

FOR IMMEDIATE RELEASE

EFM launches English version of website

Munich Airport, Germany--July 14, 2004--EFM – the joint subsidiary of Lufthansa and Munich Airport providing de-icing and towing services at Munich Airport – has launched the English version of its website. EFM's site is accessible through the Munich Airport portal. It is accessed under <http://www.munich-airport.de/EN/> in the section "Airport – the enterprise" by selecting "Group structure" followed by "Subsidiaries" and "EFM". For even quicker access, the site can be reached directly using the easy-to-remember domain <http://www.efm.aero>.

The EFM web pages have already been available in German since March 30, 2004. They are aimed at both industry specialists and the general public and provide an overview of EFM's activities and detailed background information on towing, de-icing and air conditioning of aircraft.

Industry professionals – including airlines and their handling agents – can use the site to learn about the services that EFM provides at Munich Airport. They can download the current price list and EFM's General Terms of Business, or read the current de-icing plan and most recent winter report. In addition, they can learn about special aspects of aircraft de-icing at Munich Airport, the recycling of de-icing fluids and EFM's quality and environmental management.

For members of the general public such as passengers and aviation fans, the site answers all kinds of questions: Why do aircraft have to be towed or de-iced at all? What is meant by push-out, walk-out and SMPO? What is the difference between Type I and Type IV de-icing fluid? What are "polar bears" and "elephants" doing on remote areas?

The site's wealth of information is complemented by the FAQ section, with answers to the most frequently asked questions on every aspect of aircraft towing, de-icing and air conditioning, a glossary that explains technical terms, a download section with documents such as price lists and press releases in pdf format, links to interesting sites and contact addresses for the media.

"In this age of global networking and world-wide customer contacts, it is indispensable for companies to have a strong Internet presence", says Hans-Joachim Püschner, the managing director of EFM. He goes on to explain: "The new EFM website offers industry specialists comprehensive information on our services and numerous downloadable documents such as price lists and winter reports. But even aviation fans will find plenty of interesting facts on aircraft towing and de-icing on our site".

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If requested, we will be pleased to send you pictures.