

## Investor Info November 2014

### Sales growth and stable load factor

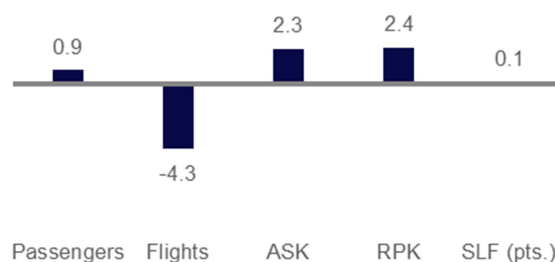
The **Lufthansa Group** increased its sales in the passenger business considerably on the previous year (+2.4%), while the load factor remained stable (+0.1pts.). The strategy of increasing capacity (+2.3%) while reducing the number of flights (-4.3%) was successfully pursued in the first month of the winter schedule. The pricing development was clearly negative on last year.

While **Lufthansa Passenger Airlines** (incl. Germanwings) and **SWISS** both increased their sales by 3.2 per cent and improved their load factors, **Austrian Airlines** was forced to report a significant decrease in sales of 5.9 per cent, primarily due to weak demand in the crisis regions of Russia, Ukraine and the Near East.

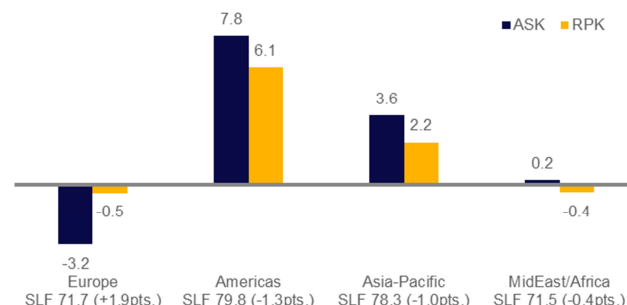
Throughout the winter schedule, the Lufthansa Group is to reduce its capacities on short-haul routes and expand them on long-haul routes compared with the previous year. This was also the case in November. In **Europe**, capacity was cut by 3.2 per cent year on year. Sales were kept at almost the same level as in the previous year (-0.5%), which meant that there was a significant improvement in the load factor (+1.9pts.). On routes to and from **America** and **Asia/Pacific**, capacity was expanded compared with the previous year. This led to considerable growth in sales. The load factor fell in both traffic regions, however. In the **Middle East/Africa** traffic region, capacity was unchanged on the previous year (+0.2%) while sales fell slightly by 0.4 per cent.

In the **freight business**, **Lufthansa Cargo** increased both sales, by 1.4 per cent on the previous year, and the load factor, by 1.3 percentage points.

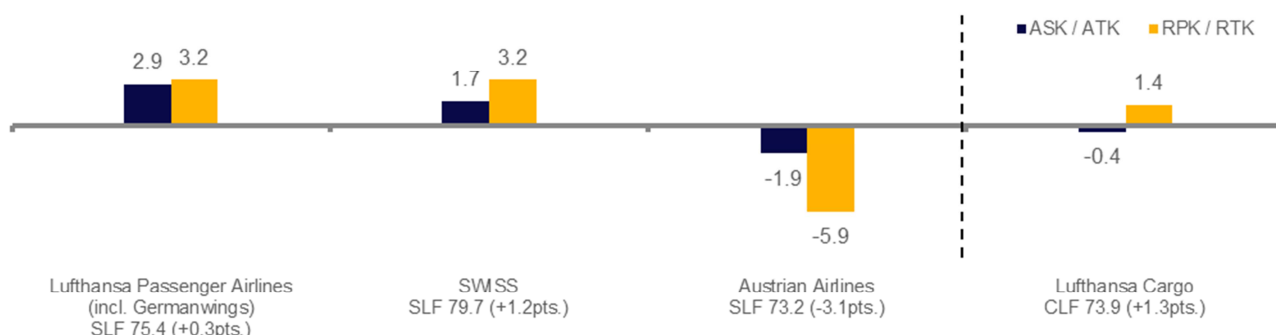
**Traffic figures Passenger Airline Group**  
(change yoy in %)



**Traffic figures by region**  
(change yoy in %)



**Traffic figures by airline** (month change yoy in %)



### News

#### Supervisory Board gives go-ahead for "Wings" concept

On short-haul routes, Germanwings and Eurowings airlines are to fly as part of the "new Eurowings". The current 23 CRJ 900s belonging to the Eurowings fleet are to be replaced by up to 23 A320s up until March 2017. On long-haul routes, the "new Eurowings" intends to start operating its first flights in collaboration with the German-Turkish SunExpress airline from the end of 2015.

#### EACC (Earnings after Cost of Capital) to replace CVA

The Lufthansa Group is introducing the new EACC performance indicator as the key management metric from 2015. Further details will be presented on **11 December** in a webcast on [www.lufthansagroup.com/investor-relations](http://www.lufthansagroup.com/investor-relations).

The **next Investor Info** with the **traffic figures** for December will be published on **12 January**.

## Traffic figures by airline

Lufthansa Passenger Airlines*	Month	yoy (%)	Cumulative	yoy (%)
Passengers in 1,000	5,902	+2.2	72,374	+1.9
Available seat-kilometers (m)	15,349	+2.9	184,215	+2.1
Revenue seat-kilometers (m)	11,571	+3.2	146,673	+2.6
Passenger load-factor (%)	75.4	+0.3pts.	79.6	+0.4pts.
Number of flights	55,372	-3.0	651,828	-1.9

SWISS**				
Passengers in 1,000	1,232	+0.9	15,974	+1.3
Available seat-kilometers (m)	3,758	+1.7	43,408	+2.0
Revenue seat-kilometers (m)	2,996	+3.2	36,239	+1.9
Passenger load-factor (%)	79.7	+1.2pts.	83.5	-0.1pts.
Number of flights	12,154	-5.5	151,101	-1.5
Revenue Cargo tonne-kilometers (m)	147	+7.3	1,496	+5.2
Cargo-load factor (%)	78.7	+6.9pts.	70.7	+3.6pts.

Austrian Airlines				
Passengers in 1,000	769	-8.3	10,426	-0.6
Available seat-kilometers (m)	1,735	-1.9	21,628	+3.9
Revenue seat-kilometers (m)	1,270	-5.9	17,121	+4.5
Passenger load-factor(%)	73.2	-3.1pts.	79.2	+0.4pts.
Number of flights	9,464	-9.1	117,943	-5.8

Lufthansa Cargo				
Cargo/Mail in 1,000 t	156	+0.8	1,537	-2.7
Available Cargo tonne-kilometers (m)	1,113	-0.4	11,401	-1.0
Revenue Cargo tonne-kilometers (m)	822	+1.4	7,938	-1.2
Cargo load-factor (%)	73.9	+1.3pts.	69.6	-0.1pts.
Number of flights	905	-14.5	8,977	-17.8

Lufthansa Group***				
Passengers in 1,000	7,903	+0.9	98,773	+1.5
Available seat-kilometers (m)	20,842	+2.3	249,251	+2.3
Revenue seat-kilometers (m)	15,836	+2.4	200,033	+2.7
Passenger load-factor (%)	76.0	+0.1pts.	80.3	+0.3pts.
Cargo/Mail in 1,000 t	178	+1.0	1,770	-2.1
Available Cargo tonne-kilometers (m)	1,299	-1.2	13,520	-1.5
Revenue Cargo tonne-kilometers (m)	969	+2.3	9,434	-0.2
Cargo load-factor (%)	74.6	+2.6pts.	69.8	+0.9pts.
Number of flights	77,895	-4.3	929,849	-2.5

\* incl. LH regional airlines and Germanwings

\*\* incl. Edelweiss Air

\*\*\* Lufthansa Passenger Airlines, SWISS, Austrian Airlines and Lufthansa Cargo

## Traffic figures per region

Lufthansa Group		Month	yoy (%)	Cumulative	yoy (%)
Europe	Passengers in 1,000	6,319	+0.5	79,245	+1.5
	Available seat-kilometers (m)	6,734	-3.2	85,803	+0.4
	Revenue seat-kilometers (m)	4,830	-0.5	65,183	+1.7
	Passenger load-factor (%)	71.7	+1.9pts.	76.0	+1.0pts.
	Cargo/Mail in 1,000 t	55	-3.2	549	-6.8
	Available Cargo tonne-kilometers (m)	62	-10.3	683	-10.4
	Revenue Cargo tonne-kilometers (m)	35	-4.8	349	-4.9
	Cargo load-factor (%)	56.1	+3.2pts.	51.1	+3.0pts.
America (North and South)	Passengers in 1,000	728	+5.1	9,419	+4.7
	Available seat-kilometers (m)	6,894	+7.8	83,748	+6.9
	Revenue seat-kilometers (m)	5,504	+6.1	70,538	+5.1
	Passenger load-factor (%)	79.8	-1.3pts.	84.2	-1.5pts.
	Cargo/Mail in 1,000 t	56	+4.3	555	+0.5
	Available Cargo tonne-kilometers (m)	569	-1.0	6,047	-1.1
	Revenue Cargo tonne-kilometers (m)	423	+4.6	4,122	+1.0
	Cargo load-factor (%)	74.4	+4.0pts.	68.2	+1.5pts.
Asia/Pacific	Passengers in 1,000	500	+0.3	5,903	+0.7
	Available seat-kilometers (m)	5,103	+3.6	57,612	+2.1
	Revenue seat-kilometers (m)	3,994	+2.2	47,366	+2.5
	Passenger load-factor (%)	78.3	-1.0pts.	82.2	+0.3pts.
	Cargo/Mail in 1,000 t	51	+0.7	505	+1.9
	Available Cargo tonne-kilometers (m)	534	-1.4	5,432	+0.3
	Revenue Cargo tonne-kilometers (m)	426	-0.3	4,171	+0.2
	Cargo load-factor (%)	79.9	+0.9pts.	76.8	-0.1pts.
Middle East/ Africa	Passengers in 1,000	356	+0.5	4,206	-2.8
	Available seat-kilometers (m)	2,110	+0.2	22,088	-6.0
	Revenue seat-kilometers (m)	1,508	-0.4	16,946	-2.8
	Passenger load-factor (%)	71.5	-0.4pts.	76.7	+2.5pts.
	Cargo/Mail in 1,000 t	17	+6.0	161	-6.3
	Available Cargo tonne-kilometers (m)	135	+3.2	1,358	-5.2
	Revenue Cargo tonne-kilometers (m)	85	+8.0	792	-6.4
	Cargo load-factor (%)	62.7	+2.7pts.	58.3	-0.8pts.

Lufthansa Passenger Airlines					
Europe	Passengers in 1,000	4,757	+2.0	58,051	+2.0
	Available seat-kilometers (m)	4,987	-1.3	61,828	+0.8
	Revenue seat-kilometers (m)	3,545	+1.3	46,604	+2.4
	Passenger load-factor (%)	71.1	+1.8pts.	75.4	+1.2pts.
America (North and South)	Passengers in 1,000	541	+3.0	7,209	+4.1
	Available seat-kilometers (m)	5,163	+5.1	65,061	+6.2
	Revenue seat-kilometers (m)	4,124	+3.8	54,504	+4.5
	Passenger load-factor (%)	79.9	-1.0pts.	83.8	-1.3pts.
Asia/Pacific	Passengers in 1,000	356	+1.2	4,250	-0.4
	Available seat-kilometers (m)	3,662	+5.1	41,842	+1.6
	Revenue seat-kilometers (m)	2,829	+4.0	33,937	+1.9
	Passenger load-factor (%)	77.2	-0.8pts.	81.1	+0.2pts.
Middle East/ Africa	Passengers in 1,000	248	+6.2	2,865	-1.8
	Available seat-kilometers (m)	1,536	+4.6	15,484	-6.4
	Revenue seat-kilometers (m)	1,073	+5.4	11,629	-2.7
	Passenger load-factor (%)	69.9	+0.6pts.	75.1	+2.9pts.