

# WHY SOUTHWEST GAS?







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# OUR COMMITMENT

## A MESSAGE FROM KAREN HALLER, Chief Executive Officer

At Southwest Gas, we are dedicated to fostering a culture of belonging where everyone is welcome to bring their authentic self to work each day and grow with us. Our mission is to enrich the lives of our employees and customers and our vision to be an exceptional employer and safe and sustainable energy provider of choice for our customers and the communities we serve. We understand the importance of diversity to our growth as an organization. We remain committed to fostering a diverse, equitable, and inclusive culture for talent acquisition and talent development. Our pledge is not to count our people but to make our people count.

I believe it is the responsibility of our company's leadership is to promote, support and drive diversity that enhances our company culture and boosts individual growth opportunities for our employees. This is also crucial to building inclusive and equitable workspaces for all Southwesters. The safety of our employees, and communities is paramount in everything we do; and while safety will always be a top priority, our vision for a sustainable future also includes a focus on workforce collaboration to engage employees and foster innovative ideas. When we feel valued, heard, and supported as individuals, this leads to a greater sense of safety and belonging.

I am proud of what we have accomplished and recognize our opportunity to continuously improve. I encourage you to join in and champion these efforts that align with our goals of exceeding expectations and making a positive and sustainable impact on our workforce and the communities we serve.



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# OUR COMMITMENT

## A MESSAGE FROM JUSTIN BROWN, President

For over 90 years, Southwest Gas has been an energy provider of choice, contributing to our local economies and enriching the communities where we live and work. Our Company has a demonstrated history of providing employment opportunities for and having a workforce reflective of the communities we serve.

Our Company has made notable progress on four DE&I commitments — transparency, evolving the talent pipeline, cultural training, and partnership development; and as we look to the future of Southwest Gas, our values and commitments speak to our pledge to continue focusing on investing in and developing our employees.

We stand committed to building a workplace culture that gives all our employees a sense of belonging, celebrates differences, and demonstrates our commitment to diversity, equity, and inclusion through action.

It is of utmost importance that we empower our leaders with the skills necessary to grow and nurture diverse teams, helping them demonstrate empathetic leadership, and celebrate the differences we encounter in the workplace each day. These skills will encourage diversity, equity, and inclusion in the workplace, keep our employees engaged, motivated, and make us all more successful.

I look forward to partnering with you as we continue to focus on championing diversity, building an inclusive culture, exceeding expectations, and doing our part to create a more equitable future for all Southwesterners!





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# COMPANY OVERVIEW

Southwest Gas Corporation (“Southwest Gas” or “Company”), a subsidiary of Southwest Gas Holdings Inc. founded in 1931, is a dynamic energy company committed to exceeding the expectations of our over two million customers throughout Arizona, California and Nevada by providing safe and reliable service while innovating sustainable energy solutions to fuel our communities’ growth.

## OUR MISSION

The Southwest Gas mission is to enrich the lives of customers and employees within the communities served by Southwest Gas by providing safe and reliable natural gas service.

## OUR VISION

Everything we do at Southwest Gas should lead to us being an exceptional employer, trusted partner and the energy provider of choice in the communities we serve.

## OUR PURPOSE

Southwest Gas delivers reliable, sustainable and affordable energy that provide life’s essentials and power businesses in in the communities we serve.

## OUR BRAND ATTRIBUTES

### Safety

We take the time to “do it right” and protect our communities and our employees. After all, our employees are family; we want them to come home to their families safely every day.

### Quality

We are committed to providing not just reliable service but a best-in-class customer experience. Just as above, quality is about doing things the right way, not the easy way, every time, on every job.

### Stewardship

As a responsible corporate citizen, we pledge to conduct our business ethically, to embrace diversity and inclusion and to promote environmental sustainability.

### Excellence

We strive for continuous improvement by investing in employee development, system integrity and technology and by always asking, “How can we do it better?”

### Partnership

We can accomplish much more by working together with customers, employees, contractors, regulators and community partners and promise to listen and do our part.

### Value

As the energy provider of choice throughout the communities we serve, our investments create long-term benefits and our disciplined business approach drives optimal results for both customers and financial stakeholders.

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# TALENT ACQUISITION

At Southwest Gas, we believe that our employees are our greatest asset, and we are committed to attracting and retaining the best talent for our team.

We are committed to hiring a diverse and inclusive workforce that reflects the communities we serve. We believe that diversity makes us stronger and enables us to better serve our customers with excellence.

Our Talent Acquisition program is designed to support our Company’s mission, vision, and values. We are focused on hiring employees who are dedicated to safety, quality, stewardship, excellence, partnership, and value and look for candidates who share that same commitment to a strong work ethic and willingness to exceed customer expectations.

We believe in investing in our employees’ development and professional growth to help you achieve your career goals and offer a competitive compensation and benefits package, as well as an inclusive, safety-focused, and positive work environment as part of our commitment to your success.

We are excited to welcome you to the Southwest Gas team!



*“In my current role, I’m that go-to for our reps. I help build their confidence. I like to help make their day as easy and fun as I can while being as helpful as possible to the customer. ... It’s helpful to remember that when I leave work or when I’m not on the phone, I’m a customer too.”*

**Jamila**  
**Lead Customer Specialist**  
**Las Vegas, NV**

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### DIVERSITY EDUCATION

- New hire orientation: Starting With Greatness
  - New Southwesters are introduced to foundational DE&I concepts
- Understanding Bias to Unleash Potential
  - New Southwesters will learn powerful principles to recognize and adjust their own biases
- Inclusive Leadership
  - Leaders of people are shown how to leverage inclusion and engagement to optimize their teams
- LinkedIn Learning
  - Curated learning modules to support DE&I and professional development

### DIVERSITY COUNCIL

- Assists DE&I team with strategy development and implementation companywide

### EMPLOYEE RESOURCE GROUPS

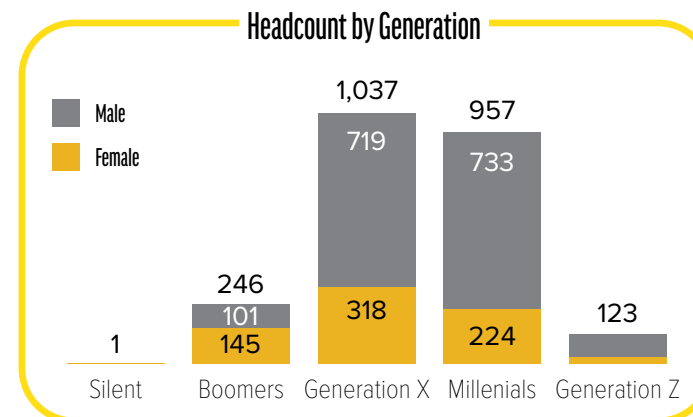
- African Americans and allies
- Multigenerational
- Women and allies

### COURAGEOUS CONVERSATIONS

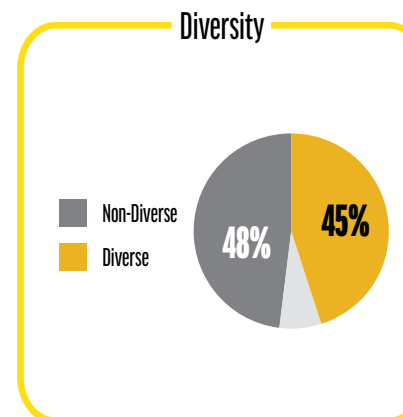
Conversations with senior leaders and guest speakers that focus on professional development and DE&I discussions

- Allyship
- Career pathing
- Compassion
- Skills development

## SOUTHWEST GAS: BY THE NUMBERS



Avg. Tenure  
**10.50**  
Years



**2,364**  
Employees



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Our vision is to evolve Diversity, Equity & Inclusion (DE&I) at Southwest Gas by implementing an innovative and collaborative strategy that:

- Infuses DE&I into every aspect of our organization and advances a culture of belonging, maximizing opportunities for our employees; and,
- Uplifts, partners with, and invests in the communities we serve.

1

### Workforce/ Workplace

- Lead the creation of a diverse, equitable and inclusive work environment
- Integrate DE&I into the full employee life cycle at Southwest Gas
- Engage employees and support their professional development through Employee Resource Groups (ERGs)

2

### Community Reinvestment

- Build relationships and influence public policy by investing in our local communities and diversity partners
- Evolve the public's perception of Southwest Gas as a reflection of the utilities industry and it's relationship with diverse populations

3

### Supplier Diversity

- Build and maintain strong relationships with a portfolio of diverse suppliers
- Identify, replicate and scale best practices across the Southwest Gas enterprise
- Grow the footprint of spend with diverse suppliers

4

### Thought Leadership

- Act as an ambassador of social justice, ushering in an era of comprehensive DE&I where Southwest Gas is viewed as a business leader
- Walk the talk, becoming more vocal and visible in living our values when participating as a member of the local, national and global community

*Every time I come to work I'm happy to be here. I'm proud of what I do. You know everybody's gonna be a 20-25-year employee when we're all said and done, and you know there's a lot of us that are going to be retiring together."*

**Erik**  
**Technical Instructor/GOSS**  
**Phoenix, AZ**



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In Closing

To more intentionally and effectively achieve our vision, we at Southwest Gas pledge to further DE&I via the following commitments:



### Data Transparency

- Share data regarding DE&I key performance indicators for enhanced transparency and engagement
- Create officer-level dashboards for ongoing visibility, tracking and action



### Talent Pipeline

- Expand talent acquisition strategies to diversify the candidate pool
- Ensure equity in employee growth and development programs



### Culture Training

- Provide professional development and training regarding unconscious bias, inclusive leadership and diverse hiring practices.



### External Partnerships

- Invest in the communities we serve by building relationships and increasing programmatic support for community organizations and diversity partners



*“I love working here at Southwest Gas because I have that interaction with people and I’m able to help them. That’s my happy place.”*

**Trina**  
**Lead Customer Specialist**  
**Phoenix, AZ**



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# COMMUNITY CONNECTION

We live and work in the communities we serve and are committed to making the places our customers, and employees call home stronger and more sustainable. Strengthening our communities is more than a philanthropic commitment, it is part of our culture.

Southwest Gas provides various opportunities for our employees to give back through employee giving and volunteerism. We are committed to leading positive change in all that we do, to exceed not only our customers and communities' expectations but also our employees' expectations.

## FUEL FOR LIFE

FUEL for LIFE is our employee giving program that provides the opportunity to support nonprofit organizations within our service territories through payroll deduction. Nonprofit organizations chosen to participate in the program are nominated by employees and voted on by a committee of their peers. Southwest Gas offers various incentives to encourage employee participation, including gifted vacation hours.

The program is set up so that 100% of employee contributions go directly to the charities of their choice. Since its inception, Southwest Gas employees have generously donated more than \$19.7 million to over 2,000 local charities.

## BLUE

Building Lives Up Everywhere (BLUE) is our employee volunteerism program whose mission is to foster a culture of service that inspires employees to give back to their communities and make a positive impact in the lives of others, and build stronger communities. Each of our Divisions and Districts, in conjunction with the BLUE committee, hosts volunteer events within their respective areas throughout the year, supporting various causes in the communities we serve.



# EMPLOYEE RESOURCE GROUPS

Employee resource groups (ERGs) are developed and led by employees and sponsored by senior business leaders (Executive Sponsors) who are responsible for supporting, developing and driving strategies that align with the business and deliver value to employees. They serve as groups where employees can collaborate and innovate to promote professional development, demonstrate and strengthen their understanding of diversity and promote inclusion, and support Southwest Gas in achieving business objectives. They are employee-formed groups that share common experiences in areas including, but not limited to, ethnic heritage, sexual orientation, gender identity, and abilities.

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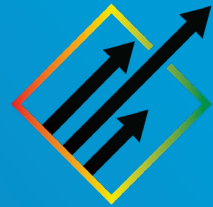
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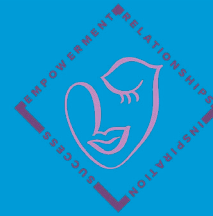
**ELEVATE**



**Tiffani Walker**

Chair  
African Americans & Allies

Executive Sponsor  
Julie Williams  
SVP and COO



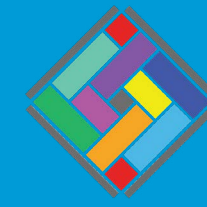
**RISE**



**Elyse Scheri**

Chair  
Women & Allies

Executive Sponsor  
Randy Gabe  
SVP and CAO



**SPECTRUM**



**Jake Gribble**

Chair  
Multigenerational

Executive Sponsor  
Frank Stanbrough  
VP Administration





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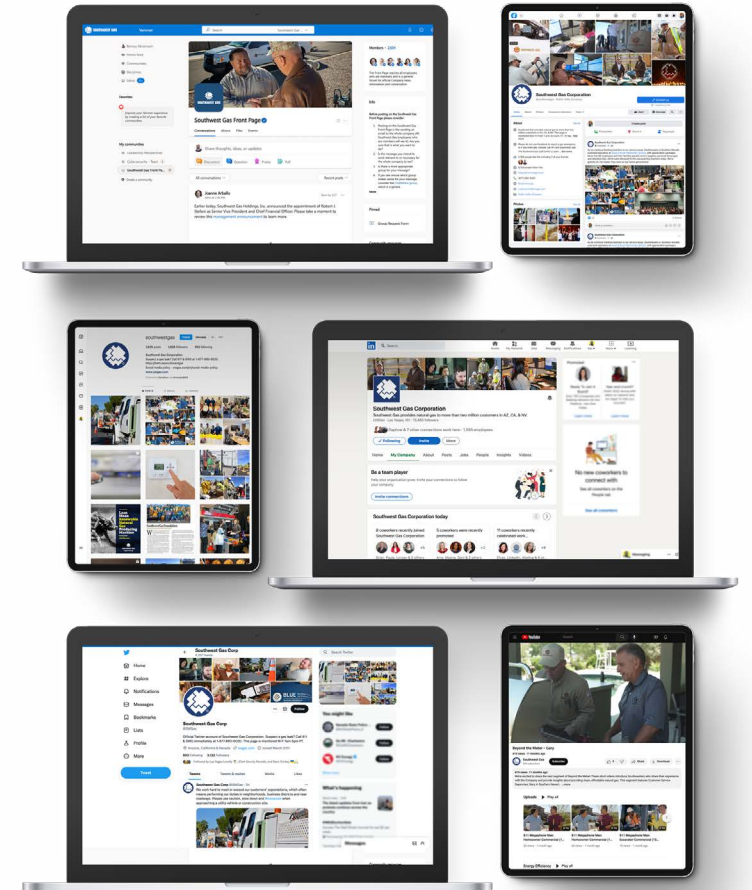


# CORPORATE COMMUNICATIONS

We're proud to share our Company and employees' contributions to our community on our public-facing social media sites including Facebook, Twitter, Instagram, LinkedIn and YouTube.

We encourage Southwesters to follow, share, like and comment to stay informed and help educate customers, family, friends and neighbors. These platforms are also a great tool for keeping customers informed during a crisis.

Internally, we encourage Southwesters to stay connected through Viva Engage, our internal, private social networking platform and on the Communications Hub for the latest news, information, and resources.



**Facebook:**  
[facebook.com/swgas](https://facebook.com/swgas)

**Instagram**  
[instagram.com/southwestgas](https://instagram.com/southwestgas)

**Twitter:**  
[twitter.com/SWGas](https://twitter.com/SWGas)

**LinkedIn:**  
[linkedin.com/southwest-gas-corporation](https://linkedin.com/southwest-gas-corporation)

**Youtube:**  
[youtube.com/Swgasliving](https://youtube.com/Swgasliving)





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# TALENT DEVELOPMENT

The Southwest Gas Talent Development team helps position employees for career development in alignment with the company's mission, vision, and values. We empower employees to identify goals and provide tools for them to develop the knowledge and skills necessary to achieve success.

We believe that growth opportunities support individuals, workforce collaboration, and create a greater sense of belonging. Championing our employees and encouraging professional development opportunities provide value to our employees and our Company, and in turn our customers and communities.

Our programs range from coaching to formal training, leadership development, succession planning, and more. We pride ourselves on offering education at every level of the organization:

1. Tuition Reimbursement Program: Eligible employees receive \$5,250 per calendar year for education expenses for college degree and certification programs.
2. LinkedIn Learning: This extensive self-paced learning catalog is available to all employees for skill-building and career development.
3. Training Programs: We offer a variety of in-person and hybrid programs for all levels of employees to develop leadership, communication, and emotional intelligence skills.

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*“...the culture at Southwest Gas is very unique. We believe in safety, quality, reliability. We live it and breathe it every day as employees, but we also take that home and we share it amongst our family members and community.”*

**Nancy**  
**Adm/Div Damage Prevention**  
**Carson City, NV**

*“Even after 10 years, I’m learning something new every day. From supporting energy efficiency and low-income programs to working on regulatory projects and rates, my job has really expanded in terms of what I deal with on a day-to-day basis. You have to know a little about everything when you work in Regulation & Energy Efficiency. That’s what I like most about it — it’s very broad in terms of who you’re working with and what you’re working on.”*

**Celine**  
**Manager, Regulation**  
**Las Vegas, NV**







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# EMPLOYEE BENEFITS

Southwest Gas is dedicated to creating a diverse, equitable, and inclusive work environment for all of our employees. As a Southwester, you'll have access to a comprehensive benefits package that supports your physical, mental, financial and social wellbeing.

Upon 30 days of service, you'll be eligible for our AETNA High Deductible Health Plan with Health Savings Account, which offers a large, nationwide network. You'll also have access to free healthcare help through Health Advocate, which can assist you with finding the right doctors, scheduling appointments, and resolving insurance claims. We also offer dental and vision plans through Delta Dental and EyeMed, respectively, both of which have nationwide networks and popular retailers. Additionally, we have a wellness program with rewards that can help you improve your overall physical well-being.

We offer a free Employee Assistance Program through Health Advocate that includes access to licensed professional counselors and support for work/life issues, as well as online resources (including mobile). We also offer free live 1:1 24/7 counseling through the TaskHuman app, vacation benefits to refresh and recharge, and flexible, hybrid work arrangements may be available to support your mental well-being.

Our relaxed "Dress for Your Day" dress code and 401(k) plan with a dollar for dollar match up to 7% of pay, extra 3% of pay each paycheck and Roth features available, all help in financial peace of mind.

Fuel for Life provides employees with opportunities to give back to their local communities. The program allows you to choose which organizations you want to support and we'll take care of the rest. Additionally, our Building Lives Up Everywhere (BLUE) program allows you to explore regional volunteer opportunities throughout the year on our internal website. Moreover, we arrange fun on-site regional events that give you chance to connect with your colleagues and make a difference in your community.

All of these benefits, from our health plans to our volunteer opportunities, demonstrate our commitment to creating a more equitable and inclusive workplace. At Southwest Gas, we want to ensure that all of our employees have the resources they need to take care of themselves and make a positive impact on their communities.

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### Physical Wellbeing

- Great Healthcare Benefits
- Wellness Program with Rewards

[CLICK to Learn More](#)

### Mental Wellbeing

- Free Employee Assistance Program
- Free Live 1:1 24/7 Coaching App

[CLICK to Learn More](#)

### Financial Wellbeing

- FREE Life and Disability Insurance
- Dollar for Dollar 401(k) Match PLUS 3%

[CLICK to Learn More](#)

### Social Wellbeing

- Employee Giving
- Volunteer Opportunities

[CLICK to Learn More](#)



Task Human is a groundbreaking program that revolutionizes the way we prioritize employee wellbeing at work. With Task Human, our dedicated team of wellbeing coaches is just a click away, ready to provide personalized support whenever it's needed.

Here's what our employees are saying:

*“Nancy was great and really listened to me. She had some great suggestions for me to try.”*

*“Amazing instructor. This was the most enjoyable and educating yoga session I have ever had.”*

*“Lyn is incredibly helpful and she helps me stay on track and motivated. Thx Lyn for being very awesome YOU!”*

*“I get a lot out of working with Tasana. She listens to my concerns and helps me find ways to modify both when I workout with her and at the gym. She's amazing!!”*

*“Lyn is amazing!!! I feel extremely empowered after our first session. I'm ready to start this weight loss journey and feel confident with her help, I will reach my goals. Thanks Lyn!”*

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