



- [Thursday, November 14, 2024 | Ground Ops Frontline Town Hall](#)
- [Cintas Website Maintenance Nov 18-Dec 2](#)
- [Uniform Holiday Accessories Reminder](#)
- [New Nexthink Technology Support Assistant](#)
- [November 2024 LUV Mail Highlights](#)
- [Strengthening our Commitment to Safety](#)

SWALife Highlights

Fun Flight Highlights

Photo of the Week

Thursday, November 14, 2024 | Ground Ops Frontline Town Hall

Ground Ops Town Hall
Join us for this month's **GROUND OPS FRONTLINE TOWN HALL!**

Tune in for important announcements and a chance to get answers to your questions by **Chris Johnson, VP Ground Ops & our Leadership Team**

When?
Thursday, November 14, 2024
2:00 p.m. - 3:00 p.m. CT
Virtual on Microsoft Teams

Don't miss your chance!
Submit your questions now to GONews@wnco.com or live during the meeting in the chat

[Tune in Online](#) or
Dial In: 1-469-225-9366,
Access Code: 403 289 890 #

Send a Question

Return to top

Cintas Website Maintenance Nov 18-Dec 2

To: All Ground Operations, Cargo, and Provisioning Employees

Design Collective by Cintas is upgrading their uniform ordering site to improve your overall experience. The Ground Ops, Cargo, and Provisioning Cintas Site will be unavailable from November 18 at 5 p.m. through December 2 at 7 a.m. CST. We thank you for your patience as Cintas upgrades their system to better serve you!

Return to top

Uniform Holiday Accessories Reminder

To: All Ground Operations, Cargo, and Provisioning Employees

Employees are encouraged to wear a holiday themed shirt and/or accessories (including ties, nail art/color, scarves, socks, jewelry, headbands, barrettes, and clips) with your full regulation uniform bottoms to celebrate these upcoming holidays:

- **Veterans Day (November 11)**
- **Thanksgiving (November 15-30)**

All holiday accessories must adhere to current guidelines and must not pose a Safety risk or interfere with normal duties. For a list of approved holiday accessories and dates, refer to the Uniform Appearance Standards on SWALife >Resources >[Uniforms](#) or see a local Leader. Remember, full regulation uniform bottoms are required while wearing holiday accessories.

Thanks for donning festive holiday accessories to help make a memorable travel experience for our Customers!

Return to top

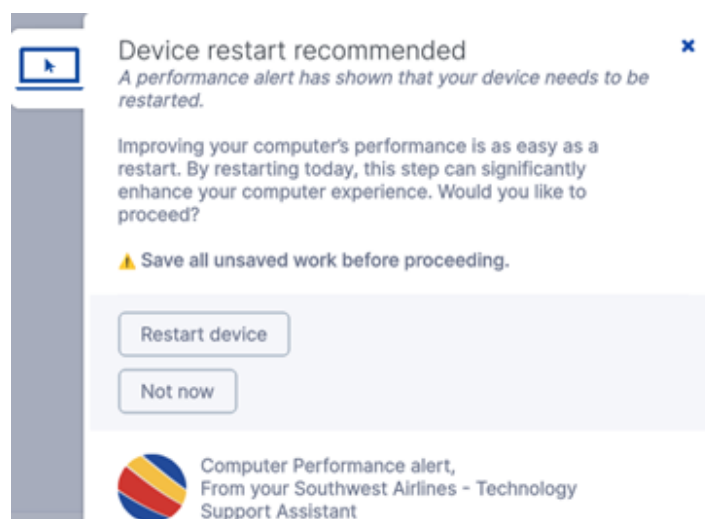
New Nexthink Technology Support Assistant

From: Southwest Technology | To: All Ground Operations Employees

Beginning November 11, 2024, Nexthink Restart Campaigns will begin appearing on all non-Customer facing Ground Ops computers if a device is experiencing specific performance issues. These campaigns will act as a technology support assistant, providing reminders and tips to improve your computer experience.

How to Prepare?

- The first pop-up will suggest a reboot to resolve initial performance issues (see example images below).
- If you choose to dismiss the pop-up notification for this restart campaign, it will not notify you again until the following week if performance issues appear.
- Once you get the notification, you can perform a restart by selecting "Restart Device."
- The computer will reboot normally, and in most cases, performance on your device will improve.



You can read more about [Nexthink](#) on the Ground Ops SWALife page.

Return to top

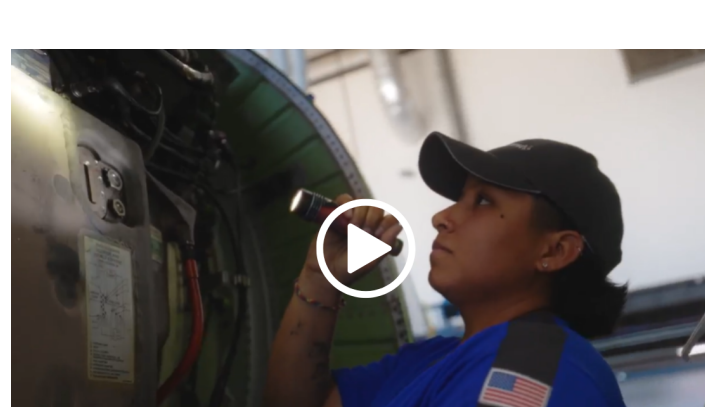
November 2024 LUV Mail Highlights

Check out these [heartwarming stories](#) from your Cohearts and our Customers!

Return to top

Strengthening our Commitment to Safety

Strengthening our commitment to Safety is more than just a goal; it's a nonnegotiable and essential part of our plan to make Southwest even better. While we've been focused on addressing recent flight Safety events, we've also been implementing our long-term plans to advance Southwest's Safety Culture, making progress on key Safety initiatives and investments. Check out how we're [Strengthening our Commitment to Safety](#) on SWALife to learn more from COO Andrew Watterson, EVP Operations Justin Jones, and VP Safety & Security Dave Hunt.



Return to top

SWALife Highlights



[Bob's Briefing: HalloWN, Rally Dates, & More](#)



[November 5 Operational Update](#)

Read the November Edition of In Case You Missed It

Don't miss this month's edition of [In Case You Missed It!](#) Topics include Q3 Financial Results and Agreements with Elliott Investment Management, Building Better During Q3, Flightkeys Launches Systemwide, Flight Safety and Our Path Forward, and Andrew's To the Point: Winning the Battle for Austin.

In Case You Missed It

Fun Flight Highlights

Fun-filled Fall | LAS

October was a fantastic month filled with opportunities to connect with our valued Customers and dedicated CoHearts! From fun flights, team-building activities, and personal achievements, to the most important, Safety—we celebrated several milestones together.



Photo of the Week

Robert Desouza

Customer Service Agent, BOS



Questions or Feedback?

Use the [Station Connect Tool](#) or email GONews@wnco.com.
Photo of the Week, email GONews@wnco.com.

To download the PDF version, [click here](#).

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