

General Procurement Conditions of LSG Lufthansa Service Holding AG and its Group companies

Art. 1 General – Scope

1.1 These General Procurement Conditions (hereinafter: "GPCs") govern in principle the legal relationship between LSG Lufthansa Service Holding AG or its Group companies (each company referred to hereinafter as "LSG Group") and its contracting partners (each company referred to hereinafter as "Supplier") in the procurement of goods, work and/or services by LSG Group.

1.2 Any conflicting or deviating terms and conditions shall not apply even if not rejected in a particular case. These GPCs apply only where the customer is an entrepreneur or a legal entity or a special fund under public law.

Art. 2 Delivery, default

2.1 In the event that the delivered goods deviate from the procurement contract or from the order, LSG Group shall be bound only if it has given its written consent to the deviation prior to delivery. This shall also apply to any part-deliveries or early deliveries. Acceptance of deliveries and services, the issuance of receipts or any payment on the part of LSG Group shall not, *per se*, be deemed to constitute consent. Acceptance of deliveries is confined to the receiving unit indicated to the Supplier or to the forwarder authorized by LSG Group. Acceptance of deliveries by unauthorized personnel shall in no case involve a loss of rights on the part of LSG Group.

2.2 Deliveries of goods shall be accompanied by delivery notes in duplicate. Handover of the goods shall be receipted by LSG Group (receipt for goods shipped). In the event of any collection (agreed in a departure from Art. 2.3) by a contractor commissioned by LSG Group, handover of the goods shall be receipted by the contractor. The Supplier shall be responsible for obtaining receipts for goods shipped.

2.3 Time and place of delivery specified in the procurement contract or the order are binding. The crucial date for adherence to a delivery term or deadline is the date of receipt of goods at LSG Group premises. Failing other written arrangements, deliveries shall be delivered according to DDP, see Incoterms 2010 and Supplier undertakes to unload the goods on the ramp of LSG Group operation. This shall also apply to any specimens.

2.4 If the contractual service consists in work, adherence to the delivery time shall depend on the acceptance or acceptability of the work.

2.5 The Supplier undertakes to notify LSG Group in writing without delay, and orally in advance, if circumstances have occurred or are foreseeable that point to possible non-adherence to the agreed delivery time.

2.6 In the event of default in delivery, LSG Group shall be entitled to claim all rights offered by the provisions of statute. Moreover, in the event that the Supplier is in default, LSG Group shall be entitled to demand a contractual penalty amounting to 0.3% of the value of the delayed delivery or service per calendar day, though max. 5% of the total order value. The Supplier is free to demonstrate that no or less outlays have been incurred. The contractual penalty shall count toward the total amount of any claim for loss caused by the delay. LSG Group reserves the right to claim the contractual penalty pending final payment. For the rest, this shall not affect any further-going claims and rights.

2.7 Delivery notes shall contain the following particulars: number of the delivery note, quantity delivered, agreed article designation and number, place of performance, contract and order number and date. In the case of incomplete data, the arrangement under Art. 5.2, sent. 4, shall apply by analogy.

2.8 In the case of any deliveries from abroad, an additional copy of the delivery note and, where necessary, the appropriate import records shall be attached to the delivery.

2.9 At the demand of LSG Group, the Supplier undertakes to include the requested documents, a certificate of origin, manufacturer and/ or preference certification, with the shipment free of charge.

Art. 3 Prices and offset

3.1 The prices specified in the various orders or contracts are, in principle, without value-added tax (VAT) but, failing other express contractual arrangements between the parties, include the costs of transport, pack-

aging and return or disposal of the outer packaging. They are fixed prices and rule out any subsequent demands on the part of the Supplier.

3.2 The Supplier affirms that the calculation of the agreed prices and any transport costs, wherever these are to be borne by LSG Group in exceptional cases, is not based on any taxes or levies that may be remitted for whatever legal reason. Should any such taxes or levies form the basis for the Supplier's pricing, the price shall be deemed to be reduced by such amounts. If any or all of these levies are remitted or reimbursed to the Supplier following conclusion of a procurement contract, it shall reimburse LSG Group in the full amount.

3.3 The Supplier may only offset such claims of LSG Group as are undisputed or final. No claims of the Supplier against LSG Group may be assigned to third parties without the prior written consent of LSG Group. Payments may be made only to the Supplier.

Art. 4 Payment terms

Failing other written agreements, payments shall be made within thirty (30) calendar days. These payment periods commence upon complete delivery or acceptance and receipt of a due and proper invoice.

Art. 5 Invoices

5.1 The Supplier's invoices for goods shall be drawn up only on the basis of the receipted delivery note. A separate invoice shall be produced in respect of each delivery at each place of delivery or each collection agreed (in a departure from Art. 3.1) by LSG Group or a contractor commissioned by LSG Group.

5.2 Invoices drawn up by the Supplier shall contain the same data as the receipted delivery note. The contractually agreed price shall be stated in the invoice. If an invoice contains deviating or incomplete particulars, LSG Group may, at its discretion, correct or supplement any incorrect or missing particulars or else return it to the Supplier for verification. At any event, the payment term pursuant to Art. 4 shall not apply until correction or until LSG Group has received the invoice verified by the Supplier.

5.3 The parties may contractually agree on settlement via the Evaluated Receipt Settlement (ERS) procedure. In such case, the Supplier provides its service on the basis of the procurement contract or order by LSG Group without producing an invoice. Within the scope of automated incoming-goods inspection, LSG Group makes a credit entry in favour of the Supplier on the basis of the particulars contained in the delivery note. LSG Group transmits to the Supplier a record of the credit entry in writing or by email. The Supplier undertakes to notify LSG Group of any deviations of the credited amount and any associated excess payments or shortfalls without delay and to make up any differences.

5.4 The Supplier's invoices for individual services shall be drawn up within thirty (30) calendar days of performance of the service. Recurrent services performed by the Supplier shall be invoiced on a monthly basis, failing other express contractual arrangements.

Art. 6 Acceptance, defects

6.1 The contractual service shall be accepted after an incoming-goods inspection performed by LSG Group upon receipt or (wherever contractually agreed in a departure from Art. 2.1) after an agent commissioned by LSG Group has collected the goods at the agreed place of performance.

6.2 LSG Group shall examine deliveries within fourteen (14) calendar days of acceptance as to obvious defects. LSG Group shall promptly notify the Supplier in writing of any defects as soon as they are established in the course of due and proper business operations.

Art. 7 Passage of risk and title

7.1 The risk shall pass to LSG Group, in the case of work and services, with their acceptance and, in the case of goods deliveries, upon their receipt at the receiving unit named by LSG Group.

7.2 Upon delivery (acceptance) or handover of the ordered goods or work, LSG Group shall be given direct title thereto.

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Art. 8 Warranty

LSG Group shall be entitled to the full statutory warranty claims subject to the following stipulations:

8.1 The warranty period shall commence with the passage of risk. If deliveries by the Supplier concern component supplies of *LSG Group* to third parties, the warranty period shall commence upon their delivery to the third party by *LSG Group*.

8.2 Wherever the warranty arrangements contain options between different forms of warranty claims, these options shall be due to *LSG Group*.

Art. 9 Liability

9.1 In respect of its deliveries and services, the Supplier shall adhere to the state of the art, the variously applicable safety rules and the relevant accident-prevention, environmental and industrial-safety rules. Any permits and approvals necessary for due and proper deliveries or services shall be obtained or updated by the Supplier at its expense and in good time. If this provision is not heeded, the order shall be deemed to have been improperly discharged.

9.2 Any infringement by the Supplier of the contractual duties shall entitle *LSG Group* to rescind from the contract. Any recurrent infringements shall entitle *LSG Group* to terminate the contract without giving notice. In addition, *LSG Group* shall be entitled to assert claims to compensation.

9.3 The Supplier shall exempt *LSG Group* from any third-party claims to compensation under product liability wherever the cause lies in its sphere of influence and organization, and itself is liable in its external relations.

9.4 In addition, the Supplier shall be liable for reimbursement of any outlays resulting from or in connection with any recall scheme carried out by *LSG Group*. *LSG Group* undertakes to notify the Supplier – wherever this is possible and can reasonably be expected – of the content and scope of any recall measures to be taken and to give it an opportunity to submit an opinion.

9.5 In the event that recourse in connection with guarantees or advertising statements made by the Supplier is claimed to *LSG Group* by third party, the Supplier undertakes to exempt *LSG Group* from any alleged and existing claims. The Supplier's exemption duty refers to any outlays and costs incurred by *LSG Group* arising from or in connection with any recourse had by third parties. This shall also include any lawyer's costs.

9.6 The Supplier's liability pursuant to the provisions of statute shall not be affected.

Art. 10 Force Majeure

10.1 Force Majeure is defined to include (but without limitation to) inability to perform as a result of any cause beyond the reasonable control of that party including acts of God, fire, flood, storm, earthquake, power failure, terror acts, war, riots or any act of any government or public authority. In the event Supplier is prevented or delayed from or in performing its duties or obligations by Force Majeure, *LSG Group* may engage a third party to provide the affected services or products until such time as the Supplier, upon giving notice in writing, is able once again to perform in accordance with the contract.

10.2 If any Force Majeure preventing either party from performing its obligations under the contract lasts for a continuous period of more than ninety (90) calendar days, then either party may terminate the contract by giving thirty (30) calendar days' notice in writing to the other party without penalty, liability or further obligation.

Art. 11 Quality agreement

Should any product investigation made by *LSG Group* establish that the quality level pursuant to the quality agreement is not reached, *LSG Group* reserves a special right of termination. The same shall apply where the Supplier's personnel, building and equipment hygiene is insufficient.

Art. 12 Hygienic security obligations, Minimum Wage

12.1 *LSG Group* companies are food-producing enterprises. The Supplier undertakes to adhere on demand to the appropriate regulations and rules of hygiene in any hygienically sensitive production areas.

12.2 The premises of *LSG Group* are located in areas where aviation security concerns are relevant. The Supplier commits to comply with all relevant legal and local aviation security and airport regulations when delivering.

12.3 The following clause only applies to Suppliers of services that provide their services in Germany: the Supplier formally insures to grant his employees the labour conditions including the remuneration set in the labour contract which is defined in the German employee assignment law (*Arbeitnehmerentendegesetz*). The Supplier insures to grant his employees at least the minimum wage per working hour defined in the German minimum wage law (*Mindestlohngesetz*) provided that the requirements for the exemption are not fulfilled and to comply with other statutory requirements regarding minimum wages. The Supplier formally insures to require from any hired subcontractor, conferrer or conferrer hired by a subcontractor to grant its employees at least the same labour conditions including the remuneration set in the labour contract that they also grant or promise to grant their employees. However, the hiring of a third-party by a subcontractor or a conferrer requires the former written consent of *LSG Group*. The Supplier insures to submit a monthly proof to *LSG Group* from which it becomes apparent that his employees as well as the employees of its hired subcontractors or conferrer are paid a minimum wage per working hour. Additionally, the Supplier allows *LSG Group* to get an insight into the anonymized list of remuneration and salary. The Supplier formally insures to be liable to the full extent for possible claims of damages by his employees, employees of his subcontractors or employees of his conferrer or conferrers hired by his subcontractors against *LSG Group* due to failure to pay the minimum wage according to the German minimum wage law (*Mindestlohngesetz*) and to keep *LSG Group* free from any damage *LSG Group* has the right to terminate this contract with a period of notice of fourteen (14) calendar days before the end of the month if the Supplier fails to comply with his obligation to produce supporting documents.

Art. 13 Compliance & Corporate Social Responsibility

13.1 Compliance

13.1.1. The Supplier agrees to perform this contract in accordance with applicable laws and directives, including anti-bribery and anti-corruption legislation (such as the U.S. Foreign Corrupt Practices Act or the UK Bribery Act). Local legal requirements must be observed, but at least the following obligations.

13.1.2. The Supplier agrees not to render, approve, offer, accept or promise, either itself or through third parties acting on behalf of the Supplier, any form of contribution (e.g. bribes, kickbacks, valuables or other benefits) in favor of a public or elected official or another third party (including an employee of *LSG Group*) for the purpose of initiating or continuing business transactions, obtaining other favorable business decisions or obtaining other unlawful advantages, which are in each case connected with *LSG Group*.

13.1.3. The Supplier furthermore confirms that it has not rendered, approved, offered, accepted or promised any contribution pursuant to section 13.1.2 in connection with *LSG Group* and this contract, either itself or through third parties acting on behalf of the Supplier.

13.1.4. *LSG Group* expects that the Supplier will likewise demand that its business partners, contractors or other third parties who are commissioned or employed to perform any duties under this contractual relationship vis-à-vis *LSG Group* comply with the obligations contained in the above sections 13.1.1 to 13.1.3.

13.1.5. The Supplier confirms that it has taken note of the Lufthansa Group Code of Conduct, which is available at

<https://investor-relations.lufthansagroup.com/de/corporate-governance/compliance/code-of-conduct.html>

13.2 Corporate Social Responsibility

The Supplier agrees to comply with the 10 principles of the UN Global Compact and the 4 basic principles of the International Labor Organization (ILO) within the meaning of an essential contractual obligation. *LSG Group* expects the Supplier to demand the same from its business partners.

13.3 Legal Consequences

If the Supplier (including any third parties employed by the Supplier in connection with this contract) is suspected of breaching its obligations under sections 13.1 or 13.2 or if the declarations being made in section 13.1 are incorrect, the Supplier is obliged to investigate the suspicion

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immediately and to inform LSG Group in writing of the investigation and its results. If available and legally allowed, the Supplier will provide LSG Group with all relevant documents, information and evidence to evaluate the suspicion. If the suspicion is confirmed, the Supplier will provide LSG Group with a written statement within a reasonable period of time of the measures taken to prevent future breaches. If the Supplier does not comply with these obligations within a reasonable period of time, or if the announced or taken preventive measures are not sufficient to prevent future breaches of sections 13.1 or 13.2 under objective standards even after setting a reasonable period of grace, or if the breach is repeated, LSG Group is entitled, irrespective of other rights, to terminate the relevant contract as well as any other contractual relationships without further notice. This shall not affect Supplier's obligation to provide any agreed termination support.

Art. 14 Secrecy, data protection

14.1 The Supplier shall treat in strict confidence the contractual relationship with *LSG Group*, any personal data and any records handed over to it in this connection and any information (whether in written, oral or other form) of which it becomes aware, even if they are not specifically identified as such. The Supplier shall be liable for any damage/loss incurred by *LSG Group* due to any breach of this duty.

14.2 Such information and data may be disclosed to third parties only with the express written consent of *LSG Group*. Any advertising of the business relation with *LSG Group* shall require the latter's written consent.

14.3 Heed must be paid to statutory and company data-protection rules. Wherever personal data are processed or used under an order, the parties shall conclude a data-protection agreement pursuant to the provisions of the General Data Protection Regulation (GDPR).

14.4 The statutory data protection provisions, in particular the provisions of the EU General Data Protection Regulation (EU-GDPR), are observed by LSG. LSG processes the information on interested parties, suppliers and customers transmitted exclusively for the purpose of carrying out the framework or SAP contracts negotiated with the respective parties. The storage of prospect, supplier and customer information serves only to establish contact with the persons responsible in the areas of purchasing, finance, logistics and operations for the purchase of products and services as well as for the provision of services. The affected persons can contact LSG at any time to request information about their stored contact information at the following address:

Datenschutz@lsg-group.com

Art. 15 Intellectual Property

15.1 Supplier represents and warrants that as of the delivery of the Products to *LSG Group*, and covenants that, continuously thereafter, the Products and any parts thereof and purchase, use, sale, offer to sell and/or importing of such Products and any parts thereof, will not infringe any copyrights, design patents, utility patents, trademarks or trade secrets of any third party. The Supplier shall undertake to exempt *LSG Group* from any claims of third parties arising from or in connection with the assertion of such a right.

15.2 All intellectual property rights or other neighbouring rights of *LSG Group* shall remain with *LSG Group*.

Art. 16 Use and exploitation rights

16.1 *LSG Group* shall retain title to any plans, drawings and other records made available to the Supplier. They shall be returned without delay upon completion of the order.

16.2 Such information and materials will be used by Supplier solely to the extent necessary for Supplier to fulfil its obligations to *LSG Group* under this Agreement and to produce and deliver the Products. Supplier will not copy, sell, lend or otherwise dispose of or use the information or materials without the prior written consent of *LSG Group*.

Art. 17 Other provisions

17.1 The contractual relationship between the Supplier and *LSG Group* and any claims resulting therefrom are exclusively subject to German law. The UN Convention on Contracts for the International Sale of Goods dated April 11, 1980 is ousted.

17.2 The courts at Frankfurt am Main shall have exclusive jurisdiction in any disputes, incl the special procedure based on documents (trial by record) and bills of exchange, arising from or in connection with the contractual relationship, its emergence, legal effect or termination.

17.3 Failing other arrangements set forth in the procurement contract or the order, the place of performance is the registered office of *LSG Group*.

17.4 The contractual language in the territory of German-speaking countries in Europe is German, outside this territory English. To the extent that the contracting parties also make use of the national language pertaining at the registered office of *LSG Group* outside the territory of the German-language countries in Europe, the English wording shall have priority.

17.5 Failing other arrangements, any declarations of *LSG Group* shall be in writing to be effective. Neither party may rely on any actual exercise deviating from the Agreement, until such time as both contracting parties have confirmed such deviation in writing. An advanced electronic signature or similar electronic procedure in accordance with Article 26 of Regulation (EU) No 910/2014 dated 23 July 2014 meets the requirement of this clause. The Parties agree that the electronic signature shall not be denied concerning the legal effect and its admissibility as evidence in legal proceedings because of its electronic form or its missing for qualified electronic signatures.

17.6 Even if the contracting parties agree that one or more provisions of these GPCs be replaced by special covenants, this shall not affect the remaining provisions, which shall continue to apply.

17.7 Should any provision of this agreement be or become ineffective, this shall not affect the validity of the remaining provisions. Failing other arrangements under optional law, any invalid term shall be replaced with a valid provision reflecting the economic purpose of the ineffective provision, with heed paid to its legality.