



## Terms and conditions of use for the Online Service for shareholders of Deutsche Lufthansa Aktiengesellschaft

### 1. Scope

These terms of use apply for all shareholders of Deutsche Lufthansa Aktiengesellschaft („Lufthansa“) and their authorised third parties using the Online Service at [www.lufthansagroup.com/agm-service](http://www.lufthansagroup.com/agm-service). This includes, inter alia, registration for the e-mail delivery of the invitation to the Annual General Meeting, registration for the Annual General Meeting, exercising the right to vote or ask questions as well as the use of video communication for connected shareholders via the Online Service.

### 2. E-Mail Delivery

#### 2.1. Registration for and participation in e-mail delivery

In order for us to send you the invitation to the Annual General Meeting of Lufthansa and other important shareholder information by e-mail, we need your express consent. You can give this consent via the Online Service by registering for the e-mail delivery of the invitation to the Annual General Meeting.

If you successfully complete your registration no later than seven weeks prior to an Annual General Meeting, the invitation to that Annual General Meeting will be delivered to your registered e-mail address. Registrations that are not completed by this deadline will not take effect until the subsequent Annual General Meeting.

Please let us know if you have not received your invitation to the Annual General Meeting via e-mail, even though you registered for this in good time. In this case, please contact our Hotline on +49 (0) 1802 354 354\*, Monday to Friday from 09:00 hrs to 18:00 hrs.

#### 2.2. Providing registration data

##### *E-mail address*

Please enter an e-mail address that you use regularly. If we receive technical feedback after sending the invitation to the Annual General Meeting that the e-mail was not delivered, we will send you the invitation by mail. Each shareholder is responsible for ensuring that the address provided is functional and that incoming e-mails are read. Should your e-mail address change, please inform us via the Online Service.

##### *Access password*

To register for e-mail delivery of the invitation to the Annual General Meeting you must determine a personal access password. Please keep this safe from access by third parties. In future, it can be used

not only to amend your registration details but also to use the Online Service for shareholders of Lufthansa.

### 2.3. Amending your registration details

The Online Service for shareholders is available throughout the year at [www.lufthansagroup.com/agm-service](http://www.lufthansagroup.com/agm-service). Via the Online Service you can change your e-mail address and your access password.

### 2.4. Withdrawal of your consent

You can withdraw your consent to e-mail delivery of the invitation to the Annual General Meeting via the Online Service at any time. You will then receive the invitation by mail again. However, if withdrawal takes place after the technical preparations for sending out the invitations to the Annual General Meeting have already started, we can only take your withdrawal in account for the subsequent Annual General Meeting. In this case, we will endeavour to also send you the invitation to the Annual General Meeting by mail.

### 2.5. Disposal of your shares

If you have disposed all your Lufthansa shares between two Annual General Meetings at any time and then acquire Lufthansa shares again up to approximately seven weeks before the next Annual General Meeting of Lufthansa, the consent you provided to participate in the e-mail delivery of the invitation to the Annual General Meeting will continue to apply.

Around seven weeks before each Annual General Meeting, we determine for which of the persons registered for e-mail delivery shares are listed in the share register of Lufthansa in order to prepare the dispatch of the invitations. If at this point no shares in the share register are registered under your name, your consent is cancelled automatically. If you subsequently acquire Lufthansa shares you will receive the invitation to the Annual General Meetings by mail unless you re-register for e-mail delivery.

## **3. Registering for the Annual General Meeting and exercising voting rights**

### 3.1. Online registration for the General Meeting

Registration for the Annual General Meeting via the Online Service is possible up to the end of the registration period. The end of the registration period is mentioned in the invitation to the Annual General Meetings.

If you have received several invitations with different shareholder IDs, please register online for the Annual General Meeting separately for each of these shareholder IDs.

We recommend that you make early use of the Online Service to register for the Annual General so that in the event of any technical problems you can still register by mail or e-mail in good time before the end of the registration period.

### 3.2. Voting via the online absentee voting system

In the Online Service you can cast your votes via online absentee vote.

If you have cast your votes via absentee vote in time by the end of the registration period, you can still change the cast absentee votes until the time determined by the chairman of the meeting during the Annual General Meeting via the Online Service. This also applies if you have cast absentee votes in good time outside the Online Service. The chairman of the meeting will point this out in good time.

Votes cast by absentee voting, proxy authorization granted and voting instructions given via the Online Service take precedence over any other votes cast by absentee voting or proxy authorization granted and other voting instructions given with the same shareholder ID. This applies regardless of the time of receipt, unless it is made clear from the declaration made outside the Online Service and subsequently in terms of time that such subsequent declaration is to take precedence over the declaration made via the Online Service.

### 3.3. Authorisation of the voting representatives appointed by Lufthansa to vote on your behalf

You can authorise the voting representatives appointed by Lufthansa to vote on your behalf via the Online Service.

The authorised persons appointed by Lufthansa to vote on your behalf are neutral and exercise the right to vote solely on the basis of the instructions given by you. If an individual vote takes place on an agenda item (e.g. discharge of the members of the supervisory board) an instruction granted for each individual sub-point applies.

Please note that the voting representatives appointed by Lufthansa to vote on your behalf do not accept instructions to make speaking contributions, to lodge objections to resolutions of the Annual General Meeting, to ask questions or to file motions.

The voting representatives appointed to vote on your behalf represent you anonymously, i.e. without giving your name.

If you authorise the voting representatives appointed to vote on your behalf in good time before the end of the registration period, you can still amend the instructions given to the voting representatives appointed to vote on your behalf until the time determined by the chairman of the meeting during the Annual General Meeting via the Online Service. The chairman of the meeting will point this out in good time.

### 3.4. Authorisation of intermediaries, shareholders' associations and proxy advisors via the Online Service

In the Online Service you can only authorise intermediaries, shareholders' associations and proxy advisors participating in the Online Service.

If you authorise an intermediary, shareholders' association or proxy advisor participating in the Online Service in good time before the registration deadline, you can still change the instructions issued to the intermediary / shareholders' association / proxy advisor via the Online Service until the time determined by the chairman of the meeting during the Annual General Meeting. The chairman of the meeting will point this out in good time.

Please note that many credit institutions are no longer prepared to represent voting rights for shareholders.

To authorise a credit institution or a shareholders' association outside the Online Service we will send you an authorisation form on request. For this, please contact our Hotline on +49 1802 354 354\*, by e-mail at hv-service.dlh@adeus.de or in writing at Deutsche Lufthansa Aktiengesellschaft, c/o ADEUS Aktienregister-Service-GmbH, 20797 Hamburg.

The authorised intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right.

If you have authorised an intermediary, shareholders' association or proxy advisor which participates in the Online Service, instead of granting authorisation to that intermediary, shareholders' association or proxy advisor, you may grant authorisation via the Online Service to another intermediary, shareholders' association or proxy advisor participating in the Online Service up to the time of the end of registration. The most recently granted authorisation has priority. Previously granted authorisations are considered as having been revoked and are no longer taken into consideration.

You can revoke an authorisation via the Online Service by issuing a new authorisation or voting yourself by online absentee voting system. The sole revocation of an authorisation without exercising one of the aforementioned options is only possible at the address stated in the invitation until the beginning of the voting.

### 3.5. Authorisation of a third party

You can also authorise third parties who are not intermediaries via the Online Service. Once you have registered in good time, you can issue or change and revoke your authorisation as well as select another option for exercising your voting right up to the time determined by the chairman of the meeting during the Annual General Meeting. To use the Online Service, own access data will be sent to the authorised third parties. The authorisation should therefore be given as early as possible in order to enable timely access to the login data by the third party.

## **4. Associations of persons / legal entities**

Please note that in the case of associations of persons (e.g. married couples, communities of heirs), partnerships or legal entities entered in the share register, the person carrying out registering or amending the registration details, casting absentee votes, authorising the persons appointed to vote on their behalf or intermediaries, shareholders' associations or proxy advisors participating in the Online Service as well as giving or amending instructions, must be authorised to do so by all members of the association of persons, respectively the partnership / legal entity, or have the necessary legal power to represent the association of persons / legal entity. As a user of the Online Service, you confirm to Lufthansa that you are authorised in the required manner.

## **5. Live transmission of the General Meeting**

The entire Annual General Meeting will be broadcast live in sound and vision for shareholders of Lufthansa and their authorised third parties on the Internet via the Online Service from the beginning of the meeting ([www.lufthansagroup.com/agm-service](http://www.lufthansagroup.com/agm-service)). You can obtain online access by entering your shareholder ID and your Access code or the password selected by yourself. Please find your shareholder ID and your Access code in the materials sent to you.

## **6. Statements**

Shareholders who have duly registered may submit statements on the items on the agenda by electronic communication prior to the Annual General Meeting outside the Online Service. Statements to be made accessible will be published, including the name and place of residence or registered office of the submitting party, in the Online Service for duly registered shareholders and their proxies. Any statements by the management will also be published in the Online Service. Please also note the relevant information in the invitation.

## **7. Video communication (Request for information, proposals, right to speak)**

Shareholders may request information from the Executive Board on the affairs of the Company, the legal and business relations of the Company with affiliated companies, and the situation of the Group and the companies included in the consolidated financial statements, to the extent that such information is necessary to permit a proper evaluation of an item on the agenda. Questions of duly registered shareholders must be submitted via the Online Service at [www.lufthansagroup.com/agm-service](http://www.lufthansagroup.com/agm-service). Questions received later will not be considered. Shareholders are requested to enter their questions individually in the field provided in the Online Service in order to enable all shareholders to view the questions and the answers given to them in the publication. For the same reason, it is recommended to limit all questions to a reasonable length. Due to technical reasons, the length of a question may possibly be limited to a certain number of characters; however, the number of questions will not be affected thereby.

Questions submitted in good time will be made available as well as the corresponding answers via the Company's website.

Shareholders and their proxies who are electronically connected to the Annual General Meeting have the right to pose follow-up questions to all answers given by the Executive Board before or at the Annual General Meeting and questions on new facts that have recently arisen. By the order of the chairman of the meeting, the aforementioned rights may be exercised at the Annual General Meeting exclusively by way of video communication via the Online Service.

At the Annual General Meeting, the shareholders and their proxies who have duly registered and who are electronically connected to the Annual General Meeting have the right to speak by way of video communication. Motions and election nominations pursuant to Section 118a (1) sentence 2 no. 3 AktG as well as follow-up questions pursuant to section 131 (1d) AktG and questions on new matters pursuant to section 131 (1e) AktG may form part of the speaking contribution. Upon request by the chairman of the meeting, speaking contributions must be registered via the Online Service during the Annual General Meeting. The chairman of the meeting will explain in more detail the procedure for requesting to speak and speaking at the Annual General Meeting. After your name has been called by the chairman of the meeting in preparation of your live speech via video communication, a dialog box

for entering the virtual waiting room will be displayed for you. With your confirmation, you can enter the virtual waiting room, you will be received by our technical staff to check the functionality of your video communication. After a successful function test, you will be connected live to the Annual General Meeting as soon as the chairman of the meeting calls you by name.

The Company reserves the right to check the functionality of the video communication between the shareholder and the Company at the Annual General Meeting and prior to the speaking contribution and to reject the latter pursuant to Section 130a (6) AktG if the functionality is not ensured. The minimum technical requirements for a live video connection are therefore an internet-capable device with camera and microphone as well as a stable internet connection.

Please also note the corresponding information in the invitation.

In the case of statements relating to the agenda of the Annual General Meeting in the form electronic communication, speaking contributions, questions on new facts and follow-up questions via video communication, we process your data in connection with the transmission and provision of your message on the basis of Section 130a (5) resp. Section 131 (1d) or (1e) AktG in conjunction with Art. 6 (1) lit. c) GDPR. You have the right to object to this processing of personal data concerning you at any time. Further information on your rights and on how we process your data can be found at [www.lufthansagroup.com/en/service/privacy.html](http://www.lufthansagroup.com/en/service/privacy.html).

## **8. Objections against resolutions of the Annual General Meeting**

The shareholders and their proxies who have duly registered for the Annual General Meeting and who are electronically connected to the meeting have the right to declare their objection to resolutions of the Annual General Meeting by way of electronic communication via the Online Service for the record of the notary public. The notary public will receive the objections via the Online Service.

## **9. List of attendance**

During the virtual Annual General Meeting, the list of attendance will be available via the Online Service prior to the first vote.

## **10. Confirmation of vote counting**

Within one month as of the date of the Annual General Meeting, anyone who has voted can obtain a confirmation on whether and how his or her votes were counted via the Online Service.

## **11. Duty of care of the user**

Please do not make your shareholder ID and your access password available to unauthorised persons so that no third party can utilise your access.

If misuse is suspected you should have your access blocked by calling our Hotline on +49 (0) 1802 354 354\*, Monday to Friday from 09:00 hrs to 18:00 hrs.

Please make sure you close the Online Service properly. Properly closing the program prevents unauthorised parties from being able to see or manipulate your entries during your absence.

## **12. Stability and availability / Exclusion of liability**

The technical and organisational measures taken by us to guarantee the proper functioning of our internet services and data security are in line with the most modern standards. Nevertheless, the availability, functioning, stability and reliability of the internet service can be subject to fluctuations and disruption. Lufthansa has no influence on the availability, functioning, stability and reliability of the telecommunications network and the internet services as well as the network elements of third parties. Lufthansa cannot therefore guarantee and assume liability for the availability, functioning, stability and reliability of the telecommunications network and the internet services and network elements of third parties as well as for access to our internet service at all times. Furthermore, Lufthansa assumes no responsibility for faults and defects in the hardware and software used for the Online Service, including that of service provider companies unless intent or gross negligence are present. If safety considerations make this appear imperative, we reserve the right to suspend or shut down our internet services without further announcement. In the event of technical problems, please contact our Hotline on +49 (0) 1802 354 354\*, Monday to Friday from 09:00 hrs to 18:00 hrs.

## **13. Information on data protection**

The security and protection of your personal data are of the utmost priority for us. We ensure these with secure data communication methods which are in line with the latest state of the art.

In connection with using the Online Service your data are only stored, processed and used for the following purposes:

- Registration for e-mail delivery of the invitation to the Annual General Meeting
- Registration for the Annual General Meeting
- Voting via the online absentee voting system
- Granting authorization and instructions to the voting representatives appointed by Lufthansa to vote on your behalf, to an intermediary, shareholders' association or proxy advisor participating in the Online Service
- Submitting questions ahead of the Annual General Meeting
- Live speaking contributions and (follow-up) questions by video communication during the Annual General Meeting
- Provision of your statements
- Provision of the questions and answers
- Identification when calling up the livestream of the Annual General Meeting for shareholders
- Declaration of objection against resolutions of the Annual General Meeting
- Updating your address details in the shares register.

Your data will only be stored by us to the extent and for the duration set out in the statutory provisions, in particular in order to meet accountability obligations in terms of German stock corporation law.

Information on data protection for shareholders of Lufthansa can be found at <https://www.lufthansagroup.com/en/service/privacy.html>.

#### **14. Amendments to the terms and conditions of use**

We reserve the right to amend these terms and conditions of use at any time. The currently applicable terms and conditions of use will be displayed each time you access the Online Service. By accessing the Online Service, you explicitly accept the terms and conditions of use in the currently applicable version.

You can object to the terms and conditions of use in writing at any time. Please send your objection in writing to Deutsche Lufthansa Aktiengesellschaft, FRA CW, 60546 Frankfurt or by e-mail to [investor.relations@dlh.de](mailto:investor.relations@dlh.de).

Adaptation or amendment of these terms and conditions of use takes place in particular when we wish to technically expand the Online Service or to take into consideration amended legal, in particular share-related regulations. For this reason, it is imperative that they apply uniformly for all participants in the Online Service. Therefore, if you object to an amendment to the terms and conditions of use we will at the same time treat your objection as withdrawal of your consent to participate in the e-mail delivery of the invitation to the Annual General Meeting as well as the Online Service overall. In future your invitations to the Annual General Meetings will again be sent to you by post.

\*6 cents per call from all German networks