

Ahead of what you expect

LSG Sky Chefs – The In-flight Solutions Partner





Your In-flight Solutions Partner at a Glance

We are more than 30,000 people working worldwide to provide effective services

We work with best-in-class partners to complement our business

We provide one common interface to harmonize our solutions



Brand Name
LSG Sky Chefs

Shareholder
Lufthansa AG
(100%)

Group Sales
2007
€2.4 bn

Market Share
30%

Employees
> 30,100
(excluding JVs)

Presence
191 airports in
50 countries

Customer
Service Centers
204

Airline Meals
418 mio (p.a.)

Airline Customers
over 300

Experience
> 60 years



Competence Worldwide in 204 Locations



North/ Latin America

Wholly-owned facilities	59
Joint venture facilities	40
Number of CSCs	99

Europe/Middle East/ Africa

Wholly-owned facilities	49
Joint venture facilities	14
Strategic partnerships	9
Number of CSCs	72

Asia/Pacific

Wholly-owned facilities	11
Joint venture facilities	22
Number of CSCs	33

Green Thinking

We strive to create environmentally friendly and sustainable business solutions

We ensure environmental care throughout our and your supply chain

We create a win-win situation by enhancing your airline's image and reducing costs



Environmental care in every aspect of doing business

- Environmental policies
- Sustainable green approach also from suppliers
- Exceeding legal requirements



Adopting the green approach

- Weight reduction
- Waste reduction
- Construction of new buildings
- Energy saving equipment
- Environmentally friendly products
- Thermal energy
- Biofuel

Responsibility throughout the organization and beyond

- Dedicated employees worldwide
- A structured platform to exchange best practices
- Progress measured by energy consumption per square meter and water usage per meal
- External panel of experts to monitor our progress

Innovation Focus

Staying one step ahead of your passengers' expectations

Ensuring perceptions of your image onboard and accurately reflecting your brand

Equating your name with quality and excellence



Innovating every angle of the in-flight supply chain

- Access to experts in every field: food, equipment, logistics, design, crew
- Tested innovation processes
- Translating ideas into real situations
- Market research and perceptive observation

Trend scouting across the globe

- Trend scouts in Los Angeles, Shanghai, Tokyo, Paris, London and Berlin
- Identifying trends in lifestyle, brands, culture and travel
- Interpreting the trends for in-flight categories and brand fit
- Developing scenarios for individual airlines

Innovations infrastructure throughout the company

- Enabling employees, partners and customers to generate and develop ideas into situations
- Increasing our creative output
- Proactively addressing future customer requirements

Product Portfolio

We want to add value by reducing complexities, streamlining processes and improving results

You can rely on us for creativeness, consistent quality and cost efficiency

Our growing product portfolio enables us to meet all your in-flight challenges



Airline Catering

- Classic catering
- Deep-frozen meals
- Food management
- Buy-on-board meals
- Beverage commissary
- Food logistics

In-flight Equipment and Logistics

- Product design and sourcing
- SkylogistiX – in-flight logistics
- Equipment management
- Value-added services

In-flight Management

- Business intelligence
- Innovative concept design
- Onboard retail management
- Operations and supply chain management
- Cost and supplier management
- Quality management
- In-flight agency

Product Portfolio – Airline Catering

Working with you to develop solutions that will best fit your specific needs

Creating trendy onboard menus and optimizing food production

Applying quality assurance worldwide for your peace of mind



Classic Catering

- Culinary concepts and innovation
- Global culinary network
- Quality assurance

Deep-frozen Meals

- More than 600 different dishes
- Customized meals and meal components
- Worldwide competence

Food Management

- Meal boxes designed to support airline brands
- Strategically based central production units
- Comprehensive portfolio and supply chain management

Buy-on-Board Meals

- Tailor-made products for airline's buy-on-board programs

Beverage Commissary

- Smooth delivery of beverage provisioning

Food Logistics

- Worldwide logistics services
- Just-in-time food distribution

Product Portfolio – In-flight Equipment and Logistics

Delivering in-flight equipment and logistics services to over 100 airlines around the world

Reducing costs and increasing quality

Fulfilling your specific needs is our foremost objective



Product Design and Sourcing

- Global sourcing
- Creative designs for all equipment supply chain needs
- Optimized for handling throughout the entire in-flight supply chain

SkylogistiX – In-flight Logistics

- Joint venture with Kuehne + Nagel
- Latest forecast and materials planning systems
- Offering a worldwide logistics platform
- Access to more than 400 distribution centers and warehouses in 55 countries

Equipment Management

- Completely outsourced equipment supply chain management
- Service concepts for comfort, food & beverage and galley equipment
- Leader in environmentally friendly products

Value-added Services

- Repair services for galley equipment
- Laundry
- Onboard textile cleaning
- Cutlery set packages
- Pillow commissioning

Product Portfolio – In-flight Management

Giving you full control, reducing complexity and improving passenger satisfaction

Identifying industry trends and monitoring product feedback

Enhancing the overall onboard experience



Business Intelligence

- Passenger research
- Trend scouting
- Market research

Innovative Concept Design

- Creation, design and innovation based on intelligence gathered for you

Onboard Retail Management

- Generating additional revenue opportunities
- End to end solutions including point of sale devices, sourcing and crew training.

Operations and Supply Chain Management

- Transform your supply chain into a single optimized process

Cost and Supplier Management

- We can manage the entire integration of all supply chain elements

In-flight Agency

- Pioneering, tailor-made agencies that can manage the complete onboard customer experience

At the Forefront of the Industry

Leading the in-flight service business for over 60 years

Prepared to examine and innovate at every angle

Delivering consistent and lasting value



Case in point:

New state-of-the-art deep-frozen meals production facilities

Our deep-frozen meal operations will be expanded worldwide with a new deep-frozen meal facility in Qingdao, China

Another deep-frozen meal facility opened in 2008 in Pittsburgh U.S.A.

Offering more than 600 different dishes and 100 ethnic varieties

Case in point:

New leading industry partnership in logistics



SkylogistiX, is our joint venture with Kuehne + Nagel, creating a worldwide logistics platform

SkylogistiX simplifies complexities via superior technology and dedicated expertise

SkylogistiX systems maximize performance while significantly reducing costs

A Selection of our Top 10 Customers by Region

North/Latin America

- AeroMexico
- Alaska Airlines
- American Airlines
- Lufthansa
- Mexicana
- Northwest Airlines
- TAM
- United Airlines
- US Airways
- Virgin Atlantic

Europe/Middle East Africa

- Aeroflot
- Alitalia
- Condor
- Emirates
- First Choice
- Lufthansa
- Thomsonfly .com
- TUifly.com
- United Airlines
- Virgin Atlantic

Asia/Pacific

- Air China
- Air New Zealand
- Asiana Airlines
- China Eastern
- Dragonair
- Japan Airlines
- Lufthansa
- Malaysia Airlines
- Qantas
- United Airlines