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Chairman’s Welcome

Dear Reader:

Welcome to the “Global Village” of the Lufthansa Group in the United States: Our People, Our Partnerships and Our Presence. We are pleased to share our commitment to the U.S. through the faces and stories of our valued employees who represent our businesses here.

Our strong and historic ties to America date back more than 80 years. Since then, Lufthansa has continued to grow its presence and now employs more than 10,000 people in the U.S.

The Lufthansa Group is present in many American cities employing skilled workers who are dedicated to enhancing our success here in the U.S. through our network of five globally positioned business segments: the passenger airline group providing high quality and excellence in customer service; Lufthansa Cargo driving worldwide logistics; Lufthansa Technik ensuring global distinction in maintenance, repair and overhaul of aircraft; Lufthansa Systems pioneering information technology in avionics; and LSG Sky Chefs offering in-flight services for an outstanding onboard experience.

The airlines of the Lufthansa Group also continue to grow their market presence. We fly from 17 U.S. destinations with Lufthansa Passenger Airlines to our three gateways in Germany – Frankfurt, Munich and Dusseldorf, with SWISS to Zurich and Geneva and with Austrian Airlines to Vienna - connecting passengers to our global network, the Star Alliance, together with our North American partners United Airlines and U.S. Airways.

As a good and true corporate citizen in the U.S., we contribute to the country’s economy. Annually we invest hundreds of millions of dollars within the U.S. for goods, services and equipment. We rely on the expertise of the U.S. aerospace industry including General Electric, United Technologies and Honeywell to help sustain our environmental principles and ensure our economic success. As an industry leader we are committed to responsible progress and innovation and thus also have a long tradition in measures to protect climate and resources on earth.

Our foremost U.S. aviation partners include The Boeing Company, a relationship that began over 50 years ago, working together to enhance engineering and innovation in performance and design of aircraft. Lufthansa is proud to be the launch customer of the next generation jetliner, Boeing 747-8 Intercontinental, an over $5 billion investment. And our flagship, the Airbus A380, is made of hundreds of U.S. parts and equipment – which represent a big investment in American companies and the U.S. economy.

As our story continues here in the U.S., we will stay committed to our staff, to our business partners and to your great country.

We hope you enjoy reading about Lufthansa in America as much as we enjoy being here.

Christoph Franz
Chairman of the Executive Board and CEO, Deutsche Lufthansa AG
The Lufthansa Group continues to cultivate its relationships in the U.S. These relationships derive from more than 50 years of trans-Atlantic airline service between major gateways in Europe and the United States. Over time, this has fostered countless partnerships between our countries and our citizens.

While our core business remains air travel, we have created a network of globally positioned segments rooted in numerous aspects of the aviation industry. These have grown to become successful corporate citizens in communities across the U.S.

The Lufthansa Group employs nearly 10,000 people in the United States and their collective annual wages have a significant economic impact.

Moreover, our businesses invest hundreds of millions of dollars per year in American goods, services, and financial investments.

The map above illustrates Lufthansa’s commitment to its presence in the U.S.

**LH Group: A commitment to excellence**
- Skytrax 2011 • Best Airline Worldwide 2010 • Best European Airline • AARP Innovative Employer Award 2010 • Best Business Class to North and South America 2010 • Global Traveler Award • Best European Cargo Airline • German Industry Innovation Award 2011 • Green Enterprise Award 2010 • Global Travel Catering Distinction Award 2010 • Crystal Cabin Award 2010 • Best MRO Service Provider, 2009 • U.S. Commercial Service Corporate Partner • Aircraft Technology Engineering & Maintenance Awards 2011 • Crystal Cabin Awards 2011 • Most Popular Employers Amongst Trainee Engineers 2010/2011 • Aircraft Technology Engineering & Maintenance Award 2010 • Global Traveler Award 2011 • Condé Nast Traveler World Savers Award 2011 • 2011 Travel + Leisure Global Vision Award for Environmental Innovation
Lufthansa Passenger Airlines holds a top position among international airlines serving the North Atlantic, connecting 17 U.S. cities with non-stop flights to our hubs in Frankfurt and Munich as well as to Düsseldorf.

Lufthansa Cargo provides scheduled freight transportation and logistics services from 18 U.S. cargo stations to its hubs in Leipzig, Frankfurt and Munich and from these cities to hundreds of other destinations worldwide.

Lufthansa Technik is a leader in aviation maintenance, repair and overhaul, continuously assuring the reliability and availability of aircraft fleets for more than 750 customers worldwide.

Lufthansa Systems has a leading position in the global aviation industry. Its portfolio covers the entire range of IT services, from consulting, development and implementation of industry solutions to operations.

LSG Sky Chefs is our airline catering subsidiary and represents approximately 40 percent of U.S. based market share.

SWISS, the national carrier of Switzerland, is part of the Lufthansa Group and connects 7 U.S. gateways to Zurich and Geneva.

Austrian Airlines offers excellent connections from North America to 46 destinations in Central and Eastern Europe and 12 destinations in the Middle East.

Lufthansa Flight Training is located in the Arizona desert near Phoenix, which offers ideal weather for flying. That is where Lufthansa pilot trainees from the company’s Pilot School in Bremen, Germany, get much of their in-flight practice. Lufthansa subsidiary Airline Training Center Arizona has 33 aircraft and a staff of highly qualified instructors.
Lufthansa Around the Globe

Air transportation connects people around the globe and enables the positive exchange of goods, ideas and cultures. Passenger transport is the Lufthansa Group’s core business. Other key segments are international scheduled freight transport, aircraft maintenance, repair and overhaul services, information technology services and worldwide airline catering. The Lufthansa Group is bolstered by a global workforce of more than 117,000 people; it serves 211 destinations in 84 countries and operates 710 aircraft – one of the industry’s youngest and most environmentally friendly fleets.

Lufthansa in America

Nearly 10,000 U.S. employees comprise the Lufthansa Group workforce in America. With its distinguished commitment to the U.S. labor market, Lufthansa contributes millions of dollars annually in payroll, taxes, and community volunteerism, demonstrating its desire to become fully integrated in its American venture. U.S. personnel include passenger services staff at 17 U.S. gateways, cargo logisticians, aircraft maintenance technicians, information technology specialists and airline catering personnel at 39 customer service centers across the country. Lufthansa not only invests in U.S. personnel, but also chooses to utilize hundreds of American suppliers for essential goods and services, including state-of-the-art aircraft and engines from our U.S. partners.

Skilled people doing a great job every day are the greatest strength of the U.S. economy.

Lufthansa has thousands of skilled employees in America contributing with remarkable talent and dedication.

Let’s meet a few of them!
Zulaikha Tokhi – Duty Station Manager at Miami International Airport
Partnerships and Personal Possibilities

Zulaikha Tokhi’s recent promotion to Duty Station Manager at Miami International Airport is a perfect representation of the many career development opportunities available within the Lufthansa Group.

Before transitioning her career to Miami, Zulaikha had a truly meaningful experience as Station Supervisor in Passenger Services for Lufthansa at Dulles International Airport in Washington, DC. Working on a daily basis with United Airlines, our Star Alliance partner in the U.S., she helped hundreds of passengers with different needs and circumstances get to their final destinations. She notes that every passenger has a unique story, and many of the travelers with whom she has worked left a lasting impression.

Zulaikha describes her efforts: “I strive to provide outstanding customer service to every passenger. But when I am able to accommodate an individual with special needs, be it a person en route to receive critical medical treatment or an unaccompanied child who is hesitant about traveling alone, the satisfaction is immeasurable.” It’s these kinds of passenger interactions that motivate Zulaikha in her daily routine.

As Duty Station Manager in Miami, Zulaikha is now responsible not only for passengers, but also for her colleagues at the station. Some of Zulaikha’s new duties include supervising, training, coaching, and coordinating station employees in all actions at the airport, managing staff planning and helping ensure complete and proper handling of all station matters. Moreover, Zulaikha conducts managerial tasks from an analytical business standpoint, including discerning the proper planning and allocation of resources based on corporate guidelines. Zulaikha also serves as Lufthansa’s representative on various committees within the Miami International Airport community.

During her ten years with Lufthansa, Zulaikha has received training in airport management and technological advances. These, along with courses in leadership skills, have allowed her to continue to advance her career goals. “At Lufthansa, I have the opportunity to grow professionally and the training that the company provides allows me to continue learning about our ever-changing industry. I am making this my career. At Lufthansa, the sky’s no limit.”
Lufthansa and United: a strong partnership

Zulaikha and Jovita Douglas of our joint venture and Star Alliance partner United Airlines exemplify the effort of both Lufthansa and its partners to work together and provide customers with the best service possible while traveling to and from the U.S.

Investing in Our Customers

Lufthansa’s efforts to provide outstanding in-air and on-ground service were recognized in the 2011 Skytrax World Airline Awards. Over 18.8 million travelers worldwide voted Lufthansa as the Best Transatlantic Airline in the customer product and service quality categories. On the ground, Lufthansa has constructed six airport lounges in the U.S. for its premium passengers in Atlanta, Boston, Detroit, Newark, New York, and Washington, DC.

In the air, Lufthansa passengers can fly on the Airbus A380 with flights between Frankfurt and Miami, New York and San Francisco. Also contributing to the onboard experience is the initiation of FlyNet®. Lufthansa is first airline to offer satellite-based high-speed internet to passengers with Wi-Fi enabled laptops or smartphones, available on its entire network, including “over water.”

As the Director of Corporate Travel for Hughes Network, Ron Tiu describes why he “chooses Lufthansa as a partner to provide a supreme travel experiences on the ground and in the air”: “Lufthansa is not just another airline, but also the most distinguished and respected airline company today, with more milestones achieved everyday than many other airlines combined together.” He adds that “Lufthansa’s DNA is simply knowing how to take a passion for perfection, in this case, creating an aviation company that will fly a traveler to many corners around the globe, by providing a consistent and reliable experience wherever the Lufthansa name appears.”
Cheryl Brown opened her arms to a remarkable gift in 1981, and she’s been giving back ever since by opening her heart and life to others. Clinton, her only child, was born with diastrophic dysplasia, a rare form of dwarfism. Persons with dwarfism are correctly described as “little people.” The syndrome affects about 1 in 10,000 births. Most are from average stature parents, and many enjoy active and productive lives.

The past year has brought about several new endeavors for Cheryl and her family. Her son Clinton has developed a disability awareness assembly that is taken to schools on Long Island to educate students. He has also formed a basketball team called the New York Towers, which is the first organized athletics program for little people in the United States. The team practices once a month and this year began the ‘Beyond the Rim Experience’, which brings them to gymnasiums and schools all over New York. The New York Towers show students that it is not the hand in life that you are dealt, but the way you play that hand, which truly determines the outcomes in your life. The team strives to leave students with a newfound respect for people with differences and the idea that they can overcome any challenge that life throws at them. The New York Towers’ motto is simple … Inspire, Motivate and Educate.

Cheryl and Clinton have also recently created a Foundation called “A Little Goes A Long Way.” Its mission is to support education and mobility needs for little people in order to best increase their sense of independence. There are a lot of costs involved with being an independent little person, such as driving equipment, wheelchairs,
scooters and walkers, which may not be covered by general insurance plans. The Browns understand these costs and hope ‘A Little Goes A Long Way’ will help to fill these gaps in coverage and put little people in a position that will allow their independence to better their lives. Cheryl and Clinton plan to use the New York Towers to promote their new foundation and hopefully inspire, motivate and educate many families along the way.

Cheryl is a member of an elite team of Lufthansa employees known as the Business Service Center (BSC). This unique and valuable service team offers extraordinary service to Corporate Travel Managers and key Travel Management partners who book travel for Hollywood A-listers, corporate executives, diplomats and distinguished leaders. The services offered are just as diverse as the clientele. Cheryl might be asked to arrange a personal meet & assistance, to arrange to transport musical instruments for a band on tour or to help interpret a contract. Whatever the request, Cheryl and her team members will do their utmost to accommodate it with a friendly and professional approach that has become the signature of the Lufthansa BSC and Cheryl Brown.

Forbes has ranked Lufthansa among the leaders of its listing of the world’s most reputable companies – it is the top-ranked airline and third overall among businesses in general.

Nearly 40 percent of Lufthansa’s core fleet of modern jetliners are U.S.-built and are equipped with engines and components that are predominantly of U.S. origin. These include the 150 Airbus and Boeing aircraft, which are currently powered by the Ohio-based engine manufacturer CFM International. By 2012, Lufthansa will have increased its CFM56-operated fleet by another 27 aircraft.

Clinton Brown III takes a break with his mother, Cheryl, and father, Clinton Brown Jr., during the Empire State Games for the Physically Challenged, one of several fundraising events supported by the Brown family.

Diversity Is Dynamic at Lufthansa
As one of the world’s largest and most successful international airlines, Lufthansa enjoys national, ethnic and cultural diversity among our international clientele and our workforce.

Lufthansa has shown its support of the LGBTQ community by offering competitive fares to top European destinations as well as sponsoring events in both Germany and the Americas. Lufthansa proudly supported the Trevor Project in New York and Christopher Street Day in Berlin, Germany.

Lufthansa also works to make travel more affordable for students through a discounted fare program called GenerationFly®. This gives students an opportunity to travel around the world and build on their educational experience at a deeply reduced cost.

A focus on diversity not only applies to our clientele. Of our nearly 117,000 employees, 146 nationalities are represented, more than 43% are women, 5% of our pilots are women, 39% work outside of Germany, our average age is 40 and nearly 20% are workers over 50 years old and more than 3% are people with disabilities.

At Lufthansa we believe a diverse workforce promotes an outward-looking and international perspective, which is important to our identity and a key to our success.
Rigo Cabrera – Cargo Terminal Manager at Los Angeles International Airport
Transporting cargo for Lufthansa and delivering compassion to people

Rigo Cabrera’s compassion for people in need could fill a cargo container on a Lufthansa MD-11 jet freighter. Literally.

Rigo is Lufthansa Cargo’s terminal manager at Los Angeles International Airport. It’s the kind of “customer first” work that attracts a person with a penchant for helping others.

“It’s definitely dynamic,” Rigo says of his work day. “In my job every day is something new. It’s basically serving shippers and business people needing help. I love what I do. That’s why I’m here 31 years now – more than half my life – with Lufthansa Cargo in Los Angeles.”

Rigo also has an interest in aiding his community, particularly the San Fernando Rescue Mission, located a few blocks from the home he shares with his family in the North Hollywood/Panorama City area of Los Angeles.

For nearly 14 years Rigo has regularly collected clothing, household goods, toys, bedding and other necessities for people in need who come to the mission for a fresh start and a friendly hand.

“I do it because it’s a good feeling. There are so many needy people in this world, especially in parts of our own country,” explains Rigo, who emigrated from Cuba to the United States in 1969. “Why throw good stuff away if somebody else can use it?”

An extremely satisfied Lufthansa Cargo customer once e-mailed Rigo after he solved a near-hopeless delivery problem: “Rigo, you’re my new hero.” There are countless others in Los Angeles whose lives he’s touched in other ways who would agree.

Lufthansa Cargo ranks among the leading air cargo carriers in international transport and operates one of the most environmentally friendly freighter fleets worldwide.

Lufthansa Cargo safely and securely transports an array of merchandise – everything from clown fish to candy bars to luxury cars from its 18 U.S. cargo stations.

Lufthansa Cargo: Investment in Free Trade and Security
“As a global industry leader, Lufthansa Cargo will continue to invest in technology, refine our processes and engage with our U.S. partners to achieve our goals for successful business while balancing our commitment to smart security.”

James LoBello,
Head of Lufthansa Cargo Security, Americas Region
The manager of the San Fernando Rescue Mission thanks Rigo Cabrera for supporting people in need of a helping hand.

Luftansa Cargo
Luftansa Cargo is one of the world's largest international air freight service providers, delivering cargo to approximately 300 destinations worldwide and offering the finest transport logistics for various types of merchandise. Represented at all major international airports, Luftansa Cargo operates 18 specialized MD-11 freighters, and utilizes belly capacity on all Luftansa and Austrian Airline passenger aircraft. Luftansa Cargo also has a joint venture with DHL Express named AeroLogic, which operates a fleet of eight new Boeing 777 freighters and serves four destinations in the U.S.

Luftansa Cargo stands out as the premier air freight solutions provider due to its state-of-the-art handling facilities and equipment, high quality ground handling services, experienced personnel, modern information technologies, and a high level of customer service. In the United States, Luftansa Cargo offers a full range of product services from 18 stations, including the major cargo hubs: New York, Chicago, Los Angeles, Dallas and Atlanta. Luftansa Cargo also offers specialized transport services through its subsidiaries, “time:matters,” Jetainer, and Luftansa Cargo Charter.
Lufthansa Technik AG

Lufthansa Technik is the global, market-leading manufacturer and provider in the maintenance, repair, overhaul and modification of aircraft, engines and components for civil airlines and aircraft operators.

With customized programs for maintenance and state-of-the-art repair methods, Lufthansa Technik ensures the continuous reliability and availability of its some 750 customers’ fleets around the world.

BizJet International Tulsa, a subsidiary of Lufthansa Technik, offers a comprehensive array of technical capabilities to business, corporate, and VIP jet customers, including airframe and engine maintenance, advanced avionics installation, and exterior paint and interior refurbishment services.

With its globe-spanning network of affiliates and subsidiaries, Lufthansa Technik is committed to its top guiding principle: safety. LH Technik is the first company in its industry to establish an integrated management system according to the international standards, covering the areas of quality, environment, and health and safety.

Lufthansa Technik: Investment in Quality and Safety

“Quality assurance, environmental protection, health and safety are each a core principle of Lufthansa Technik’s social responsibility towards its workforce and society.”

Dr. Hans Juergen Loss, Vice President, Quality Management.
Both Erma and Ryan O’Rourke are proud members of BizJet’s Tulsa team. At their structure shop, they work to manufacture many of the individual pieces that go into building an aircraft.

Erma O’Rourke – Crew Chief of BizJet’s Structures Shop in Tulsa, OK
Overseeing the manufacturing of aircraft while helping to build her son’s career

Erma O’Rourke brings nearly three decades of experience in Tulsa’s aerospace industry, specifically with Lufthansa Technik, to her current role as BizJet Crew Chief. The Structure Shop in which she works manufactures approximately 4,000 different parts that go into putting together an aircraft, 500 for the galley alone. Every part is fabricated in-house. A formidable task, Erma’s role is to coordinate the collection of all necessary materials so she can then lead her team in the production of the various aircraft parts, which will later go into a completed aircraft.

BizJet’s completions services are delivered through careful consultation with clients, making sure to fully understand all expectations. From concept to completion, these specific needs are satisfied without compromise and with a quality unmatched in the industry today.

To Erma, building planes is not necessarily hard. She claims all someone really needs is an interest in math, the ability to read blueprints, and experience using hand tools. However, visualizing how individual sheets of metal will eventually form a complete aircraft is an understandably difficult task. Fortunately, Erma has learned how to best utilize her leadership skills to acclimate new employees to the task.

“When employees are new in our group, you need to give them space to look at the drawings and try to visualize the piece,” she says. “If they don’t get it, we help them visualize it or take them to the plane to see the part in context.” From her experience, new employees generally need about three weeks until it all clicks. Sure enough, that is exactly what happened for an important new member of the BizJet team: her son, Ryan.

Ryan’s path to BizJet was unintentional; Erma maintains that he never really thought about going into the aerospace business. Yet soon after he graduated, Ryan decided to come to work with his mother to “check it out and see if he likes it,” Erma recalls. Although he had never looked at blueprints before coming to BizJet, eventually, as Erma predicted, it all clicked. Now, as a proud Crew Chief and mother, Erma says, “I have a strong team of employees. We can figure out anything!”

The Lufthansa Technik Group is the world’s leading provider of maintenance, repair and overhaul services for commercial and VIP aircraft, their engines and systems.

In addition to its Tulsa center, Lufthansa Technik has U.S. operations in Chicago; Sun Valley, California; and Hollywood, Florida.
Fabian Oweazim –
Project Manager Lufthansa Systems
Bridging cultures in the community
and at work

Fabian Oweazim believes that experience is essential to understanding people and global commerce. As a board member and active volunteer in the Asaba National Association, USA, Inc. (ANA), Fabian organizes cultural programs near his home in Long Island, NY, to showcase traditional costumes, dance and musical instruments of his native town of Asaba, Nigeria.

“We invite our friends and neighbors to share in these artistic displays as a means of breaking down ethnic stereotypes,” explains Fabian, whose love of culture and community fuels his passion. “These events serve to keep our children connected to their roots, as well.”

Fabian also helps coordinate fundraisers that support medical missions to Asaba – participating in one personally in 2007 – as well as academic scholarships awarded to Nigerian-Americans living in the United States and Nigeria. In his role as Project Manager of Cargo Solutions at Lufthansa Systems, Fabian uses IT solutions rather than performing arts to bring different cultures together.

He pairs his 30 years of experience in the cargo market with certification in systems engineering to facilitate communication between cargo carriers from around the world and U.S. Customs and the Canada Boarder Services Agency (CBSA) using CusLink and Cancus, respectively, which are proprietary electronic reporting systems developed by Lufthansa Systems. We have developed, and are in the process of deploying one (Mexcus) for Mexico.

Fabian coordinates with Lufthansa Systems’ programmers to customize these Web-based applications for each customer and provides on-site training at customer locations. Among the key benefits provided by this technology are: direct interface with the U.S. Customs Automated Manifest System (AMS) and the Electronic Commerce Unit of the CBSA, the ability to expedite the customs process by declaring a shipment’s content while in transit, and to enable the prompt scheduling of shipment pick-ups and deliveries. Customers appreciate the training Fabian provides. For him, it’s much like his community work: it’s all about linking people and ideas.

Lufthansa Systems provides consulting and IT services for a variety of industries. The company has a leading position in the global aviation industry.

Mobile devices such as tablet PCs and smartphones are revolutionizing the worlds of work and leisure. Lufthansa Systems is working to bring the benefits of mobile technologies to its customers and offers selected IT solutions as iPad apps. An example is the Lido/iRouteManual, the iPad version of the proven navigation chart solution. The app is publicly available from the Apple App Store.
Lufthansa Systems

Lufthansa Systems is one of the leading information technology (IT) service providers for the airline and aviation industries worldwide. In the United States, Lufthansa Systems has offices in Miami, New York and Dallas.

As a renowned systems integrator, the wholly owned subsidiary of the Lufthansa Group provides the entire range of IT services, including consulting, development, implementation and operation. The company’s portfolio consists of products and services which cover all of an airline’s business processes. Lufthansa Systems provides added value for its customers in terms of enhanced efficiency, reduced costs or increased profits.

Based on long-term project experience, a deep understanding of complex business processes and strong technological know-how, Lufthansa Systems continuously expands its service offering across many industries. This includes Lufthansa Systems’ newest innovation, BoardConnect, an FAA-certified system distributing wireless in-flight entertainment to passengers using their own mobile devices on both long and short-haul flights.
Deb Ward – Senior Finance Director North America region
LSG Sky Chefs in-flight food service executive wants breast cancer grounded.

Deb Ward is motivated to eradicate breast cancer as a life-threatening disease. Her energy and tenacity in this mission are driven by care for the health of friends, family, neighbors, co-workers, and women and men everywhere. Her resolve stems from being a breast cancer survivor, as well as an advocate to help those people impacted by this disease.

Based in Minneapolis, Deb is Senior Finance Director for North America, supporting the western area of the United States for LSG Sky Chefs, Lufthansa’s airline catering segment. She is responsible for monitoring and evaluating the operating performance of 25 LSG Sky Chefs customer service centers across the western area, as well as for a processing center providing accounting support to these centers.

In late 2004, Deb was diagnosed with breast cancer. She underwent a double mastectomy and a chemotherapy regimen to halt the disease. “After the operation I continued to work,” she says, “and I had an amazing amount of emotional support from the people at LSG Sky Chefs throughout my recovery, along with my husband, Steve, my family and some very close friends.”

Six months later, she transitioned from patient to activist, becoming involved with the Twin Cities Breast Cancer 3-Day walk, a 60-mile, three-day event that helps fund worldwide research, education, screening, and treatment projects administered by the Susan G. Komen for the Cure® Breast Cancer Foundation. To date, Deb has participated in six 3-Day walk events. She and her team have raised more than $150,000 since they first walked in 2005 with the help of an annual spaghetti dinner and silent auction. “Some of the most generous donations have come from my peers at LSG Sky Chefs in the Twin Cities and around the country,” she proudly recalls.

Through it all, Deb and her husband Steve knew that after remaining cancer free for several years that the next goal was building their family. Due to the type of cancer Deb had, becoming parents through adoption was the best fit for Deb and Steve.

LSG Sky Chefs
LSG Sky Chefs, a Lufthansa subsidiary, is the world’s leading airline caterer, serving more than 300 airlines from some 200 customer service centers in 50 countries and producing nearly 460 million airline meals a year.

As the world’s largest provider of integrated in-flight services, LSG Sky Chefs also supports customers with an array of innovative services, procurement, equipment, onboard sales and comprehensive in-flight management.

Production and distribution of high-quality foods and complementary services, such as airport food services, hygienic quality control standards for the food industry, events catering and airport retailing, complete the company’s portfolio.

In North America, LSG Sky Chefs operates 39 customer service centers. Approximately 40 percent of all in-flight meals on U.S. flights are catered by LSG Sky Chefs.
After reviewing the adoption process, they realized that their dream would likely take several years. Then within months of beginning their journey, they were suddenly matched with birth parents expecting boy-girl twins. Deb comments, “Throughout my diagnosis and treatment, Steve and I worked hard to remain hopeful and optimistic. And, certainly, our support network of friends, family, and co-workers helped fuel and sustain our optimism. This optimism carried over into the adoption process and it was a true miracle that we were matched so quickly, and with twins. Within the same week we were matched, Jacob and Kennedy were born!”

To this day, Deb remains focused on the positive side of every challenge and continues to be vigilant in encouraging others to proactively monitor their health. She also remains active in the Twins Cities Breast Cancer 3-Day walk to help raise money for critical research to help eliminate the disease for the generations to come.
Corporate Social Responsibility –
Lending a hand to the environment and the greater global community

A Corporate Commitment to Environmental Protection.

At Lufthansa, protecting the environment is a longstanding tradition that is integral to our wider approach to ethical business conduct. As part of the global community, we consider it imperative that all activities of the Lufthansa Group and its employees are undertaken with environmental care and future generations in mind. Additionally, our active participation in numerous organizations, such as the UN Global Compact and the International Chamber of Commerce’s “Charter for Sustainable Development,” affirm this commitment.

For Lufthansa, environmental protection is firmly anchored in our Corporate Mission. A four pillar model for climate protection has also been developed. Those pillars are technological progress, improved infrastructure, operational, and economic measures. Here are a few examples of our efforts:

Investing in flight management and a modern, fuel-efficient, and quiet fleet.

Through proactive initiatives in flight management, route planning, and a major investment in the continued modernization of our aircraft, Lufthansa has made great technological progress. Between 1991 and 2010, we lowered the specific fuel consumption and emissions of our passenger fleet by 32.3 percent. Additionally, the Lufthansa Airbus A380’s specific fuel consumption stood at 3.4 liters in 2010 and it is about 30 percent quieter than comparable predecessor models. The same is true for the Boeing 747-8 Intercontinental, which Lufthansa will put into service in 2012. In fact, more than 150 aircraft that will be put into service by 2016 will be among the quietest models in their classes. The Group’s goals are ambitious; by 2020, Lufthansa would like to reduce the CO₂ emissions per passenger and 100 kilometers by 25 percent relative to 2006 levels.

Taking research to a new (flight) level.

Lufthansa supports various scientific research projects to better understand how aircraft emissions affect the atmosphere. For example, CARIBIC monitors chemical and physical atmospheric processes during flights. Since December 2004, this fully automated laboratory has taken one research trip per month on average aboard a Lufthansa Airbus A340-600. Additionally, the project IAGOS (Integration of Routine Aircraft Measurements into a Global Observing System) looks to create operating and financial conditions that will allow the continued measurement of atmospheric conditions by aircraft like Lufthansa’s. Continually gained data improves the accuracy of global climate models and helps scientists better understand the impact of emissions.
Lufthansa launched first scheduled flights using biofuel.
The use of biosynthetic kerosene is one element pursued by Lufthansa to reduce overall CO₂ emissions in the air transport sector. In July 2011 Lufthansa launched a six-month biofuel trial on regularly scheduled flights. A Lufthansa Airbus A321 flies the Hamburg-Frankfurt-Hamburg route four times daily with one of its engines running on a 50/50 mix of regular fuel and biosynthetic kerosene. The biofuel for jet engines has been approved by the American Society for Testing and Materials (ASTM), and since biofuels have similar properties to those of conventional kerosene, it can be used for all aircraft types without any need for modifications to the aircraft or its engines. Christoph Franz, Chairman and CEO of the Lufthansa Group, said: “Lufthansa is the first airline worldwide to use biofuel in scheduled daily flight operations. We are thus continuing to steadily implement our proven and successful strategy for sustainability.” By 2020, Lufthansa plans to have biofuel account for 10 percent of its total fuel consumption.

Environmental protection starts right at our doorstep.
Lufthansa recognizes Earth Day each year with various education and hands-on “green” initiatives. Because environmental protection is a year-round commitment, employees are also working continuously to improve our environmental performance. Details about the Lufthansa Group’s activities, progress and goals regarding the environment, the economy, social responsibility, and corporate citizenship can be found in our yearly sustainability report, “Balance,” as well as online at www.lufthansa.com/responsibility.

Lufthansa’s HelpAlliance: Supporting aid projects around the world
Lufthansa maintains a constant commitment to philanthropy through its charitable organization, the HelpAlliance. The HelpAlliance, founded in 1999, is an umbrella organization for aid projects around the world and is fully funded by Lufthansa employees. Some aid projects are entirely supervised by the HelpAlliance while others are Supported Projects, initiatives created by other Lufthansa employees. The HelpAlliance also provides emergency aid in the event of natural disasters around the world. Some Lufthansa employees even travel to the project areas to provide direct assistance. In 2010, Lufthansa was involved in 38 philanthropic projects in 25 countries through the work of the HelpAlliance. For more information on the HelpAlliance and its global impact please visit http://www.help-alliance.com/en/.
Partnerships: A key to our success in the U.S.
Lufthansa and The Boeing Company continue a 50-year tradition of advancing aviation

Matthias Baschant and Doug Dollemann come from different countries, different cultures and different companies. Despite the disparities, they are united by a common goal of helping Lufthansa become the launch customer for the new Boeing 747-8 Intercontinental. As manager of aircraft delivery for Lufthansa, Matthias is responsible for ensuring that the Boeing 747-8s perform as expected, both operationally and in a way that meets the company’s financial objectives. He also will manage delivery acceptance of 20 747-8s in a 36-month period beginning in 2012. In this regard, he continues the technical and commercial discussions between the two companies that began 2006. As a Boeing customer quality support account manager, Doug has a similar job description. Prior to the Boeing 747-8 Matthias oversaw the punctual delivery of eight Boeing 777 for Aerologic, a company founded by Lufthansa Cargo and DHL Express.

Matthias and Doug are both located at the Boeing factory that manufactures the 747, 767, 777 and 787. Over a short period of time, they have mastered the fine art of communication. In the process, they have become translators for their respective organization and paradoxically, advocates for the other. “Our job is to listen and really understand what the other side wants and needs,” Doug says. Matthias notes that due to the complexity of the product, both sides have to be painstakingly clear in their communications. “Even if it takes longer,” Matthias says, “it will produce the results that we are both committed to.”

While their relationship is relatively new—Matthias moved to the United States with his family in October 2008—both executives carry on a “long-standing” relationship that began more than 50 years ago when Lufthansa played a major role in the development of the Boeing 737 and later the 747, for which it was the European launch customer. According to Scott Carson, Boeing Commercial Airplanes’ President and CEO, “The decision to launch the 737 program in 1968 was one of the most debated in Boeing’s history. Thanks to Lufthansa’s forward thinking and drive to innovate, they became a launch customer for that aircraft and a true collaborator in its initial design, and later on, in technical advancements in the plane’s cockpit. Over the past four decades our companies have continued this trendsetting partnership with many joint efforts, culminating in the design and launch of the new, highly-efficient 747-8 Intercontinental – an aircraft featuring the most advanced engines on a long-haul aircraft.”

As a Lufthansa employee, Matthias is proud to be part of this 50-year tradition. “With the 747-8 Boeing and Lufthansa once again are producing one of the best aircraft in the world.”
Lufthansa as a business partner
Fostering relationships with U.S. government and businesses Lufthansa continues to expand our partnerships in the public and private sectors

U.S. Commercial Service
In the spirit of enhancing the public-private partnership between Lufthansa and the United States Government, Lufthansa has partnered with the U.S. Commercial Service to promote growth in small and medium-sized businesses here in the U.S. The U.S. Commercial Service, a branch of the U.S. Department of Commerce’s International Trade Administration, promotes trade, and more specifically exports, to help domestic businesses compete in the global market.

In the Fall of 2009, Lufthansa became a Partner of the U.S. Commercial Service through its Corporate Partnership Program. Through this program, the U.S. Commercial Service awards no-cost government contracts to “best-in-class” private sector companies to build greater awareness in the U.S. small and medium-sized business community of the Commercial Service, its programs and services, and exporting as a viable business development strategy. According to Francisco Sanchez, Under Secretary for International Trade for the U.S. Department of Commerce, “partners like Lufthansa are providing more resources and more effective support for American businesses looking to expand their exports.” Primarily, partners conduct outreach to educate domestic businesses on exporting and how to access export opportunities.

The partnerships formed through this program are mutually beneficial for businesses as well as for the Partners, like Lufthansa. Through events such as trade shows, seminars and trade missions, businesses are able to expand globally and connect to potential customers abroad. These businesses are also encouraged to access the U.S. Commercial Service network of export assistance centers in the United States and offices abroad to pursue export opportunities for growth. To find out more about how Lufthansa can assist small and medium-sized businesses with exporting, please visit [http://export.gov/lufthansa](http://export.gov/lufthansa).

An aviation leader committed to quality and innovation, Lufthansa has long joined forces with partners in all aspects of the industry. Chief among our many U.S. partners are:

**Star Alliance**
Within the framework of Star Alliance, the world’s first and largest airline network, Lufthansa cooperates with U.S.-based carriers United Airlines/Continental and U.S. Airways. Sharing a commitment to providing superior service to our customers, the strong partnerships found in the Star Alliance offer the convenience of an extensive network, more frequencies and better connectivity for our valued passengers. Furthermore, United, Lufthansa, and Air Canada have formed a multilateral trans-Atlantic joint venture under the name “Atlantic Plus Plus”, which allows the three carriers to act as one airline in many regards and thus deliver tangible benefits to their corporate and leisure customers.

**jetBlue**
What started as a strategic financial investment with Lufthansa’s 15.7 percent stake in the innovative value carrier, jetBlue is quickly evolving into a business cooperation that offers greater travel choices to customers of both airlines.

**GE Aviation**
The Cincinnati-based engine manufacturer was recently awarded a contract valued at $375 million to equip 27 Lufthansa aircraft with new CFM56-5B engines, expanding the carrier’s previous investment in 150+ CFM-powered Airbus and Boeing narrow-body jets. CFM is a 50/50 joint company between General Electric Company and Snecma (SAFRAN Group).

**Pratt & Whitney**
For years, Lufthansa has invested in the products manufactured by this East Hartford, CT-based leader in aircraft design, manufacturing and services. The most recent investment is the airline’s order for 30 new Bombardier CSeries® aircraft, which feature energy-efficient PurePower™ PW1000G engines. With double-digit reductions in fuel burn, emissions, engine noise, and operating costs, these aircraft are in line with Lufthansa’s commitment to sustainability.

**Honeywell**
A leader in aviation safety, Honeywell is an obvious partner for Lufthansa. Honeywell provides a large number of our aircraft with runway avoidance systems for situational awareness on the ground, as well as other safety systems, such as those displaying traffic, terrain, weather, and location.

**U.S. Chamber of Commerce:**
U.S. Chamber of Commerce is the world’s largest business federation promoting growth and opportunities for companies investing in the U.S. market. Lufthansa participates in the Chamber’s issue-specific committees and industry forums in promoting the global aviation industry.