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## **HV SERVICE, FRA IR**

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**From:** Martin Staege [REDACTED]  
**Submitted on:** Thursday, 21 April 2022, 20:49  
**To:** HV SERVICE, FRA IR  
**Re:** [EXT] Motion for the Annual General Meeting of Deutsche Lufthansa AG on 10/5/2022 tabled by shareholder number 3429702

Ladies and gentlemen,

As a shareholder, I would like to table the motions following my signature regarding the following items of the agenda of the Annual General Meeting of Lufthansa AG on 10/5/2022.

I assume that my contact information will not be made public when publishing my motions.

Yours sincerely,

Martin Staege

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MARTIN STAEGE  
[REDACTED]

### **Agenda item 2. Discharge of liability of Executive Board members for the 2021 financial year**

I propose that Chief Executive Officer Mr Carsten Spohr and, in the event of block voting, all of the Executive Board members **not be discharged of liability.**

#### **Grounds:**

Thousands of customers were left in the lurch by Lufthansa in 2021. They could not reach customer service by phone. Parents with their children received no actual help at airports in the event of flight cancellations by Lufthansa and were left in uncertain situations.

(Representative of countless reports: Article in the Süddeutsche Zeitung from 4/10/2021 <https://www.sueddeutsche.de/wirtschaft/lufthansa-hotline-beschwerde-1.5429757> or alternatively a Google search for the term: "**Lufthansa comedyshow**".)

In my own experience, Mr Spohr was either not willing or not capable of

providing an answer/solution to calls for support directed at him within at least a week.

By contrast, the average time for a direct reaction to equivalent requests to the Board at Dax-listed companies with numerous private and corporate customers such as Telekom is less than one hour.

Mr Spohr thus appears to be overwhelmed by the level of organisation that the Executive Board Office entails, and therefore raises doubts about his suitability as leader of the company and as role model for the customer orientation of his employees.

The presentation of the catastrophic customer service situation in the annual report is not accurate. The depiction of the significance and scope of the disruptions is far from realistic. Even at present, customer service is still processing backlogs of over six months.

We can only hope that despite the gross negligence of customer satisfaction, at least the observance of issues relevant to flight safety at the Lufthansa Group is ensured.

As a sign of disapproval, the Executive Board members responsible for the chaos in the area of customer support and the subsequent attempts to trivialise the issue in the annual report, especially the Chief Executive Officer, ought not to be discharged of liability.

### **Agenda item 3. Discharge of Supervisory Board members for the 2021 financial year**

I propose that Chairman of the Supervisory Board Dr Karl-Ludwig Kley and, in the event of block voting, all of the Supervisory Board members **not be discharged of liability**.

#### **Grounds:**

It is debatable whether Dr Kley lives up to the high demands of his office as Chairman of the Supervisory Board.

As a customer and shareholder, I sent a written note directly to Dr Frey regarding the urgent problems in the area of customer service and did not receive a reply.

The report of the Supervisory Board included in the 2021 Annual Report also does not clarify whether and how the Supervisory Board dealt with the neglect of thousands of Lufthansa customers for which the Executive Board is responsible.

(Representative of countless reports: Article in the Süddeutsche Zeitung from 4/10/2021 <https://www.sueddeutsche.de/wirtschaft/lufthansa-hotline-beschwerde-1.5429757> or alternatively a Google search for the term: "**Lufthansa comedyshow**".)

The Chairman of the Supervisory Board has not shown adequate awareness regarding the exponentially damaging way of dealing with customers.

His personal style of not reacting at all to critical questions and suggestions from customers and shareholders alike (as I experienced myself) can in no way influence the customer orientation of the Executive Board members or the employees of the Lufthansa Group.

To express disapproval and give a clear indication of the expectations of the owners concerning the improvement of customer orientation on the part of the entire Supervisory Board, the Chairman of the Supervisory Board and all the members of the Supervisory Board ought not to be discharged of liability.