

## **Code of conduct (netiquette) for the WeCargo dialogue app**

The WeCargo dialogue app serves to facilitate both internal corporate communication and the interaction between and with staff members of Lufthansa Cargo AG (hereinafter referred to as “Lufthansa Cargo”).

Your posts keep the WeCargo app alive. We want to encourage you to share interesting stories from your everyday working life with your colleagues – and you are welcome to do so even during working hours. You are only not permitted to use the app during working hours if use of the mobile device is prohibited while on duty. Please also note the information on mobile phone use in the respective house rules as well as the information on taking photographs on site. Please also follow the instructions on taking photographs in the Lufthansa Cargo Security Manual (LCSM, “4.3.8 Unauthorized Photography or Videography”).

In particular, security-relevant installations must not be photographed (camera systems, access systems, etc.).

It goes without saying that our corporate values of respect, tolerance, open-mindedness and honesty also apply to our WeCargo dialogue app. To make sure you strike the right note, here are some hints.

### **Be open-minded.**

Use the exciting possibilities to contribute to discussions. Be open-minded and authentic.

### **Speak for yourself.**

Please make sure that you only express your own opinion at all times.

### **Confidential information does not belong in the WeCargo app**

The WeCargo app is no place for confidential information. This applies both to confidential personal data of others and to confidential company-related data. Please comply with all data protection, copyright, image and trademark laws and be aware of the consequences of non-compliance.

In particular, images and personal data of customers and colleagues may only be published with their prior consent.

This includes photos of clearly identifiable cargo of our customers etc. Always consider whether you would just as readily share this information on a social media channel such as Facebook or LinkedIn. If this is not the case, do not share this information in the WeCargo app. Another rule of thumb is: Only publish what would be allowed to appear in a newspaper the next day.

### **Treat others with respect.**

At work, you are used to treating your colleagues with respect. Always remain polite, friendly and civilised. In this way you contribute to a pleasant climate in the app.

If you make insulting, obscene, discriminatory or defamatory comments or comments that we believe to be perceived as such by individuals or groups, Lufthansa Cargo shall reserve the right to delete them immediately on a case-by-case basis.

### **DON'T SCREAM.**

On the web and in apps, writing in capitals means “shouting”, which is considered extremely rude. The same applies to using an overpowering font size or colour.

### **An opinion is an opinion.**

Be it in letters, e-mails or on the web: It is not immediately obvious whether written posts represent opinions, facts or ironic comments. Please make it clear how your posts are meant. This will rule out misunderstandings, ensure clarity in the discussion and keep it alive.

### **Stick to the truth.**

Always stick to the truth and don't spread rumours. Speculation doesn't help anyone.

### **Don't break the law.**

Please be sure to observe the applicable data protection regulations. Do not post any contents, photos or videos that contain people who have not previously expressly allowed their names, photos or videos to be published in the app.

Insults and slander may even result in criminal prosecution.

If you have any questions, please contact F/CI at [WeCargo@dlh.de](mailto:WeCargo@dlh.de).