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Counter-motion on agenda item 2: Discharge of the Executive Board members

Ladies and gentlemen,

This is to move that grant of discharge for Executive Board members be refused for the 2014 financial year.

Reasons:

1. The executive board of no airline, let alone that of Deutsche Lufthansa AG, can expect its customers to put up with 11 strikes within 12 months (as of 31.03.2015). Such industrial action causes passengers considerable private and business problems and means that Lufthansa loses these passengers as customers in the medium term. Also lost is the Company's reputation, which is so important especially in a situation of tough international competition. It is the Executive Board's job to keep employees from striking so often by engaging in wise negotiations, this all the more so when the Executive Board is dealing with a negotiation partner in the form of an organization like the "Vereinigung Cockpit" union that keeps completely overshooting the mark.
2. If industrial action cannot be avoided, internal rules must provide for the passengers affected to receive, as soon as possible, the compensation they are owed by law. On no account must we have a situation where (as in my own case) many letters and/or emails are necessary before compensation for a cancelled flight is paid – after three (!) months.
3. In the event of a cancelled flight, customers must be informed without delay and comprehensively, specifically about other travel options. A simple text message with information on the evening before a cancelled flight and a link in the message for more detailed information that ultimately only leads to Lufthansa's booking portal, is by no means sufficient.

The frivolous, careless approach adopted by the Executive Board in dealing with its customers in the course of a strike is frightening. It shows considerable internal deficits.

Yours sincerely,
Johannes Magar