



Simply Dedicated
to Your Success



A Lot to Be Happy About

You strive to provide your passengers with a memorable onboard experience. The moment they board your aircraft, you have a brand new opportunity to ensure that the perception of your image accurately reflects your values. It is your chance to equate your name with quality and excellence. Not only do we understand the importance of that crucial moment, but we have developed an optimal set of in-flight solutions to best support you.

These solutions can be designed and implemented with your specific needs in mind for the perfect onboard experience.

Building on Core Strengths

Our core strengths are culinary excellence, catering and in-flight solutions. The scope of these solutions can help airlines reduce complexities, simplify and streamline work processes and improve results. They include in-flight equipment product design and sourcing, logistics and inventory management, warehousing and distribution, supply chain management, onboard retail, deep-frozen meals, food management and

provisioning of meal boxes, value-added services, in-flight management support, airline lounge operations and much more.

Expanding our Reach

As the industry's preferred provider of catering and integrated in-flight solutions, we know that your requirements are different and complex. Bearing that in mind, our in-flight equipment and logistics division has established a presence in Asia, Europe, the United Kingdom and the United States. In addition, we have formed a strategic partnership with a leading international logistics provider to offer our customers a

seamless worldwide logistics platform. We have also set up deep-frozen meal production facilities in China and the United States besides our central facility in Germany.

We deliver on our promises.





Ahead of What You Expect

LSG Sky Chefs knows that passenger expectations are constantly rising and that airlines' needs are changing to meet them. We also know the importance of staying one step ahead. To do so we have established a Worldwide Innovation Group with trend scouts in major metropolitan areas around the world including Berlin, London, Los Angeles, Paris, Sydney and Tokyo. These scouts constantly monitor regional and category trends to identify emerging global trends.



Innovation in Concept and Design

We are prepared to examine and innovate at every angle: from onboard service sequences to equipment supply and design, from menu design to operations, from logistics to supplier management.

We can even create a customized in-flight agency to take care of all your everyday in-flight management needs based on sound research and close market observation. We are your partner behind the scene helping you successfully offer your brand of service to your passengers.

Innovations Infrastructure

LSG Sky Chefs' 28,000 employees and our business partners around the world are active in all aspects of the in-flight service supply chain. They offer a wealth of creative thought, new ideas and invaluable experience. A worldwide

project group has developed an optimized infrastructure to enable our employees, partners and customers to generate and develop ideas into situations. This way we can increase value for our customers and improve our service as a whole. This company-wide initiative also allows us to better tailor products and services to customer and passenger needs. The result is operation efficiency and close attention to detail.



Caring Above and Beyond

The environment represents an increasingly important issue, and not only for business interests. Environmental care is firmly anchored in LSG Sky Chefs' company philosophy. Taking nothing for granted, we have carefully reviewed every aspect of the way we do business.



Adopting a Green Approach:

We have discovered efficient ways to build on the past, improve the present and create visions for the future. This is reflected in the food we serve and the services we provide. Our commitment to the environment is ingrained in our activities and reflected in the following projects:

Waste Reduction

LSG Sky Chefs has been able to considerably streamline workflows and reduce waste and resource consumption by applying a Lean approach and providing continuous training on a company-wide basis in all our worldwide facilities.

Construction of New Buildings

We place strong emphasis upon building for the future by giving prime consideration to environmental policies which include the use of energy-saving materials and systems in the production process.

Replacement of Equipment

LSG Sky Chefs uses state-of-the-art energy and material-saving equipment, e.g. dishwashers, ovens and vehicles. Our customer service centers are required to report their energy consumption and waste levels into a central database.

Hazardous Products

We guarantee that hazardous, unnecessary products dangerous to human health or wildlife are neither used nor permitted in the process chain or within suppliers' facilities.

Environmental Workshops

LSG Sky Chefs has engaged in a series of workshops to minimize waste in general. One tangible result is that empty detergent bottles and containers are returned to detergent suppliers rather than being discarded as waste. These workshops have also helped to increase the focus on waste in all our customer service centers.



Making a World of Difference

Over 300 airlines around the world work with LSG Sky Chefs, a partner with over 60 years of experience and present at more than 200 locations worldwide.

Our expertise in all aspects of in-flight operations has shown us the importance of continuous improvement, being best-in-class and staying well ahead of the game. LSG Sky Chefs offers more value without sacrificing quality.

Satisfying the Highest Standards

We constantly optimize processes and services to drive efficiency and increase quality in close co-operation with our business partners and suppliers.

Our Global Quality System not only adheres to the strictest standards, but its advantages are also woven into all processes. LSG Sky Chefs leads the industry by ensuring the highest quality practices – worldwide. It also provides built-in checks and balances to continuously monitor all factors essential to your in-flight success:

- Customer satisfaction
- On-time and safety performance
- Product and process quality
- Food safety and hygiene

Offering our customers the highest levels of quality and efficiency is a fundamental element of our philosophy. We build quality into each and every aspect of the in-flight supply chain, from innovation, product development, operations, costs and supplier management to measuring passenger satisfaction.





Focusing on Your Needs

LSG Sky Chefs begins every business relationship by listening to you. We work with you to develop solutions that will best fit your specific requirements and always remain focused on your identity. Our comprehensive approach to developing robust and practical solutions for your products and services enables us to truly meet all your in-flight challenges.

Airline Catering

- Classic Catering
 - Culinary Concepts and Innovation
 - Culinary Network
 - Quality Assurance
- Deep-frozen Meals
- Food Management – Meal Boxes
- Buy-on-Board Meals
- Beverage Commissary
- Food Logistics

In-flight Equipment and Logistics

- Product Design and Sourcing
- SkylogistiX – In-flight Logistics
- Value-added Services
- Equipment Management

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



Airline Catering

LSG Sky Chefs has been a leader in the airline catering business for over 60 years and is recognized for its innovative culinary concepts and advanced production processes. Whether you want celebrity chefs to create trendy onboard menus, optimize food production or streamline logistics, you can trust our resourcefulness and global service network. Our unique quality assurance program is consistently applied worldwide for your peace of mind.

Choose advanced production processes and enjoy our rich culinary expertise around the world. You can depend on us for creativeness, consistent quality and cost efficiency.

Classic Catering

LSG Sky Chefs' internationally-trained chefs design menus with the quality, detail and authenticity that satisfy and delight the most selective palates.



Culinary Concepts and Innovation:

Our range of culinary concepts covers the whole spectrum from premium customized meals to low-cost off-the-shelf meals, including hot and cold branded snacks and complete meal boxes.

Culinary Network:

LSG Sky Chefs delivers a wide range of authentic ethnic cuisine on a global scale. We offer you an extensive global culinary network and deliver exceptional creations for any region's ethnic needs.

Quality Assurance:

We utilize every possible resource to guarantee quality and consistency throughout the entire in-flight service supply chain.

Deep-frozen Meals

LSG Sky Chefs' deep-frozen meal production technology can guarantee 100% quality consistency. From developing menus to sourcing ingredients, from production to distribution and delivery, our deep-frozen meal experts are always fully involved. We provide deep-frozen meals globally, now being produced in Europe, Asia and in the United States.



Food Management – Meal Boxes

We are equipped to provide cost-effective, flexible and yet high-quality full food management, meal box assembly and logistics services.

Buy-on-Board Meals

Our culinary, procurement and in-flight management capabilities allow us to provide a full range of tailor-made products for airlines' Buy-on-Board programs throughout our worldwide network.



Beverage Commissary

We can help you provide smooth delivery of beverage provisioning by raising efficiency levels while lowering costs.

Food Logistics

LSG Sky Chefs provides worldwide logistics services specifically geared to just-in-time food distribution. This allows us to simplify the process of managing your airline's food supply chain.



In-flight Equipment and Logistics

LSG Sky Chefs delivers in-flight equipment and logistics services to over 100 airlines around the world. Ask us about our customized business models for equipment management, which help you reduce costs and increase quality. Fulfilling your specific needs is our foremost objective.

Our portfolio ranges from creative product designs and sourcing, inventory and logistics management to warehousing and distribution.



Product Design and Sourcing

Our design expertise and ability to source products globally will significantly enhance your airline's in-flight products and service delivery. Through our sourcing center in Asia we are in the unique position to generate considerable efficiency advantages. We offer creative designs for all equipment supply chain needs from rotables, semi-rotables and disposables to galley inserts. These designs focus on your airline's dedication to passengers,



brand, image, culture, marketing strategy and core values while identifying cost savings and performance opportunities. They are fully optimized for handling throughout the entire in-flight supply chain.

SkylogistiX – In-flight Logistics

Our supply chain professionals from SkylogistiX, a partnership with Kuehne + Nagel, can assist in identifying the challenges and opportunities within your distribution networks and design a customized logistics and supply chain management strategy for your airline. With the latest forecast and materials planning systems, SkylogistiX experts can achieve the right balance between reduced inventory and just-in-time



delivery at warehouses, customer service centers and suppliers. This enables you to enhance passenger service, reduce costs and improve efficiencies.



Value-added Services

Thanks to our expertise in the in-flight equipment supply chain and our extensive global network of partners, we offer airlines of every size and nationality high-quality, cost-efficient services. These include: repair services for galley equipment, laundry, onboard textile cleaning, cutlery set packages and pillow commissioning.



Equipment Management

Reduce in-flight equipment costs through completely outsourced equipment supply chain management. In today's competitive environment, most airlines need to lower costs while seeking ways to differentiate their services and offer their passengers the highest quality possible. Outsourcing their full in-flight service equipment supply chain to an able and reliable partner allows them a chance to focus on their core activities.



In-flight Management

Our in-flight management experts will give you full control, streamline operations and improve passenger satisfaction while upholding your brand values. Our proven approach for identifying industry trends and monitoring product feedback will enhance the overall onboard experience.

LSG Sky Chefs' tailor-made in-flight services provide you with the most efficient processes, systems and suppliers and can help you to elevate your airline's level of service quality and passenger satisfaction.



Business Intelligence

Passenger research gives us in-depth knowledge of passenger preferences around the world. This information is complemented with trend scouting and market research so that we can confidently identify the latest culinary, social, lifestyle and cultural trends.



Innovative Concept Design

We create, design and innovate based on the market research and intelligence gathered for you. Our in-flight service concepts are customized to suit your individual airline's identity and needs.

Onboard Retail Management

Efficient onboard retailing increases passenger satisfaction and generates additional revenue opportunities. The key is to address your passengers' tastes and needs while ensuring that the concept matches your requirements and enhances your brand.



Operations and Supply Chain Management

Together we can transform your supply chain into a single optimized process that suits your requirements and wishes. We can streamline operational processes and positively impact your bottom line.



Cost and Supplier Management

LSG Sky Chefs is the right source for obtaining maximum value. Embedded into an agreed relationship framework we can manage the entire integration of all supply chain elements and related service partners on your behalf. Superior service quality is the foundation on which LSG Sky Chefs has built a worldwide business. You can count on our global expertise in the field of quality management.



In-flight Agency

We have pioneered tailor-made in-flight agencies that can manage the complete onboard customer experience. This way, you retain your strategic oversight while sharing in the success: a real win-win proposition.



Delivering Consistent and Lasting Value

Confidence is not built on words alone. It is built on actions. That is why so many airlines select LSG Sky Chefs. Our in-flight solutions make a real difference to them and to their passengers. Our proven processes save time. Our market strength saves money. LSG Sky Chefs' expert operational overview provides efficient preparation and seamless service delivery.

Virgin Atlantic

"An in-flight service agency dedicated to Virgin Atlantic's individual needs lies at the heart of our partnership with LSG Sky Chefs. First, we determined where Virgin Atlantic is today. Then we agreed on where Virgin Atlantic wants to be tomorrow. LSG Sky Chefs developed a solution that focuses on supporting us to sustain and grow our already highly successful business. The result of this team enterprise was a new level of value for our supply chain management."

Steve Ridgway, CEO,
Virgin Atlantic Airways

Alaska Airlines

"Working with LSG Sky Chefs we successfully implemented an outstanding Lean Catering Service Model. We sought alternative ways of doing business to achieve our goals of reducing costs and increasing passenger satisfaction. We needed to make meaningful changes to what had become a rather conventional way of doing business. By partnering with LSG Sky Chefs we were able to reduce costs while maintaining a high level of quality and service."

Dan Jordan, Manager Catering
Operations, Alaska Airlines

Lufthansa

"LSG Sky Chefs has been handling all aspects of Lufthansa's in-flight services for more than a decade. This includes a comprehensive range of innovative and tailored solutions both in the air and on the ground. The in-flight service concept that LSG Sky Chefs developed for Lufthansa is quite unique, cost-efficient and conscious of our brand image. It has been extremely well received by our passengers."

Dr. Reinhold Huber, Head of Product
and Service Management, Lufthansa



The In-flight Solutions Partner

What makes us unique? We have grown our broad portfolio organically and we are managing it in an integrated fashion. We work with partners to complement our business but we are careful to provide one common interface and management platform to our customers so that our solutions are completely harmonized.

LSG Sky Chefs

Corporate Marketing
Dornhofstrasse 38
63263 Neu-Isenburg
Germany

Phone +49 6102 5999-847
Fax +49 6102 5999-849
info@lsgskychefs.com
www.lsgskychefs.com

