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

Southwest first began operating in 1971, and we celebrated our 50th Anniversary on June 18th.

Choose your seat on a Boeing 737 (never a regional jet)

Largest US domestic carrier, serving over 120 destinations

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

Two free checked bags¹
No cancel or change fees²

Fees Don’t Fly on Us

Southwest Airlines® world-class Hospitality

The Wall Street Journal ranked Southwest Airlines as the best airline during 2020³

¹Weight and size restrictions apply. ²Difference in fare may apply. ³Ranking was based on operational performance (on-time arrivals, complaints, long delays, and flight cancellations)
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?
Southwest Promise: A Multi-Layered Approach to Protecting Public Health

- HEPA air filters (kills 99.97% of airborne particles) – similar technology found in hospitals
- Broad-spectrum disinfectant applied on common touchpoints between each flight
- Manual cleaning of airport service counters and kiosks twice daily, electrostatic disinfectant spraying weekly, and Plexiglass at ticket, gate, and baggage service counters
- Manual 6hr deep cleaning of the aircraft from nose to tail – performed nightly
- Airport signage and floor markings to encourage physical distancing
- Hand sanitizer available in airports and disinfecting wipes available for Customers onboard
- Customers and Employees are required to wear face coverings at all times
- Employees of Southwest must be fully vaccinated¹ by Dec. 8, 2021

¹Or approved for a religious, medical, or disability accommodation. Full details can be found by visiting southwest.com/promise
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 CO₂ 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 and fleet order book that will yield additional fuel efficiency improvements.
- Our two newest headquarters campus buildings are LEED certified.

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1Among top four marketing carriers in the U.S., measured in available seat miles per gallon as reported in 10-K filings for period ending 12/31/2019.
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
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.

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Top 5 Pitt Markets, Avg Fare

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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

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**2019 Discount and Fee Avoidance Savings**
In 2019, University of Pittsburgh saved **$128,487** from upfront discount savings & fee avoidance¹ 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

¹Fee avoidance is found by multiplying the number of transaction by the average industry fee of $30 per checked bag, $200 per change, and $200 per cancellation