

**Southwest**<sup>®</sup> 

Business

**University of Pittsburgh | Return To Travel Series**

Southwest Airlines

November 17, 2021

# Agenda

- 1 Southwest Airlines Overview & Updates**  
Bringing Southwest Airlines value and trust to our Travelers
- 2 The Southwest Promise**  
Hospitality, reliability, and your well-being from check-in to deplaning
- 3 Sustainability**  
Southwest Airlines' commitment to our Planet and how you can get involved
- 4 Pittsburgh Operations**  
Southwest Airlines network and airline overview
- 5 University of Pittsburgh & Southwest Airlines Partnership**  
Benefits, Partnership, and Unused Funds

# Southwest Airlines: Who We Are



**50 years.  
One Heart.**

Southwest first began operating in 1971, and we celebrated our 50<sup>th</sup> Anniversary on June 18<sup>th</sup>

Choose your seat on a Boeing



Largest US domestic carrier, serving over 120 destinations



**Fees Don't Fly on Us**

Smiles are free! 😊  
We're ranked **#1**  
by the DOT for Customer Satisfaction!



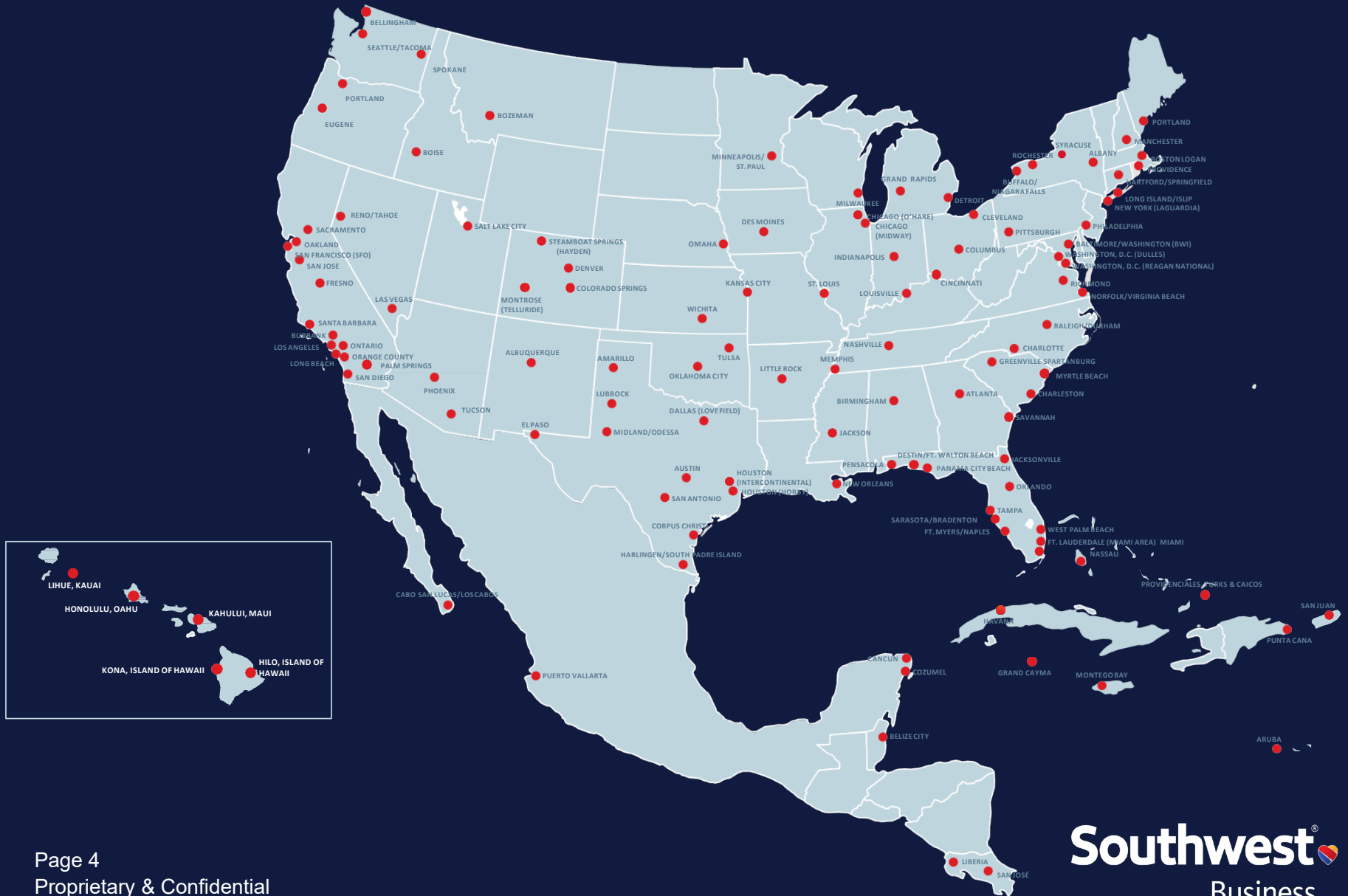
Southwest Airlines®  
world-class **Hospitality**



The Wall Street Journal ranked Southwest Airlines as the best airline during 2020<sup>3</sup>

# Our Growing Network

Southwest serves over 120 destination, and announced service to 18 NEW destination since March 2020



**Trivia**

**What year did Southwest Airlines first start operating out of PIT?**

 Prior to check-in, Customers must indicate their fitness to fly via a Health Declaration



Manual 6hr deep cleaning of the aircraft from nose to tail – performed nightly



Broad-spectrum disinfectant applied on common touchpoints between each flight



Hand sanitizer available in airports and disinfecting wipes available for Customers onboard



Customers and Employees are required to wear face coverings at all times



Airport signage and floor markings to encourage physical distancing



Manual cleaning of airport service counters and kiosks twice daily, electrostatic disinfectant spraying weekly, and Plexiglass at ticket, gate, and baggage service counters



Employees of Southwest must be fully vaccinated<sup>1</sup> by Dec. 8, 2021



HEPA air filters (kills 99.97% of airborne particles) – similar technology found in hospitals

**Trivia**

**What is the name of Pittsburgh Airport's cleanliness program?**

# We're committed to **sustainability**

We know that protecting our planet must be a priority and that's why we are actively working with our Airlines for America partners

## Check out our GHG emission goals:

Actively working towards **carbon-neutral** for our Scope 1 and 2 emission by 2050. We're also working to reduce our carbon emissions by at least 20% by 2030.

**Reducing CO<sub>2</sub> emission intensity** with plans to increase the number of more fuel-efficient aircraft. For example, the Boeing 737 MAX 8, which are 14% more fuel efficient than the Boeing 737-800.

**Supporting the development of Sustainable Aviation Fuel (SAF)** with these partners: The U.S. Department of Energy's National Renewable Energy Laboratory, Marathon Petroleum Corporation, and Phillips 66. Our goal is to replace 10% of our total jet fuel with SAF by 2030.

## Our current efficiencies:



15-year Velocys Renewables agreement, that will give us 219 million gallons of sustainable aviation fuel (SAF), and once blended with conventional jet fuel, the SAF could produce the equivalent of 575 million gallons of net-zero fuel



With 720 nonstop city pairs as of Dec. 31, 2019, we're helping our Customers get to their destination without the additional greenhouse gas emissions from additional take-offs.



More than 1,400 electric Ground Support Equipment (GSE) vehicles saving fuel and Scope 1 GHG emissions in the operation.



2019 industry-leading fuel efficiency<sup>1</sup> and fleet order book that will yield additional fuel efficiency improvements.



Our two newest headquarters campus buildings are LEED certified.



## Wanna offset carbon?

Now you can every time you fly with us. For every dollar you spend to help Southwest offset its carbon emissions, we'll not only match your contribution, but also give you Rapid Rewards® bonus points.

### Offset.

Add your flight details to our calculator to estimate how much carbon dioxide is emitted from your trip, then you can contribute to help offset Southwest's carbon emissions.

### Earn.

You'll earn ten (10) Rapid Rewards® bonus points for every one U.S. dollar (\$1) contributed toward the purchase of offsets for Southwest. Up to a maximum of 500 Rapid Rewards bonus points per month. Not a member? Sign up for free.

### Match.

Because we're the airline with Heart, for every dollar you contribute, we will contribute a dollar to the purchase of additional offsets for Southwest to support global projects.

## Your contribution makes a difference.

Every time you show our planet love by contributing, you'll be supporting global projects like the Guatemalan Conservation Coast, the Los Santos Wind Power in Costa Rica, and the Kootznoowoo Improved Forest Management Project in Alaska.

Learn more at [Southwest.com/wannaoffsetcarbon](https://Southwest.com/wannaoffsetcarbon)

# Delivering Value through Low Fares

Based on 2019 and 2021 DOT data, Southwest offered the least expensive average fare and more flights per day out of PIT than any other airline. Average fare does not include any bag or ticket fees that other airlines may charge.



2021		
	Avg Fare	# Destinations
WN	\$143	18
OA	\$212	9
OA	\$196	6
OA	\$224	5

2019				
PIT	OA	OA	OA	WN
MCO	\$155	\$161	\$143	\$124
MDW	\$170	\$167	N/A	\$133
ORD	\$170	\$195	\$170	N/A
BWI	\$122	\$119	\$120	\$85
DEN	\$199	\$207	\$212	\$153
ATL	\$202	\$171	\$156	\$114

2021				
PIT	OA	OA	OA	WN
MCO	\$127	\$135	\$143	\$99
MDW	N/A	\$162	N/A	\$87
ORD	\$101	\$167	N/A	\$133
BWI	\$137	\$165	\$215	\$92
DEN	\$152	\$180	\$193	\$127
ATL	\$143	\$150	\$150	\$100

**Trivia**

**How much did Pittsburgh save in cost avoidance & discount savings in 2019?**

# Southwest Airlines & University of Pittsburgh Partnership

## Negotiated Discounts

- Business Select, Anytime, and *select* Wanna Get Away fares eligible
- Discounts only available by booking online through Concur or by contacting Anthony Travel for agent assistance

ORIG	DEST	BUS	ANY	0 AP	1 AP	3 AP	7 AP
ALL	ALL	8%	6%	3%	3%	3%	3%

## 2019 Discount and Fee Avoidance Savings

In 2019, University of Pittsburgh saved **\$128,487** from upfront discount savings & fee avoidance<sup>1</sup> through the Pittsburgh managed travel program

## 50% Bonus Rapid Rewards Points

From January 1, 2022 – March 31, 2022, you can receive 50% bonus Rapid Rewards® points on all flights purchased through Concur or directly with an Anthony Travel Agent

## Travel Funds Management

- Never a fee to re-use your funds
- Unused funds that expired or were created between 3/1/2020 - 9/7/2020 have been extended to 9/7/2022. Over \$56k of Pittsburgh travelers' unused funds have been extended
- Over \$171k of University of Pittsburgh unused funds were converted to a UATP card for future use
- Contact your Travel Team or an Anthony Travel Agent for additional assistance



Q&A