



LUFTHANSA GROUP



SUPPLIER MANUAL

Quality. Innovation. Safety. Reliability.

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A CORPORATE PORTRAIT/ INTRODUCTION



Welcome to the manual for Lufthansa suppliers.
After a personal **introduction** by our Chief Procurement Officer, Angela Qu, who is responsible for group-wide Procurement, we will introduce you to **Lufthansa Group** so you can get an idea for which Group segment this manual applies.

A.1 Introduction: Welcome on Board

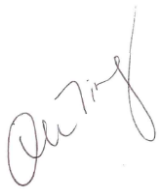
With the ever-changing demands of the aviation market, Lufthansa Group strives for a leading market position by providing the best products and services to satisfy our customers. Thus, procurement teams in Lufthansa Group seek capable partners who can help us to boost the Group's growth, become key enablers of value chain creation, and support us through challenging times. Having supplier innovation, sustainability and cost effectiveness at the top of our agenda, we emphasize involving our suppliers in creating alternative solutions, and providing more benefits to the business by enhanced collaboration with internal stakeholders.

The current crisis acts as a catalyzer that provides an opportunity to evaluate the needs of our company and transform into a more aligned and performance-driven procurement team. Moving forward, we aim for a sustainable partnership along the entire supply chain through transparency, adaptability, and strong collaboration.

In this respect, this manual contributes to enhancing the collaboration between you as our supplier and the Lufthansa Group. Our manual offers a wide-ranging and comprehensive source of information for all transactions that can take place between the Lufthansa Group and our partners in everyday business.

Should you have further questions, suggestions, or innovative ideas that could lead to a long-term and successful business partnership, please feel free to reach out to my team so that we can build upon our competences and knowledge collaboratively.

Welcome on board.



Angela Qu



Angela Qu
Senior Vice President, Chief
Procurement Officer

A.2 Lufthansa Group

The Lufthansa Group is an aviation group with operations worldwide. With 110,065 employees, the Lufthansa Group generated revenue of EUR 13,589m in the financial year 2020. The Lufthansa Group is composed of the segments Network Airlines, Eurowings and Aviation Services. Aviation Services comprises the segments Logistics, MRO, Catering and Additional Businesses and Group Functions. The latter also include Lufthansa AirPlus, Lufthansa Aviation Training and the IT companies. All segments occupy a leading position in their respective markets.

The Network Airlines segment comprises Lufthansa German Airlines, SWISS, Austrian Airlines and Brussels Airlines. With their multi-hub strategy, the Network Airlines offer their customers a premium, high-quality product and service, and a comprehensive route network combined with the highest level of travel flexibility.

Eurowings provides an innovative and competitive offering for price-sensitive and service-oriented customers in the growing European direct traffic segment.

In addition to Lufthansa Cargo AG, the Lufthansa Group's logistics specialists, the Logistics segment includes the airfreight container management specialist Jettainer group, the time:matters subsidiary, which specialises in particularly urgent consignments, and the equity investment in the cargo airline AeroLogic.

Lufthansa Technik is the world's leading independent provider of maintenance, repair and overhaul services (MRO) for civilian commercial aircraft. Lufthansa Technik AG serves more than 800 customers worldwide, including OEMs, aircraft leasing companies and operators of VIP jets, as well as airlines.

Six Executive Board members lead Lufthansa Group: Carsten Spohr, Chairman of the Executive Board; Christina Förster, Chief Customer Officer; Harry Hohmeister, Chief Commercial Officer; Dr. Detlef Kayser, Chief Operations Officer; Remco Steenbergen, Chief Financial Officer; and Michael Niggemann, Chief HR & Legal Officer.



A.3 The Procurement Organization

Even though the Lufthansa Group consists of many different individual companies, the processes of the individual purchasing organizations are nevertheless interconnected across the Group. This is due to the fact that on October 1, 2017 the so-called matrix organization was established in the procurement department to optimize the cooperation between various Group companies. In contrast to the previous situation, in which the individual LH Group companies each had dedicated purchasing units that covered all material groups, the new matrix organization rather comprises a LH Group with a wide range of responsibilities, arranged according to individual material groups. Accordingly, the responsibilities were divided in such a way that 10 different so-called clusters were formed, each of which coordinates the purchasing of the individual material groups for the entire group across company boundaries.

Within the framework of this change, three different roles are characteristic of the new organizational structure:

- 1. Process owner (PO)**
- 2nd Global Cluster Manager (GCM)**
- 3rd Supply Chain Manager (SCM)**

While the PO function was used to manifest the group-wide responsibility for process management (improvement, monitoring and coordination of purchasing processes) within one person (area), the GCM and SCM functions represent the operative side of purchasing. In this context, those responsible for the individual clusters can now act in dual functions.

In the function of SCM, the individual purchasers continue to be responsible for supplying their own group company. In the GCM role, on the other hand, the same people are responsible for the group-wide coverage of certain material groups.

Due to this structured approach, the LH-Group creates new benefit not only for itself, but also for your suppliers. Uniform access routes and central contact persons, targeted offers and a more efficient cooperation with the LH-Group are created, so that this serves as a basis for further successful business relationships.

A.4 Overview Group Contacts

Process Domain Owner Group Procurement

FRA GE

Angela Qu

Cluster Responsible General Goods and Services

FRA FP/B

Jutta Bub

in personal union responsible for the company LGBS

Cluster Responsible Airline Product & Services

FRA FP/L

Dr. Andres Haug

in personal union responsible for Lufthansa AG

Cluster Responsible Logistics

FRA FP/F

Gunnar Löhr

In personal union responsible for Lufthansa Cargo AG

Cluster Responsible LH Group Commercial A/P Infrastructure

FRA GK/I

Jörg Mnich

Cluster Responsible Real Estate Management

FRA GK/R

Marc Ammelung

Cluster Responsible Fleet Procurement

FRA AC/P

Christian Popp

Cluster Responsible IT Procurement

FRA GE/I

Henning Krebs

Cluster Responsible Flight Operations & Travel

VIE FP/O

Herbert Liess

In personal union responsible for the company Austrian Airlines

Cluster Responsible Inflight

ZRH FP/LI

Christophe Goury

in personal union responsible for the company SWISS

Cluster Responsible Technics

HAM GE/T

Derrick Siebert

in personal union responsible for Lufthansa Technik AG

Cluster Responsible Commercials & Development

FRA AT/C

Thomas Spriesterbach

Cluster Responsible Fuel Management

HAM FH/FP

Kai Liedtke

Eurowings Procurement

Thomas Eggert

Brussels Airlines Procurement

Isabelle Vanleeuw

B FROM RFP TO PAYMENT



From establishing a business relationship, responding to an **RFP**, from **order and delivery** to **billing**, it is advantageous for you as our supplier to know our processes and to optimally adapt to them. To this end, we have put together a clear and comprehensive description of these processes and the resulting requirements in this chapter.

B.1 Welcome on Board at Lufthansa Airlines

The highest level of customer satisfaction is the most important requirement for our leading market position. The quality of the products and services you provide have an influence on how well we are able to serve our customers. Each of the more than 350,000 passengers per day experiences your supplier performance as well. In order to meet the constantly growing demands of our customers for quality, innovation and flexibility in future, we need capable partners who show a level of commitment beyond the basic requirements and are willing to face the coming challenges together with us. Improvement on a constant basis and the willingness to jointly develop new things at a reasonable cost lead to a long-term and successful business partnership.

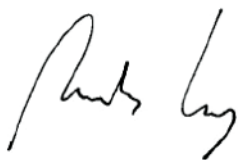
Competitive purchasing prices, conditions and process costs are mandatory requirements for a sustainable partnership along the entire supply chain.

Fairness, compliance and efficiency are the main values of our business partnerships.

Against this background, this manual shall contribute to enhance the collaboration between you as our supplier and Lufthansa. Therefore the optimized processes are shaped, which improves the mutual benefit of all participants. Our manual offers a wide-ranging and comprehensive source of information for all transactions that may take place between Lufthansa and our partners in everyday business.

Should you have further questions, suggestions or ideas that could improve our collaboration on the mutual road to a satisfied end customer, my motivated team will always be happy to listen to you with an open ear.

Welcome on Board.



Dr. Andreas Haug



Dr. Andreas Haug
Vice President Sourcing
Global Cluster Manager Airline
Product & Services

B.2 Request for Proposal

The job of the Lufthansa Purchasing Department with respect to its internal customers (the requesting departments) is to ensure that the best price as well as the latest technology is taken into account when purchasing products and services. The most important factors when evaluating the strategic capability of a particular supplier are his innovation capacity and whether his cost structures with respect to compliance with the requirements and in comparison to competitors, are suited for providing the optimal cost-benefit ratio for Lufthansa in the end.

Although we are generally striving for stable supplier relationships, it is necessary to regularly reexamine the **performance of suppliers** in comparison to the competition. **The RFP instrument is meant to accomplish this.** RFPs are always inevitable if there is more than one potential service supplier in the market and if it is, unclear whether the current supplier provides the optimal conditions for Lufthansa in the market. Therefore, providing outstanding performances and regular cost reductions for Lufthansa, as well as best-possible cost transparency lies within the own interest of the supplier.

Even though this process is successful in establishing and maintaining long-term relationships with many suppliers, it is nevertheless necessary to regularly search for suitable supply partners through a re-tendering process. Be it for a new range of services, as replacement for suppliers who cannot meet the expectations, or just to assess the competitiveness of the current suppliers. Essentially there is no intention to solely reduce prices of the current supplier or to provide an unjust advantage to the current suppliers. If a request for proposal is implemented, then a **change of supplier** is always possible.

Lufthansa RFPs are generally carried out under the lead responsibility of Purchasing and with the involvement of the essential internal customers. For this purpose so-called **procurement teams** are established, which also compile the specifications regarding the requirements.

The tendering documents are prepared by Purchasing according to defined standards and in coordination with the internal customers. An RFP/RFI is then prepared, coordinated and sent to the suppliers. Any received proposal is assessed according to predetermined criteria. The **“short list”**, which contains a narrower selection of available offers, will be subsequently prepared and coordinated for contract negotiations. The implementation plan is finalized, after which the negotiations are prepared and carried out, the decision on awarding the contract is made and the contract is concluded and/or signed. After a valued performance, Lufthansa strives for an appropriate appraisal of results and, if applicable, a supplier development.

Even if the procurement team makes every effort to come up with provider-neutral specifications that leave the greatest possible space or all suppliers to

provide solutions and make optimization proposals, it still cannot be avoided that the experiences of those actually involved and the currently used or discussed solutions will have an impact on these specifications. Furthermore, new suppliers generally have the disadvantage that they cannot put the information contained in the RFP in context with any experience gained from a current supply relationship. That is why it makes sense, and is in any case preferable, that you verify the essential premises resulting from your understanding of the RFP documents and possibly offer alternative, more cost effective solutions as an option.

Useful tips

Lufthansa RFPs are carried out using various procedures. The choice of procedure is partly specified by internal regulations and value limits and is otherwise incumbent on the requesting department. The following procedures are possible:

1. **buy:source** (<https://buyit.ebase.dlh.de>)
2. **Web Mailbox** (Internet-supported closed tendering system)
3. **Informal RFP** only if master agreement exists (Email, mail, fax ...)

A minimum number of suppliers will in any case be included in the RFP process in accordance with internal regulations.

Should you have questions regarding this, please contact the contact persons listed in the RFP documents.

B.3 Contract

Lufthansa is a corporation consisting of many individual companies. All these companies act autonomously. Still, it makes little sense to negotiate completely separate contracts if similar services are provided to several group companies. That is why there is a **“lead buyer system”** for such contracts. In these cases, the group company transacting the largest purchase volume usually is responsible for concluding a **master agreement** with the respective supplier and/or for the respective contracts. The prevailing group company does so in close coordination with the other group companies. While the master agreement is only concluded in the name of the respective group company, it still contains a clause that allows other group companies to use the same conditions for a contract of their own. In this way, complicated consultations can be avoided and particularities specific to the respective company can be taken into account.

Useful Hints

You will find the detailed provisions of our **General Purchasing Conditions** in the following attachment:

➤ https://www.lufthansagroup.com/fileadmin/downloads/en/suppliers/Lufthansa_AEB_eng.pdf

At the same time, there are structures within the group companies that result in many different internal customers resorting to the same suppliers and contracts. This, combined with the great number of contracts that exist overall, creates a complexity that can only be managed if the contracts, irrespective of the supplier, have the same structures and conditions. That is why it is of vital importance for Lufthansa that any departure from the provisions set out in the General Purchasing Conditions and/or in the standard agreements is only allowed in well-justified and exceptional cases. As appropriate, these general provisions are adjusted to certain fields in specific industries such as construction and/or IT services, and these adjustments are established in standard templates of their own.

We ask you, as our supplier, to help us reach the goal of reducing complexity and, wherever possible, not to demand any deviation from our standard provisions during contract negotiations unless indispensable. You make your life and ours a lot easier and significantly reduce any obstacles to your group-wide business.

Application of the General Purchasing Conditions

If individual contracts are frequently concluded with a supplier or if several master agreements and/or individual contracts concerning various business matters exist, then it is generally sensible to conclude an agreement about the application of the General Purchasing Conditions. To this end, there is a corresponding acceptance agreement.

► See General Purchasing Conditions

There are two variations of contractual agreements with Lufthansa. For simple and/or lower value projects, individual contracts are concluded in the form of

orders based on quotes and based on our **General Purchasing Conditions** (see box).

A **standard agreement and/or standard master agreement** are generally concluded for projects of considerable value and/or complexity. These agreements expand on the General Purchasing Conditions in terms of content and structure.

E-mail-communication with Lufthansa

In order to send secure e-mails with confidential content to Lufthansa the download of a certificate for our encrypting system (LH-PKI) is necessary:

➤ https://lh.securemail.lhsystems.com/certportal/?lang=en_UK

B.4 Order

After the supplier and the circumstances have been determined by requesting, receiving a proposal and concluding a contract, an order form setting out the quantities and timeline of the service must still be generated to order a specific service.


Lufthansa either employs the standard ordering system **buy:order** or, in certain cases, the **SAP system** to do so. One can always recognize a Lufthansa order generated by buy:order by the fact that the order number begins with 90.

Before Lufthansa files out such an order, it goes through a certain clearance process that depends on the value of the order and partly on the order process. The clearance process verifies that sufficient funds are available and that the order is in terms of facts and prices. The process also checks whether the costs have been assigned to the correct G/L account and cost center, so that the invoice can later be without any problems.

Only if such order has been received it is ensured, that all internal requirements for placing an order have been met. If your service has another basis, the order has no correct authorization by Lufthansa and you have no rights to claim compensation

Nevertheless, if it is necessary to provide a service before having received the corresponding order to prevent damages, Lufthansa has to be informed in written form prior to providing the service. Furthermore, you need to ask us in your own interest to generate an order via **buy:order** or **SAP** system without delay. Invoices without reference to a valid order are not processed in general. To accelerate the order process, it is possible to set up **catalogue items** for recurring articles and services. The advantage is that a **price and account assignment check** is no longer required for each order, because this information has already been filed in the catalogue. Furthermore, it generally makes ordering much easier and therefore faster for the internal customer. In case of a more extensive product range, we recommend a supplier-specific catalogue. However, this is not necessary for less than approx. 50 articles/ services per supplier. These can also be maintained in a **collective catalogue** (a so-called **“Small Business Catalogue”** or **“SBC”**). Making entries and changes in this SBC catalogue is easy and convenient. Finally, the integration of the supplier's own Internet shop is also possible.

Deutsche Lufthansa AG
Von-Gablenz-Straße 2-6
DE 50679 Köln
UstID-Nr. DE122652565

 **Lufthansa**
31.10.2016
via eMail Musterbestellung@lufthansa.com

Bestellnummer **4**
9001171XXX
bitte bei jeder Korrespondenz angeben

Ansprechpartner Fachbereich (bei Rückfragen) **2**
Axel Ansprechpartner
Tel.: 69 696 90XXX
Mail: axel.ansprechpartner@dlh.de

Ansprechpartner Einkauf (bei Rückfragen) **3**
Elena Einkauf
Tel.: +49 69 696-XXX
Mail: elena.einkauf@dlh.de

Rechnungsadresse **5**
Firma
Lufthansa Airplus Servicekarten GmbH
Domhofstraße 10
D-63263 NEU-ISENBURG

Rechnung via PCARD

4 Lieferadresse
LHAG
Deutsche Lufthansa AG
Abteilung
Am Flughafen, Adresse
D-60546 FRANKFURT

6 Lieferschein an
Max Mustermann
Tel: 69 696 90XXX
Mail: max.mustermann@dlh.de

Achtung: Neues Bestellformular seit 31.10.2016

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<u>Sitz der Gesellschaft:</u> Deutsche Lufthansa AG Von-Gablenz-Straße 2-6 50679 Köln Telefon +49 (0) 69 - 696 - 0 Telefax +49 (0) 69 - 696 - 3002 Internet: www.lufthansa.com	<u>Kontoverbindung:</u> Deutsche Bank AG Köln IBAN DE 68 3707 0090 5196 1415 00 SWIFT-Code DLH2333	<u>Vorstand:</u> Carsten Spohn (Vorsitzender) Karl Ulrich Gansau Henry Holmensee Dr. Betha Volkens	<u>Vorsprecher des Auftrags:</u> Wolfgang Mayhuber Registernummer: Amtsgericht Köln HRB 2160 Mitglied der IATA
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The order form contains the following information:

- 1** Order Date
- 2** Contact person technical issues
- 3** Contact person business issues
- 4** Delivery Address
- 5** Billing Address
- 6** Recipient of Goods

Item Number (Page 2)

Sample Order buy:order (Page 1)

 **Lufthansa**
31.10.2016
Seite 2/2

Bestellnummer
9001171XXX
bitte bei jeder Korrespondenz angeben

Wir erteilen Ihnen hiermit den nachfolgenden Bestellauftrag:

Pos	Beschreibung	Lieferdatum	Bestellmenge	Preis/Einh	Betrag
7 1	Produkt A Artikelnummer 5159XXX-XXX 2540-00XXX LH_VK-XXXX LH Group Sales PPT WiFi 16/17	6.300 Tage	656,37 / 1	4.266,41 EUR	
2	Produkt B Artikelnummer 5159XXX-XXXX 2540-003XXX LH_VK-XXXX LH Group Sales PPT WiFi 16/172540-00XXX LH_VK-2XXX LH Group Sales PPT WiFi 16/17	19.04.2017 14.000 Stunde	54,70 / 1	765,80 EUR	
3	Produkt C Artikelnummer 5159197-XXXX 2540-003XXX LH_VK-2XXX LH Group Sales PPT WiFi 16/172540-003XXX LH_VK-2XXX LH Group Sales PPT WiFi 16/17	19.04.2017 1.000,000 LeistEinh.	1,00 / 1	1.000,00 EUR	
Gesamtsumme				6.032,21 EUR	

Zahlungsbedingungen: Card: Lufthansa AirPlus
Card#: 60161201000XXXXX
Incoterms: FV Frei Verwendungstelle

Dies ist eine automatisch erzeugte Bestellung, alle angegebenen Werte sind netto. Diese Bestellung ist auch ohne Unterschrift gültig, sofern nichts anderes vereinbart, erfolgt die Bestellung auf Basis der Allgemeinen Einkaufsbedingungen der Deutsche Lufthansa AG. Diese sind unter dem Link http://www.lufthansagroup.com/fileadmin/downloads/lieferanten/Lufthansa_AEG_06u.pdf abrufbar.

Wichtige Hinweise zur Rechnungsstellung:
Mit jeder Rechnung geben Sie bitte unbedingt unsere Besten- und Positionsnummern an! Die Rechnungspositionen müssen mit den Bestellpositionen übereinstimmen. Bei Nichtbestätigung behalten wir uns vor, solche Rechnungen an Sie zurückzuschicken.
Weitere Informationen finden Sie auf unserer Informationseite für Lieferanten unter dem Link www.lufthansagroup.com/lieferanten

- 7** Item Number

Sample Order buy:order (Page 1)

- If you are a **standard supplier** despite the constant change of the description and price, there is another possibility to speed up the order process. To do so, you have to get the so-called “web mailbox process” set up for you. You will then get inquiries per email with a link to the **web mailbox** to access your offer. Where appropriate, the buyer can recall the information and the offer can be converted into an order. This ensures that the order matches your offer item by item and in turn facilitates the following billing process, since the invoice must also match the order item by item.

To secure the due date for payment, close attention has to be paid to the following

The items on the invoice must match the items on the order. In case of non-compliance, we reserve the right to return such invoices to you.

Please contact the **buyer** responsible for you if you think that the services purchased from you are generally suitable for inclusion in the catalogue and/or if you want to participate in the RFP process via the **web mailbox** as a **standard supplier**. He will be happy to arrange this for you in the interest of improving the process for both.

Contact Beneering

Whom should I contact in the future if I have any questions or problems? Please direct questions regarding the handling of the new CCS (Catalog Management System) to beNeering Support by e-mail

E-mail: dlh-support@poet.de

Phone: +49 2858 5959 002

B.5 Goods Receipt

You have provided a service on the basis of an order generated via the **buy:order** system and now want to account for that service. However, the invoice is only posted automatically and cleared for payment if the order in the accounting system is also accompanied by the departments' confirmation that the services have been provided.

Due to the necessary **clearance process** each invoice has to undergo, it is first necessary to confirm the performance and enter it in the respective ordering system. Please bear the following in mind

1. After you have provided the service, you need the recipient to sign you a **delivery and/or supply note** whose structure matches the order and which contains the order number. If necessary, this note will later serve you as proof of performance and at the same time provide us with a record of the received goods and/or of performance.
2. You should hand the recipient and/or customer a copy thereof and ask him to ensure that the delivered and confirmed quantity is logged in the respective Lufthansa order system immediately (**goods receipt posting and/or service log**) so that you can send the invoice and receive payment as soon as possible.

If there is no record of the received goods and/or service by the time we receive the invoice, the invoice processing will take longer and therefore the payment to you will be delayed accordingly.

To secure the due date for payment a proof of delivery (POD) or a certificate of performance is required.

Deviating from a POD or a certificate of performance a pro-forma invoice can be used as a basis for the receipt of the goods and services.

Especially within the scope of construction work each supplier, whose first order-total deviates from the actual total billing amount (therefore all planner/production engineers and particularly all companies whose invoices are audited by external companies) should convey a pro-forma invoice as a POD or a certificate of performance to the appropriate department.

Lieferschein

Testlieferant 001 GmbH, Musterstraße 15, 60546 Frankfurt

Deutsche Lufthansa AG
 Airporting LAC
 60546 Frankfurt

Besteller: **Anette Muster**
 Bestelldatum: **05.03.2012**
 Bestell-Nr.: **9000445303**

Pos.	Artikel-Nr.	Artikelbezeichnung	ME	Bestellt	Deliviert
00010	21252354	Kopiergerät Samsung CLX-3175FN CMFP	Stk.	1	1
00020	54254254	Installation	Std.	5	5

Leistungsnachweis

Kunde: Deutsche Lufthansa AG Projekt: FRA LS/ES
 Airporting LAC
 60546 Frankfurt

Bestellnummer: 90200445303 Bestellposition: 00010
 Ausführender: Anette Muster Ausführungsmonat: März 2012

Tag	Anfang	Ende	Bruttozeit	Nettozeit	Proj. 1	Proj. 2	Reisezeit	Tätigkeit
1								
2	09:30	17:45	8,25	7,50		7,50		
3	09:45	16:15	6,50	6,00		6,00		
4								
5								
6	9:15	17:30	8,25	7,75		7,80		
7	9:45	17:45	8,00	7,00		7,00		
8								
9								
10	12:30	17:45	5,25	5,00		5,00		
11	9:45	17:15	7,50	6,75		6,50		
12								
13								
14	9:30	17:45	8,25	7,75		7,80		
15	9:30	17:30	8,00	7,50		7,50		
16								
17	9:30	17:45	8,75	8,00		8,00		
18	9:30	17:00	7,50	7,00		7,00		
19								
20								
21	9:15	18:00	8,75	8,00		8,00		
22	9:15	18:30	9,25	8,75		8,80		
23								
24								
25								
26								
27								
28								
29								
30								
31								
			Summe	87,00		87,00		

Testlieferant 001

Ansprechpartner:
 Tel: 069123456
 Fax: 069123456
 Mail: info@testlie.de

Kunden-Nr.:
 Auftrags-Nr.:
 Lieferschein-Nr.:
 Datum:

Stz der Gesellschaft
 Test Lieferant 001 GmbH
 Musterstraße 15
 60546 Frankfurt

Kontoverbindungen
 Deutsche Bank Frankfurt
 BLZ 25120510
 Konto 9876543210

Registrierung
 Amtsgericht Frankfurt
 HRB 25000

Geschäftsführer: Markus Liebert

The delivery and/or service note matches the order in terms of its structure and contains the order number and order positions (see 1).

Why do we ask you to support us in ensuring the observation of the process of logging received goods and services with Lufthansa?

Lufthansa is a very large organization that has many subunits with many service recipients. To optimize the order processes, there are so-called **“Banf Points”** in some of these units managing the order requirements and orders in the system for a number of service recipients. The buyer, who must log the received goods and/or services, is therefore not always identical with the service recipient. That is why he may not automatically be informed about the service provided. The service recipient, in turn, may only manage a few procurement processes per year and may therefore not necessarily know that he needs to pass on the information about the services provided.

Even if we obviously devote all our efforts to urge every potential service recipient to observe the required processes, we still like to ask you for support in regard of our mutual interest that invoices are processed quickly and you are paid immediately.

B.6 Billing

From the point of view of most suppliers, billing is a relatively simple process. The service was provided and a corresponding invoice is issued manually or according to the own system. After this, the only thing left to do is to register the receipt of the payment. If instead of being paid, you get inquiries or nothing happens, the situation starts to get uncomfortable. The reason for this is often that the invoice or billing method does not meet the specifications and that the process becomes much more complicated and time consuming for Lufthansa than it has to be. At Lufthansa, we do not just have to arrange for a payment, but the invoice must firstly be checked, assigned to the correct account and cleared. To guarantee a smooth process, there are a number of guidelines the supplier has to observe to ensure a fast payment.

First, there should be a corresponding order generated by the **Lufthansa order systems** for each invoice. The most important information on the invoice is the order number. You can recognize a Lufthansa order by the fact that the order number either starts with 90 (**buy:order**). An invoice can only be quickly and reliably allocated to the corresponding transaction if the order number is shown on the invoice.

Bestellung Nr./Ord

Wir erteilen Ihnen hiermit den nachfolgenden

Position/ Line-#	Bestellmenge/ Quantity	Pr
00010	1 Stück	
07-04-2012	4711KGAI0F	

Information für den Lieferanten/Notes
Samsung CLX-3175FN CMFP

Liefertermin/ Delivery	Artikelnummer/ Product No.	Ma
09-04-2012	4711KGAI0F_IS	

Information für den Lieferanten/Notes
Installation Kopiergerät

Gesamtsumme/Total*

Dies ist eine automatisch erzeugte Rechnung, die nicht ausdrücklich abweichend von den Geschäftsbedingungen der Lufthansa AG Anwendung findet. Diese sind unter <http://konzern.lufthansa.com/fileadmin> zu finden. Wichtige Hinweise zur Rechnungsstellung sind auf der Rechnung angegeben. Mit jeder Rechnung geben Sie bitte ungenutzte Rechnungspositionen an, die mit der Rechnung verbunden sind, an uns vor, solche Rechnungen an Sie.

This is an automatically created purchase order, which does not explicitly deviate from the terms of the supplier. Please note: It is absolutely necessary to indicate the position/line numbers on your purchase order. Should your invoices not match the purchase order, they will be rejected.

Rechnung

Testlieferant 001 GmbH, Musterstraße 15, 60546 Frankfurt

Deutsche Lufthansa AG
Airportring LAC
60546 Frankfurt

Testlieferant 001 GmbH

1 Ansprechpartner: Markus Lieferant
Tel: 069/1234567890
Fax: 069/1234567891
Mail: info@testlieferant001.de

2 Rechnungs-Nr. 54016
3 Bestell-Nr. 9000445303
Frankfurt, 26. März 2012

Sehr geehrte Damen und Herren,

vielen Dank für Ihre Bestellung.
Hiermit stellen wir Ihnen folgende Positionen in Rechnung:

Pos.	Artikel/Leistung	Datum	ME	Anzahl	EP netto	% USt	Gesamt
00010	Kopiergerät Samsung CLX-3175FN CMFP	15.03.12	Stk.	1,00	500,00	19	500,00 €
00020	Installation	15.03.12	Std.	5,00	100,00	19	500,00 €
							Gesamt netto: 1000,00 €
							Gesamt Steuern: 190,00 €
							Gesamt brutto: 1190,00 €

Bitte zahlen Sie innerhalb der nächsten 60 Tage unter Angabe der Rechnungsnummer den Betrag von 1190,00 € ohne Abzug auf das unten angegebene Konto.

Markus Lieferant

8 Sitz der Gesellschaft
Test Lieferant 001 GmbH
Musterstraße 15
60546 Frankfurt

9 Kontowebingungen
Deutsche Bank Frankfurt
BLZ 251205100
Konto 9876543210

10 USt-Nr.: DE123456789
IBAN: DE 99 1234 5678 9010 1112 3456 7890 1011 1213 1415 1617 1819 20

11 Register-Eintragung
Amtsgericht Frankfurt
HRB 2568

12 Geschäftsführer: Markus Lieferant

The following information must be shown:

- | | |
|------------------------------|--|
| 1 Company Address (supplier) | 7 Total Price as on Order |
| 2 Invoice Number | 8 Information required under company law |
| 3 Order Number | 9 Bank Details |
| 4 Item an on Order | 10 Supplier Tax Number |
| 5 Quantity as on Order | 11 Rate of Taxation |
| 6 Unit Price as on Order | 12 Date of delivery of goods/ services |

To ensure quick, simple and secure processing, the items on the invoice have to exactly match the items on the order.

This makes it possible to automatically identify the buyer, if something in the invoice does not correspond to the transaction leading to the necessity of clearing the invoice manually. Of course, the process is the most rapid if the invoice not only shows the correct **order number**, as well as the **item numbers, units, quantities and prices** and they correspond to those shown in the order and the

received goods and/or service logs. In this case, the invoice can be automatically assigned to the right cost centers and G/L accounts without further inquiries and manual corrections. Payment can be claimed within the period prescribed for the next payment cycle as well.

Of course, this only applies if the invoice corresponds to statutory requirements and these as well as the bank details are consistent with the information registered with Lufthansa. That is why it is also important to inform Lufthansa in time of any changes, especially changes in bank details and company name. By doing this, it can always be guaranteed that this information is correctly filed in the invoice verification systems

To systematically ensure the compliance with the requirements above and optimally support the processes at the same time, we have defined the billing methods listed below. The purchaser responsible for you will inform you about the predetermined method applying to you. In the mutual interest of being able to process your invoices quickly, reliably and with minimal effort, please comply with these guidelines.

We appreciate your understanding of the rejection of the invoices in the future, which are incorrectly sent, incomplete or having discrepancy in the order structure.

At the same time, we will assist you in any way to meet our specifications and optimize the mutual settlement process.

Useful tips on Service Provision/Billing

- ▶ Only accept an order if you have received an order whose order number starts with 45 or 90 or, alternatively, if you have received a confirmation that filling the order is urgently required to prevent damages.
- ▶ Get a written confirmation from the service recipient regarding the quantities delivered and/or provided with respect to the ordered item and hand him a copy of this confirmation. You can also do this by means of a **“pro forma invoice”**.
- ▶ Point out to the service recipient that the ability to process the invoice and/or being paid for your services quickly depends on whether the received goods and/or services are entered in the service log immediately.
- ▶ Clear up any differences prior to submitting the invoice.

B.6.1 PDF Invoices by E-Mail

Lufthansa AG now offers you the possibility to send your invoices and credit notes as **PDF by E-Mail** to Lufthansa@DE.invoice.lufthansagroup.com.

1. How do you send your invoice by e-mail?

- One invoice or credit note per e-mail (with the corresponding supporting documents)
- Main document should be saved in one PDF file, one- or multipage long (invoice must not be split to multiple files)
- File names must not contain special characters (: * „ < >? | \ /) and special language characters
- E-mail size may not exceed 15 MB

2. What are the accepted formats for sending invoice by e-mail?

- Invoices and credit notes must be sent in PDF format
- Attachments to invoices and credit notes can be sent in following formats: bmp, doc, docm, docx, dot, dotx, gif, htm, html, jpeg, jpg, odp, ods, odt, ott, pdf, png, pps, ppsx, ppt, pptx, rtf, tif, tiff, txt, xls, xlsx

Archived / compressed data files are only accepted as ZIP-archive (other formats like those that RAR, 7z, TAR, GZ, as well as message files (eml, msg) cannot be processed).

3. How to issue an invoice?

The following entries should **always** be included on an invoice:

Legal Requirements:

- "Invoice" or "Credit Note"
- name and address of both supplier
- recipient tax number
- Tax numbers of both supplier and recipient
- invoice number and date
- rate of taxation
- correct amounts and currency
- description (product / service type)
- quantity and unit price
- time of delivery of goods/ services
- local requirements

Internal Requirements:

- bank details (IBAN / BIC)
- email-address of Supplier
- supporting documents (if applicable, e.g. vouchers)

Invoices with Purchase Order:

- order number (Please always use prefix PO, example: PO 9876543210)
- PO position line (POs example: Pos 0010)

Non-Purchase Order invoices:

- Email address of Ordering Party
- Cost Center with prefix KST (has to be delivered by Ordering Party while ordering; example: KST 123456)

4. What is the correct billing address?

Due to legal requirements, all invoices and credit notes must be with foreign value added tax, which are issued to Lufthansa AG, still in paper form (by post) for scanning to the following address must be submitted:

Deutsche Lufthansa AG
Mailbox 28 0113
01141 Dresden

Contact us

Payment queries and clarification requests
E-mail: accounting.lufthansa-germany@icat.dlh.de

Questions regarding PDF invoicing
E-mail: inboundchannel@dlh.de

B.6.2 Invoicing Portal with PO Flip

Lufthansa AG offers you the possibility to send your invoices and credit notes via Invoicing Portal with PO Flip option. This Invoicing channel is a preferred option for Suppliers working with Purchase Orders. Using this invoicing channel ensures significant cost savings and faster transmission; no additional costs apply to you.

1. How to connect with Lufthansa invoicing platform?

- Login and temporary password will be provided to you via E-mail: backoffice@comarchedi.com after contract is signed.
- Login to the portal with temporary password <https://edi.edoc-online.com/web/Pages/Login.aspx>
- Provide the e-mail address which will be used for changing or resetting the password
- Set up new password
- Login with new password
- Add your VAT registration number in the portal

2. How to issue an invoice/credit note based on Purchase Order?

- Go to INBOX tab and select an order which you would like to invoice

- Only fill in mandatory fields: invoice reference number, invoice date and tax rate.
- Unit price and invoice quantity can be edited manually by decreasing it in comparison to the Order.
- Please ensure you are delivering and invoicing accordingly to the Purchase Order
- Partial delivery and invoicing is accepted.
- In case higher amount/quantity must be issued, please contact your Ordering Party to correct Purchase Order in the platform.

3. When an invoice is rejected by Lufthansa?

- Invoice does not comply with the requirements stated above
- Invoice does not refer to a specific Purchase Order
- Invoice shows higher quantity/price or diverges in content from the Purchase Order

4. For changes in Vendors Master Data (e.g. bank details) send your request to mailbox:

- accounting.lufthansa-germany@icat.dlh.de

Contact us

Questions regarding onboarding to invoicing platform
E-mail: inboundchannel@dlh.de

Questions regarding technical issues identified on the Lufthansa EDI platform for on boarded Suppliers, please contact Service Desk:
Phone: + 49 351 563 55 874;
E-mail: edi.lufthansagroup@comarch.eu

B.6.3 EDI

Lufthansa AG offers you the possibility to send your invoices and credit notes via EDI interface (direct interface: the computer-to-computer interchange of strictly formatted invoices). Using this invoicing channel ensures automatic data interchange and significant costs savings

This invoicing channel is open for Purchase Order Suppliers with high volume of invoices ~ above 1000 yearly

Comarch's EDI platform will enable secure and prompt exchange of documents (incl. ORDERS, INVOICES) with Lufthansa's suppliers that are ready for integration with their systems (FULL EDI option)

The invoices will be sent to Comarch via configured communication channel (AS2, SFTP, OFTP or X400 depend on the supplier). If the Supplier is using another EDI provider, Comarch will configure the communication channel with this EDI provider to receive invoice data

The invoices sent by Full EDI Suppliers will be converted to previously decided format and provided to Lufthansa Group Companies

1. How to set up full EDI interface with Lufthansa Group?

Receive e-mail invitation after contract is signed from backoffice@comarchedi.com to start onboarding process to full EDI to provide details:

- contact person who will be responsible for the integration
- EDI ID (ex. GLN) which will be used in this project
- communication channel details in order to set up communication channel with Comarch
- Invoice specification which will be used
- Invoice samples which will be sent to Lufthansa

2. How to issue an invoice/credit note based on Purchase Order?

- Lufthansa transfer Purchase Order information via established EDI interface
- Please ensure you are delivering and invoicing accordingly to the Purchase Order.
- The billing address on the invoice needs to be the same as on the Purchase Order.
- Each invoice can refer only to one Purchase Order
- Partial delivery and invoicing is accepted.
- Unit price and invoice quantity can be edited manually by decreasing it in comparison to the Order.
- In case higher amount/quantity must be issued, please contact your Ordering Party to correct Purchase Order.

3. When is an invoice rejected by Lufthansa?

- Invoices with reference to more than one Purchase Order
- Invoice does not comply with the requirements stated above
- Invoice does not refer to a specific Purchase Order
- Invoice shows higher quantity/price or diverges in content from the Purchase Order
- If an invoice is rightfully rejected, the invoice amount shall not be due until a new compliant invoice is issued by the Supplier

4. For changes in Vendors Master Data (e.g. bank details) send your request to mailbox:

- accounting.lufthansa-germany@icat.dlh.de

Contact us

Questions regarding onboarding to invoicing platform
E-mail: inboundchannel@dlh.de

Questions regarding technical issues identified on the Lufthansa EDI platform for on boarded Suppliers, please contact Service Desk:
Phone: + 49 351 563 55 874;
E-mail: edi.lufthansagroup@comarch.eu

B.6.4 Paper Invoices

Paper invoices are only tolerable in exceptional cases, in particular if no more than four invoices per year can be expected or if special contracts exist in accordance with Lufthansa specifications. However, due to legal requirements all invoices and credit notes with foreign VAT issued to Lufthansa AG must be provided in paper by post.

For their inconsistent structure and an unavoidable residual error rate in character recognition, paper invoices require more time and work in the **accounting and clearance process**. This regularly leads to long processing times and corresponding delays in payment. We therefore ask you to relinquish this billing method in your own interest.

Should you nevertheless send paper invoices to Lufthansa, please observe the following instructions:

Please make sure that the structure (sequence and designation of the items etc.) of the invoice precisely matches that of the order. A separate invoice must be issued for each order. The invoice currency must match the order currency.

1. How to issue an invoice?

The following entries should always be included on an invoice:

Legal Requirements:

- "Invoice" or "Credit Note"
- name and address of both supplier
- recipient tax number
- Tax numbers of both supplier and recipient
- invoice number and date
- rate of taxation
- correct amounts and currency
- description (product / service type)
- quantity and unit price
- time of delivery of goods/ services
- local requirements

Internal Requirements:

- bank details (IBAN / BIC)
- email-address of Supplier
- supporting documents (if applicable, e.g. vouchers)

Invoices with Purchase Order:

- order number (Please always use prefix PO, example: PO 9876543210)
- PO position line (POs example: Pos 0010)

Non-Purchase Order invoices:

- Email address of Ordering Party
- Cost Center with prefix KST (has to be delivered by Ordering Party while ordering; example: KST 123456)

2. Where to send paper invoice?

Please send paper invoices for Lufthansa exclusively to the **new** central postal address:

Deutsche Lufthansa AG
Postfach 28 01 13
01141 Dresden

Contact us

Payment queries and clarification requests
E-mail: accounting.lufthansa-germany@icat.dlh.de

Questions regarding PDF invoicing
E-mail: inboundchannel@dlh.de

C ALL IMPORTANT INFORMATION FOR A WORKING PARTNERSHIP



Under the item **“All important information for a working partnership”**, you will not only find our General Purchasing Conditions and our ombuds-man, but also our compliance and sustainability standards. **Corporate Responsibility** contains information on data protection and your Contractor ID Card. You will find directions for deliveries under **Location Information**.

C.1 General Conditions and Responsibility

C.1.1 General Purchasing Conditions

Lufthansa's **General Purchasing Conditions** form the basis for all agreements with our suppliers. **Individual agreements** are concluded for complex transactions and those of considerable value. Acceptance of our General Purchasing Conditions is a prerequisite for participating in platform-based RFPs. Once the application of our General Purchasing Conditions has been agreed, all that generally left to do is to determine the prices and specifications for additional transactions outside of existing master agreements. This can significantly reduce the work and time involved between offer and order. This is why every supplier aiming for a long-lasting business relationship with Lufthansa should always ask for the **mutual recognition agreement** designed for this purpose.

The **General Terms & Conditions of our suppliers** are generally contradicted. Even if not explicitly dissented in individual cases, they do not apply. Except for particular statements made by us, all offers of our suppliers are exclusively subject to our General Purchasing Conditions.

Any conditions of the offer contradicting our General Purchasing Conditions in whole or part shall be considered subordinate to our General Purchasing Conditions.

Download/Attachment

You will find the detailed provisions of the **General Purchasing Conditions** in the attachment to this supplier manual at

➤ http://www.lufthansagroup.com/fileadmin/downloads/en/suppliers/Lufthansa_AEB_eng.pdf

C.1.2 Ombudsman System

To be able to report any **white-collar crime** in the strictest confidence, Lufthansa set up an ombudsman system on December 1, 2007. This system constitutes an additional measure against economic crime and is meant to protect Lufthansa and its employees.

Respective information can be provided by employees, but also by third parties, to an ombudsman outside the Company – either per telephone, in writing or in person. A lawyer holds the ombudsman function. Within his remit from Lufthansa, the ombudsman establishes a special trust relationship with the **whistle-blower** that allows him to report the facts brought to his notice to Lufthansa while maintaining the strictest secrecy regarding the name and identity of the whistle-blower.

In this relationship, the ombudsman is subject to a complete statutory professional **duty of secrecy** and to the right as a witness to refuse to testify in

dealings with official investigators. Furthermore, Lufthansa and the ombudsman have expressly agreed to waive the disclosure of the whistle blower's identity and the surrender of any records and other information obtained, unless the whistle-blower expressly demands disclosure. These rules out any disclosure of the whistle blower's identity to Lufthansa or to third parties without his/her consent.

Ombudsmann

Dr. Buchert & Partner Rechtsanwälte PartGmbH
Bleidenstraße 1
D-60311 Frankfurt am Main

Phone: +49 69 710 33 33 0
Fax: +49 69 710 34 44 4
E-mail: kanzlei@dr-buchert.de

➤ <http://www.dr-buchert.de/de>

C.1.3 Compliance

The accountability of LH is not only recognized by the shareholders and employees, but also endorsed in the society. That is why it is of paramount importance to us that the conduct of our suppliers and our own employees is always guided by ethical and moral principles.

To substantiate these standards, the **Integrity Compliance Guideline** was introduced to the employee, which, among other things, regulates the following:

Lufthansa employees may neither directly or indirectly (for example through relatives or close third parties) accept, demand or solicit benefits from suppliers and service providers for themselves or third parties which may directly or indirectly have an improper influence on their actions and business decisions or are suitable to give the appearance of impropriety.

Benefits within the meaning of these regulations are all benefits provided by a supplier or service provider which objectively improve the economic, legal or even just personal situation of the recipient at Lufthansa in material or immaterial ways and to which the recipient is not entitled.

The following exceptions are permitted, unless Lufthansa is involved in negotiations, an RFP process and the like with the supplier and/or service provider at the time the benefit is granted

- Accepting gifts of low value
- Invitations to business lunches/dinners
- Invitations to events

Any acceptance of cash or objects that can be exchanged for cash is prohibited without exception.

The Integrity Compliance Guideline bindingly determines what is considered improper conduct in dealing with representatives of other businesses or other external decision makers. Our employees are therefore obligated to take note of these guidelines and to follow them.

Of course, we expect our suppliers to refrain from doing anything that could even remotely put our employees in a conflict-of-interest position, let alone tempt them to violate these guidelines.

We expect that you, as our supplier, be committed to the same ethical and moral values and goals and that you are proactive in observing these principles and apply them with your suppliers.

C.2 Corporate Responsibility and Sustainability

C.2.1 Lufthansa Responsibility

Corporate Responsibility, sustainable and responsible corporate conduct, is an integral part of our business strategy. We feel obligated to create benefit for our customers, employees and investors and to meet our responsibilities towards the environment, human being and society. That is why we constantly improve our climate and environmental measures, treat our employees responsibly and fairly, and are as a business actively involved in numerous issues concerning the society.

Economic Sustainability

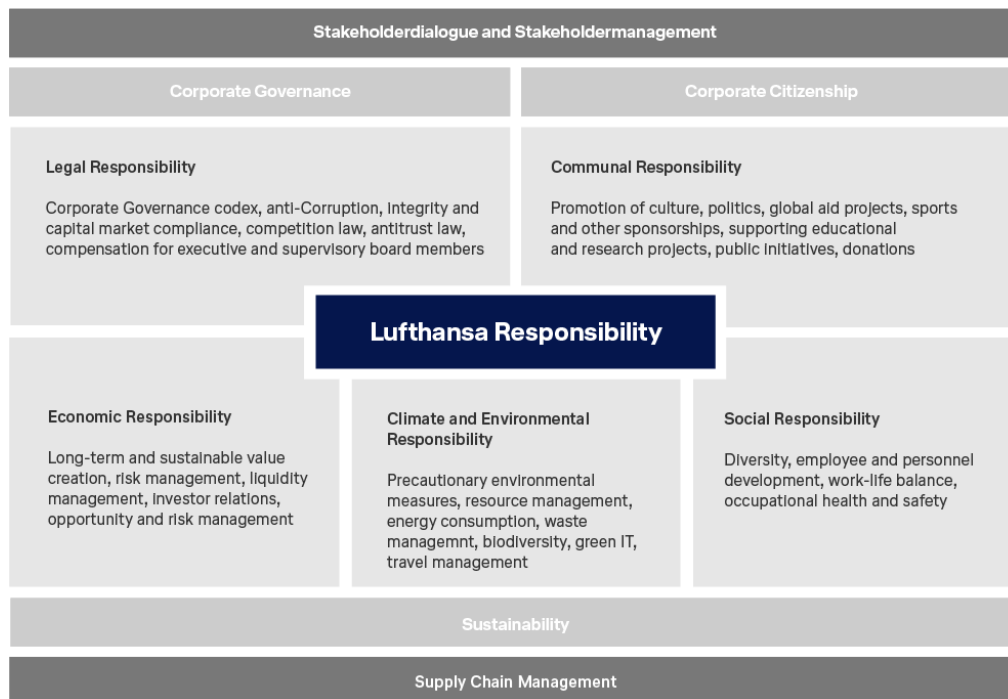
Increasing the value of the business in the long term through sustainable management is the basis for all activities of Lufthansa Group and an essential prerequisite for responsible conduct.

Our main priority here is our customers and their need for mobility. They appreciate our dense, international network of destinations, our efficiency and reliability as well as our quality and consideration for their personal needs. To remain the preferred choice in the competition among the airlines, we are constantly working on innovations and a lean cost structure. We are actively involved in organizing the consolidation of air traffic and always strive to improve and develop even more. Our business segments also make a significant contribution to this.

Under these circumstances, we focus on long-term value creation, careful management of opportunities and risks, consistent management of our supply chains and a constructive dialogue with our stakeholders.

Social Responsibility

Lufthansa is aware of the responsibility it bears not only for its customers, the environment and society, but also to a high degree for the people who entrusted their labor to the Company.



Our employees are the most important pillar of our corporate culture and therefore decisive for our business success. A wide range of professional development opportunities as well as flexible working time models allows them to develop and maintain their expert knowledge while reconciling work and family obligations. This is how we ensure the motivation of our employees as well as their mental and physical health and strengthen the culture of life-long learning in our company.

Corporate Governance and Compliance

The self-conception of Lufthansa Group regarding moral and ethical principles minimizes the risks within the scope of corporate liability. Placing great emphasis on transparency and clear communication preserves the trust that investors, employees and the public put in us. **Corporate Governance and Compliance** also covers the fields of law, taxes, data protection as well as the compensation for executive board and supervisory board members.

Climate and Environmental Responsibility Our conscientious handling of environmental and climate concerns becomes visible among other things in our success in reducing specific CO₂ emissions, the implementation and development of environmental management systems, our resource management and precautionary environmental measures. This is why we want to reduce our net CO₂-emissions by 50% by 2030 compared to 2019, and by 2050 we want to reach CO₂-neutrality. We are convinced that travel makes the world a better place. That is why we are using all our expertise, energy and networks to make CO₂-neutral flying a reality.

Our continuously advancing fleet modernization program and the associated new aircrafts with modern and fuel-saving engines have the immediate effect that CO₂ emissions are further decoupled from transport performance.

In addition, the program leads to further optimization of specific fuel consumption, which is measured in liters per 100 flown passenger kilometers

Corporate Citizenship

As a corporation operating throughout the world, we are socially active in many ways. Our involvement focusses on social issues, the environment and nature, culture, education and sports. In case of natural disasters like the earthquakes in Japan and Haiti or the flooding in Pakistan, we are quickly on site and provide efficient and direct assistance by transporting good of vital importance.

Sustainability of the Supply Chain

Lufthansa commits itself to the ideas and values implied by sustainability in all areas. This means a fundamental reorganization of its supplier management, with which Lufthansa also reinforces its sustainability standard in its purchasing organization and along the entire supply chain.

In this connection, Lufthansa no longer only leaves it to the individual group companies to demand compliance with binding sustainability criteria from its suppliers, but makes these criteria an integral part of all contracts and internal guidelines throughout the group. In doing so, Lufthansa takes its lead from internationally recognized conventions regarding environmental protection and OHS standards, from statutory provisions to combat corruption as well as from security guidelines in data processing. Suppliers who do not accept these provisions will not be included in the circle of Lufthansa suppliers and/or excluded from future orders.

Useful tips

You can read more on the subject of responsibility at Lufthansa in the current sustainability report "Balance".

Link to the download and/or order page

➤ <http://www.lufthansagroup.com/en/responsibility.html>



C.2.2 Data Protection

Lufthansa complies with the provisions of the European Data Protection Basic Regulation (EU-GDPR) and thus guarantees the protection of the general personal rights of its customers and employees. Lufthansa expects the same from its suppliers and service providers.

Lufthansa is committed to far-reaching self-regulation, i.e. data protection risks are avoided by setting and adhering to internal company guidelines and by actively involving the Group data protection officer. The companies of the Lufthansa Group have committed themselves to respecting the rights of those affected, as far as possible and appropriate, at the same data protection level (i.e. that of the EU) at every location.

Suppliers and service providers of the Lufthansa Group receive and process some personal data in order to fulfil their contractual obligations. These are individual details about the personal or factual circumstances of a specific or identifiable natural person ("affected party"), including customers, suppliers, shareholders, employees or applicants. When commissioning service providers, Lufthansa assumes that they comply with the provisions of the GDPR when processing this sensitive data. If the contract relationship is to be regarded as a so-called "**data processing contract**" pursuant to Art. 28 GDPR, the conclusion of a data protection agreement between Lufthansa and the service provider prior to the commencement of data processing is mandatory.

A data processing contract exists,

- if a task is transferred to another legally independent entity (contractor) who processes or uses personal data on behalf of the principal in accordance with the instructions of the principal and
- If the contractor is prohibited from using the data for his own purposes.

The provision of maintenance work or comparable support services for IT systems is treated as an AV within the meaning of the GDPR if access to personal data cannot be excluded.

When commissioning a service provider, a data protection agreement separate from the service contract must be concluded. For this purpose, the model contract of the Lufthansa Group data protection officer including the associated attachments must be used. If several contracts are concluded with one service provider, a framework data protection agreement shall be used in accordance with the Lufthansa model provided. In addition, pursuant to Art. 32 of the GDPR it is necessary for Lufthansa as the customer to satisfy itself of the appropriateness and compliance with the necessary technical and organizational measures for the security of the processing of personal data by the contractor before commencing processing. As a rule, this requires the contractor to provide a self-disclosure statement or, if necessary, Lufthansa to carry out an on-site inspection.

Violations of the provisions of the GDPR on the AV are considered an administrative offence and may be subject to fines of up to EUR 50,000 if the contract is not awarded properly. In individual cases, the data protection supervisory authority may also order the removal of violations of data protection regulations and even prohibit processing in serious cases.

If the contractor wishes to transfer the processing in completely or in part to another contractor, such processing or use by a subcontractor is only permissible with the consent of the client. The contract between the Client and the Contractor shall contain appropriate provisions concerning existing and future subcontracting relationships.

C.2.3 Occupational Safety

Fundamentals

Suppliers commissioned by the Lufthansa Group, their employees and subcontractors must comply with the occupational safety laws and regulations applicable to their place of work. The Contractor must ensure that all work safety requirements are observed and complied with. The Lufthansa Group reserves the right to randomly check this. Failure to comply with the safety regulations may lead to termination of the order. The contractor is liable for all resulting damages.

Guidelines for external companies

In addition to the law, the "Guidelines for External Companies", which form a binding part of the respective order, shall apply. It defines company-specific safety regulations that must also be observed. Depending on the Group Company and location, there may be further occupational safety regulations. In addition to general information, the guide for external companies provides you with information on the requirements for construction/assembly work, handling hazardous substances and flammable work, among other things. It also contains information on how to react in case of emergencies. If you have any questions, please contact the department directly.

Commitment to instruction

The instruction of all employees working for the Lufthansa Group must take place before carrying out the task or before entering the site. The contractor is responsible and obliged to instruct his employees with regard to the contents of the guidelines for external companies. It is assumed that the contractor with regard to the general legal requirements provides regular additional instructions.

Coordination of work

In order to avoid mutual hazards and reduce the risk of accidents, the Lufthansa Group department appoints a responsible person who coordinates the work of several companies. This person has the authority to give instructions to you and the employees working for you with regard to occupational safety measures. The specified measures for occupational safety must be observed for the entire duration of the fulfilment of the order. Furthermore, the responsible person of the Lufthansa Group department will give your employees a briefing on possible site-

specific hazards. This is documented by Lufthansa Group and must be countersigned by all employees involved

Useful tips

You can find the guideline for external companies under
➔ <https://www.lufthansagroup.com/en/suppliers.html>

Contact for Group-wide occupational safety

E-mail: frapzq@dlh.de
FRA PZ/Q
Occupational Safety Quality Management & Training Coordination LHG

C.2.4 Contractor ID Card

Who can use the Contractor ID Card?

Customers, suppliers or other persons working on behalf of Lufthansa agencies on the Lufthansa premises who likely have to enter the Lufthansa premises on official business for longer periods of time and/or repeatedly.

How do you apply for a Contractor ID Card?

You apply for the Contractor ID Card to the Lufthansa department responsible for you (in connection with the person/contractor). You can get further information directly from the department or buyer responsible for you.

What is required to process the application?

- Application for Contractor ID Card
- Current official color passport photo (plain background, paper or digital photo)
- Copy of applicant's identity card or passport
- Application for a **background check** or
- Proof of a background check already conducted (clearly legible copy)
- If necessary, copy of a security training certificate (clearly legible copy)

What do I have to keep in mind?

The applications must be filled out completely and have to be legible. Incomplete and illegible applications are sent back to the contracting Lufthansa department. A background check in accordance with Sect. 7 LuftSiG (Aviation Security Act) must be conducted prior to issuing the ID card. The authorities may take several weeks to conduct such background check. A Contractor ID Card is not issued until the background check has been completed.

Period of validity

The Contractor ID Card can be valid for up to three years. The decision regarding the validity is made by the sponsoring Lufthansa department, depending on the actual time of operations at Lufthansa. You must apply for a new Contractor ID Card with the Lufthansa department two months prior to the expiry date printed on the Contractor ID Card. The required background check is valid for five years.

The new application must be submitted no earlier than six months, but no later than four months prior to expiry of the validity of the last background check.

What if my ID-Card is malfunctioning?

Check ID Card at an ID Card Terminal:

FRA LAC, near front office desk

HAM Bldg. 220, Service Center

MUC FOC, first floor

CGN Head Office, ground floor

Contact FRA PS/S-C for questions:

idcardfra@dlh.de

Costs of the Contractor ID Card & background check

It is possible to pass on the costs arising in connection with the issue of a Contractor ID Card. A corresponding regulation is part of the individual supplier agreement. For further information, please contact the buyer responsible for you.

Useful tips

Online Application

➤ <http://fremdfirmenausweis.lufthansa.com/?lang=en>

For pickup/issue of the ID card, please call the following airports

FRA: Visitor reception Gate 21 +49 69 / 696-88787

HAM: Visitor reception +49 40 / 5070-3318

MUC: Visitor reception FOC +49 89 / 977-5222

Identity card or passport required for pickup

In case of loss/theft of the ID card, Lufthansa Site Security must be notified immediately!

FRA PS/S-O: +49 69 / 696-2507

Return/seizure/loss/theft of the Contractor ID Card

The applicant/the-external contractor is responsible for returning any ID cards to Lufthansa that are no longer needed. If the preconditions no longer exist, e.g. upon expiry of the ID card, change of companies, (early) completion of the contracted work, termination of the employee etc., the external contractor shall immediately send the ID cards pursuant to Sect. 10 LuftSiG (Aviation Security Act) to the contracting department of Lufthansa or to the visitor reception and/or the department ID Card Processes (FRA PS/S-C). Non-compliance with these regulations will likely lead to regulatory offense proceedings being initiated against the cardholder.

Pursuant to Sect. 18, (1) No. 4 LuftSiG, non-compliance constitutes an offense that may be subject to a fine of up to Euro 10,000. Should the ID card not be returned in due time, the contracting Lufthansa agency shall seize the ID cards and forward them to FRA PS/S-C with a note to that effect. Please note that

Lufthansa is entitled to charge a processing fee for damaged, lost or unreturned ID cards.

Security training in accordance with LuftSiSchV (Regulation on Aviation Security Training)

A security-training course is required to enter specially designated security areas. The completion of such a course must be proven by providing a corresponding certificate. No access can be granted to the designated security areas without proof of such security training.

Purpose of collecting, processing and using data within the scope of the background check

Within the scope of the **background check**, your data will be passed on to the federal and state law enforcement authorities, to the Federal Central Register of Convictions and, where required in individual cases, to the Federal Bureau of Criminal Investigation, the Customs Investigation Bureau, the Federal Office for the Protection of the Constitution, the Federal Intelligence Service, the Military Counterintelligence Service and the Federal Commissioner for the Archives of the State Security Services of the Former German Democratic Republic. Insofar as required in individual cases, inquiries are made with the responsible immigration authorities in case of foreign applicants. Should the information provided by the above authorities give rise to doubts regarding your background, the aviation security authorities are entitled to obtain information from law enforcement agencies. The aviation security authorities only store and use your personal data electronically within the scope of the background check. Moreover, the aviation security authorities inform each other about background checks being conducted to the extent necessary in individual cases.

Duty to Cooperate

Pursuant to Sect. 7 LuftSiG, you are obligated to cooperate in your background check. You must in particular provide truthful information when making an application and during any hearing, if such hearing should become necessary due to circumstances that evoke doubts regarding your background. It is a regulatory offense to intentionally or negligently provide false information. Pursuant to Sect. 18 (2) LuftSiG, such an offense may be punished with a fine of up to Euro 10,000.

Reservation of Revocation

The result of this background check is issued under reservation of revocation at any time, since the agencies providing information may also pass on incidents from the past to the aviation security authorities at any time.

Notification of the results of the background check

Pursuant to Sect. 7 LuftSiG, the concerned party, i.e. you, your employer as well as the federal and state law enforcement and intelligence agencies involved must be notified of the result of the background check. In a background check pursuant to Sect 7 LuftSiG, the result of the check is sent directly to you or your employer. In the latter case, the concerned party can ask his employer to view the results.

Should no clearance be granted, Lufthansa reserves the right to send the results of the background check to the Lufthansa department sponsoring the application.

Recognition of background check results

The results of the background check are recognized throughout Germany. The check is valid for five years. A new application must be submitted no earlier than six months and no later than four months prior to expiry of the background check.

Access Permit / Parking Permit

Only apply for an access permit if you have good reason to do so. Parking on the outside parking lots is unreasonable. You must provide reasons for the application. Applications must be sent to the contact persons listed below. You can apply for a parking permit in the Lufthansa parking garage/parking lots with the contact persons below.

Contact the following for obtaining access permit / parking permit

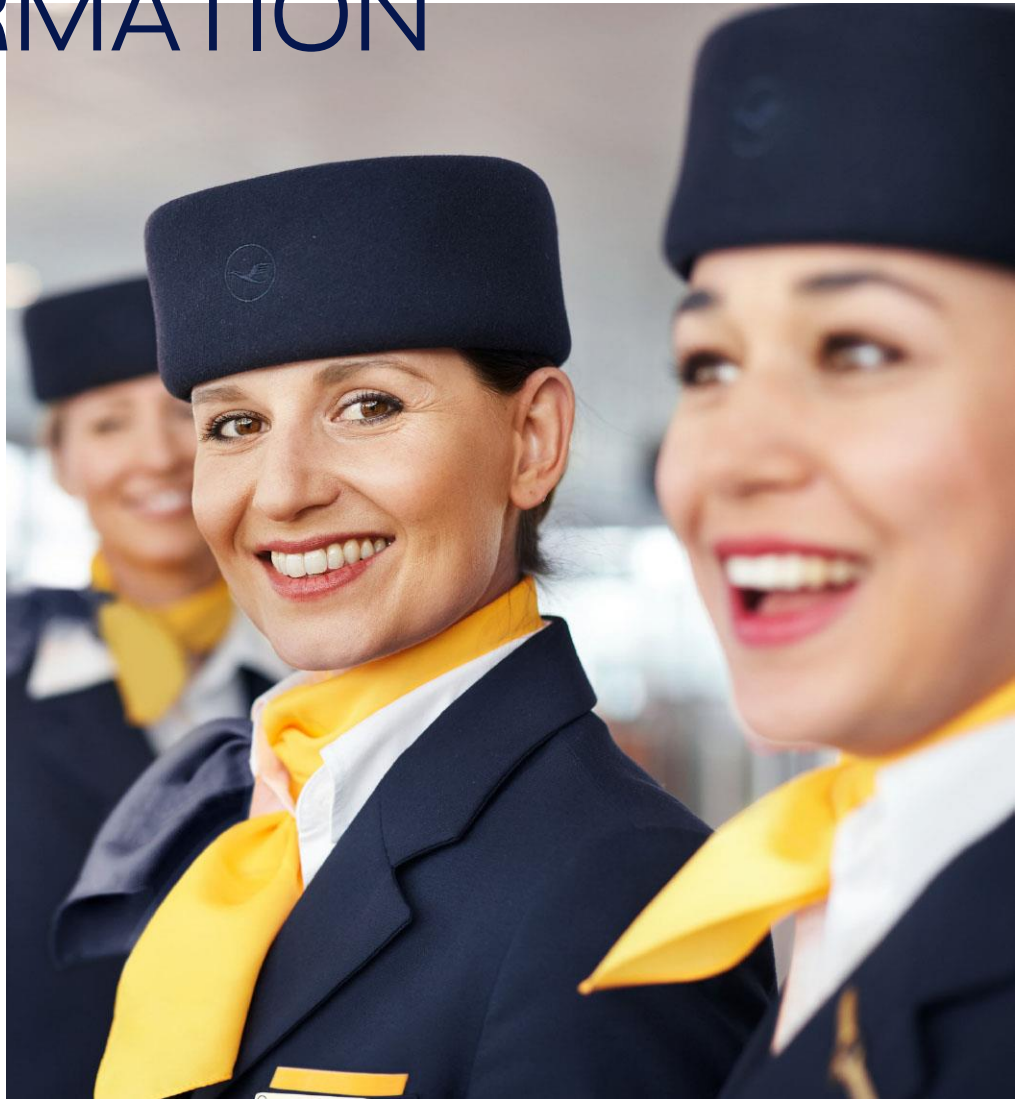
FRA:	FRA PS/S-C	+49 69 / 696-93 704
HAM:	HAM TV/F-2	+49 40 / 5070-1921
MUC:	MUC ES	+49 89 / 977-6001

Access permits/ parking permits are subject to a fee!
Please contact your contact person for more information.

Serviceline FRA

FRA:	PS/S-C	+49 69 / 696-2886
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D FURTHER INFORMATION



We are happy if you as a supplier also use your relationship with Lufthansa for **advertising** purposes. In the following, we present you different options and what you have to bear in mind. Obviously, this manual raises no claims of being complete. Especially **questions** concerning billing occur frequently, thus we provide you with answers here. With the **Overview of Contacts**, you can reach our purchasing departments. Finally, a **Keyword Index** is kept available for your orientation.

D.1 Advertising with Lufthansa

D.1.1 PartnerPlusBenefit



PartnerPlusBenefit is a free corporate bonus program from Lufthansa to specifically promote medium-sized businesses – and thus their own suppliers. PartnerPlusBenefit makes it easy to optimize travel expenses, motivate staff and create a more enjoyable work experience with a large selection of awards.

How does it work? Once you have registered your company for the program; you, your colleagues and your employees earn **valuable BenefitPoints with almost any flight** with Lufthansa or one of the nine Benefit Partner Airlines. We will credit these points to the BenefitAccount that runs in the name of your company and can be administered online. You can redeem your points later in the way you like among a wide variety of choices.

Specifically for our suppliers: the awards

What are the awards we offer? The awards available to you have been selected based on the needs of medium-sized companies and vary within different regions. That enables you to **redeem BenefitPoints free flights, upgrades, excess baggage and FlyNet vouchers** or you can **have them transferred** to a payment card registered in the system.

This offer is supplemented with **valuable merchandise from the PartnerPlusBenefit WorldShop**: From modern communication technology and equipment for your office to business travel accessories – everything you will need to make your workday more enjoyable. All Miles & More Members will receive an additional benefit– they **also earn double Miles & More miles** on their personal account.

PartnerPlusBenefit – one program, many advantages



Worldwide in best company

With more than 110,000 participating companies in over 130 markets worldwide, PartnerPlusBenefit is no longer an insider's tip. As a Lufthansa supplier, isn't it about time for you to benefit from the corporate bonus programme, too?

More information at:

➤ <http://www.partnerplusbenefit.com/>

Useful tips

Register now to qualify for awards even more quickly and earn a double welcome bonus to be credited to your BenefitAccount!

D.1.2 Brand Management Online

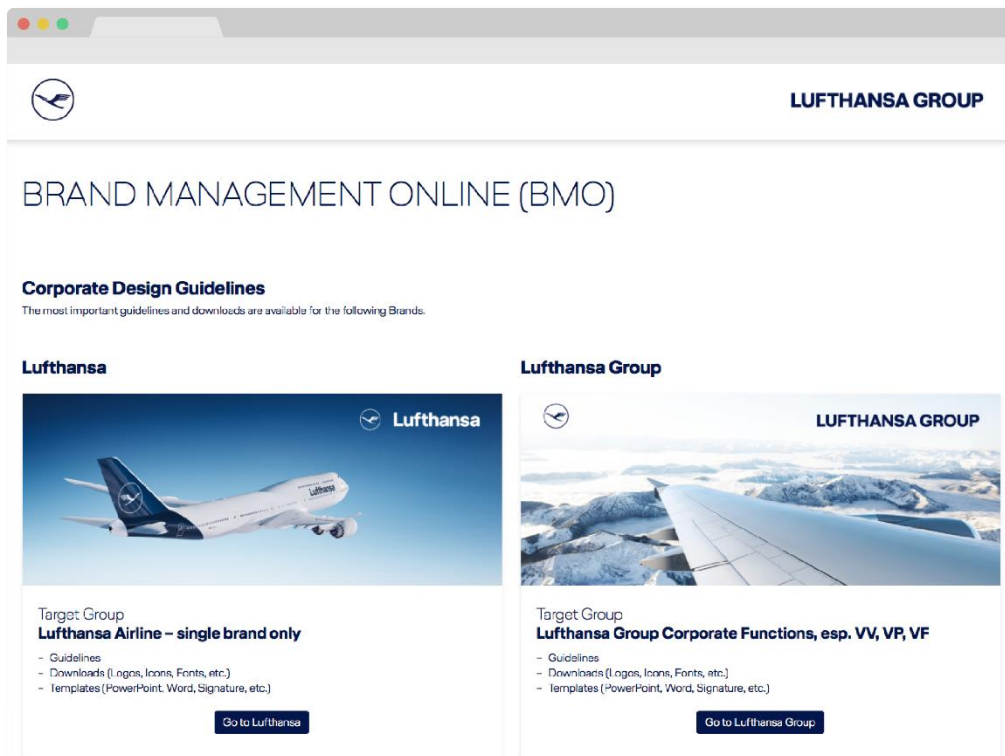
Brand Management Online is meant to strengthen the Lufthansa brand worldwide and to serve its uniform overall appearance. This is where you find all there is to know about the Lufthansa brand and design.

Using the **brand** and **Corporate Design** requires rules and tools. BMO provides information on new brand contents, brand management guidelines and the brand architecture. Examples of internal as well as external design applications from a great variety of Lufthansa segments make it clear how the brand is represented visually in the Corporate Design. Design guidelines for the Corporate Design and tools for implementing the design in all media are made available there. All currently available logos in the applicable colors and sizes are made available for download in the Brand- Hubs

Useful tips

Our business partners can access the BMO portal by registering themselves at <http://www.lufthansa-design.com>

Moreover, indicating their address and the Lufthansa department they are in contact with. After immediate activation, they get access via a password sent to them per email. In addition, the L/M department will be happy to help should you have any questions.



All contents of the Brand Management Online Portal are available in German and English and are constantly updated.

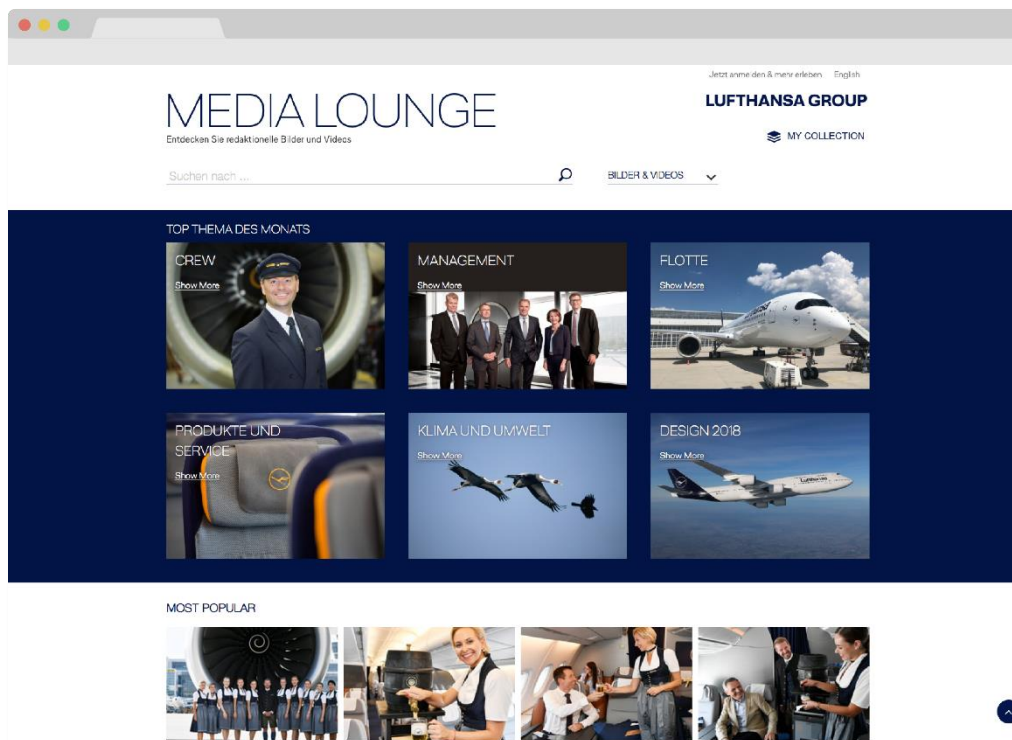
In the **Corporate Design Guidelines**, style guides and templates are at hand, ready to be downloaded – both for external and internal use. For example, if you want to use the Lufthansa figurative / word mark, you will find guidelines for the right choice and correct handling of the logo.

D.1.3 MediaLounge

The efficient management of media data like photos, videos or sounds is indispensable for managing the corporate image. To this end, all visual data are managed and updated in a **visual archive** (MediaLounge).

All images designated as public are available to our business partners and internal employees via a guest access at <http://medialounge.lufthansa.com>. The guest can select the data relevant to him, download the data in various file formats or generate a PDF file, which can be shared among registered users. Because of the uncertainty of the selector, the saving of the selection will not be possible.

In case of frequent use, business partners can register by providing their address and the Lufthansa contact with the department included. After activation of the relevant catalogues, an email with individual access data including password will be send to you



Use the wide selection of images from the segments Lufthansa Cargo, Lufthansa Group, Lufthansa Passenger Airline and Lufthansa Technik.

D.1.4 Using Lufthansa in your Advertising

The use of your customer Lufthansa as a reference as well as the use of projects or products implemented or developed for Lufthansa is generally regulated in the **individual supply contracts**.

Any unauthorized use of the Lufthansa figurative / word mark or reference to Lufthansa as your customer is prohibited.

D.1.5 Placing Ads with Lufthansa



Refreshment tissues



drinking cup



Chocolate

Target group Lufthansa customers

Lufthansa Ambient Media – Ideas that inspire

We offer you the opportunity to place your advertising messages at various stations that Lufthansa guests will pass during their travels. By making direct contact with exclusive target groups, your message becomes highly efficient and targeted.

The travel and waiting time of our guests is turned into efficient advertising time for you: You have already reached the various target groups at home when they are preparing for the trip, at the airport in our gate areas and lounges as well as on board in First, Business and Economy Class.

Addressee / Contact

For further information as well as our detailed media data, please go to
➤ <https://ambientmedia.lufthansa.com/?lang=en>

Alternatively, call us – we are happy to advise you

Ambient Media Team
Deutsche Lufthansa AG
The Squire 23/
Flughafen Frankfurt
D-60546 Frankfurt
E-mail: lh-media@dlh.de

D.1.6 Advertising in Lufthansa Publications

Reach our Employees

Our internal communication platform one also includes **One Magazine**, the internal print publication of Lufthansa Group, which provides intragroup information to our employees on a regular basis.

With its current edition of 65,000 copies, it is published every two months. In addition, the Magazine is available for download on our internal homepage eBase.

External service providers have the opportunity to place ads and supplements in the German and in the English version of One Magazine.



Internal Lufthansa communication – printed and online.

Addressee / Contact

You can get the latest media data for **One Magazine** at

Grunert Medien & Kommunikation GmbH

Michael Grunert
Phone: +49 6201 398741 1
Fax: +49 6201 398741 2
E-mail: m.grunert@grunert-medien.de

D.1.7 Brand Management for Lufthansa Passenger Airline

The Lufthansa Brand

Lufthansa is a quality brand and trade name both for the Group as well as for Lufthansa Passenger Airlines. The brand is very well known and enjoys a first-rate reputation. Striving for a perfect flying experience is the key value of the Lufthansa brand and at the same time is the “DNA” of the Group. This common denominator also defines the interaction between the business segments and other brands in the portfolio, particularly in the passenger transport segment, where the striving for perfection finds its expression in safety, quality and service.

Brand Management for the Lufthansa Passenger Airline

On average, more than 350000 passengers are travelling with Lufthansa per day, and each one of them meets several Lufthansa employees, be it only for a few seconds.

At each of these moments, the image of the Lufthansa Brand emerges anew in the minds of the passengers.

The Crane is the trademark of Lufthansa, which stands for the highest level of technical expertise, aviation competence and distinguished service throughout the world.

Everything developed on behalf of Lufthansa presents the brand and is subject to the brand management guidelines.



Every single employee is part of the brand image of Lufthansa.
As is every instance of personal, attention paid to our customers.

E FAQ



Lufthansa is a large corporation with its own processes that are necessary for smooth handling. Of course, we are helping you with pleasure if questions occur or some points are unclear. Here we answer the most **frequently asked questions** and **what you, as a supplier and external company, have to take notice of** beyond that

E.1 Frequently Asked Questions concerning Billing

Question: Can I accept a commission without an order with order number?

Answer: No, because it is not sure that Lufthansa has correctly cleared the order and because you may not be able to settle the account. This even applies if you have a valid contract with Lufthansa regarding the product or services or if you received an order in the past without order number and your bill was still paid.

Question: What do I do if the buyer promises me to send the order with order number later?

Answer: If you perform without an order with valid order number, you do so at your own risk. The only exception is if performance is necessary to prevent damages. However, the buyer must give you written confirmation thereof.

Question: Can I as a supplier choose a billing system to bill Lufthansa?

Answer: No. Lufthansa prescribes the best billing system. Due to the complexity and scope of the billing processes, we unfortunately cannot allow any supplier-specific solutions. We apologize for any inconvenience.

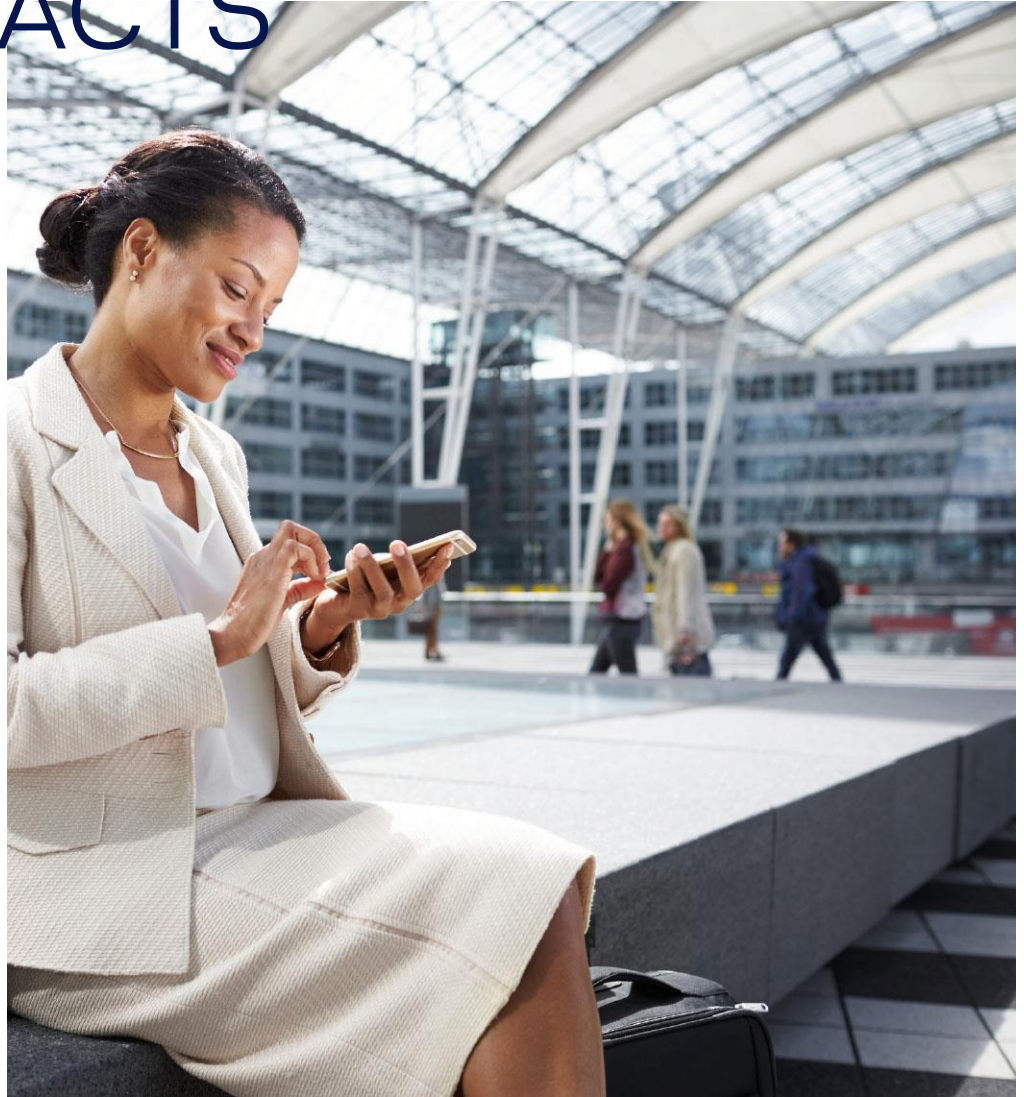
Question: What happens if I do not agree with the billing system Lufthansa prescribes?

Answer: As a large corporation, Lufthansa depends on constantly improving its processes and bringing them in line with future requirements. This is why we need the suppliers' understanding, support and cooperation. Only in this way can the suppliers sustain a long-term business relationship with us. That is why acceptance of the billing system prescribed by Lufthansa is an indispensable condition set out in current RFPs, contract awards and contract extensions.

Question: Can I also send an invoice or invoice copy to the buyer or service recipient?

Answer: No, only copies that are clearly marked "Copy, this is not an invoice" or "pro-forma" invoices may be sent by means other than the prescribed billing systems and/or to other/additional recipients.

F OVERVIEW OF CONTACTS



Purchasing Deutsche Lufthansa AG

Cabin Interior

FRA FP/LC

Alexander Faust

E-mail: procurement-cabin-interior@dlh.de

Marketing

FRA FP/LM

Miriam de las Salas

E-mail: procurement-marketing@dlh.de

Business Services

FRA FP/LF

Michael Hofmann

E-mail: procurement-business-services@dlh.de

Customer Services

MUC FP/LB

Michael Hofmann

E-mail: procurement-customer-services@dlh.de

Travel

FRA FP/OT

Ralf Diederichs

E-mail: procurement-travel@dlh.de

Inflight Catering

FRA FP/LI

Lahbib Bellahsen

E-mail: procurement-inflight-catering@dlh.de

MRO- & Flighttraining Services

FRA L/TC

Altfried Nessel

E-mail: altfried.nessel@dlh.de

Information Technology

FRA GE/I

Henning Krebs

E-mail: henning.krebs@dlh.de

Indirect Material

Lufthansa Global Business Services

FRA BE/M

Procurement Helpdesk

Phone: +49 69 696 55 000

E-mail: lufthansa.einkauf@dlh.de

Administrative Office

FRA FP/L

Sabine Bishop-Klaus

E-mail: frama@dlh.de

Contact PDF Invoice

KRK BE

Monika Kolos-Lembas

E-mail: monika.kolos-lembas@dlh.de

General Questions

question@invoice.lufthansagroup.com

For Special Contracts and Problems concerning Billing

Global Service Delivery Center Krakau E-Mail: accounting.lufthansa-germany@icat.dlh.de

Ombudsmann

Dr. Buchert & Partner Rechtsanwälte

Rechtsanwaltsgesellschaft mbH

Bleidenstraße 1

60311 Frankfurt am Main

Tel.: +49 69 710 33 33 0

Fax: +49 69 710 34 44 4

E-mail: kanzlei@dr-buchert.de

www.dr-buchert.de

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G

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IMPRINT

Deutsche Lufthansa AG
FRA FP/GP Procurement Controlling and Process Management
E-mail: frama@dlh.de

We apologize for not explicitly including the female pronouns. This is done to facilitate reading. The contents of this brochure are valid as of 10/2021. The relevant contractual agreements shall apply. Lufthansa reserves the right to change or end the program in the following years if deemed necessary by the company.

Implementation: DennerleinBrands GmbH | <http://debd.com>