Lufthansa in China

Deutsche Lufthansa AG is a global aviation group and a group of European airlines, employing 117,000 staff worldwide. In the current summer schedule, Lufthansa Group airlines Lufthansa German Airlines, SWISS International Air Lines and Austrian Airlines fly to more than 200 destinations worldwide via the European hubs in Frankfurt, Munich, Vienna and Zurich. Lufthansa, SWISS and Austrian Airlines connect five Chinese gateways conveniently with Europe and beyond. The airline group is the leading European airline group in the Chinese market. The Lufthansa flagship A380 is the latest addition to the group’s offer for its Chinese customers on the daily Beijing-Frankfurt route. Additionally SWISS is operating the Airbus A340-300 with its completely new business class cabin.

Lufthansa Group Airlines Network in China

In summer 2011, the Lufthansa Group operates 78 weekly flights from China including Hong Kong to Europe.

Lufthansa

- **Beijing**
  - Daily non-stop flights to Frankfurt
  - Daily non-stop flights to Munich

- **Shanghai**
  - Double daily non-stop flights per week to Frankfurt
  - Daily non-stop flights to Munich

- **Guangzhou**
  - Three non-stop flights per week to Frankfurt

- **Nanjing**
  - Four non-stop flights per week to Frankfurt

- **Hong Kong**
  - Daily non-stop flights to Frankfurt
  - Daily non-stop flights to Munich
Lufthansa German Airlines Miles & More programme

Founded by Lufthansa in 1993, Miles & More has become Europe’s largest frequent flyer programme with a membership base of over 20 million people and partnerships with over 250 earn and spend partners worldwide in different industries and tourism branches.

Besides, Miles & More has also developed several earn and spend partnerships in Mainland China.

The Miles & More Credit Card was launched in December 2009 together with Huaxia Bank Credit Card centre. So customers can gather valuable miles by paying their purchases with the Miles & More Credit Card.

**Milestones**

Since first flying to China over eight decades ago, Lufthansa has widely expanded its network in China.

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**SWISS**

- **Shanghai** Daily non-stop flights to Zurich
- **Hong Kong** Daily non-stop flights to Zurich
- **Beijing** One weekly flight to Zurich from July to October 2011 operated by Edelweiss Air

**Austrian Airlines**

- **Beijing** Daily non-stop flights to Vienna
• 1926  First flight arrives in China, landing in Peking with two Junkers G24
• 1961  First scheduled flight lands in Hong Kong with a Boeing 707
• 1980  Lufthansa opens scheduled flights between Frankfurt and Beijing
• 1992  Shanghai becomes the second destination in mainland China
• 2002  Three weekly non-stop flights between Shanghai and Munich
• 2004  Guangzhou becomes Lufthansa’s fourth destination in China
• 2008  Nanjing becomes the airline’s fifth destinations
• 2010  Lufthansa first airline to operate A380 from Beijing to Europe, Lufthansa A380 aircraft named “Beijing”
• 2011  Three weekly non-stop flights between Shanghai and Munich

Quality and Innovation

Lufthansa provides a choice of Chinese meals on board, as well as Chinese movies and audio entertainment for passengers. On arrival in Frankfurt and Munich, a Chinese Welcome Service is available to greet Chinese passengers in their language and assist them with their travel needs and information.

Online Information

The web page www.lufthansa.com/cn conveniently provides passengers with travel information and special programs in English and Chinese. In 2008, Lufthansa created an overseas student group on Ren Ren(www.lufthansa.com/renren), targeting Chinese students studying in Europe or interested in studying abroad. It was the first move into social media by an airline company in China. Chinese student ambassadors to the 10 main European countries provide content and answers to a very active community of followers in China. Currently Lufthansa has about 50,000 fans and about 500,000 unique visitors on its Ren Ren page per year.
On April 19th, 2011, Lufthansa launched two more social media channels in China, namely its Sina microblog page (www.lufthansa.com/weibo) and its youku page (www.lufthansa.com/youku). With Sina microblog (Chinese Twitter – 100 million registered users) and Youku (Chinese Youtube – 200 million users per month), Lufthansa is further expanding its social media presence in China. The motto for the social media approach is "Lufthansa Jetsetter", combining the long-haul travel experience with the European way of living.

**Workforce**

In January 2001, Lufthansa introduced native Chinese flight attendants on flights between China and Germany, providing Chinese-speaking passengers with in-flight services in their own language and cultural background. Lufthansa now employs 340 flight attendants from China. The Lufthansa Group employs more than 11,000 staff within Greater China, including all joint ventures and affiliated companies.

**Customer care**

Lufthansa offices are located in Beijing, Shanghai, Guangzhou, Nanjing and Hong Kong. The Shanghai office hosts one of Lufthansa’s nine customer service call centers worldwide, servicing the greater China region.

**Star Alliance**

Lufthansa is one of the five founding members of Star Alliance. Swiss International Air Lines and Austrian Airlines also belong to the world’s leading global alliance. Celebrating its 10th anniversary in 2007, and now numbering 27 full member carriers, Star Alliance offers passengers 21,000 daily flights to 1,160 airports in 181 countries – and the opportunity for miles redemption in all corners of the globe. With Star Alliance, passengers can benefit from fast and convenient flights and unrivalled flexibility across a global network of destinations.

Air China joined Star Alliance on December 12th, 2007, and as member airline cooperates in areas such as codeshare flights, frequent flyer programs, network connectivity and product and services harmonization.
Air China

Lufthansa has a long-lasting partnership with Air China, having had a codeshare agreement with Air China since October 2000. With Air China, Lufthansa extends its service beyond its own gateways in China via codeshare flights operated by Air China. At the same time, Lufthansa operates codeshare flights with Air China from Frankfurt and Munich to several destinations throughout Europe.

Lufthansa Group Companies in China

1. Swiss International Air Lines

Operating as an independent carrier with its own brand in the Lufthansa Group, Swiss International Air Lines (SWISS) remains committed to its mission of providing quality air services that link Switzerland with Europe and the world. SWISS embodies the country’s classic values of “Swiss hospitality”, “quality in every detail” and “personal attention and care”: anyone flying SWISS shall always feel at home. SWISS is committed on the long-term and at various levels to ensuring the sparing use of resources and maintains a responsible attitude towards the environment as a cornerstone of its corporate culture.

The daily flights from Shanghai and Hong Kong to Zurich are operated with the new SWISS Business Class product. The recently introduced “bed in the sky” seats with the revolutionary air-cushion technology found huge customer acceptance.

Renowned Peninsula Hong Kong Hotel's Chef Florian Trento designs the mouthwatering dishes being served in First and Business Class on the SWISS flights out of Hong Kong. Chinese flight attendants on the Shanghai flights look after the ever increasing number of Chinese passengers visiting Switzerland.

2. Austrian Airlines

Austrian Airlines is Austria’s largest carrier and offers a global route network of some 130 destinations. In Central and Eastern Europe, the route network is particularly dense: With 46 destinations Austrian Airlines is the market leader throughout the region. Thanks
to its favourable geographical location in the heart of Europe, the company's hub at Vienna International Airport is the ideal European gateway. On the daily flights between Beijing and Vienna, passengers can enjoy the high-quality service for which Austrian Airlines has received several awards. In the Austrian Business Class, our passengers experience a top travel experience for all senses – no matter if the passenger wishes to work on board, to enjoy exceptional food from DO & CO, sleep or simply relax in the lie-flat sleeper seats. Our selection of in-flight meals of the exclusive caterer DO & CO and drinks consists of a range of gastronomic delights that will not only please our passengers' taste buds, but also fulfill the latest special nutritional requirements of the human body on long-haul flights. Our unique “chefs on board” will do their best to satisfy the taste of our passengers: As soon as we've taken off and reached our cruising altitude, the gourmet journey begins.

3. Lufthansa Cargo

Lufthansa Cargo AG ranks among the world’s leading cargo carriers. In the 2010 financial year, the airline transported around 1.8 million tonnes of freight and mail and clocked up 8.9 billion tonne-kilometres. The Company currently employs about 4,500 people worldwide. Lufthansa Cargo focuses on the airport-to-airport business. The cargo carrier serves some 300 destinations in more than 100 countries with its own fleet of freighters, the belly capacities of passenger aircraft operated by Lufthansa and Austrian Airlines, and an extensive road feeder service network. The bulk of the freight transported by Lufthansa Cargo is trans-shipped through Frankfurt Airport. Lufthansa Cargo is a wholly owned Lufthansa subsidiary. Revenues in 2010 totalled around 2.8 billion euros.

Lufthansa Cargo offers own freighter services from Germany to Beijing, Shanghai Guangzhou, Tianjin and Hong Kong. Together with its partner Air China and the joint venture Jade Cargo International the freight airline is connecting China also with Amsterdam, Barcelona, Geneva and Verona/Brescia.

Lufthansa Cargo also has commercial interests in China, including PACTL, International Cargo Centre Shenzhen, Jade Cargo International and HYACT.

- Shanghai Pudong International Airport Cargo Terminal (PACTL)
In 1999 Shanghai Pudong International Airport Cargo Terminal Co. Ltd. (PACTL) was established as a joint venture of Shanghai Airport (Group) Co. Ltd (51%), Lufthansa Cargo AG (29%) and JHJ International Transportation Co. Ltd (20%). The Cargo Terminal at Shanghai Pudong International Airport provides cargo terminal services to airlines, forwarding agents, shippers and consignees. The cargo area totals 146,200 square meters and has an annual capacity of 500,000 tons.

- **International Cargo Centre Shenzhen (ICCS)**

In 2004, LH Cargo (50%) and Shenzhen Airport Co. Ltd. (50%) set up a joint venture, International Cargo Centre Shenzhen (ICCS), to operate an international airfreight terminal in the Southern Chinese city. The terminal operates as a highly modern service provider for Chinese and international airlines.

- **Jade Cargo International**

Lufthansa Cargo (25% stake), Shenzhen Airlines (51%) and Deutsche Investitions- und Entwicklungsgesellschaft (24%) founded Jade Cargo International in 2004. The new cargo airline, based in Shenzhen, is the first carrier with foreign participation to operate in the Chinese market. Jade Cargo operates six Boeing 747-400ERF freighters to and from China.

- **Tianjin Airport Hua Yu Cargo Terminal (HYACT)**

In 2008, Lufthansa Cargo (46%), Taiwanese investor Hwa-Hsia International Holding (49%) and Tianjin Airport International Logistics Joint Stock Co (5%) launched Tianjin Airport Hua Yu Cargo Terminal (HYACT) at the second-largest airport in Northern China and located close to Beijing. The 90,000 square-meter air cargo center at the airport and has an annual capacity of 360,000 tons.

4. **Lufthansa AirPlus International**
Lufthansa AirPlus International is a global leader for business travel management solutions. More than 32,000 companies, including some of the world's largest global enterprises, have come to trust AirPlus. AirPlus offers business travel payment and reporting solutions in more than 55 countries around the world. About 850 employees make sure that management of business travel is easier for companies worldwide, and they are thereby saving significant costs. AirPlus is the preferred payment partner of airlines around the world, including Continental Airlines, Northwest Airlines, British Airways, Lufthansa German Airlines, Austrian Airlines, Swiss International Airlines and TAP Portugal. In 2010, AirPlus processed more than 20 billion Euros through its systems.

APPM, subsidiary of AirPlus in China, was launched in July 2008 and has grown exponentially since then. In 2011, it will invoice around 250 million Euros of travel spend after having gained some blue chip customers in the last 3 years, both international and large Chinese companies. In China, APPM partners with Air China and China Merchant Bank and also fully cooperates with all major Travel Management Companies.

Lufthansa AirPlus International has its regional head office for Asia/Pacific in Singapore. AirPlus International also has employees in Australia (Sydney + Melbourne), Hong-Kong, China (Beijing, Shanghai, Shenzhen) and India and offers solutions in more than 15 countries around the APAC region.

5. Lufthansa Technik

Lufthansa Technik, with more than 30 subsidiaries and about 26,000 employees worldwide, is the leading independent provider of maintenance, repair & overhaul (MRO) and modification services in the civil aviation industry. The company is licensed internationally as a repair, production and development enterprise. Lufthansa Technik has important commercial interests and several highly visible projects in China, including AMECO and Lufthansa Technik Shenzhen.

- AMECO

The Aircraft Maintenance and Engineering Corporation (AMECO) is a joint venture of Lufthansa (40%) and Air China (60%), founded in 1989. Based in Beijing, Ameco specializes in the maintenance, repair and overhaul (MRO) of aircraft, their engines and components. With 5,600 employees, Ameco Beijing is the biggest provider of technical support services for aircraft in China. AMECO operates an Aeronautical Apprentice Training Centre, called Ameco Aviation College, also located in the Chinese capital. In 2004, the joint venture partners
extended their cooperation for another 25 years. Ameco invested in the construction of an A380 hangar, Asia’s largest room and one of the largest maintenance hangars worldwide, which has been put into use as of April 2008.

- **Lufthansa Technik Shenzhen Co. Ltd.**

Lufthansa Technik Shenzhen is a joint venture of Lufthansa Technik (90%) and Beijing Keilan (10%). Operational since early 2002, the company with its 200 employees is providing maintenance, repair and overhaul services for Airframe Related Components (ARC®) and aircraft components, including modifications, spares supply and engineering support. ARC® services are offered for thrust reversers, engine cowlings, radomes and flight control surfaces.

6. **Lufthansa Systems**

Lufthansa Systems provides consulting and IT services for selected industries and has a leading position in the global aviation industry. The company’s portfolio consists of services and solutions which cover all of an airline’s business processes, including planning, passenger and cargo management, finance, flight operations, and aircraft maintenance. With its deep understanding of aviation processes and strong technological expertise, Lufthansa Systems not only develops individual applications but also provides airlines with integrated platform solutions which optimize their core processes. Its portfolio is focused on meeting the specific requirements of different airline business models. Network airlines, regional airlines and low-cost carriers all benefit from solutions which are customized to their individual needs.

Lufthansa Systems has its regional head office for Asia/Pacific in Singapore. A customer service team based in liaison offices in Hong Kong and Beijing caters to the requirements of China’s striving airline industry. Cathay Pacific Airways was the launching customer of our state-of-the-art fleet assignment solution. Cathay Pacific, as well as China Southern Airlines, also manages its network planning and scheduling processes with the NetLine products from Lufthansa Systems. In the area of fare management, Hainan Airlines manages its pricing processes with a Lufthansa Systems solution. In the air cargo business, Air China Cargo has been a long-standing customer.
of our load planning solution. Furthermore, Jade Cargo International flies with Lufthansa Systems’ navigation data and navigation charts.

7. LSG Sky Chefs

LSG Sky Chefs has established plants in cooperation with its Chinese partners in Beijing, Chengdu, Dunhuang, Guangzhou, Hangzhou, Hefei, Hong Kong, Kunming, Lanzhou, Lijiang, Nanchang, Nanjing, Qingdao (frozen airline food center), Sanya, Shanghai (Pudong and Hongqiao), Shangri-La, Urumqi and Xi’an. In total, LSG Sky Chefs has a daily production capacity of more than 260,000 meals in China. LSG Sky Chefs is the leading catering company in China.

Beijing Lufthansa Centre

Also noteworthy is the unique Beijing Lufthansa Centre, a state-of-the-art office complex including a shopping center, residential apartments and the Beijing Kempinski Hotel.

Regional Headquarters

The Asia-Pacific Area Management Office of Lufthansa (Passenger), Lufthansa Cargo, Lufthansa Technik, Lufthansa Systems and Lufthansa Consulting are all located in Singapore. LSG Sky Chefs’ Area Management Office is based in Hong Kong.

General Information about Lufthansa worldwide

Deutsche Lufthansa AG is an Aviation Group comprising around 400 subsidiaries and affiliates. The Lufthansa Group is dedicated to quality and innovation, safety and reliability. Headquartered in Germany, the Group operates in five business segments – passenger transportation (Passenger Airline Group), logistics, MRO, catering and IT services. Passenger transportation is the Group’s core business: The airlines engaged in the passenger transportation business are Lufthansa Passenger Airlines (including Lufthansa Regional and Lufthansa Italia) Austrian Airlines, British Midland, SWISS and Germanwings as well as stakeholdings in Brussels Airlines, JetBlue und SunExpress. In the 2010 business year, the airlines in the Lufthansa Group welcomed more than 90
million passengers on board their flights, making it Europe’s leading airline grouping. Operating through the Frankfurt, Munich, Vienna, London-Heathrow, Brussels and Zurich hubs, Lufthansa, Austrian Airlines, British Midland, Brussels Airlines and SWISS jointly serve 283 destinations in 105 countries on four continents. The Group fleet currently consists of 710 aircraft – on order are another 160, valued at a total of more than 15 billion euros at list price and scheduled for delivery between 2010 and 2016. With its ongoing expenditure in fleet renewal, the Group is consistently making the fleet more cost-efficient and its operations more environment-friendly. End of 2010 the Lufthansa Group employed more than 117,000 people. In the 2010 business year, it returned revenues totalling 27.3 billion euros. The Group is managed by an Executive Board of four members: Christoph Franz, Chairman and Chief Executive Officer Deutsche Lufthansa AG, Carsten Spohr, Member of the Executive Board and Chief Executive Officer of Lufthansa German Airlines, Stefan Lauer, Member of the Executive Board and Chief Officer Group Airlines and Corporate Human Resources, and Stephan Gemkow, Member of the Executive Board and Chief Financial Officer. More details at www.lufthansa.com.

For more information about Lufthansa please visit:

our corporate media website http://media.lufthansa.com

our corporate China Press Room www.lufthansa.com/cn/press (English)

www.lufthansa.com/cn/xinwen (Mandarin)

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