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Statement from the Company

A. On the opposing motion of the German Association of Ethical Shareholders concerning agenda item 2 (discharge of the Executive Board)

The shareholder has tabled a motion to deny the discharge of the members of the Executive Board of liability for the 2021 financial year, justifying their opposing motion with the argument that the Executive Board is still not doing enough to assume its responsibility for implementing more effective measures to protect the climate.

The Lufthansa Group has set ambitious climate protection targets. It aims to cut its net carbon emissions in half by 2030 compared with 2019 and to achieve carbon neutrality by 2050. In 2021, the Lufthansa Group joined the Science Based Targets Initiative in order to align its plan to reduce CO₂ emissions with the targets of the Paris Climate Agreement, on the basis of scientific calculations.

Based on scientifically recognised and certified methods, all CO₂ emissions of the Lufthansa Group (Scopes 1–3) are regularly recorded, calculated and published. The carbon footprint of the Lufthansa Group is being continually reduced through the consistent renewal and optimisation of the fleet, the regular establishment and implementation of measures to improve operational fuel efficiency, and the steadily increasing use of sustainable aviation fuels.

As an additional contribution to protecting the climate, the Lufthansa Group itself has been offsetting the carbon emissions of all employees' business flights around the world since 2019. The Lufthansa Group has also simplified the process for customers to voluntarily offset their carbon emissions during the booking process and expanded existing programmes with business customers. In addition to offsetting carbon through high-quality climate protection projects, customers also have the option of avoiding their flight's carbon emissions by purchasing sustainable aviation fuel (SAF).

The Lufthansa Group is also working to constantly improve its carbon balance on the ground: it has purchased green energy or obtained the corresponding high-value green energy certificates (HKN100) in its home markets of Germany, Austria and Switzerland since 2019. Ground traffic is expected to become fully carbon-neutral by 2030.

In addition, the Lufthansa Group has been working since the 1980s on developing and implementing methods of combining the various means of transport (air, rail and road) intelligently. This concept, known as intermodality, also helps reduce the environmental impact of flights. In cooperation with the national railway companies (Deutsche Bahn, Österreichische Bundesbahnen and Schweizerische Bundesbahnen) as well as a number of bus operators in the home markets, the Lufthansa Group offers a variety of additional alternatives to flights for travel to and from the hubs.

The Lufthansa Group also actively supports its evaluation by numerous international ESG rating companies such as MSCI, Sustainalytics, CDP and Ecovadis, to ensure the transparency of activities and progress at all times. In addition, the Group has reported on the basis of the TCFD and SASB standards since 2021, and thus since the 2020 financial year. The disclosed performance of the Lufthansa Group and its commitment to sustainability and climate protection have regularly received positive evaluations by various rating organisations. Its ratings – especially that of MSCI, which listed the Lufthansa Group as having improved from “BBB” to “A” in the 2021 financial year – lie above the industry average.

The cooperation of all relevant system partners – aircraft manufactures, fuel suppliers, air traffic control, airports and politicians – is needed to continue driving forward climate protection in aviation; customers must also be actively involved. The Lufthansa Group already works closely with all partners on more efficient use of airspace, for example. As part of the EU’s Green Deal and the Fit for 55 package, a European legislative proposal (“ReFuelEU Aviation”) is being drafted for a gradually increasing SAF blending rate. Within the framework of this legislative proposal, the Lufthansa Group supports a particular focus on power-to-liquid fuels and the maintenance of competitive neutrality vis-à-vis non-EU airlines. This position is also supported by non-governmental organisations such as Transport & Environment.

The Company therefore stands by its proposal to discharge the members of the Executive Board of liability for the financial year 2021.

B. On the opposing motions by shareholder Martin Staeger concerning agenda item 2 (discharge of liability of the Executive Board) and agenda item 3 (discharge of liability of the Supervisory Board)

The shareholder proposes that Chairman of the Executive Board and CEO Carsten Spohr and, in the event of block voting, all Executive Board members not be discharged of liability for the 2021 financial year. He justifies his proposal by arguing that there are serious customer service problems and that there is a misleading representation of the situation in the Annual Report. Furthermore, the shareholder proposes that Chairman of the Supervisory Board Dr Karl-Ludwig Kley and, in the event of block voting, all Supervisory Board members not be discharged of liability for the 2021 financial year and justifies his proposal in a similar way to his opposing motion concerning agenda item 2.

Strict focus on the customer is essential for the Lufthansa Group. These topics are more in focus than ever as the company copes with the coronavirus crisis. Long-term customer relations require attentive customer services as well as simple, flexible processes and positive individual travel experiences. The ongoing effects of the pandemic meant that the Lufthansa Group was not able to provide customers with the service they expect during the pandemic. The Group greatly regrets the associated inconveniences. The Lufthansa Group’s service centres recorded an extraordinarily high number of customer inquiries that were initiated by the sharp increase in the need to travel, complex booking requests and constantly changing travel regulations. The Company is doing everything it can to increase capacities and cover demand so as to once again provide all passengers with the service they expect. Several hundred additional people have already been hired and a number of external service providers have been commissioned abroad to significantly increase capacities. In addition, the Group is offering its passengers more automated solutions, self-service options and digital

services. The Company is in close contact with the service providers in order to make improvements and find solutions to the current challenges as quickly as possible. The shortage of staff in this area affects not only the Lufthansa Group but the entire industry, so that capacities are very limited.

The Company therefore stands by its proposals to discharge all members of the Executive Board and the Supervisory Board of liability for the 2021 financial year.

C. On the opposing motion by shareholders Isabelle and Roman Schek concerning agenda item 9 (election of the auditors)

The shareholders propose analogously not to appoint Ernst & Young GmbH ("EY") to audit the financial statements, but rather to select another firm of auditors.

After PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft and its predecessors had audited the financial statements of Lufthansa without interruption since 1955, the Company appointed new auditors with effect from the 2020 financial year in compliance with legal provisions. To this end, the Company carried out a selection process in accordance with the statutory requirements, which lasted for several months. In the course of this, the Company's Supervisory Board decided to follow the recommendation of its Audit Committee and proposed to the 2020 Annual General Meeting that Ernst & Young GmbH serve as the auditor of the separate and consolidated financial statements for the 2020 financial year. The key factors behind the decision were the experience of the audit team and the positive overall assessment.

The Company has no reason to doubt the suitability of the EY audit team as auditors for Deutsche Lufthansa AG or the integrity of these auditors. Therefore, it does not currently intend to engage in a new call for bids for the audit work as would be required. After such a short mandate period, such a process would cost a great deal of time and money. The transition to a new auditor could also jeopardise the effectiveness of the audit as part of the Supervisory Board's system of control for the entire Company.

The Supervisory Board therefore stands by its proposal to elect Ernst & Young GmbH Wirtschaftsprüfungsgesellschaft, Stuttgart, as the auditor of the separate and consolidated financial statements for the 2022 financial year.