safety and Security Management Systems and is the Accountable Executive in all matters of Safety and Security.



Gary Kelly

*Chairman of the Board, President & Chief Executive Officer*