**LUFTHANSA GROUP**

**Sustainability 2019**
# FACT SHEET

# INTRO

The responsible and sustainable treatment of resources, the environment and society is a prerequisite for the long-term financial stability and attractiveness of the Lufthansa Group for its customers, employees, investors and partners.

With its measures and concepts, the Lufthansa Group aims to strengthen the positive effects of its business activities and further reduce the negative impacts in order to consolidate its position as a leading player in the airline industry, including in the area of corporate responsibility. You will find further information, the strategic direction and targets in the **non-financial declaration** of the annual report 2019.

↗ **investor-relations.lufthansagroup.com**

The **Executive Board has been extended to include a position responsible for Customer & Corporate Responsibility** since 1 January 2020. This will establish responsibility for environment, climate and society directly at the Executive Board level.

The Company has applied the **principles of the UN Global Compact** for sustainable and responsible corporate governance since 2002.

A **Supplier Code of Conduct** has supplemented the **Code of Conduct,** which has been binding for all corporate bodies, managers and employees since 2017.

The Lufthansa Group supports the **Sustainable Development Goals** (SDGs) of the Agenda 2030, as adopted by the UN member states in 2015 and is concentrating on the seven SDGs 4, 5, 8, 9, 12, 13 and 17 due to the impacts of its business model.

# At a glance

| PERSONNEL DATA | | 2019 | 2018 | Change |
|---|---|---|---|---|
| Number of employees (on December 31, respectively) | | 138,353 | 135,534 | + 2.1 % |
| of these, in Germany | | 73,552 | 72,716 | + 1.2 % |
| of these, outside Germany | | 64,801 | 62,818 | + 3.2 % |
| Staff costs | million € | 9,121 | 8,811 | + 3.5 % |
| Revenue/employee | € | 264,356 | 266,835 | − 0.9 % |
| Staff costs/revenue | percent | 25.0 | 24.6 | + 0.4 PP |
| Average age | years | 41.6 | 41.5 | + 0.1 years |
| Part-time ratio[1] | percent | 28.5 | 28.8 | − 0.3 PP |
| Part-time ratio, men | percent | 14.8 | 14.9 | − 0.1 PP |
| Part-time ratio, women | percent | 45.1 | 45.3 | − 0.2 PP |
| Share of women in management positions (worldwide) | percent | 16.9 | 15.9 | + 1.0 PP |
| Share of women in management positions (Germany) | percent | 18.2 | 17.7 | + 0.5 PP |

| ENVIRONMENTAL DATA[2, 3] | | 2019 | 2018 | Change |
|---|---|---|---|---|
| **Resource consumption** | | | | |
| Fuel consumption[8] | tonnes | 10,435,324 | 10,254,365 | + 1.77 % |
| Fuel consumption, specific, passenger transportation | l/100 pkm | 3.67 | 3.65 | + 0.60 % |
| Fuel consumption, specific, freight transportation | g/tkm | 213 | 213 | ± 0.00 % |
| **Emissions** | | | | |
| $CO_2$[8, 9] | tonnes | 32,871,272 | 32,301,249 | + 1.77 % |
| $CO_2$, specific, passenger transportation | kg/100 pkm | 9.22 | 9.19 | + 0.33 % |

| TRAFFIC DATA 2019 | | Fact Sheet[2, 3] | ± 2018 | Annual Report[6, 7] | ± 2018[6] |
|---|---|---|---|---|---|
| Flights[4] | | 1,106,780 | − 0.80 % | 1,177,315 | + 1 % |
| Passengers carried[5] | thousand | 136,129 | + 1.03 % | 145,190 | + 2 % |
| Seat kilometer offered, SKO | million pkm | 343,873 | + 2.89 % | 359,567 | + 3 % |
| Freight tonne kilometers offered, FTKO | million tkm | 16,389 | − 2.93 % | 17,378 | + 6 % |
| Passenger kilometers transported, PKT[5] | million pkm | 287,416 | + 3.59 % | 296,511 | + 4 % |
| Freight tonne kilometers transported (including third-party performance), FTKT | million tkm | 9,485 | − 6.26 % | 10,664 | − 2 % |

1 Scope: Group consolidation, without LSG Sky Chefs Spain, S.A.; LSG Sky Chefs Supply Chain Solutions, Inc.; Constance Food Group, Inc.; Sky Chefs, Inc.; Western Aire Chef, Inc.; SCIS Air Security Corporation; part-time including partial retirement (including blocks of free time). 2 For the reporting year 2019, the following companies have been included: Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luftfahrtgesellschaft Walter for Q1 only as sold on April 1, 2019), Brussels Airlines and Lufthansa Cargo. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties"). 3 Types of flights taken into account: all scheduled and charter flights (without ground traffic). 4 Segments (operational perspective); Annual Report: distance (customer perspective). One distance can include several segments, e. g. in the event of stops en route. 5 Based on all passengers on board. 6 Companies referred to as in 2, but including the services of third parties, as these contribute to the Group's results. 7 Previous year's figures have been adjusted according to the Annual Report 2019. 8 Actual fuel consumption/carbon dioxide emissions in tonnes from flight operations, based on all flight events under the respective operational flight number. Recorded are consumption/carbon dioxide emission values from gate-to-gate, i. e. including taxiing on the ground, holding patterns and detours in the air. 9 Minor deviations from the non-financial declaration 2019 due to a system adaptation at Brussels Airlines.

# Environmental Data

### FUEL CONSUMPTION [1,2] 2019

in tonnes

**10,435,324**

| Year | | |
|---|---|---|
| 2019 | | |
| 2018 | | 10,254,365 |
| 2017 | | 9,618,095 |
| 2016 | | 9,055,550 |
| 2015 | | 8,947,766 |

### SPECIFIC FUEL CONSUMPTION OF PASSENGER TRANSPORTATION IN COMPARISON [1,6] 2019

in liter/100 pkm

|  | 2019 | 2018 | Change in % |
|---|---|---|---|
| **Group fleet** | **3.67** | **3.65** | **+ 0.6** |
| Lufthansa | 3.74 | 3.76 | − 0.5 |
| SWISS | 3.26 | 3.15 | + 3.5 |
| Austrian Airlines | 3.80 | 3.79 | + 0.3 |
| Eurowings | 4.11 | 4.00 | + 2.8 |
| Brussels Airlines | 3.48 | 3.43 | + 1.5 |

### FUEL DUMPS [2] 2019

|  | 2019 | ± 2018 |
|---|---|---|
| **Total events** | 24 | − 2 |
| thereof medical reasons | 11 | + 1 |
| technical reasons | 11 | − 2 |
| other reasons | 2 | − 1 |
| **Quantity [3]** | 728.8t | − 11 % |

### FUEL CONSUMPTION [1] 2019

in tonnes

|  | Passengers | Freight | Total | Share |
|---|---|---|---|---|
| **Scheduled flights [2]** | | | | |
| Lufthansa | 5,061,135 | 1,480,319 | 6,541,454 | 60.4 % |
| SWISS | 1,370,141 | 383,669 | 1,753,810 | 16.2 % |
| Austrian Airlines | 698,194 | 82,778 | 780,972 | 7.2 % |
| Eurowings | 722,938 | 1,821 | 724,759 | 6.7 % |
| Brussels Airlines | 562,439 | 71,889 | 634,328 | 5.9 % |
| | | | 10,435,324 | 96.3 % |
| Third parties [4] | 343,239 | 22,735 | 365,974 | 3.4 % |
| **Other flights [5]** | | | 31,602 | 0.3 % |
| **Total all flights** | | | **10,832,900** | **100.0 %** |

### EMISSIONS [2,10] 2019

in tonnes

|  | Passengers | ± 2018 | Freight [8] | ± 2018 | Total [9] | ± 2018 |
|---|---|---|---|---|---|---|
| $CO_2$ | 26,506,143 | + 3.9 % | 6,365,129 | − 6.3 % | 32,871,272 | + 1.8 % |

### SHARE OF THIRD PARTIES [4,7] 2019

| | |
|---|---|
| Flights | 6.0 % |
| Passengers | 4.8 % |
| Tonne kilometers transported, TKT (tkm) | 1.2 % |
| Fuel consumption (tonnes) | 3.4 % |
| $CO_2$ (tonnes) | 3.4 % |

**1** Actual fuel consumption in tonnes from flight operations, based on all flight events under the respective operational flight number. Recorded are consumption values from gate-to-gate, i. e. including taxiing on the ground, holding patterns and detours in the air. **2** For the reporting year 2019, the following companies have been included: Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luftfahrtgesellschaft Walter for Q1 only as sold on April 1, 2019), Brussels Airlines and Lufthansa Cargo. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties"). **3** In part projections. **4** Airlines outside the scope of consolidation of Balance, but operating services on behalf of Lufthansa, for example in the event of capacity bottlenecks. **5** Ferry flights, special flights, training flights, test flights, aborted flights. **6** For the reporting year 2019, the following companies have been included: Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luftfahrtgesellschaft Walter for Q1 only as sold on April 1, 2019) and Brussels Airlines, adjusted for fuel share from freight transportation. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties"). **7** Exclusive road feeder services and partial capacity chartered by Lufthansa Cargo, as no fuel consumption and emissions values are available for this performance. **8** Based on freight tonne kilometers (FTKT), transported on both cargo and passenger aircraft. **9** Minor deviations from the non-financial declaration 2019 due to a system adaptation at Brussels Airlines. **10** Absolute carbon dioxide emissions in tonnes from flight operations (all scheduled and charter flights). Recorded are carbon dioxide emissions values from gate-to-gate, i. e. including taxiing on the ground, holding patterns and detours in the air.
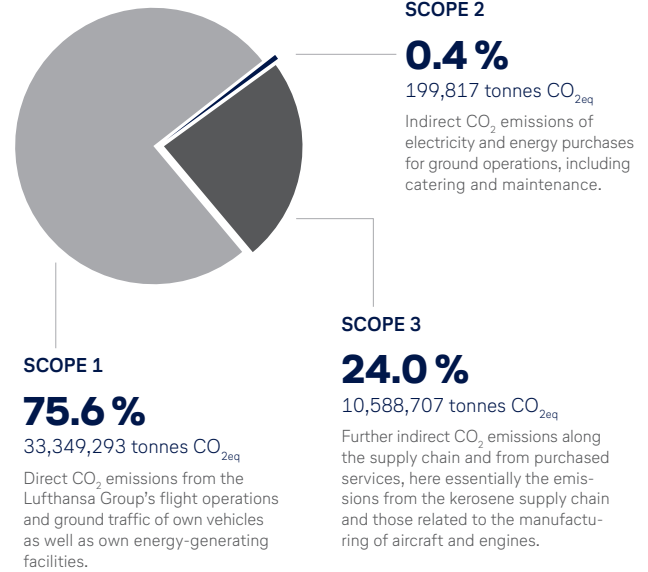
# Environmental Data

## DIRECT AND INDIRECT $CO_2$ EMISSIONS OF THE LUFTHANSA GROUP IN COMPARISON [1]

in tonnes $CO_{2eq}$

|  | 2019 | 2018 | 2017 |
|---|---|---|---|
| Scope 1 | 33,349,293 **75.6 %** | 32,790,778 **74.4 %** | 28,949,145 **72.6 %** |
| Scope 2 | 199,817 **0.4 %** | 194,059 **0.4 %** | 256,232 **0.6 %** |
| Scope 3 | 10,588,707 **24.0 %** | 11,089,327 **25.2 %** | 10,678,859 **26.8 %** |

## DIRECT AND INDIRECT $CO_2$ EMISSIONS OF THE LUFTHANSA GROUP 2019

### SCOPE 2
**0.4 %**
199,817 tonnes $CO_{2eq}$
Indirect $CO_2$ emissions of electricity and energy purchases for ground operations, including catering and maintenance.

### SCOPE 1
**75.6 %**
33,349,293 tonnes $CO_{2eq}$
Direct $CO_2$ emissions from the Lufthansa Group's flight operations and ground traffic of own vehicles as well as own energy-generating facilities.

### SCOPE 3
**24.0 %**
10,588,707 tonnes $CO_{2eq}$
Further indirect $CO_2$ emissions along the supply chain and from purchased services, here essentially the emissions from the kerosene supply chain and those related to the manufacturing of aircraft and engines.

## PASSENGER TRANSPORTATION [4] 2019

$CO_2$ emissions

in kilogram/100 Passenger kilometers (kg/100 pkm)  **9.22**

| | |
|---|---|
| 2019 | |
| 2018 | 9.19 |
| 2017 | 9.27 |
| 2016 | 9.71 |
| 2015 | 9.69 |
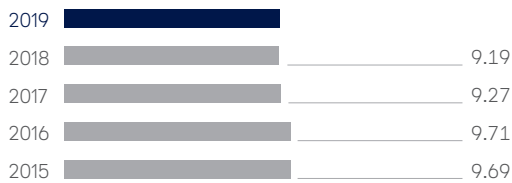
## FREIGHT TRANSPORTATION [2, 3] 2019

$CO_2$ emissions

in kilogram/tonne kilometers (kg/tkm)  **0.67**

| | |
|---|---|
| 2019 | |
| 2018 | 0.67 |
| 2017 | 0.68 |
| 2016 | 0.70 |
| 2015 | 0.71 |
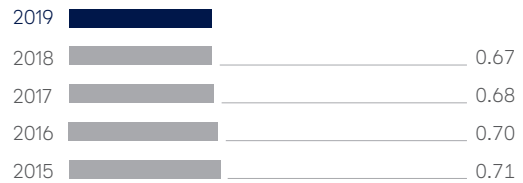
1 Scope 1 audited with the result High Assurance; Scope 2 and 3 audited with the result Limited Assurance (see page 7). 2 For the reporting year 2019, the following companies have been included: Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luft-fahrtgesellschaft Walter for Q1 only as sold on April 1, 2019), Brussels Airlines and Lufthansa Cargo. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties"). 3 Based on freight tonne kilometers (FTKT), transported on both cargo and passenger aircraft. 4 For the reporting year 2019, the following companies have been included: Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luftfahrtgesellschaft Walter for Q1 only as sold on April 1, 2019) and Brussels Airlines, adjusted for fuel share from freight transportation. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties").

# Environmental Data

## SPECIFIC FUEL CONSUMPTION AND SPECIFIC $CO_2$ EMISSIONS OF THE LUFTHANSA GROUP[1] 2019

🌢 Values for specific fuel consumption in liters per 100 passenger kilometers (l/100 pkm)

☁ Values for specific $CO_2$ emissions in kilograms per 100 passenger kilometers (kg/100 pkm)
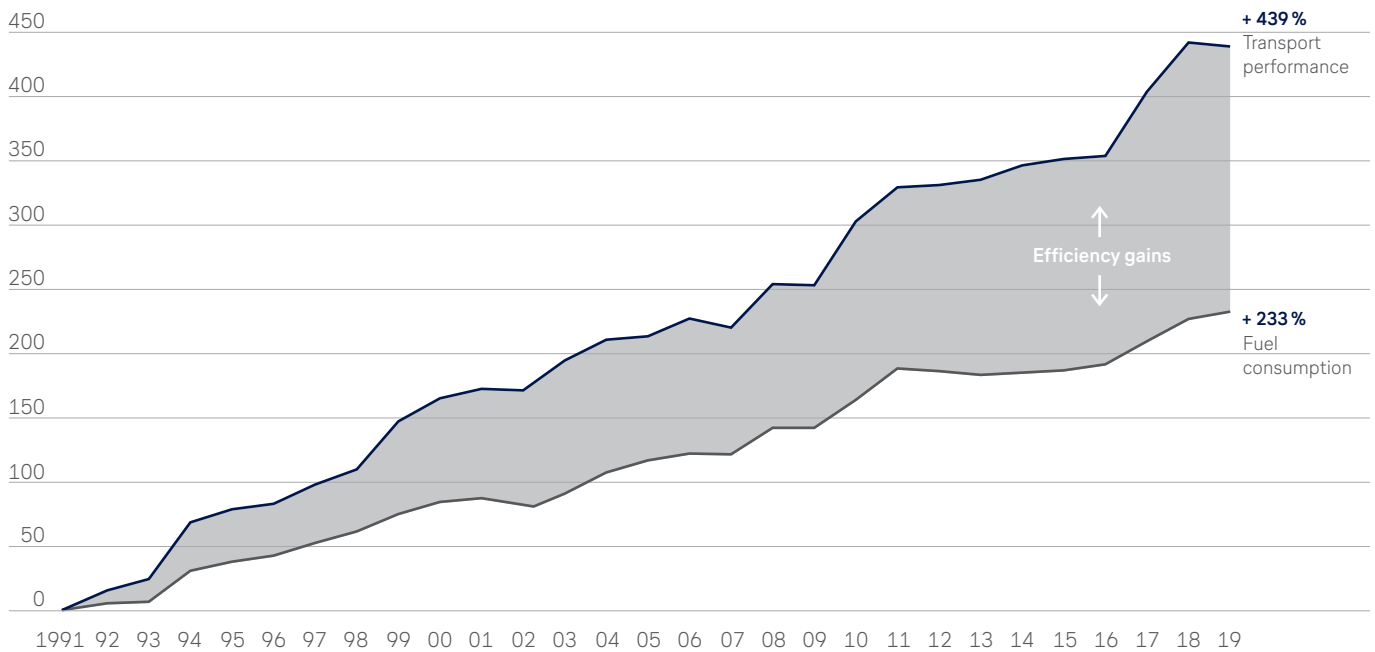
|  | Total | Long- | Medium- | Short-haul |
|---|---|---|---|---|
| 🌢 | **3.67** | 3.34 | 3.59 | 5.90 |
| ☁ | **9.22** | 8.39 | 9.04 | 14.86 |

## SHARE OF FUEL CONSUMPTION BY TRAFFIC AREAS[1] 2019

Long-haul 59 %   Medium-haul 24 %   Short-haul 17 %
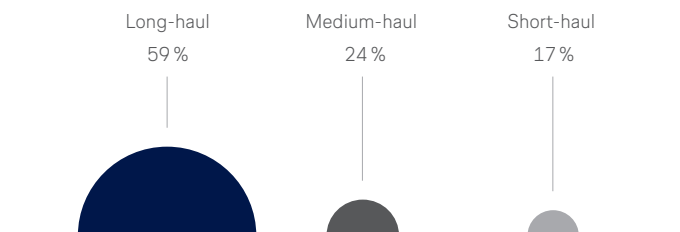
## DECOUPLING OF TRANSPORT PERFORMANCE AND FUEL CONSUMPTION[2] SINCE 1991

Changes compared to 1991 in percent, values for the fleet of the Lufthansa Group



+ 439 % Transport performance

Efficiency gains

+ 233 % Fuel consumption

450 400 350 300 250 200 150 100 50 0

1991 92 93 94 95 96 97 98 99 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19

1 Definitions of traffic areas: Long-haul more than 3,000 km; Medium-haul 800 to 3,000 km; Short-haul under 800 km. 2 All scheduled and charter flights operated by Lufthansa (including Lufthansa CityLine and Air Dolomiti), SWISS (including Edelweiss Air), Austrian Airlines, Eurowings (including Germanwings and Luftfahrtgesellschaft Walter for Q1 only as sold on April 1, 2019), Brussels Airlines and Lufthansa Cargo. Excluding the service of third parties, as the Company only has a limited influence on their performance (see table "Share of third parties").

# CALCULATION METHOD OF ABSOLUTE AND SPECIFIC CONSUMPTIONS AND EMISSIONS

**Kerosene absolute**

The kerosene consumption is determined based on actual flight operations, i.e. taking into account the actual load factor and routing according to the gate-to-gate principle. This means that all flight phases are included – from taxiing on the ground to detours and holding patterns in the air.

**Emissions absolute**

The calculation of absolute emissions from flight operations is based on the actual transport service provided and thus on the actual load factor and the actual absolute consumption of kerosene in the year under review. The transport performance is measured in tonne-kilometers. For passengers and their baggage, the standard is set to an average of 100 kilograms whereas, for cargo, the actual weight is used.

$CO_2$ emissions do not require any special aircraft-specific measures as the fuel consumption is calculated at a fixed ratio to the amount of kerosene burned. One ton of kerosene used produces 3.15 tonnes of $CO_2$.

**Specific consumption and emissions**

The calculation of specific consumption and emissions puts the absolute values in relation to the transport performance. For example, the key figure liters per 100 passenger kilometers (l/100 pkm) is calculated on the basis of the actual kilometers flown and the actual amount of kerosene consumed. The distances used as a basis refer to the Great Circle Distance. For combined operations of freight and passenger transport on one aircraft, the allocation of fuel consumption to determine passenger- or freight-specific values is based on their share of the total payload. The DIN EN 16258 standard has provided guidelines for the standardized calculation of greenhouse gas emissions for transport processes since 2013. The Lufthansa Group adheres to this guideline with regard to the allocation of payloads. At the same time, the International Air Transport Association (IATA) has developed its own calculation proposal, which deals with the division of fuel consumption between cargo and passengers and allocates a higher proportion of fuel consumption to passengers due to the passenger-specific infrastructure. Although this method does not affect the overall efficiency of a flight, but it does change the allocation between passenger and cargo. We would welcome a unified, internationally harmonized and accepted allocation method.

# Verification Statement Scope 1–3

## MÜLLER-BBM
### CERT GMBH

Müller-BBM Cert GmbH, accredited verification body DAkkS D-VS-18709-01-01, accredited and approved for the field of aviation activities, confirms that data in the Figure "Direct and indirect $CO_2$ emissions of the Lufthansa Group 2019" on page 5 of the fact sheet Sustainability in 2019, the

## LUFTHANSA GROUP

### Deutsche Lufthansa AG and affiliates*

under the verification standards

- *EU Emissions Trading Scheme (EU ETS) Directive and EU ETS related national implementation laws*
- *Airport Carbon Accreditation programme (ACA) of Airport Council International*

are verified with following uncertainties.

| | | |
|---|---|---|
| Scope 1 | 33.349.293 t $CO_{2eq}$ | (high assurance) |
| Scope 2 (market based) | 199.817 t $CO_{2eq}$ | (limited assurance) |
| Scope 3 | 10.588.707 t $CO_{2eq}$ | (limited assurance) |

Planegg, April 29th, 2020

Müller-BBM Cert GmbH

* Scope of application from organizations at CDP-report 2020:
Deutsche Lufthansa AG, Lufthansa Cargo AG, Lufthansa Technik AG, Lufthansa CityLine GmbH, Swiss International Air Lines AG, Edelweiss Air AG, Brussels Airlines SA/NV, Austrian Airlines AG, Air Dolomiti S.p.A. Linee Aeree Regionali Europee, Germanwings GmbH, Eurowings Aviation GmbH, Eurowings Europe GmbH, Luftfahrtgesellschaft Walter mbH, LSG Lufthansa Service Holding AG, Lufthansa AirPlus Servicekarten GmbH, Lufthansa Global Business Services GmbH, Lufthansa Seeheim GmbH, Miles & More GmbH, Lufthansa Process Management GmbH, Lufthansa Systems GmbH & Co.KG, Lufthansa Industry Solutions GmbH & Co.KG, Lufthansa Aviation Training GmbH, LZ-Catering GmbH, Lufthansa Global Tele Sales GmbH.

## MBBM
MÜLLER·BBM GRUPPE

# Personnel Data

## EMPLOYEES IN TOTAL
Lufthansa Group, employees
**as of December 31, respectively**

**138,353**

| Year | Value |
|------|-------|
| 2019 | |
| 2018 | 135,534 |
| 2017 | 129,424 |
| 2016 | 124,306 |
| 2015 | 120,652 |
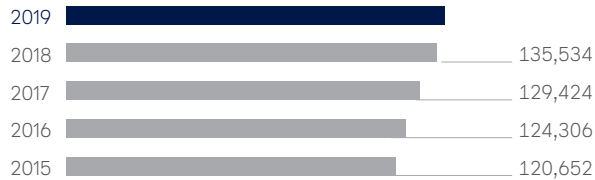
## JOBS THROUGHOUT THE WORLD[3]

Lufthansa Group, employees **as of December 31, 2019**

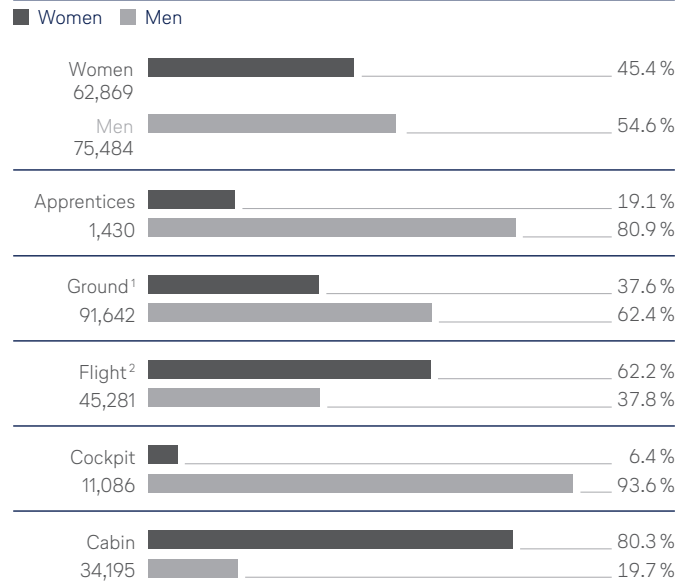| Location | Employees |
|----------|-----------|
| **Total Group[4]** | **138,353** |
| Frankfurt/Main | 39,114 |
| Hamburg | 11,087 |
| Munich | 14,185 |
| Cologne | 2,197 |
| Berlin | 1,370 |
| Rest of Germany | 5,599 |
| **Total of Germany** | **73,552** |
| Rest of Europe | 14,046 |
| thereof Vienna | 6,645 |
| thereof Zurich | 9,579 |
| Africa/Middle East | 2,453 |
| North/Central America | 19,482 |
| South America | 3,287 |
| Asia/Pacific | 9,309 |
| **Total outside Germany** | **48,577** |
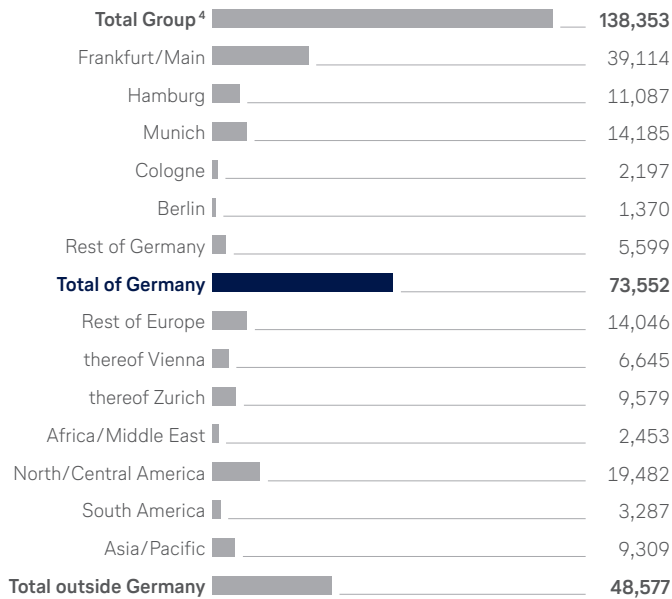
## NUMBER OF EMPLOYEES BY PROFESSIONAL GROUP AND GENDER

Lufthansa Group, employees **as of December 31, 2019**

■ Women  ■ Men

| Group | Percentage |
|-------|------------|
| Women 62,869 | 45.4 % |
| Men 75,484 | 54.6 % |
| Apprentices 1,430 | 19.1 % (Women) / 80.9 % (Men) |
| Ground[1] 91,642 | 37.6 % (Women) / 62.4 % (Men) |
| Flight[2] 45,281 | 62.2 % (Women) / 37.8 % (Men) |
| Cockpit 11,086 | 6.4 % (Women) / 93.6 % (Men) |
| Cabin 34,195 | 80.3 % (Women) / 19.7 % (Men) |

## DISTRIBUTION OF EMPLOYEES

Lufthansa Group, employees
**as of December 31, respectively**

| | 2019 | 2018 | Change |
|---|------|------|--------|
| **Group employees** | **138,353** | **135,534** | **+ 2.1 %** |
| thereof Network Airlines | 52,741 | 51,778 | + 1.9 % |
| thereof Eurowings | 8,809 | 9,255 | − 4.8 % |
| thereof Logistics | 4,539 | 4,505 | + 0.8 % |
| thereof MRO[5] | 26,650 | 24,594 | + 8.4 % |
| thereof Catering | 35,679 | 35,512 | + 0.5 % |
| thereof Additional Business and Group Functions[5] | 9,935 | 9,890 | + 0.5 % |

**1** Without apprentices. **2** Consists of cockpit and cabin. **3** Scope: Group consolidation, without LSG Sky Chefs Spain, S.A.; LSG Sky Chefs Supply Chain Solutions, Inc.; Constance Food Group, Inc.; Sky Chefs, Inc.; West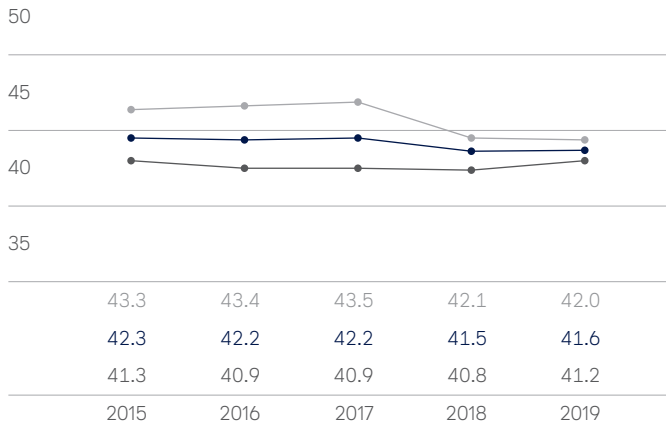ern Aire Chef, Inc.; SCIS Air Security Corporation. **4** Scope: Group consolidation. **5** Previous year's figures have been adjusted according to the Annual Report 2019.

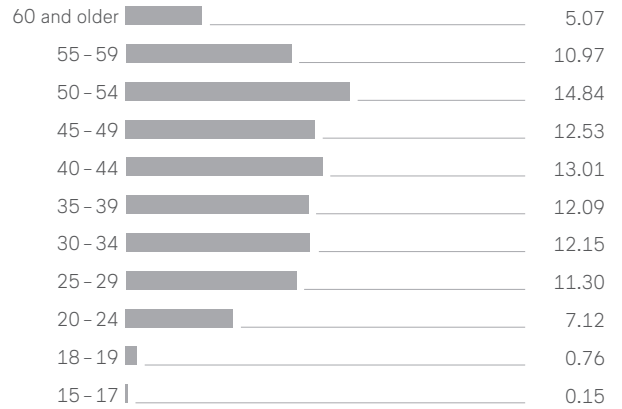# Personnel Data

## AVERAGE EMPLOYEE AGE [1]

Lufthansa Group, in years **as of December 31, respectively**

■ Men ■ Total ■ Women

| | 2015 | 2016 | 2017 | 2018 | 2019 |
|---|---|---|---|---|---|
| Men | 43.3 | 43.4 | 43.5 | 42.1 | 42.0 |
| Total | 42.3 | 42.2 | 42.2 | 41.5 | 41.6 |
| Women | 41.3 | 40.9 | 40.9 | 40.8 | 41.2 |

## AGE STRUCTURE [1]

Lufthansa Group, in percent **as of December 31, 2019**

| | |
|---|---|
| 60 and older | 5.07 |
| 55 – 59 | 10.97 |
| 50 – 54 | 14.84 |
| 45 – 49 | 12.53 |
| 40 – 44 | 13.01 |
| 35 – 39 | 12.09 |
| 30 – 34 | 12.15 |
| 25 – 29 | 11.30 |
| 20 – 24 | 7.12 |
| 18 – 19 | 0.76 |
| 15 – 17 | 0.15 |

## SHARE OF WOMEN IN MANAGEMENT POSITIONS (WORLDWIDE) [1,2]

Lufthansa Group, in percent **as of December 31, respectively**

| 2015 | 2016 | 2017 | 2018 | 2019 |
|---|---|---|---|---|
| 14.9 | 15.6 | 15.1 | 15.9 | 16.9 |
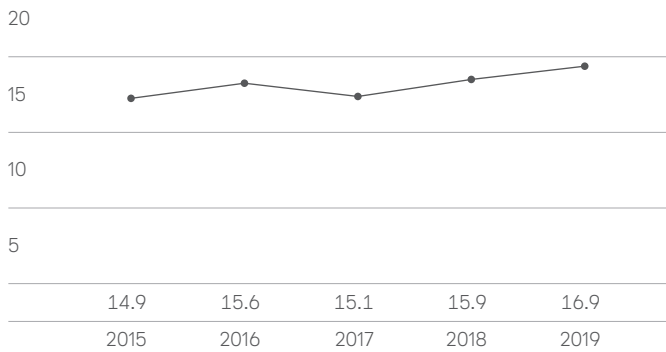
## SHARE OF WOMEN WITH STAFF RESPONSIBILITY (WORLDWIDE) [1,3]

Lufthansa Group, in percent **as of December 31, respectively**
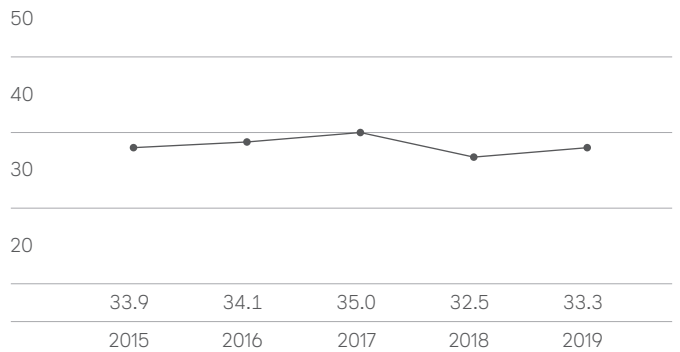
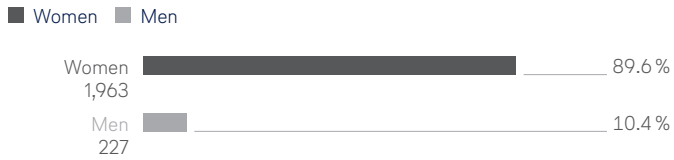| 2015 | 2016 | 2017 | 2018 | 2019 |
|---|---|---|---|---|
| 33.9 | 34.1 | 35.0 | 32.5 | 33.3 |

**1** Scope: Group consolidation, without LSG Sky Chefs Spain, S.A.; LSG Sky Chefs Supply Chain Solutions, Inc.; Constance Food Group, Inc.; Sky Chefs, Inc.; Western Aire Chef, Inc.; SCIS Air Security Corporation. **2** Leadership Circle (Employees with Senior Manager / Executive contracts). **3** Group / Team leaders below Leadership Circle level.

# Personnel Data

### EMPLOYEES ON PARENTAL LEAVE (GERMANY)[1]

Lufthansa Group, employees as of December 31, 2019

■ Women ■ Men

| | | |
|---|---|---|
| Women 1,963 | | 89.6 % |
| Men 227 | | 10.4 % |

### EMPLOYEES ON PARENTAL LEAVE (OUTSIDE GERMANY)[1]

Lufthansa Group, employees as of December 31, 2019

■ Women ■ Men

| | | |
|---|---|---|
| Women 1,027 | | 72.7 % |
| Men 385 | | 27.3 % |

### PART-TIME EMPLOYMENT[1,2]

Lufthansa Group, in percent as of December 31, respectively

■ Women ■ Total ■ Men

| 55 | | | | | |
|---|---|---|---|---|---|
| 45 | | | | | |
| 35 | | | | | |
| 25 | | | | | |
| 15 | | | | | |
| | 45.7 | 43.4 | 45.3 | 45.3 | 45.1 |
| | 28.8 | 27.4 | 28.6 | 28.8 | 28.5 |
| | 14.9 | 14.0 | 14.4 | 14.9 | 14.8 |
| | 2015 | 2016 | 2017 | 2018 | 2019 |

[1] Scope: Group consolidation, without LSG Sky Chefs Spain, S.A.; LSG Sky Chefs Supply Chain Solutions, Inc.; Constance Food Group, Inc.; Sky Chefs, Inc.; Western Aire Chef, Inc.; SCIS Air Security Corporation. [2] Part-time including partial retirement (including blocks of free time).

# More Highlights in 2019

## RATINGS

- **CDP:** Climate-Scoring-Result "B"
- Part of **MSCI Global Sustainability Index** with "BBB"
- Registered in **Sustainalytics/FTSE4Good**
- "Prime"-status at **ISS-oekom Corporate Rating** with "C+"
- **RobecoSam** with above-average 55 points
- "Silver Status" by **EcoVadis** confirmed again

## ENVIRONMENTAL CONCERNS

- Continuous investment in modern, particularly fuel-efficient aircraft and engine technologies – in 2019, the Lufthansa Group took delivery of **27 new aircraft** that emit **up to 25 % less emission** than comparable aircraft types
- Participation in research and the use of **alternative fuels,** e. g. signing a declaration of intent with the **Heide refinery** to purchase environmentally-friendly, synthetic kerosene and a **declaration of support for the PtX initiative,** together with the State of Brandenburg and a number of leading companies and research institutes
- **21 fuel-saving projects under way** in 2019 leading to an **avoidance of 24.5 thousand tonnes $CO_2$ emissions** and a saving of 9.7 million liters kerosene
- All $CO_2$ emissions caused by **employees' business flights have been offset**
- Extended compensation offer for customers using the platform **"Compensaid"** implemented – a voluntary carbon offsetting by making a donation either through the purchase of Sustainable Aviation Fuel or from other selectable climate projects
- A total of over **181 thousand tonnes of $CO_2$ were offset** in 2019 – almost 151 thousand tonnes of these directly by the Lufthansa Group.
- Timely shift to renewable electricity and ensuring **carbon-neutral mobility on the ground** by 2030 at all Lufthansa Group locations in Germany, Austria and Switzerland has been **determined as a measure**
- **99.6 %** of the operational Group fleet **meet or exceed** the ten decibel criterion set by the **ICAO Chapter 4 standard**
- Almost **6 tonnes of new plastic saved** by using 100 % recycled PET water bottles at Eurowings

## CUSTOMERS

- The **punctuality** of the Lufthansa Group airlines increased from **71 % to 76 %** (annual average)
- **Net Promoter Score of 57** for the Network Airlines attests to a high customer satisfaction
- **241** short- and medium-haul aircrafts are equipped with **broadband network**

## EMPLOYEES

- Good **Engagement Index of 2.2** was reported and is now once more on a par with similar companies in Germany
- **Health Index** remained on a par with the previous year at **2.3**
- All Lufthansa Group employees have **access to more than 17,000 innovative learning offers** from LinkedIn Learning via an in-house learning platform that supplements the existing training offers
- **500 Lufthansa Cabin Crew members** earned the professional qualification of the **new occupational profile "Service Manager Professional"** in 2019 – another 1,000 are currently in training
- **Cloud-based office software** was **successfully rolled out for 45,000 Lufthansa Group administrative staff** which supports the main building blocks of mobility and flexibility of future working environment

## SOCIAL CONCERNS

- Extension of engagement by four new collaborative projects in the **domestic market Germany**
- Establishment of **help alliance Americas** as a subsidiary of Lufthansa Group's non-profit aid organization help alliance
- The help alliance was responsible for **43 aid projects** with a total project volume of EUR 2.8m – 81 % of the donations were used for **educational projects**
- Approximately **23,500 disadvantaged people** around the world received help

# Glossary

### Freight performance (FTKO/FTKT)

Airlines distinguish between freight performance offered (FTKO, freight tonne kilometers offered) and its sold freight performance (FTKT, freight tonne kilometers transported). See also "Tonne kilometers".

### Fuel Dump

Dumping of fuel in flight due to emergency situations to reduce a long-haul aircraft's weight to the maximum permissible landing weight before unscheduled landings (e.g. in the event of technical problems or serious passenger illness). Special air space is assigned to the aircraft, if possible above uninhabited or thinly populated areas. Fuel is usually dumped at altitudes of 4 to 8 kilometers. A minimum altitude of 1,800 meters and a minimum speed of 500 km/h are required. The aircraft may not fly a fully closed circle. The dumped kerosene is released from outlet valves and forms a fine mist behind the aircraft. So far, no contamination has been detected in plant or soil samples after fuel dumps.

### Great-circle distance

The shortest distance between two points on the Earth's surface, measured in kilometers (great circle kilometers) or nautical miles. The center of a great circle is the center of the Earth.

### Passenger kilometer (PKO/PKT)

Measure for transport performance in passenger carriage (number of passengers multiplied by distance flown). A distinction is made between available transport performance (PKO, passenger kilometers offered, or, synonymously, SKO, seat kilometers offered) and actual transport performance (PKT, passenger kilometers transported).

### Seat kilometer

Measure of the transport capacity available (SKO, seat kilometers offered).

### Tonne kilometer (TKT/TKO)

Measure of transport performance (payload multiplied by distance). A distinction is made between available transport performance (TKO, tonne kilometers offered) and the actual transport performance (TKT, tonne kilometers transported). In calculating payloads, passengers are taken into account by means of a statistical average weight.

# Editorial information

# Contact

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Claudia Hügel
+49 69 696 54050
Deutsche Lufthansa AG
ESG-Reporting
Lufthansa Aviation Center
Airportring
D-60546 Frankfurt/Main
claudia.huegel@dlh.de

You will find further information on sustainability within
the Lufthansa Group at:
↗ **lufthansagroup.com/responsibility**

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declaration at:
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