



## **Fact Sheet**

### **Lufthansa German Airlines Safety and Protective Measures**

As a leader in the aviation industry, the safety and security of our customers, employees and partners continues to be the first priority. The following procedures have been implemented, on the ground and in the air, to ensure that those travelling with us continue to feel confident that Lufthansa is doing all it can to protect the health and well-being of its valued customers.

#### **Social distancing on board the aircraft**

- There will be a reduction in the number of passengers allowed on each flight
- On board services will be consolidated as to reduce the number of service touch points throughout the duration of the flight
- Lufthansa is temporarily suspending all lounge services and inflight sales

#### **Social distancing on the ground**

- Lufthansa is working in close collaboration with its airport hubs to ensure all safety and security protocols are followed; including the placement of floor markings to insure appropriate social distancing, the setup of tensor barriers, protective sneeze guards at check in, informational displays and regular announcements. Security control processes have been modified to reduce personal contact while implementing security scanning and post check in procedures
- Passengers will be boarded and de-boarded in groups to better control flow and to ensure safety procedures are being followed
- Contactless boarding is encouraged as passengers are being asked to use Quick Boarding Gates to check in and process all documentation

#### **On board hygiene measures**

- All crew and passengers required to wear facial coverings
- Lufthansa provides its passengers with as sterile an environment as possible - planes are equipped with state-of-the-art air circulation systems using HEPA filters that remove dust, bacterial contamination and viruses
- Both bottled and disinfectant wipes are provided in on board lavatories

- Crew hygiene requirements include the application of additional disinfectants and glove/hand sanitizers
- All aircraft surfaces are thoroughly cleaned between flights, and in the event of an infectious disease on board, the aircraft applies a special grade disinfectant to further eliminate any bacteria

### **Customer/stakeholder communications**

- Lufthansa continues to provide its customers with the most current and updated information- details can be found in “Flying in Times of Corona” which can be accessed via the booking confirmation and check-in email, by following Lufthansa’s social media channels and on the official Lufthansa website
- Direct SMS and text messaging to customers
- Lufthansa continues to update, support and communicate with its travel agency partners through the airline’s “Experts Program”

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