



Southwest[®]

Southwest Airlines

Highlights of Plans in Place

May 28, 2020



Southwest[®] Promise



Southwest Promise

Flyers indicate numerous changes to their expectations around travel, and Southwest continues to evolve the Experience to address their concerns

SANITIZE

Customers want assurance that planes and airports are sanitized

SPACE

Knowing there will be space available onboard lowers Customer anxiety

SERVE

Airport and onboard amenities have changed, but Hospitality expectations remain

SCREEN

Customers express concern over the health of other passengers and Employees

Sanitize

Customers want assurance that planes and airports are sanitized

Masks

Hand Sanitizer

**Electrostatic
Spray**



Space

Knowing there will be space available onboard lowers anxiety

Queueing

Boarding

Seating



Serve

Airport and onboard amenities have changed, but our commitment to Hospitality remains

Inflight Service

Flexibility

Hospitality



Recap

ACRP⁺