Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines’ Information Kit
Our commitment:
Ensuring your safety throughout the journey

We want you to feel safe along the whole journey. Your safety on ground, the airport and on board is our highest priority.

Travelling in times of coronavirus requires adjustments in the regular procedures. Therefore, we have taken measures in coordination with national health authorities and their current regulations to ensure that you can travel with us with peace of mind.

Today we would like to present some of the most important measures that have been introduced.

We the Lufthansa Group airlines are taking care of you.
Safety first:

Increased hygiene measures

**Extended crew hygiene requirements:** All flight attendants in direct contact with customers will also wear a mouth-nose cover and receive additional disinfectant & gloves

Additional **on-board hygiene services for passengers**
e.g. disinfectants in washrooms

**HEPA filter in aircrafts:** Air circulation system removes dust, bacterial contamination & viruses

**Surfaces in aircraft are always cleaned between flights:** If a highly infectious disease is suspected, special aircraft disinfection is mandatory
Creating physical distance:
On the ground

Physical distancing measures at all airport areas: Personnel, floor markings, retractable safety barriers, displays, announcements, and if applicable, sneeze guards

Modified security control process to reduce personal contact through security scanning / post-check

Contactless boarding & by groups: Passengers handle ticket / documents at Quick Boarding Gates and employees guide and manage boarding procedure

No bus boarding

All passengers are asked to wear a mouth-nose cover throughout their travel journey: At the airport, on the ground and on board.
Creating physical distance:

On board

- Simplified onboard services through consolidation of service touch points

- Temporary suspension of lounge service and inflight sales

- Due to the current low occupancy rate, seats will be allocated as far apart as possible throughout the cabin

All passengers are asked to wear a mouth-nose cover throughout their travel journey: At the airport, on the ground and on board.
Ongoing customer communication:
Delivering transparent information

Customer information: “Flying in times of Corona” via booking confirmation & check-in email

Ongoing information to travel agencies via our eXperts program

Customer information: “Flying in times of Corona” (incl. details on physical distance, intensified hygiene and rebooking possibilities) via social media & LH.com

We will inform you in advance by SMS or e-mail and on our websites to bring your own mouth-nose cover.
Behind the curtain:
Our plan to manage the current situation and lead through the crisis in a 3-step approach

Step 1: Crisis
• Operational ramp-down and grounding (OS/SN/EN)
• High commitment towards safety across entire customer journey
• Adjusted flight schedule for minimum connectivity
• Greater flexibility in booking and rebooking
• Customer centricity as a guiding principle
• Adjusting our offer to our customer’s needs

Step 2: Restart
• Structural preparation and ramp-up scenarios

Step 3: Post-Crisis
• New normal
Our flight schedule until 31 May 2020:
Ensuring a minimum connectivity

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<th>FRA</th>
<th>Amsterdam (AMS)</th>
<th>Helsinki (HEL)</th>
<th>Rome (FCO)</th>
<th>Brussels (BRU)</th>
<th>Tallinn (TLL)</th>
<th>Vilnius (VNO)</th>
<th>Vienna (VIE)</th>
<th>Copenhagen (CPH)</th>
<th>Munich (MUC)</th>
<th>Warsaw (WAW)</th>
<th>Zurich (ZRH)</th>
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<td>CONT</td>
<td>Cologne (CGN)</td>
<td>Düsseldorf (DUS)</td>
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For planned flights within the next few days, please see below link:
https://www.lufthansa.com/de/en/flight-information

For planned flights within the next few days, please see below link:
and https://www.flyedelweiss.com/EN/alerts/Pages/corona-planned-flights.aspx

For planned flights within the next few days, please see below link:

* pending gov. approval
** no passengers outbound LH772 until 31MAY
*** until 03 May only

Green destinations: As of 18 May
Greater flexibility for rebooking:
Your guide to Lufthansa Group airlines’ goodwill policies

If you hold a ticket for a cancelled or an existing Lufthansa Group flight, you can keep the ticket without having to commit to a new flight date right away. You can keep your ticket and rebook for a new travel date starting on 30 April 2021 for free. The itinerary can also be changed.

If your journey starts before 31 December 2020, you will even receive an additional reduction of 50 EUR for rebooking. You can obtain it in the form of a flight voucher via the airlines' websites.

Refunds are of course still possible. However, there might be delays due to the high volume of requests.
Our commitment:
We are contributing to keeping Europe’s infrastructure intact

- **60 additional weekly freight flights** to Germany & Europe with medical goods
- **50,000,000 masks** transported to Europe by Lufthansa Group airlines
- **4,500 meals per day** provided to 11 hospitals in Munich region by Lufthansa SkyChefs
- **25 special flights by Eurowings** to bring **harvest workers** to Germany to support 800 farms
- **Around 90,000 passengers repatriated** on almost 440 flights
- **Skilled employees** freed up as medical volunteers
At your service:
Your most important contacts at Lufthansa Group for corporates and travel agents

Visit one of our airline’s websites: lh.com, austrian.com, swiss.com, brusselsairlines.com and eurowings.com

All information at-a-glance for all our corporate business partners via businesspartnercircle.de

Our Service centers are working as efficiently as possible to provide you with the support you need

Our media newsroom provides regular updates on Lufthansa Group operations

Regular updates for travel agents about flight operations, rebooking options and goodwill policies on lufthansaexperts.com
We are here for you.
Thank you for placing your trust in us.

#WeAreInThisTogether
#WeAreLufthansaGroup