SUPPLIER CODE OF CONDUCT
When selecting suppliers, Deutsche Lufthansa AG and its respective Group companies (Lufthansa Group) concentrate on total costs, quality, environmental awareness and compliance with the requirements of this Code of Conduct.

In the long term, we cooperate only with suppliers who place as much value on sustainability as we do. Lufthansa Group’s commitment is, to conduct its business activities in compliance with applicable laws and regulations and guided by integrity. This Code of Conduct establishes certain minimum standards. Lufthansa Group has a “zero tolerance” policy when it comes to unethical business behavior, such as corruption, bribery and forced labor.

We expect that our suppliers including their employees, agents and subcontractors respect and adhere to the standards of this Code of Conduct when conduction business with, for or in relation with Lufthansa Group. It is the suppliers’ responsibility to train its employees, agents and subcontractors accordingly.

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Responsible Sourcing

For Lufthansa Group it is important to determine the use, source and origin of "Responsible Minerals Sourcing" in our supply chain. We work closely with our direct suppliers to support us and to take reasonable efforts to avoid in its products the use of raw materials, which directly or indirectly finance armed groups, who violate human rights.

Data Protection and Confidential Information

Lufthansa expects suppliers to comply with data protection laws applicable to the contracting entity of Lufthansa Group, our privacy policies and any contractual obligations, such as adequate data protection measures. In particular, we expect technical infrastructure and applications to have data protection by design and data protection by default implemented. Furthermore, the supplier shall protect all confidential information provided by Lufthansa Group and our respective business partners.

Legal Compliance

We consider legal compliance to be one of our primary duties. As part of our corporate responsibility, we also expect from our suppliers a similar behavior. Amongst other subjects, fair competition is indispensable for us.

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Corporate Responsibility

We expect from our suppliers to abide to the principles of the UN Global Compact and the fundamental principles of the International Labour Organisation (ILO).

To this end, the supplier

- supports and respects the protection of internationally-proclaimed human rights in its own area of influence;
- ensures that it is not complicit in human rights abuses;
- upholds freedom of association and the effective recognition of the right to collective bargaining;
- is opposed to any form of forced and compulsory labour;
- is opposed to child labour;
- upholds the elimination of discrimination in respect of employment and occupation;
- supports a precautionary approach to environmental challenges;
- supports initiatives to promote greater environmental responsibility;
- encourages the development and diffusion of environmentally friendly technologies;
- is opposed to corruption in all its forms, including extortion and bribery.

Lufthansa Group generally prefers to cooperate with such suppliers who make and demonstrate an active contribution to sustainability and environmental/climate protection. The supplier shall continuously strive towards improving the efficiency and sustainability of its business activities, shall operate with care for the environment, and shall ensure compliance with all applicable laws and regulations in the country where products or services are manufactured or delivered.
Improper Advantage

Lufthansa Group conduct its business in an ethical manner and expects this also from its suppliers. In particular, the supplier shall never, either directly or through intermediaries, offer or promise any personal or improper advantage in order to obtain or retain a business or other advantage from a third party, whether public or private, whether the activity is related to Lufthansa Group or a third party. Nor shall the supplier accept any such advantage in return for any preferential treatment of a third party.

Drive Innovation

Lufthansa Group as a leading airline group is prospecting for business partners, which strive for innovative products, processes and services.
Conformity with our Principles

In the context of our business relationship, if supplier or its employees believe that the principles of this Code of Conduct are not adhered to, or that Lufthansa Group is not acting in accordance with its own Code of Conduct a complaint process via an external Ombudsman is accessible.

Audit and Corrective Actions

In order to ensure and demonstrate compliance with this Code of Conduct, the supplier shall keep record of all respective documentation, and provide to Lufthansa Group supporting documentation upon request. To verify suppliers’ compliance, Lufthansa Group expects that the supplier support the right to audit and inspect supplier’s operations and facilities. If the results of such an audit or inspection cause Lufthansa Group to be of the opinion that the supplier does not comply with this Supplier Code of Conduct, Lufthansa Group expect that the supplier shall take necessary corrective actions in a timely manner. In the event that the expectations of this Supplier Code of Conduct are not met, the business relationship may be reviewed and corrective action will be conducted which could lead ultimately to the termination of the business relationship.