

Reporting Frameworks

Since 2009, we have used the Global Reporting Initiative (GRI) to guide our disclosures in the One Report. In an effort to continue to provide our Stakeholders with increased transparency, 2020 marks the first time that we have linked the One Report to Sustainability Accounting Standards Board (SASB) standards.

The 2020 Southwest One Report references both GRI Standards and SASB. Disclosures corresponding to both frameworks can be found in the following indices.

Information is presented in the 2020 Southwest One Report with respect to efforts related to corporate social responsibility (CSR) and environmental, social, and governance (ESG) key topics, a term we use instead of materiality to avoid confusion with key financial information.

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Indicator	Description	2020 Response
General Disclosures		
Organizational Profile		
102-1	Name of the organization	Southwest Airlines Co.
102-2	Activities, brands, products, and services	Reporting on Business Performance
102-3	Location of headquarters	2702 Love Field Dr. Dallas, Texas 75235 USA
102-4	Location of operations	We operated in eleven countries: the United States, Mexico, Jamaica, The Bahamas, Aruba, Dominican Republic, Costa Rica, Belize, Cuba, the Cayman Islands, and Turks and Caicos.
102-5	Ownership and legal form	Reporting on Business Performance
102-6	Markets served	We serve business and leisure air travelers, and in 2020, operated in the U.S. domestic market as well as some parts of Mexico, Central America, and the Caribbean region. Reporting on Business Performance Expanding Our Network Our Fleet
102-7	Scale of the organization	Reporting on Business Performance Expanding Our Network
102-8	Information on Employees and other workers	People Data Table
102-9	Supply chain	Our Approach to Supply Chain
102-10	Significant changes to the organization and its supply chain	Our Approach to Supply Chain Reporting on Business Performance

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Indicator	Description	2020 Response
Organizational Profile (continued)		
102-11	Precautionary principle or approach	Southwest has not adopted the precautionary principle. For Southwest, adoption of the principle would apply primarily to potential harm related to use of fossil fuels and carbon emissions. While the precautionary principle has not been adopted, Southwest remains committed to pursuing, implementing, and enhancing initiatives that minimize fuel consumption, which in turn minimizes carbon emissions.
102-12	External initiatives	Airlines for America (A4A) A4A Climate Change Commitment Coalition for Public Relations Research Standards
102-13	Membership of associations	We develop and nurture authentic civic and business relationships across the more than 100 communities within the Southwest system. In 2020, we invested in 95 national, state, and local membership organizations including, but not limited to, the U.S. Chamber of Commerce, Greater Baltimore Committee, Downtown Denver Inc., Dallas Regional Chamber of Commerce, Hawaii Lodging and Tourism Association, Los Angeles Area Chamber of Commerce, Greater Houston Partnership, and Florida Economic Development Council. Southwest also participates in: Airlines for America (A4A) Coalition for Public Relations Research Standards National Diversity Council Board Catalyst: Workplaces That Work for Women Dallas Citizens Council U.S. Chamber of Commerce Travelers United Workforce Solutions Greater Dallas Board : a local organization mandated to implement a system of services that complement economic development as a resource for employers to access the quality employees they need, and training individuals to be successfully employed.
Strategy		
102-14	Statement from senior decision-maker of the organization	A Word from Gary Reporting on Business Performance
102-15	Key impacts, risks, and opportunities	Our Approach to Key Topics Our Approach to Supply Chain Our Approach to Diversity, Equity, and Inclusion Our Approach to Environmental Stewardship 2020 Annual Report Southwest Airlines CDP Submission
Impact		
102-16	Values, principles, standards, and norms of behavior	Sharing Our Company Values Purpose, Vision, and The Southwest Way , Our Promises and Values Investor Relations Supplier Information Code of Ethics
102-17	Mechanisms for advice and concerns about ethics	Code of Ethics Audit Committee Procedures for Reporting Complaints or Concerns

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Indicator	Description	2020 Response
Governance		
102-18	Governance structure	Our Approach to Governance Investor Relations , Corporate Governance Board Committees Company Officers Corporate Bylaws Corporate Governance Guidelines Corporate Policies 2021 Proxy Statement , pp. 8-15
102-19	Delegating authority	Our Approach to Governance
102-20	Executive-level responsibility for economic, environmental, and social topics	Our Approach to Governance
102-21	Consulting Stakeholders on economic, environmental, and social topics	Our Approach to Key Topics
102-22	Composition of the highest governance body and its committees	Our Approach to Governance Investor Relations , Corporate Governance 2021 Proxy Statement , pp. 2-15
102-23	Chair of the highest governance body	2021 Proxy Statement , pp. 6 and 9
102-24	Nominating and selecting the highest governance body	Investor Relations , Corporate Governance Nominating and Corporate Governance Committee Charter 2021 Proxy Statement , pp. 8-9 and 14
102-25	Conflicts of interest	Code of Ethics Our Approach to Governance Investor Relations , Corporate Governance 2021 Proxy Statement , p. 15
102-26	Role of highest governance body in setting purpose, values, and strategy	Our Approach to Governance Investor Relations , Corporate Governance
102-27	Collective knowledge of highest governance body	Our Approach to Governance Investor Relations , Corporate Governance 2021 Proxy Statement , pp. 3-7
102-28	Evaluating the highest governance body's performance	Our Approach to Governance Investor Relations , Corporate Governance 2021 Proxy Statement , pp. 8-9 and 14
102-29	Identifying and managing economic, environmental, and social impacts	Our Approach to Governance Investor Relations , Corporate Governance Our Approach to Key Topics
102-30	Effectiveness of risk management processes	Our Approach to Governance Investor Relations , Corporate Governance 2021 Proxy Statement , pp. 10-12

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Indicator	Description	2020 Response
Governance (continued)		
102-31	Review of economic, environmental, and social topics	Our Approach to Governance Investor Relations , Corporate Governance
102-32	Highest governance body's role in sustainability reporting	Our Citizenship Executive Steering Group (CESG) Leadership reviews and approves our annual One Report, with our Chief Executive Officer providing final review and approval.
102-33	Communicating critical concerns	Audit Committee Procedures for Reporting Complaints or Concerns Code of Ethics 2021 Proxy Statement , p. 10
102-34	Nature and total number of critical concerns	This information is confidential and is not communicated externally by the Company.
102-35	Remuneration policies	2021 Proxy Statement , pp. 18-46
102-36	Process for determining remuneration	2021 Proxy Statement , pp. 18-46
102-37	Stakeholders' involvement in remuneration	2021 Proxy Statement , pp. 48-49
102-38	Annual total compensation ratio	2021 Proxy Statement , pp. 37-38
Stakeholder Engagement		
102-40	List of Stakeholder groups	Our Approach to Key Topics
102-41	Collective bargaining agreements	As of Dec. 31, 2020, approximately 83% of our Employees are covered by collective bargaining agreements.
102-42	Identifying and selecting Stakeholders	Our Approach to Key Topics
102-43	Approach to Stakeholder engagement	Our Approach to Key Topics
102-44	Key topics and concerns raised	Our Approach to Key Topics
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Reporting on Business Performance
102-46	Defining report content and topic boundaries	Our Approach to Key Topics
102-47	List of key topics	Our Approach to Key Topics
102-48	Restatements of information	See data tables for any restatements of information provided in previous reports: People Data Table Performance Data Table Planet Data Table
102-49	Changes in reporting	There are no significant changes from previous reporting periods in key topics and topic boundaries.

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Indicator	Description	2020 Response
Reporting Practice (continued)		
102-50	Reporting period	Calendar year 2020, unless otherwise stated.
102-51	Date of most recent report	Apr. 21, 2020
102-52	Reporting cycle	Annual, calendar year 2020
102-53	Contact point for questions regarding the report	SWACitizenship@wnco.com
102-54	Claims of reporting in accordance with GRI standards	This report is self-declared to be in accordance with the Global Reporting Initiative (GRI) Core framework.
102-55	GRI content index	Corporate Sustainability Reporting Framework
102-56	External assurance	Assurance Statement for 2020 Greenhouse Gas Inventory

Topic-Specific Standards

Economic Disclosures

Management Approach

103-1	Explanation of the key topic and its Boundary	In 2020, Southwest completed a formal key topics assessment to identify the most relevant CSR/ESG topics according to our Stakeholders (Communities, Customers, Employees, Governments, and Non-governmental Organizations (NGOs), Investors, and Suppliers). The 2020 assessment examined 28 topics and helped guide the creation of the One Report. Topics were grouped into five categories: Economic, Employees, Environment, Governance, and Social. Reporting Scope and Key Topics
103-2	The management approach and its components	At Southwest, we are committed to doing the right thing by our People, through our Performance, and in service to our Planet. Our Employees, Customers, Shareholders, suppliers, and community partners all contribute to the many opportunities we see for the future of our Company. We take pride in our reputation as the airline with Heart, and that naturally extends to a passion for making a difference in our communities and protecting our resources. We listen to and learn from them, seeking to address their interests in the One Report and beyond. Our commitment to being a good global citizen is shared in the way we carry out our Purpose—connecting People to what's important in their lives through friendly, reliable, and low-cost air travel. Details on Our Approach
103-3	Evaluation of the management approach	Our Approach to Governance Investor Relations , Corporate Governance

Economic Performance

201-1	Direct economic value generated and distributed	Our Approach to Community Outreach Deepening Our Commitment to Diversity, Equity, and Inclusion (DEI) 2020 Financial Results Reporting on Business Performance Ten-Year Summary Expanding Our Network System Map Performance Data Table
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Indicator	Description	2020 Response
Economic Performance (continued)		
201-2	Financial implications and other risks and opportunities due to climate change	<p>Southwest has voluntarily reported our greenhouse gas emissions through CDP (formerly the Carbon Disclosure Project) for the past 12 years. In our CDP response, we quantify climate change impacts, risks, and opportunities on our business and provide information on how we're integrating climate change into our business strategy. You can find Southwest's CDP response at www.cdp.net. We have invested more than \$630 million in fuel efficiency projects since 2002, exclusive of new aircraft purchases.</p> <p>Reporting on Business Performance Planet Data Table</p>
201-3	Defined benefit plan obligations and other retirement plans	<p>Economic Performance Reporting on Business Performance People Data Table</p>
201-4	Financial assistance received from Government	<p>Economic Performance Reporting on Business Performance 2020 Financial Results 2020 Annual Report</p>
Indirect Economic Impacts		
203-1	Infrastructure investment and services supported	<p>Our Approach to Community Outreach Expanding Our Network 2020 Annual Report, pp. 62-63, 79-81</p>
203-2	Significant indirect economic impacts	<p>Our Approach to Supply Chain Our Approach to Community Outreach Our Approach to Economic Impact People Data Table Expanding Our Network Performance Data Table</p>
Anti-Corruption		
205-2	Communication and training about anti-corruption policies and procedures	<p>At Southwest, we strive to maintain accountability and transparency of our business practices to reduce or eliminate corruption. We require all Employees to certify receipt and understanding of our Code of Ethics and Insider Trading Policy. We also employ robust auditing procedures to analyze and monitor business activities, which further enhance our ability to maintain high ethical standards. We continually review our systems to provide transparency and accountability, and we update our corporate governance policies when appropriate.</p> <p>In 2020, more than 63,000 Southwest Airlines Employees and certain business associates certified receipt of our Code of Ethics and Insider Trading policy. During 2020, we also distributed our Foreign Corrupt Practices Act Policy and Anti-Corruption Compliance Procedures to all Company Officers, Senior Leaders of all departments, and select Employees and Contractors who are involved with Southwest's financial records and/or international operations.</p> <p>In 2020, more than 2,700 individuals received and completed a compliance questionnaire regarding the Foreign Corrupt Practices Act.</p>

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Indicator	Description	2020 Response
Environmental Disclosures		
Management Approach		
103-1	Explanation of the key topic and its Boundary	<p>In 2020, Southwest completed a formal key topics assessment to identify the most relevant CSR/ESG topics according to our Stakeholders (Communities, Customers, Employees, Governments, and Non-governmental Organizations (NGOs), Investors, and Suppliers). The 2020 assessment examined 28 topics and helped guide the creation of the One Report. Topics were grouped into five categories: Economic, Employees, Environment, Governance, and Social.</p> <p>Reporting Scope and Key Topics Assessment</p>
103-2	The management approach and its components	<p>At Southwest, we are committed to doing the right thing by our People, through our Performance, and in service to our Planet. Our Employees, Customers, Shareholders, suppliers, and community partners all contribute to the many opportunities we see for the future of our Company. We take pride in our reputation as the airline with Heart, and that naturally extends to a passion for making a difference in our communities and protecting our resources. We listen to and learn from them, seeking to address their interests in the One Report and beyond. Our commitment to being a good global citizen is shared in the way we carry out our Purpose—connecting People to what's important in their lives through friendly, reliable, and low-cost air travel.</p> <p>Details on Our Approach</p>
103-3	Evaluation of the management approach	<p>Our Approach to Governance Investor Relations, Corporate Governance</p>
Energy		
302-1	Energy consumption within the organization	<p>Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table</p>
302-3	Energy intensity	<p>Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table</p>
302-4	Reduction of energy consumption	<p>Total greenhouse gas emissions from our aircraft declined in 2020 compared with 2019, primarily due to capacity cuts in response to the effects of the COVID-19 pandemic.</p> <p>Building Energy Fuel Efficiency and Greenhouse Gas Emissions</p>
302-5	Reductions in energy requirements of products and services	<p>Although the Company's MAX aircraft remained grounded throughout 2020, the Company improved its fuel efficiency in 2020, as compared with 2019, primarily by operating fewer of its oldest, least fuel-efficient Boeing 737-700 aircraft as a result of capacity cuts in response to the effects of the COVID-19 pandemic. Lower load factors,⁹⁶ due to COVID-19, also contributed to fuel efficiency during 2020.</p> <p>Building Energy Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table</p>
Emissions		
305-1	Direct (Scope 1) GHG emissions	<p>Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table</p>
305-3	Other indirect (Scope 3) GHG emissions	<p>Planet Data Table Southwest Airlines CDP Submission</p>

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Indicator	Description	2020 Response
Emissions (continued)		
305-4	GHG emissions intensity	Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table Southwest Airlines CDP Submission
305-5	Reduction of GHG emissions	Fuel Efficiency and Greenhouse Gas Emissions Planet Data Table Southwest Airlines CDP Submission
305-6	Emissions of ozone-depleting substances (ODS)	One of the most important issues surrounding chemical management is the use of ozone-depleting substances. The ozone layer prevents harmful ultraviolet light from passing through the atmosphere, and the use of these substances can cause a decrease in the total volume of the ozone layer. Potential ozone-depleting substances Southwest presently uses include refrigerants found in the HVAC systems and appliances of Southwest operated buildings and the air conditioning systems of Company vehicles. Based on an upper-bound assumption of the expected losses that would occur from Southwest facilities, in 2019, we determined that the emissions from these refrigerants represented less than 0.02% of our total greenhouse gas emissions. We do not produce or import ozone-depleting substances in Southwest operations.
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions ⁹⁷	Planet Data Table
Effluents and Waste		
306-1	Water discharge by quality and destination	Planet Data Table
306-2	Waste by type and disposal method	Repurpose with Purpose Planet Data Table
306-3	Significant spills	In 2020, we had two spills that were reportable to the National Response Center per regulatory requirements. These spills were contained within an impervious area and there were no environmental impacts. We recognize that spills of chemicals, oils, and fuels can have a significant impact on our Planet, so we make every effort to prevent them.
Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Planet Data Table
Social Disclosures		
Management Approach		
103-1	Explanation of the key topic and its Boundary	In 2020, Southwest completed a formal key topics assessment to identify the most relevant CSR/ESG topics according to our Stakeholders (Communities, Customers, Employees, Governments, and Non-governmental Organizations (NGOs), Investors, and Suppliers). The 2020 assessment examined 28 topics and helped guide the creation of the One Report. Topics were grouped into five categories: Economic, Employees, Environment, Governance, and Social. Reporting Scope and Key Topics Assessment

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Indicator	Description	2020 Response
Management Approach (continued)		
103-2	The management approach and its components	<p>At Southwest, we are committed to doing the right thing by our People, through our Performance, and in service to our Planet. Our Employees, Customers, Shareholders, suppliers, and community partners all contribute to the many opportunities we see for the future of our Company. We take pride in our reputation as the airline with Heart, and that naturally extends to a passion for making a difference in our communities and protecting our resources. We listen to and learn from them, seeking to address their interests in the One Report and beyond. Our commitment to being a good global citizen is shared in the way we carry out our Purpose—connecting People to what's important in their lives through friendly, reliable, and low-cost air travel.</p> <p>Details on Our Approach</p>
103-3	Evaluation of the management approach	<p>Our Approach to Governance Investor Relations, Corporate Governance</p>
Employment		
401-1	New Employee hires and Employee turnover	People Data Table
401-2	Benefits provided to Full-time Employees that are not provided to temporary or Part-time Employees	<p>In 2020, more than 59,700 active and inactive Southwest Employees participated in at least one component of the Company's Employee benefits program. Southwest offers standard benefits to both full-time and part-time Employees. In the case of tuition reimbursement, Southwest provided an annual benefit, which will be counted toward the calendar year in which reimbursement is made. Due to COVID-19, in July, we suspended the tuition reimbursement program.</p> <p>Many of the components offered to Employees in our Employee benefits program are also offered to dependents and/or committed partners.</p> <p>Our Approach to Economic Impact People Data Table Employee Benefits</p>
401-3	Parental leave	<p>Our Approach to Employee Experience Employee Benefits</p>
Labor/Management Relations		
402-1	Minimum Notice Periods Regarding Operational Changes	<p>Our Approach to Employee Experience Employee COVID-19 Response</p>
Occupational Health and Safety		
403-1	Occupational health and safety management system	Our Approach to Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	<p>Our Approach to Occupational Health and Safety Four Functions of Southwest's Safety Management System (SMS) Employee COVID-19 Response The Southwest Promise</p>
403-3	Occupational health services	<p>Our Approach to Occupational Health and Safety The Southwest Promise</p>
403-4	Worker participation, consultation, and communication on occupational health and Safety	<p>Our Approach to Occupational Health and Safety Employee COVID-19 Response The Southwest Promise</p>

GRI Content Index

Indicator	Description	2020 Response
Occupational Health and Safety (continued)		
403-5	Worker training on occupational health and Safety	Our Approach to Occupational Health and Safety Employee COVID-19 Response
Training and Education		
404-1	Average hours of training per year per Employee	People Data Table
404-2	Programs for upgrading Employee skills and transition assistance programs	Our Approach to Training and Development Employee COVID-19 Response People Data Table
Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and Employees	<p>Southwest is committed to providing a stable work environment with equal opportunity for learning and personal growth. It is expected that Employees of Southwest Airlines act responsibly to maintain a positive working environment, allowing each Employee to perform at their maximum potential.</p> <p>Southwest encourages any Employee to bring any questions or concerns regarding harassment, sexual harassment, discrimination, or retaliation to their Leaders or to the Employee Relations Team. All inquiries are reviewed and addressed by the Employee Relations Team promptly, impartially, and discreetly under Southwest Airlines Policy Concerning Harassment, Sexual Harassment, Discrimination, and Retaliation.</p> <p>Our Approach to Diversity, Equity, and Inclusion Deepening our Commitment to Diversity, Equity, and Inclusion (DEI) People Data Table</p>
Freedom of Association and Collective Bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<p>At Southwest, we are strong supporters of protecting each individual's basic human and civil rights and are guided by fundamental principles to not only comply with the law at all times, but also to avoid the appearance of impropriety in the actions of our Employees and our business partners.</p> <p>One of our key corporate responsibilities is to respect human rights within our operations and throughout our value chains. We reflect these principles in various policies and our conduct toward Employees, Customers, suppliers, and the communities where we serve.</p> <p>We have created and adhere to Company policies to support and respect the protection of human rights within our sphere of influence. These policies include our commitment to:</p> <ul style="list-style-type: none"> • Prohibit any form of harassment, discrimination, or retaliation in the workplace based on race, color, religion, age, sex, sexual orientation, gender identity, pregnancy, marital status, national origin, disability, veteran status, genetic information, or other legally protected statuses • Respect the right of Employees to associate freely • Recognize lawful rights of Employees to choose or not choose collective bargaining representation <p>We have not identified operations or suppliers where the right to exercise freedom of association and collective bargaining is being violated. We take preventative measures to mitigate this risk through our corporate policies.</p> <p>Corporate Policies</p>

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Indicator	Description	2020 Response
Human Rights Assessment		
412-2	Employee training on human rights policies or procedures	<p>Southwest has a nearly 50-year history of proudly putting People first—which extends to both our Employees and Customers. We approach our commitment to supporting human rights in a variety of ways, which includes our recruitment efforts, how we train and equip our Employees, and the support we provide to different organizations in service to our communities. We are committed to evaluating our approach and regularly assess our impact on the communities we serve.</p> <p>At Southwest, we are committed to training our Employees on global issues and important topics. We conduct training on human rights issues as they relate to harassment, discrimination, or retaliation for all Employees. Human rights training and information (including training on Human Trafficking and notification to law enforcement authorities) are available for existing Employees through a variety of vehicles, including our Guidelines for Employees; our Disability Discrimination and Workplace Accommodation Policy, in both written and audio versions; our Most Compliant Leader training, a program required biannually of all Leaders, Supervisors, and above; and our harassment online learning module. More than 31,700 Southwest Employees and Contractors completed human rights training courses, totaling more than 61,000 training hours in 2020.</p> <p>We also deliver disability awareness training that provides an overview on how to best demonstrate Hospitality to our Customers with disabilities. Our Customer-facing Operational Employees attend annual training on our responsibilities as an airline.</p> <p>There is a growing focus on Human Trafficking at Southwest and in the airline industry. A robust Human Trafficking training is required for our Frontline Employees and recommended as voluntary curriculum for other Employees. In 2020, 18,000 Employees expanded their education and awareness around the growing global epidemic of Human Trafficking and Southwest's commitment to Safety regarding this issue through a video highlighting a recent Human Trafficking experience on a Southwest flight. We also hosted an online course that provides an overview on the crime of Human Trafficking. In 2020, 10,000 Employees learned how to identify Human Trafficking instances and take action, if necessary, through this course.</p> <p>Our Approach to Training and Development</p>
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	<p>Our Approach to Community Outreach</p> <p>Community Outreach During COVID-19</p> <p>Community Outreach Initiatives in Our Communities</p>
Public Policy		
415-1	Political contributions	<p>Our Approach to Public Policy</p>
Customer Health and Safety		
416-1	Assessment of the health and Safety impacts of product and service categories	<p>Southwest strives to educate and inform Customers on a wide range of topics in the interest of their health and Safety. During the COVID-19 pandemic and as part of the Southwest Promise, Southwest implemented and adjusted procedures intended to support the health and well-being of its Employees and Customers.</p> <p>Our Approach to Occupational Health and Safety</p> <p>Southwest Promise</p> <p>The Southwest Promise</p>