

Southwest Airlines Face Covering Policy

Revised July 22, 2020

Policy Revised, Effective July 27, 2020: This policy has been revised to add in more stringent measures for Employee and Customer face covering requirements.

Overview

Southwest Airlines is requiring both our Employees and our Customers wear face coverings or masks. We expect this to be a temporary requirement as we work to support the Safety and well-being of both our Employees and our Customers during the COVID-19 pandemic.

For the time-being, it is important for us to heed guidance to protect one another and try to limit the spread of COVID-19. Please refer to this policy for how we will approach this new requirement. We thank you for your support and assistance with this important endeavor.

Why We Are Requiring Employees and Customers to Wear Face Coverings

On May 1, 2020, we introduced the Southwest® Promise describing our stringent cleaning and physical distancing practices to support the well-being of our Employees and Customers, in response to this unprecedented time. Requiring face coverings encompasses how we will support a “new normal” in travel, while continuing to demonstrate the same warmth, care, and Reliability our Customers expect from us every day.

Right now, the Centers for Disease Control (CDC) recommends everyone wear a cloth face covering over their nose and mouth when in a community setting, including during travel. This is in addition to distancing, frequent hand cleaning, and other everyday preventive actions.

Hospitality should be at the Forefront of This Policy and Our Actions

As we navigate through the current environment and introduce this temporary face covering requirement, it is more important than ever that we stay true to who we are as a Company. First and foremost, we should continue to treat our Customers and each other with Hospitality. This is a difficult time for many, and tensions may rise quickly. Look for ways to practice Hospitality—create an environment where our Customers and Employees continue to feel welcomed, cared for, and appreciated.

Acceptable Forms of Face Coverings

In accordance with the current CDC guidance, a well-secured cloth or mask that covers an individual’s nose and mouth will be accepted.

Employees and Customers should follow the CDC’s guidance for how to wear such a face covering properly:

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily

EMPLOYEE FACE COVERING POLICY

When We Expect Employees to Wear Face Coverings

We are requiring all Employees to wear face coverings that comply with Company uniform policies at all times while they are at work or are otherwise representing Southwest Airlines. Failure to wear a face covering may result in discipline up to and including termination. Please ensure you have a face covering in your possession at all times.

Similar to Customers, we acknowledge there will be times when you need to briefly remove your face covering. For instance, to eat, drink, or take medicine. However, you are expected to put your face covering back on as soon as possible.

Employees are expected to wear face coverings while they are on the job and any other time they are in the presence of other Employees or Customers—for instance, Employees should wear face coverings when they are on airport parking or hotel shuttles, in public spaces in the airport or the hotel, or when otherwise directed by state or local authorities. Face coverings should be worn when in the presence of others, even if physical distancing can be maintained.

We recognize these requirements are changes for our People—we all pride ourselves on the Hospitality we show our Customers, and one of the ways we are used to interacting with them is through our facial expressions. We trust that you will continue to show our Customers the same Hospitality they always expect from our Employees.

Exceptions to Face Coverings

There are limited instances when it may not be feasible to wear a face covering depending on your job function. Exceptions will be communicated by your workgroup and updated as necessary.

If you are unable to wear a face covering, please speak with your Leader or contact the ACT Team to request a workplace accommodation.

CUSTOMER FACE COVERING POLICY

When We Expect Customers to Wear Face Coverings

Customers will be required to wear a face covering over their nose and mouth at all times during their Southwest travel experience—while checking in, boarding, in flight, deplaning, retrieving baggage, in the gate area, and any other time they may engage with a Southwest Employee or another Customer.

We do acknowledge there may be times when a Customer needs to briefly remove their face covering, for instance, to eat, drink, or take medicine. However, we expect these instances to be brief, and Customers should put their face covering back on as soon as possible.

Customers should remove face coverings if a decompression event occurs and they are asked to use an oxygen mask.

Exemptions to Face Coverings

Young children under the age of 2 are exempt from this policy.

COVID-19 can be spread by people who do not have symptoms and do not know that they are infected. Due to the Safety risk posed by someone not wearing a mask, we are not able to allow any other exemptions at this time, including those for disabilities or medical conditions. If a Customer cannot travel safely while wearing a mask, the Customer will be refused transportation.

In other words, effective July 27, 2020, if a Customer is unable to wear a face covering for any reason (even a verifiable disability or medical condition), we regret that we will be unable to

transport him/her at this time, due to the safety risk of COVID-19 transmission by Customers without face coverings. This includes any Customer who is unable to remove the mask without assistance. (In a future version of this policy, Southwest will review and consider the possibility of transporting a Customer who is willing to wear the mask but who is unable to remove the mask without assistance, so long as he/she is accompanied by a “safety assistant,” as described in the DOT regulation governing safety assistants -- 14 CFR 382.29.)

Notifying Customers of Our Policy

Southwest is committed to being transparent about this policy—during booking, at check-in, and prior to travel. Our goal is to make sure Customers are aware of the policy prior to arrival at the airport.

If a Customer Arrives at the Airport without a Face Covering

We highly encourage Customers bring their own face covering. However, if they forget their face covering at home, we will have masks available at the ticket counter area and a subset of gates. We trust you to be sensible in your approach, and friendly and warm in the manner in which you engage our Customers.

If a Customer Does Not Comply

If a Customer is not wearing a face covering (or is not properly wearing a face covering) as required, begin with politely reminding the Customer of our requirement and asking if they have a face covering available.

If a Customer is not wearing their face covering correctly, please remind them the face covering must cover their nose and mouth. If possible, it should be secured under the chin and fit snugly against the sides of their face.

If a Customer refuses to comply:

- **At the First Point of Contact (Skycap, Ticket Counter)**—The Customer should be reminded about our face covering policy at the beginning of their journey. If they do not have one, they should be told where they can go to be provided with one. If they do not put one on at this point, they may continue to the gate, but should be aware they will be refused transportation if they continue to not comply.
- **At the Gate**—Confirm the Customer is aware we will deny boarding if they continue to refuse to wear a face covering. Please alert your Supervisor or Manager. The Customer will not be allowed to board if they are not wearing a face covering.

Follow your operating manuals for guidance on managing a Customer who becomes unruly or disruptive, or who poses a Safety risk.

- **On the Aircraft**—Customers should have been denied boarding if they refused to wear a face covering. However, our Flight Attendants will notify Customers they are required to comply with wearing a face covering for the entire journey. Flight Attendants should use their training and manual resources to address the situation with empathy and respect.
 - **At the Gate/Prior to Door Closure**—If a Customer does not comply, the Flight Attendants should alert the Captain, who will consult with the Flight Attendants and the appropriate Ground Operations personnel to remove the Customer from

the aircraft. An Irregularity Report (IR) and an Online MOM Report should be filed if appropriate.

- **After Door Closure/Prior to “Cleared for Departure” Chime**—If the Customer still does not comply, the Flight Attendant will address the Customer individually. If they continue to not comply, and the “Cleared for Departure” chime has not been signaled, the Flight Attendants should alert the Captain, who will request a gate return.
- **After “Cleared for Departure” Chime/In Flight**—If the Customer still does not comply, the Flight Attendant will address the Customer individually. If they still do not comply, Crew should follow our existing policies for managing Customer misconduct. The Customer should be notified they will be met by Station Leadership when the flight arrives at its destination.
- **If Another Customer Reports a Fellow Customer is Not Wearing a Face Covering**—Employees should respond with empathy and thank the Customer for bringing this to our attention. Remind them that Customers may briefly remove their face covering for a specific purpose, like eating. The Employee should ask the non-compliant Customer to replace their face covering as quickly as possible.

Ticketing Policies

On the day of travel, if a Customer claims they cannot or will not comply with wearing a face covering but they have complied with all other ticketing rules, Customer Service Agents may perform a refund of the PNR in ARD (and add a Remark). If the Customer Service Agent is unable to process a refund via ARD, the Customer Service Agent must add a Service Note in CM to the Customer’s PNR (Identify the Customer in CM, Click Add Service, Select Service NOTE > Add Free Text >Add Service) and the Customer can be directed to contact Customer Relations.

If a Customer who cannot comply with the policy for medical reasons contacts Customer Relations prior to their day of travel requesting a refund, or if a Customer purchased their ticket prior to when it was announced Southwest will not grant exemptions to our face covering policy (other than children under the age of 2) and they choose not to fly, Customer Relations will assess the situation and handle on an exception basis only.

Policy Effective Dates

Though this is a temporary policy, we cannot provide an end date. We will be evaluating the current environment on a regular basis and will keep you updated.

Other Steps to Support the Safety of Our Employees and Our Customers

This face covering policy is in addition to the other steps Southwest is taking to support the health and wellness of our People and our Customers. We are employing stringent cleaning procedures across our fleet, implementing other modified procedures to support distancing and minimize contact among persons, and equipping Employees with face coverings and policies that are aimed at providing safe transportation of our Customers and each other.

Remember, according to the CDC, wearing a face covering alone will not prevent the transmission of COVID-19. Please continue to follow CDC guidelines and remind Customers to do the same. These guidelines include:

- Wash your hands often with soap and water for at least 20 seconds

- Avoid touching your face
- Use tissues when coughing/sneezing or cough/sneeze into your upper sleeve