

A young girl with dark hair tied in a braid with a red bow, wearing a red and orange school uniform, is focused on writing in a notebook. She is sitting at a desk in a classroom, with other students and desks visible in the background. The scene is brightly lit, suggesting a sunny day.

Corporate Citizenship

Responsible practice worldwide

As an internationally operating aviation company that takes responsibility at home and in the world for social issues, the Group has supported selected projects in the areas of social concern, environment and nature, culture and education as well as sports. Beyond that, many employees work as volunteers in projects and initiatives. In this context, Lufthansa creates a framework of favorable conditions and recommendations for corporate volunteering.

In the interest of the highest possible level of transparency and long-term effects, Lufthansa applies stringent quality standards to its social commitment. The pivotal point of all activities is defined by the company's core competencies: transporting people and goods as well as providing technical and economic know-how. Given the numerous natural catastrophes in 2010, these competencies were above all applied to emergency humanitarian aid.

Social commitment

Humanitarian emergency aid: Lufthansa demonstrates its solidarity with the victims of natural catastrophes

As an aviation company with worldwide activities, Lufthansa has provided comprehensive humanitarian emergency aid in the aftermath of natural disasters for many years. This aid helps to secure the survival of people in danger both quickly and efficiently.

The Group again provided transport capacities in 2010, this time to get aid supplies to help deal with the earthquake catastrophe in Haiti. "Lufthansa immediately contacted the crisis team of the federal government to offer support," said Wolfgang Mayrhofer, who was the Lufthansa Group's Chairman of the Executive Board and CEO until December 2010.

Transport of 200 tonnes of aid supplies free of charge

Just a few days after the disaster, Lufthansa Cargo sent an MD-11F freighter aircraft to Haiti on behalf of the Technical Relief Organization (THW). On board were 80 tonnes of aid supplies, above all food, medication and technical equipment. One month later, the cargo airline sent another MD-11F to Haiti at cost price to ship 65 tonnes of aid supplies to the disaster area on behalf of the Metro Group – including tents, satellite telephones, diesel generators and hygiene articles. Lufthansa Cargo transported about 200 tonnes of aid supplies in the framework of emergency aid for Haiti. In addition, the Lufthansa subsidiary granted release for numerous employees who supported the teams of the Technical Relief Organization (THW) on the scene. Emergency aid supplies were shipped to Miami as quickly as possible

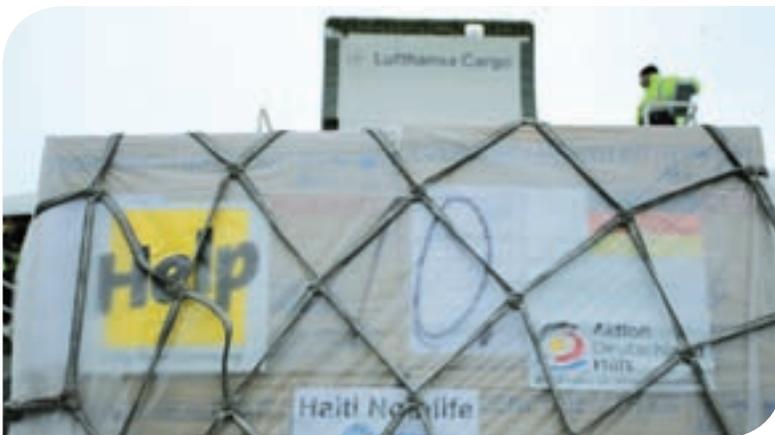
on board Lufthansa Passenger Airlines aircraft as well. From there, the U.S. military transported the supplies to the capital of Port-au-Prince via an air bridge.

Management and employees join forces

In response to the impact of the earthquake the Executive Board called for a donation campaign, as it did after the tsunami in southeast Asia. Employees donated work time and money valued in total at 220,000 euros, which Lufthansa doubled to 440,000 euros.

Reconstruction of six "small schools"

The total sum was transferred to a donation account that the HelpAlliance set up specifically for Haiti. The money allows the employee organization to provide long-term support for reconstruction in Haiti – especially with regard to destroyed educational facilities. An example is the HelpAlliance's cooperation with the neighborhood initiative "small schools," which Salesians of Don Boscos set up in the 1950s. The goal is to reconstruct six of these small schools by summer 2011 and to ensure financing for teacher salaries, school books, pencils, notebooks and school meals. The HelpAlliance was also able to secure financing in cooperation with the Catholic order for 300 "schools in a bag."



Fast and unbureaucratic: Three special Lufthansa Cargo flights transported a total of about 200 tonnes of aid supplies in the framework of emergency relief for Haiti.

Flood disaster in Pakistan

In the same way, Lufthansa provided emergency aid after the deluge-like inundations in Pakistan, which flooded large parts of this country in August 2010. In the face of this new natural catastrophe, Lufthansa employees' willingness to help was enormous: donations quickly reached 100,000 euros, which management again doubled and transferred to the HelpAlliance's dedicated account for Pakistan. In addition, the HelpAlliance provided a base amount of 10,000 euros as an immediate measure. As there was above all a dearth of clean potable water, the employee organization made possible the purchase of 600,000 water purification tablets, which a special Lufthansa Cargo flight trans-



ported to Islamabad. "Thus, six million liters of drinking water could be purified," explained Rita Diop, First Chairwoman of the HelpAlliance.

To ensure that the water purification tablets really reached people in need, a Lufthansa Cargo general agent took delivery of the shipment, personally forwarded and distributed it in emergency camps. "Each and every cent donated by Lufthansa employees therefore also reached people in Pakistan," said Carsten Hernig, Regional Director South Asia and Middle East at Lufthansa Cargo. Also on board the Lufthansa Cargo freighter were an additional 50 tonnes of aid supplies, such as medical supplies for the United Nations Population Fund. Furthermore, on another special flight to Karachi the logistics company transported 23 tonnes of a sugar-salt mix on behalf of UNICEF free of charge, to be used as a specific treatment for children suffering from diarrhea. Given the critical situation, the HelpAlliance closely cooperated with the German general consulate in Karachi to provide 200 tents for a refugee camp in the south of the country, for example.

In the meantime, thanks to Lufthansa Cargo's good connections in Pakistan, long-term aid measures have been launched. These concentrate above all on giving about 500 families in 15 villages a new basis for their livelihoods, so that in the future they will be able to ensure their economic existence themselves.

Hurricane in El Salvador

The victims of hurricane Ida also depended on a sign of hope after the storm left a trail of devastation in El Salvador in November 2009. Aiming at helping to reconstruct some of the totally destroyed houses in this Central American country, the HelpAlliance and employees of Lufthansa Systems collected more than 16,000 euros in 2010 for the victims of the tropical storm. The money benefited the aid organization Un Techo para mi País (UTPMP, literally "A Roof for my Country"), using it to build 15 new houses in the region of La Paz. Hands-on support also came from employees of the IT service company, who nailed boards, fitted and installed doors and windows. "These families were happy to finally have their own solid roofs over their heads," said Franz Simon, Service Manager at Lufthansa Systems TACA.



Carsten Hernig, Regional Director South Asia and Middle East at Lufthansa Cargo, coordinates the HelpAlliance's aid project in Pakistan.

Earthquake, tsunami and reactor catastrophe in Japan

On March 23, 2011, Lufthansa Cargo operated a special flight to Tokyo free of charge and in cooperation with the EU Commission to provide swift support for the Japanese population affected by the severe earthquake. On board the MD-11F freighter were above all blankets, which were urgently needed in the north of Japan, where cold winter weather prevailed. The aid supplies were donated by the governments of Denmark, the Netherlands and Lithuania. "It is a matter of course for Lufthansa Cargo to provide swift and unbureaucratic help in the face of a humanitarian catastrophe of such proportions," said Karl Ulrich Garnadt, Chairman and CEO of Lufthansa Cargo AG.

The employee aid organization HelpAlliance also demonstrated its solidarity with the people of Japan and called upon all Group employees for donations – as it did after the earthquake in Haiti and the flood catastrophe in Pakistan. As the HelpAlliance is not an emergency aid organization in the strict sense, its support will concentrate on reconstruction after the donation campaign is completed. Decisions about the use of donated funds will be made as soon as it is clear where long-term help can be provided most effectively.

HelpAlliance: Hand in hand for education, nutrition and health



The “HelpAlliance – Employees lend a helping hand” is a humanitarian organization that has grown over time and provided help for self-help for more than ten years. The registered charity, which is politically and denominationally independent, was founded by Lufthansa employees in 1999 and supports social aid, especially in Africa, Asia and Latin America.

The focus is primarily on business start-ups, educational facilities, orphanages, street-kid projects and bush hospitals, which the employees accompany personally and voluntarily during their time off or during their vacations. Lufthansa has supported the commitment of the HelpAlliance to its best ability ever since it was founded: by granting full-time and part-time releases, providing office space at Frankfurt Airport complete with the IT and telecommunications infrastructure required. Additionally, the Group provides logistical and communications support.

The range of projects supported by the HelpAlliance is broad and is divided in long-term, short-term results-oriented projects as well as activities in the framework of Emergency Aid, such as in the wake of the tsunami in southeast Asia, the earthquake in Haiti and the flooding in Pakistan. The number of projects that the cooperative initiative has launched, coordinated and supported since its foundation reached 70 at the end of 2010, with a total budget volume of almost 5.5 million euros. This success has been made possible by 13 full-time members, 1,514 Supporting Members and a worldwide network of volunteer helpers inside and outside the Lufthansa Group.

Cornerstone for a better life

Poverty, violence and the lack of educational opportunities are the order of the day in large parts of Africa. To provide a long-lasting signal of hope,

the HelpAlliance has been committed to this part of the world from the first day of its existence. At the end of 2010, the number of projects supported in Africa stood at 19 – more than on any other continent. In some cases, support has been given for more than ten years. In 2010, the HelpAlliance made a total budget of 404,000 euros available to support projects in Africa. This money is well invested. “Many success stories big and small show that it is worthwhile not to write off the people in Africa,” affirms Rita Diop, First Chairwoman of the HelpAlliance.

An example is the long-term project Abéni in Djougou in the north of Benin which gives girls between the ages of 9 and 18 years the opportunity to obtain a school education. The HelpAlliance finances not only tuition, learning materials and tutors, but also regular meals, doctor’s visits and inoculations. In the meantime, the first graduate from the school has received a stipend for university studies. By contrast, the circle of friends “East Africa” is dedicated above all to the modernization or new construction of clinics in and around Mombasa. A significant element of this type of long-term HelpAlliance project is the acute care for undernourished and malnourished children in dedicated wards. As life-threatening disorders related to malnutrition are not only due to a dearth of food, but also to the mothers’ lack of knowledge, providing information and imparting the basics of child nutrition plays an important role in the concept of this help project. The aim is above all to give everyday tips that can help young mothers to combine available foods in ways that provide their children with all vital nutrients and vitamins.

Closing educational gaps

Whether children in developing countries have a future depends in large part on whether they receive access to education. To achieve this goal is the purpose of the iThemba preschool project in the township of Capricorn in the South African metropolis of Cape Town. Thanks to numerous donations from passengers and Lufthansa employees as well as the considerable commitment of employees at Lufthansa Global Tele Sales Cape Town, 75 children up to the age of six



“Again and again I am fascinated by the devotion with which Lufthansa employees work for the shared goal of making the future of others a bit better. During my visit to the Prana Project in India I found this objective of the HelpAlliance confirmed in impressive ways. And that is why I am very happy to be involved myself.”

Bettina Lauer
Patroness of the HelpAlliance





A course for seamstresses and dressmakers from different castes is part of the Prana Project, an initiative in Pondicherry in southern India supported by the HelpAlliance.

years have been able to take advantage of this offer since January 2010. The preschool compound consists of several classrooms, a playground and administrative buildings. As sufficient and healthy nutrition is the condition for the children's ability to learn, they receive three meals a day. "Studies show that children in townships lag two to three years behind the educational level of other boys and girls," explains Rita Diop. "We want to close this gap with well-trained teachers and instruction in the English language."

Future prospects for children in India

Pronounced poverty and social misery prevail not only in Africa, but also in India. Those who suffer the most are once more children because parents often do not have the means to provide the essentials in an appropriate way. In this situation the so-called boarding houses of Patenschaftskreis Indien e.V. – also a long-term HelpAlliance project since 2004 – resemble a silver lining on a dark cloud. In most cases the children live year-round at one of the 20 boarding houses, where they receive clothing, a school education, regular meals and medical care. In addition, the association covers the costs of teacher salaries and small-scale pharmacies that keep a stock of all vital medications, so that villagers, who are ordinarily excluded from medical attention, can be treated in an appropriate manner. To ensure that the about 3,000 children will be able to organize their lives in their own strength, they also learn the fundamentals of farming and cattle breeding at some boarding houses. Beyond that, Patenschaftskreis Indien looks after children of all age groups who were put on trains by their parents in the hope that someone might take pity on them and care for them in the future. These children often find shelter in special children's houses, where trained personnel provide them with clothing, food and education,

and give them affection. The association generates funds needed for the operation of these houses on the basis of sponsorships: As little as 15 euros is enough to provide a child for one month with everything that is necessary every day.

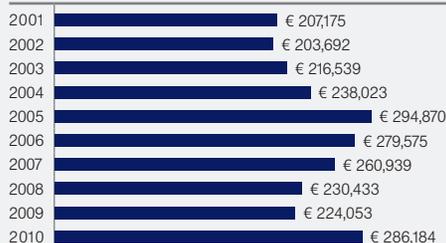
www.help-alliance.com

On-board collection program "Small Change – It's a Big Help"

The on-board collection program allows Lufthansa and Condor passengers on long-haul flights back to Germany to donate coins and bank notes left in foreign currency to a good cause. This option has been offered since May 2001. Small sealable envelopes for this purpose are provided in the seat pockets; the cabin crews collect and forward these to the HelpAlliance. Special donations pillars in the employee areas and Lufthansa lounges at German airports, in the public areas of the Frankfurt and Munich hubs, and at selected lounges outside of Germany serve the same purpose.

On-board collection program

Development of donation volumes¹



Start of Condor's participation: October 2003

¹ All figures quoted in this article for 2010 are preliminary, as the final figures were not available by the copy deadline.