2016

GRI	Description	Disclosure Level (F=Full, P=Partial, AC= specific to Air Canada)	2016 Information Location and Details	Omissions	External Assurance
Strategy and Analysis					
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position)about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	F	Citizens of the world 2016 p. 4	n/a	
G4-2	Provide a description of key impacts, risks, and opportunities.	F	2016 Annual Report p. 4-6;10-18; 56-68	n/a	Yes, p.77 for the Annu

GRI	Description	Disclosure Level	2016 Information Location and Details	Omissions	External Assurance
Organizational Profile					
G4-3	Report the name of the organization.	F	2016 Annual Report p. 9 2016 Annual Information formOpen PDF file p. 3-4	n/a	Yes, p.77 for the

Organizational Profile					
					Annual Report
G4-4	Report the primary brands, products, and services.	F	**2016 Annual Report** p. 9-10 **2016 Annual Information formOpen PDF file** p. 3-4	n/a	Yes, p.77 for the Annual Report
G4-5	Report the location of the organization´s headquarters.	F	**2016 Annual Report** p. 82; 129 **2016 Annual Information form** p. 2	n/a	Yes, p.77 for the Annual Report
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	F	**2016 Annual Information form** p. 3-10	n/a	
G4-7	Report the nature of ownership and legal form.	F	**2016 Annual Information form** p. 3	n/a	

Organizational Profile					
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	F	2016 Annual Information form p. 3-10; 24-28	n/a	
G4-9	Report the scale of the organization, including: - Total number of employees - Total number of operations - Net sales (for private sector organizations) or net revenues (for public sector organizations) - Total capitalization broken down in terms of debt and equity (for private sector organizations) - Quantity of products or services provided In addition to the above, organizations are encouraged to provide additional relevant information, such as: - Total assets - Beneficial ownership (including identity and percentage of ownership of largest shareholders) - Breakdowns by country or region of the following: – Sales and revenues by countries or regions that make up 5% or more of total revenues – Costs by countries or regions that make up 5% or more of total costs – Employees	F	2016 Annual Report p. 2; 9; 45-46; 78 2016 Annual Information form p. 3-4; 11; 17; 38-39	n/a	Yes, p.77 for the Annual Report
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender.	F	Refer to chartOpen PDF file otherwise see below c. Supervised workers are not applicable as the number of contractors is not material e. Air Canada does not have a substantial portion of the organization's work performed by workers who are legally recognized as self-employed or contractors.	n/a	

Organizational Profile					
	e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).		f. Not applicable This is the third year that Air Canada, Air Canada Vacations® and Air Canada Rouge® data are combined in the table		
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	F	Citizens of the world 2016 p. 35 **Refer to chartOpen PDF file** There are no employees covered by collective bargaining agreements at Air Canada Vacations. For Air Canada Rouge®, the flight attendants are covered by a collective bargaining agreement and the pilots who were seconded Air Canada employees were also covered by a collective bargaining agreement. This is the third year that Air Canada, Air Canada Vacations and Air Canada Rouge data are combined in the table.	n/a	
G4-12	Describe the organization's supply chain. Examples of elements that may define the structure and characteristics of an organization's supply chain include: - Sequence of activities or parties that provides products and services to the organization - Total number of suppliers engaged by the organization and estimated number of suppliers in the supply chain - Location of suppliers by country or region	F	Citizens of the world 2016 p.31 For Air Canada Vacations, there were 1130 suppliers for which payments in excess of $5000 were made in 2016. The top three suppliers are Air Canada and two hotel chains.	n/a	

Organizational Profile					
	- Types of suppliers (such as contractors, brokers, wholesalers, licensees). See the definition of supplier for examples of suppliers - Estimated monetary value of payments made to suppliers - Sector-specific characteristics of the supply chain (such as labor intensive)				
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: - Changes in the location of, or changes in, operations, including facility openings, closings, and expansions - Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) - Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	F	**2016 Annual Information form** p. 3; 18; 30-35	n/a	
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	F	**2017 Management Proxy CircularOpen PDF file** p. 41-43	n/a	
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	F	Citizens of the world 2016 p. 25, 31-33 We endorse IATA and NACC goals	n/a	

Organizational Profile					
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: - Holds a position on the governance body - Participates in projects or committees - Provides substantive funding beyond routine membership dues - Views membership as strategic This refers primarily to memberships maintained at the organizational level.	F	Citizens of the world 2016 p. 25, 31-33 Various Chambers of Commerce and Boards of Trade	n/a	

Identified material aspects and boundaries					
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	F	2016 Annual Report p. 82 2016 Annual Information form p. 3	n/a	
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	F	Citizens of the world 2016 p. 3 This report is based on the principles developed by the Global Reporting Initiative (GRI), an internationally recognized standard for corporate reporting of economic, environmental and social performance. Development of the	n/a	

Identified material aspects and boundaries					
			report was the responsibility of a steering committee composed of senior managers representing major branches of Air Canada and chaired by the Senior Vice President, People and Culture. Air Canada declares that its 2016 report has been prepared in accordance with the Core option of the Global Reporting Initiative G4 guidelines. Air Canada's process for defining the report content and the Aspect boundaries included the following steps: ◦Identification of the sustainability topics that were relevant to Air Canada and related GRI aspects in 2014 (based on discussions with the CSR steering committee, executive interviews and stakeholder consultations) ◦Prioritization of sustainability topics and identification of material GRI aspects using the Principles of Materiality and Stakeholder Inclusiveness. Prioritization was based on stakeholder opinion information collected via interviews, workshops and surveys (employees, customers, suppliers) ◦Validation of material sustainability topics and related GRI aspects by the CSR steering committee in November 2014 ◦Review of the material sustainability topics by the CSR steering committee in November 2014 and revalidation of the material GRI aspects in April 2015.		
G4-19	List all the material Aspects identified in the process for defining report content	F	The material Aspects identified in the process for defining report content are Economic Performance, Society Compliance including Product Responsibility Compliance, Environmental Compliance, Anti-Corruption, Anti-Competitive Behaviour, Customer Health and Safety, Energy, Emissions, Labour/Management relations, Occupational Health and Safety, Product and Service Labelling, Marketing Communications and Customer Privacy.	n/a	
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: - Report whether the Aspect is material within the organization	F	Citizens of the world 2016 p. 13 The material Aspects apply to all of Air Canada.	n/a	

Identified material aspects and boundaries					
	- If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: The list of entities or groups of entities included in G4-17 for which the Aspect is not material or the list of entities or groups of entities included in G4-17 for which the Aspects is material - Report any specific limitation regarding the Aspect Boundary within the organization				
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: - Report whether the Aspect is material outside of the organization - If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified - Report any specific limitation regarding the Aspect Boundary outside the organization	F	Citizens of the world 2016 p.13 Based on our stakeholder analysis, our report includes the Aspects which they have identified as being material to them. For our suppliers, the top five material Aspects were Fuel management and Safety, Employee Health, Regulatory compliance and Ethical business practices. For our customers, the top five material Aspects were Safety, Customer experience, Regulatory compliance, Customer Engagement and Ethical business practices.	n/a	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	F	No material effect on the 2013 CSR re-statements.	n/a	

Identified material aspects and boundaries					
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	F	Citizens of the world 2016 p. 3 Similar to 2014 and 2015, the current report expands on the 2012 and 2013 reports, notably with the inclusion of the Air Canada Leisure Group, consisting of Air Canada Rouge™ and Air Canada Vacations®, two wholly-owned operating subsidiaries of Air Canada.	n/a	
Stakeholder Engagement					
G4-24	Provide a list of stakeholder groups engaged by the organization.	F	Employees, shareholders, investors, NGOs, Canadian governments, customers, suppliers	n/a	
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	F	NGOs are identified through the Air Canada Foundation. Air Canada also engages government officials at various levels on an ongoing basis as it is regulated by authorities within these bodies. For the purposes of the Corporate Sustainability report, Air Canada identified and engaged employees, major suppliers and its frequent flyers through targeted surveys. Air Canada also made a feedback mechanism available through its website at www.aircanada.com.	n/a	
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group,	F	Meetings, surveys, letters, emails, phone calls, focus groups, social media, and conferences and symposiums. Surveys are conducted on a monthly and ad hoc basis	n/a	

Stakeholder Engagement					
	and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.		at Air Canada and on a yearly basis at Air Canada Vacations. Specifically, one of the monthly surveys in 2014 was used to develop the stakeholder analysis.		
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	F	For the 2014 Corporate Sustainability Report, Air Canada sought input from its 3 major stakeholder groups (customers, employees and suppliers) via a materiality survey conducted in 2014. The key areas of interest were safety, environment, employees and community which were key pillars of the 2011, 2012 and 2013 reports and which remain relevant. Also identified were issues such as employee relations and engagement, energy consumption and greenhouse gas emissions, economic performance, customer experience and engagement, regulatory performance and ethics which are all areas that are being addressed at Air Canada on an ongoing basis.	n/a	

Report Profile					
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	F	2016	n/a	
G4-29	Date of most recent previous report (if any).	F	2015	n/a	

Report Profile					
G4-30	Reporting cycle (such as annual, biennial).	F	Annual	n/a	
G4-31	Provide the contact point for questions regarding the report or its contents.	F	**Send Mail**	n/a	
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	F	Air Canada declares that its 2016 CS report has been prepared in accordance with the Core option of the GRI G4 guidelines.	n/a	
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report - if not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided - report the relationship between the organization and the assurance providers - report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report	F	Limited Assurance was provided on certain sustainability disclosures that are specific to the Corporate Sustainability report as indicated further in this table	n/a	

Governance					
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	F	2017 Management Proxy CircularOpen PDF file p.31-34; 41-46 Corporate Policy and Guidelines on Business Conduct	n/a	

Ethics and integrity					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and code of ethics.	F	Citizens of the world 2016 p. 10	n/a	

SPECIFIC STANDARD DISCLOSURES					
Economic Performance					
DMA	Disclosure on Management Approach	F	2016 Annual Report 2016 Annual Information form	n/a	

SPECIFIC STANDARD DISCLOSURES					
Economic Performance					
G4-EC1	Direct economic value generated and distributed	F	Citizens of the world 2016 p. 6 **2016 Annual Report** p. 2	n/a	
G4-EC3	Coverage of the organization's defined benefit plan obligations.	F	**2016 Annual Report** p. 45-46	n/a	

REGULATORY COMPLIANCE AND ETHICAL BUSINESS PRACTICES					
Society Compliance					
DMA	Disclosure on Management Approach	F	Material risks to Air Canada are identified by the company's Enterprise Risk Management (ERM) process through a periodic risk assessment, which identifies and weights the impact, likelihood and vulnerability of each material risk of the company. Air Canada's business and activities are heavily regulated and compliance with a vast number of laws, regulations, standards, and internal policies is critical to the Company's continued operation. Compliance is embedded in the Air Canada management system through an effective Compliance Program, which includes adequate compliance standards and procedures, training and education, monitoring and auditing, corrective action plans, periodic reviews and compliance oversight. Impacts of potential non-compliance are wide ranging and include financial, reputational, operational and strategic impacts.	n/a	

REGULATORY COMPLIANCE AND ETHICAL BUSINESS PRACTICES					
Society Compliance					
			The General Compliance Officer (GCO) who is part of the Law Branch of Air Canada, has developed a detailed, consistent compliance risk assessment (CRA) process, methodology and related tools for evaluating and measuring material legal / compliance / policy / contract risks managed by the Legal Department. Such risks are then managed through an annual Compliance Plan responding to the CRA determinations and priorities, using effective working tools to help Air Canada mitigate such risks, maintain ethically sound business practices and achieve the highest possible level of compliance. This CRA/Compliance Plan is an annual process and is fully aligned and integrated into Air Canada's Enterprise Risk Management Program. In addition, Audit, Risk & Compliance (Internal Audit) conducts ERM studies to understand, document & report to Management and the Board's Audit, Finance & Risk Committee the nature of key risk areas, their impact on the Company and the status and strength of Air Canada's key risk management activities.		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	F	Air Canada paid a fine of $29M in 2012 to the EU for a competition violation ruling which pre-dates 2011; Air Canada had appealed the decision imposing this fine in 2011. On December 16, 2015, the European General Court cancelled the EC decision that had imposed the fine. The European Commission has refunded the fine to Air Canada.	n/a	
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	F	No significant fines in 2016. Air Canada is subject to various routine enforcement actions in relation to various operational matters including customs and immigration which can result in periodic warnings and other non-monetary sanctions.	n/a	

Environmental Compliance				
DMA	Disclosure on Management Approach	F	Citizens of the world 2016 p. 22-33	n/a
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	F	**Refer to chartOpen PDF file** For Air Canada Vacations there were no significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations.	n/a

Anti-Corruption				
DMA	Disclosure on Management Approach	F	The Audit, Risk & Compliance (internal audit) department performs a periodic risk assessment in conjunction with the Enterprise Risk Management (ERM) process. In addition, Internal Audit conducts ERM studies to understand, document & report to Management and the Board's Audit, Finance & Risk Committee the nature of key risk areas, their impact on the Company and the status and strength of Air Canada's key risk management activities. One of the key risks continues to be compliance with anti-corruption laws and regulations. There has been a proliferation of new, and often expansive anti-corruption law regimes globally with significant enforcement powers and extra-territorial reach. Impacts of potential non-compliance are material and could include substantial regulatory penalties and sanctions, private damage actions and criminal penalties against company officers and directors. Compliance efforts had been historically centered on certain provisions of the Air Canada Code of Conduct. A risk assessment was conducted with the SVP Chief Legal Officer, the senior legal counsel responsible for subject-matter areas (e.g. anti-corruption law compliance) and the General Compliance Officer, to review the approach to managing this risk. The decision was made to develop a specific comprehensive anti-corruption compliance program, which included: Conducting interviews and focus group sessions on anti-bribery risks and practices; drafting a new global Anti-Corruption Policy and detailed Guideline documents; a comprehensive anti-corruption	n/a

Anti-Corruption					
			communication plan and a tailored risk-based training program, comprising targeted in-person training sessions for executives and selected higher risk groups as well as general awareness training for management employees; and coordinating with Internal Audit the periodic monitoring/auditing of specific compliance requirements related to anti-corruption and fraud risk. Refer to G4-S03 and G4-S05 for additional details. The Air Canada Foundation has in place guidelines on how its resources are allocated to support its goals. These guidelines also specify how managers must report or seek approval for grants, depending on the amounts involved.		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	F	In 2016 a risk assessment was performed by the Law Branch and included discussions with the SVP Chief Legal Officer, the senior legal counsel responsible for subject-matter areas (e.g. anti-corruption law compliance) and the General Compliance Officer. A review was undertaken to re-assess the approach to managing this risk. Compliance efforts have been centered on certain provisions of the Air Canada Code of Conduct and a comprehensive anti-corruption compliance program, which included: Updating the global Anti-Corruption Policy and detailed Guideline documents; timely anti-corruption communications, revising the training content and delivery to increase engagement and retention, continuing to provide initial and recurring training for high risk groups. Another initiative undertaken was to create a Fraud Committee responsible to oversee the development of a comprehensive fraud management program including the performance of a company-wide fraud risk assessment. In addition, the Audit, Risk & Compliance (internal audit) department performs a periodic risk assessment in conjunction with the Enterprise Risk Management process and uses this to assist in the development of the annual internal audit, advisory and compliance plan. All of Air Canada's branches are in scope for this risk assessment. In addition, a specific risk assessment is performed annually on all AC stations worldwide (approximately 100 in 2016) which uses the "Corruption Perception Index" published by Transparency International as one of the risk criteria. All business, IT and field audits are conducted following generally accepted auditing standards, which include the consideration of fraud and corruption risk in each audit. Given the size of Air Canada, it is not possible to perform audit work on all the branches in a given year. However, the risk assessments performed ensure that the highest risk areas are included in the audit, advisory and compliance plan (including Cargo, Air Canada Vacations and Air Canada Rouge). b) For 2016, were there objectives set? If yes, please state the objective and explain how you reached	n/a	

Anti-Corruption					
			it (or not) and why. The Law Branch objectives for the anti-corruption program in 2016 were fully met. This included updating the global Anti-Corruption Policy, related Guideline documents and training material, completing all in-person Anti-Corruption training sessions to targeted higher risk groups, updating the comprehensive database of anti-corruption laws and regulations in countries where Air Canada does business, rolling out anti-corruption communications and improved risk-based training program, adding anti-corruption elements to the annual audit of AC stations and conducting the fraud risk assessment. c) Report the significant risks related to corruption identified through the risk assessment. No material anti-corruption risk sensitivities were identified but additional efforts were devoted to increased education and awareness on the potential risks related to the practice of gifts and entertainment.		
G4-SO5	Confirmed incidents of corruption and actions taken.	F	There were no incidents of corruption in 2016 that the Head of Corporate Audit & Advisory is aware of. However, should an incident of corruption be reported via the Ethics Reporting Line, or directly to management, it would be investigated. Investigation includes a coordinated response by the following departments: Law, Corporate Security, Human Resources and Internal Audit. Management takes appropriate action to address all confirmed breaches to the Code of Conduct, including fraud and conflicts of interests. This action may include discipline, termination, and – when necessary – communication with the authorities to file applicable charges. Further actions include conducting root cause analyses of the incident and implementing mitigation measures aimed at preventing future occurrences. b) For 2016, were there objectives set? If yes, please state the objective and explain how you reached it (or not) and why. The objectives were met as there were no incidents of corruption in 2016.	n/a	

Anti-Competitive Behavior					
DMA	Disclosure on Management Approach	F	Material risks to Air Canada are identified by the company's Enterprise Risk Management (ERM) process through a periodic risk assessment framework, which identifies and weights the impact, likelihood and vulnerability of each material risk of the company. Air Canada's policy is to fully comply with all competition laws applicable to its worldwide activities. Competition law compliance is a material risk due to profound changes that our industry has experienced as a result of deregulation, liberalization and globalization. There has been a proliferation of new, and often strict, competition law regimes globally with significant enforcement powers. Compliance efforts are embedded in the Air Canada management system and include policies, specific guidelines on key competition law issues, regular targeted trainings and periodic monitoring of such measures. Impacts of potential non-compliance are material and could include substantial regulatory penalties and sanctions, private damage actions and criminal penalties against company officers and directors.	n/a	
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	F	The Competition Bureau in Canada, the European Commission and the United States Department of Justice investigated, alleged anti-competitive cargo pricing activities, including the levying of certain fuel surcharges, of a number of airlines and cargo operators, including Air Canada, between 1999 and 2006. The Competition Bureau in Canada and the US Department of Justice concluded that no proceedings be instituted against Air Canada. The European Commission rendered a decision against 12 air cargo carriers, which included Air Canada, and imposed a fine of 21 million Euros (approximately CA$29M) on the latter. Air Canada appealed this decision. On December 16, 2015, the European General Court cancelled the EC decision that had imposed the fine. The European Commission has refunded the fine to Air Canada. ▪ Air Canada was also named as a defendant, and may otherwise become implicated, in a number of class action lawsuits and other proceedings in Canada, the U.S. and Europe in connection with these allegations. Air Canada has settled the U.S. suit without any admission of liability and is contesting the other suits. ▪ Two unrelated class action lawsuits in Canada alleging anti-trust behaviour by Air Canada have been dormant for many years. ▪ In 2015 and recently in 2016, Air Canada was served with a series of class action proceedings alleging anti-trust behaviour in the control of capacity in the intra-US and cross border markets. (Air Canada does not operate intra-US)	n/a	

Anti-Competitive Behavior					
			▪ In 2016, Air Canada, along with WestJet and other affiliated companies was served with class action proceedings in Canada alleging collusion in the setting of baggage fees. ▪ There were complaints of anti-competitive behaviour filed against Air Canada by travel agents' associations in India and Israel alleging collusion in the removal of commissions to travel agents. These complaints were rejected in India. However, the travel agents' association is appealing. In Israel, the file is dormant as to Air Canada.		

SAFETY					
Customer Health and Safety					
DMA	Disclosure on Management Approach	F	Citizens of the world 2016 p. 14-21 In each of the following life cycle stages, describe whether the health and safety impacts of products and services are assessed for improvement: Development of product concept - Yes Research and development - Not Applicable Certification - Not Applicable Manufacturing and production - Not Applicable Marketing and promotion - Not Applicable Storage distribution and supply - Not Applicable Use and service - Not Applicable Disposal, reuse, or recycling - Not Applicable	n/a	

SAFETY					
Customer Health and Safety					
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	F	Refer to chartOpen PDF file In 2016, we had 8 Directions and 6 Assurance of Voluntary Compliance (AVC)s. We had multiple AVCs and Directions associated with the fatality, evidenced in LA6 2016. Changes in AVCs and Directions year over year are dependent on the health and safety officer and are no longer relevant once a corrective action is put in place. There were no Assurance of Voluntary Compliances or Directions for Air Canada Rouge. For Air Canada Vacations there was no incident of non-compliance.	n/a	

ENVIRONMENT					
Energy					
DMA	Disclosure on Management Approach	F	Citizens of the world 2016 p. 22-33		

ENVIRONMENT					
Energy					
G4-EN3	Energy consumption inside of the organization.	F	**Refer to chartOpen PDF file** For aircraft fuel: In 2016, the strategic growth plan for Air Canada and Air Canada Rouge drove variation in aircraft and routes which continued to modify energy usage and efficiency. For diesel, gasoline and propane: A rise in fuel use in 2016 could be attributed to the growth in Air Canada business that year. For natural gas and electricity: Year-over-year fluctuation may be attributed to changes in weather, changes in tenants' use of energy at Air Canada owned and operated buildings, and growth and/or changes in lease agreements. For 2016, a new methodology was applied to estimate electricity consumption in various leased spaces that were previously not included. This is the main reason for the spike in electricity consumption in 2016. a) Report standard, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. b) Report the source of the conversion factors used. Energy and emissions factors were derived from the following **reportsExternal site which may not meet accessibility guidelines and/or language preferences.**: Canada, National Inventory Report 1990–2013—Part 3, Annex 11 Canada, National Inventory Report 1990–2013—Part 2, Table A4-2; World Resource Institute, The GHG Protocol calculation **toolsExternal site which may not meet accessibility guidelines and/or language preferences.** and World Resource Institute, Emission-Factors-from-Cross-Sector-Tools-(April-2014) inside Référence-GHG Protocol (see onglet "Transport Fuel Use").	n/a	Yes, **Limited Assurance by Ernst & Young LLP**

G4-EN4	Energy consumption outside of the organization.	F	**Refer to chartOpen PDF file** For aircraft fuel: In 2016, the strategic growth plan for Air Canada drove variation in aircraft and routes which continued to modify energy usage and efficiency. For natural gas and electricity: Year-over-year fluctuation may be attributed to changes in weather, changes in tenants' use of energy at Air Canada owned and operated buildings, and growth and/or changes in lease agreements. a) Report standard, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. b) Report the source of the conversion factors used. Energy and emissions factors were derived from the following **reportsExternal site which may not meet accessibility guidelines and/or language preferences.**: Canada, National Inventory Report 1990–2013—Part 3, Annex 11 Canada, National Inventory Report 1990–2013—Part 2, Table A4-2; World Resource Institute, The GHG Protocol calculation **toolsExternal site which may not meet accessibility guidelines and/or language preferences.** and World Resource Institute, Emission-Factors-from-Cross-Sector-Tools-(April-2014) inside Référence-GHG Protocol (see onglet "Transport Fuel Use").	n/a	
G4-EN5	Energy intensity.	F	Refer to chartOpen PDF file Fuel efficiency can change for many reasons: changes to the load factors, changes to the capacity, changes to the amount of cargo carried and changes to the schedule. The primary reason for the improvement in fuel efficiency from 2014 to 2015 was a significant growth in number of passengers carried and hence an increase in load factors. In addition to fuel efficiency gains from previous years Air Canada's additional gain in 2016 can be attributed to various reasons: ▪ Additional new fuel-efficient aircraft added to the fleet: 787-8 and 787-9 ▪ New longer-range routes such as Mumbai, Dubai, Brisbane ▪ Better load factors	n/a	

			▪ Operational improvements: Analyzed Contingency Fuel program, Light weight galley carts, Potable Water Optimization In addition to the specific fuel saving initiatives outlined in EN6 and EN19, there are many factors which influence overall fuel consumption and are hard to evaluate on their own. Such factors are the on-time performance of the system and the general cultural awareness towards our environmental impact. When the network is operating as designed, there are fewer disturbances that will degrade the process and significant benefits can be seen. Additionally, employee support of our environmental goals, which is difficult to measure at an individual level, can have a significant cumulative result. b) Report the types of energy included in the intensity ratio: fuel, electricity, heating, cooling, steam or all. The energy included in this ratio is the amount of jet fuel consumed, on an annual basis, by Air Canada and Air Canada Rouge aircraft. c) Report whether the ratio uses energy consumed within the organization, outside of it or both. The ratio uses energy consumed within the organization.		
G4-EN6	Reduction of energy consumption.	F	Refer to chartOpen PDF file Air Canada has many initiatives underway to reduce its environmental impacts. Each year, new initiatives are implemented, which accounts for the variation in type of projects listed and amount of energy reduced. The energy reductions indicated above do not indicate the total number of initiatives nor the extent of energy reductions occurring from all the initiatives. These reductions relate only to the initiatives for which Air Canada can estimate the results. For more details on these initiatives, please refer to Air Canada's annual CDP Climate Change submissions. In terms of the offsets, for 2012 EU ETS compliance reporting Air Canada purchased 289 offsets which were surrendered in 2013. The compliance requirements for the 2013 and 2014 reporting year were combined per the revised EU ETS regulations, and the requirement to remit allowances and purchase credits for those years was postponed until 2015. Therefore, Air Canada's purchase and the surrender of 725 offsets for the 2013 reporting year and 473 offsets for the 2014 reporting year occurred in 2015. These offsets for 2013 and 2014 were for Air Canada and Air Canada Rouge combined, whereas the offsets purchased for the 2012 reporting year were only for Air Canada. In terms of the offsets, for 2015 EU ETS compliance reporting Air Canada surrendered 1,052 offsets in 2016.	n/a	

			a) Report standard, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. b) Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. The energy savings associated with specific initiatives above are modeled. For instance, we can calculate the fuel saved when onboard weight is reduced (for each aircraft type) but the actual amount of fuel saved is dependent on many factors including weather, aircraft type, compliance to the procedures etc. c) Report the types of energy included in the reductions: fuel, electricity, heating, cooling and steam. The energy source included is aircraft jet fuel or jet kerosene.		

Emissions

DMA	Disclosure on Management Approach	F	Air Canada is subject to both regulatory and voluntary emissions policies. Regarding emissions regulations, Air Canada is subject to a carbon tax in the Province of British Columbia for jet fuel uploaded in the province for intra-provincial flights only. Air Canada is also subject to the EU Emission Trading Scheme (EU ETS). The EU ETS is a cap and trade emissions scheme for the European Union. The EU Commission is expected to publish a legislative proposal to review and amend EU ETS in light of the ICAO agreement early February 2017. Initial feedback indicates that flights between Europe and third countries (extra-EEA flights) would be exempted from EU ETS while intra-European flights would remain covered. With respect to voluntary agreements, Air Canada has endorsed the International Air Transport Association (IATA) voluntary industry emissions targets. Furthermore, Air Canada is a signatory, through the National Airlines Council of Canada (NACC), to the Canadian Action Plan to Reduce Greenhouse Gases Emissions from Aviation - a multiparty agreement between the industry and the government. In addition to using the DMA Guidance for reporting on targets, when reporting on GHG emissions targets, identify whether offsets are used to meet the target. Specify the type, amount, criteria or scheme of which they are part: Depending on the amount of allowances allocated, Air Canada may purchase credits to meet its EU ETS requirements. For the 2013 and 2014 reporting years, Air Canada was not required to remit allowances or purchase credits as the requirement was postponed to 2015. In 2015, Air Canada	n/a	

Emissions					
			surrendered offsets totalling 1,198 tonnes of CO_2 for the 2013 and 2014 reporting years. In 2016, Air Canada surrendered offsets totalling 1, 052 tonnes of CO_2 for the 2015 reporting year.		
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	F	Refer to chartOpen PDF file See EN3. Air Canada does not currently have overarching emissions reductions objectives pertaining to its facilities. Air Canada does have emissions reductions targets for its primary source of emissions - jet fuel combustion. See EN5. a) Report gases included in the calculation (whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all) Refer to Air Canada's annual CDP Climate Change submissions. b) Report chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. Air Canada's base year for aircraft related emissions is 2005. In addition, Air Canada has been collecting and disclosing emissions related data to the Carbon Disclosure Project since 2007. c) Report standards, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. d) Report the source of the emissions factors used and the global warming potential (GWP) rates used or a reference to the GWP source. Emissions factors were derived from the following reports: 1) NIR 2016 - National Inventory Report 1990-2014: Greenhouse Gas Sources and Sinks in CANADA Part 3 - Tables A13-1 to A13-13 - Electricity generation intensity; GWP factor methodology used: AR4; 2) Ecometrica (2011). Electricity-specific emission factors for grid electricity. Table Appendix I: Emissions per kWh of electricity generated. GWP factor methodology used: AR4 Country associated in Ecometrica. For fugitive emissions (HFC134a, HFC22, Halon1301), the GWP is found in the IPCC AR5 WG1	n/a	Yes, Limited Assurance by Ernst & Young LLP

Emissions					
			report (Appendix 8A). For all other fuels, the GWP is found IPCC SAR SYR (1996), Climate Change 1995: A report of the Intergovernmental Panel on Climate Change, Second Assessment Report. e) Report the chosen consolidation approach for emissions (equity share, financial control, operational control). Air Canada uses the operational control approach.		
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	F	**Refer to chartOpen PDF file** Year-over-year fluctuation may be attributed to changes in weather, changes in tenants' use of energy at Air Canada owned and operated buildings, and growth and/or changes in lease agreements. For 2016, a new methodology was applied to estimate electricity consumption in various leased spaces that were previously not included. This is the main reason for the spike in Scope 2 emissions in 2016. b) Report chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. The base year for scope 2 emissions is 2012. Emissions in 2012 were 10471 tonnes. c) Report standards, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. d) Report the source of the emissions factors used and the global warming potential (GWP) rates used or a reference to the GWP source. Energy and emissions factors were derived from the following **reportsExternal site which may not meet accessibility guidelines and/or language preferences.**: Canada, National Inventory Report 1990–2013—Part 3, Annex 11 Canada, National Inventory Report 1990–2013—Part 2, Table A4-2; World Resource Institute, The **GHG Protocol calculation toolsExternal site which may not meet**	n/a	Yes, **Limited Assurance by Ernst & Young LLP**

			accessibility guidelines and/or language preferences.. and World Resource Institute, Emission-Factors-from-Cross-Sector-Tools-(April-2014) inside Référence-GHG Protocol (see onglet "Transport Fuel Use"). e) Report the chosen consolidation approach for emissions (equity share, financial control, operational control). Air Canada uses the operational control approach.		

G4-EN17	Other indirect greenhouse gas emissions (Scope 3)	F	Refer to chartOpen PDF file See EN4. b) Report chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. Air Canada has not chosen a base year for Scope 3 emissions, but has been collecting and disclosing emissions data to the Carbon Disclosure Project (CDP) since 2007. c) Report standards, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. d) Report the source of the emissions factors used and the global warming potential (GWP) rates used or a reference to the GWP source. Scope 3 emissions are a result of operations by our regional carriers. The vast majority of the emissions are related to jet fuel combustion. Other emissions associated with the regional carriers include natural gas combustion in facilities, ground vehicle fuel combustion, and electricity use for facilities. e) Report the chosen consolidation approach for emissions (equity share, financial control, operational control). Air Canada uses the operational control approach.	n/a	

G4-EN18	Greenhouse Gas Emissions Intensity	F	**Refer to chartOpen PDF file** See EN5. a) Report the types of GHG emissions included in the intensity ratio: scope 1, scope 2, scope 3. CO_2e of GHG emissions related to the combustion of Air Canada and Rouge aircraft fuel (scope 1). b) Report gases included in the calculation. This includes CO_2e emissions at a 2.582 g of CO_2e per 1 litre of jet fuel combusted. See Canada's 2015 UNFCCC Submission, Part 2, p. 100 for g CO_2 / l of **jet turbo fuelExternal site which may not meet accessibility guidelines and/or language preferences.**.	n/a	
G4-EN19	Reduction of greenhouse gas emissions.	F	Citizens of the world 2016 p. 26-27 **Refer to chart Open PDF file** See EN6. a) Report gases included in the calculation (whether CO_2, CH4, N2O, HFCs, PCFs, SF6, NF3, or all). Information will be reported in the annual CDP submission. Gases included are CO_2e associated with aircraft fuel burn. b) Report chosen base year, the rationale for choosing it. Base year calculations for scope 1 emissions is 2005. It was chosen as our environmental targets are based on 2005 emissions. c) Report standards, methodologies, and assumptions used. Refer to Air Canada's annual CDP Climate Change submissions for report standards, methodologies, and assumptions used. d) Report whether the reductions in GHG emissions occurred in scope 1, scope 2, scope 3 emissions. All reductions are regarding scope 1 emissions - including offsets purchased as part of the EU ETS.	n/a	

EMPLOYEES					
Labor/Management relations					
DMA	Disclosure on Management Approach	F	Citizens of the world 2016 p. 35-37	n/a	
G4-LA4	Minimum notice period regarding operational changes, including whether these are specified in collective agreements.	F	Notice periods depend on any statutory and/or contractual requirements applicable to employees in different jurisdictions. For example, the Canada Labour Code which applies to most Air Canada employees, requires 120 days' notice of technological change affecting the employment of a significant number of employees. Policies and collective agreements applicable to Canadian-based employees must respect this minimum, but can be supplemented by Air Canada or in collective agreements. For example, the collective agreement with maintenance and ramp employees also contains a technological change provision. Another example is the Canada Labour Code requirement of sixteen weeks' notice of group termination of employment.	n/a	

Occupational Health and Safety					
DMA	Disclosure on Management Approach	F	Citizens of the world 2016 p. 20, 46	n/a	

Occupational Health and Safety					
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	F	**Refer to chartOpen PDF file** Air Canada: All Employees are accounted for within joint management - worker Health and Safety Committees ▪ Airports - 30 across our entire system, including 2 Policy Committees which oversee the entire operation (Ground Service Equipment/Grooming/Passenger Services/Ramp) ▪ Maintenance - 7 across Canada as well as incorporated into Airports at smaller bases ▪ Cargo - 9 Standalone Cargo - Others incorporated into Airports, including Policy Committee ▪ Flight Operations - 6 across entire system, including Policy Committee and Joint Committee ▪ In-Flight Service - 5 across the entire system, including Policy Committee ▪ US Stations - 1 - All Safety Committee ▪ International Stations - 2 Cargo / 1 - All Other Safety Committee ▪ Contact Centres - 5 Contact Centres / Customer Relations ▪ Other - Headquarters (Operations Centre / Montreal Headquarters / Toronto Flight Operations) - All other employees Air Canada Rouge: One Committee representing all employees with both labour groups and management At Air Canada Vacations there are eight members on the OHS committee out of a total headcount of 507. a) If relevant, explain the variation between 2011, 2012, 2013, 2014, 2015 and 2016 In 2013, we were missing our US and International Partners into a joint management and worker Health and Safety Committee meeting. In 2014, both US and our international partners	n/a	

Occupational Health and Safety					
			confirmed that they conduct health and safety meetings on a quarterly basis to uncover and advise on health and safety programs moving forward. Both of the departments are headed by Safety personnel and are mandated to ensure messaging is clear. All employees have a management and worker committee representing their best interests in Health and Safety activities. AIr Canada follows a strict management review protocol which includes the President and CEO chairing a meeting on a quarterly basis to review injuries and Health and Safety Initiatives. Air Canada Rouge: No variation between the years as a working committee has been in place since 2013.		
G4-LA6	Type of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	P	**Refer to chartOpen PDF file** for Air Canada and Air Canada Rouge pilots only Over the course of a year, there are many variations that change the results for injuries. Late reporting, injury status and workers' compensation board decisions are the main reasons for variation between the years. Late submissions may occur over the course of the year due to employees submitting a claim that at the time was deemed "not an injury" but ended up resulting in an injury. Injury status and workers' compensation board decisions also provide variations in the numbers as Lost Days and Lost Time Injuries are only represented as an Approved or Pending rate (to stay consistent year over year). When a claim is challenged, it can either be overturned from a denied to an approved or vice versa. We have added 5 additional AED - total number 82 - ensuring that we have adequate oversight of our operation. The AED project was closed after phase 3 but we continue to monitor employee areas and look at risk and hazards within our environment to determine if we need to purchase ad hoc AED systems at the request of the operation.	Air Canada Vacations and Air Canada Rouge In-Flight Service and Non-unionized management personnel	Yes, **Limited Assurance by Ernst & Young LLP**

			We are disclosing at the same level as in previous years. Air Canada does not report on "Absentee rate" nor "Occupational disease rate" for workers and supervised workers; and "Days Lost rate" (Air Canada reports Days Lost only). Ernst & Young LLP provided limited assurance on these three indicators: 2016 Total Injuries: Number of occupational health and safety reports submitted by employees in 2016; 2016 Total Lost Time Injuries: Number of 2016 injuries causing the employee to lose time that has been approved or pending; 2016 Total Lost Time Injury Days: Number of days lost as a result of new lost time injuries that occurred in 2016 which have been approved or pending.		
G4-LA6	Type of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	P	**Refer to chartOpen PDF file** for Air Canada Rouge In-Flight Service and Non-unionized management personnel Total number of injuries decreased from 2015. Number of Injuries in 2016 directly reflects the number of Minor Injuries/ Lost Time Injury (LTI) without other contributing factors such as health and safety complaints, as was calculated in previous years. LTI in 2016 did increase due to addition of new cabin crew at Air Canada Rouge, resulting in higher book-off rate and more lost time. b) Identify the system of rules applied in recording and reporting accident statistics and the system used to track and report on H&S incidents and performance Air Canada Rouge uses the AQD software tool to capture all Accidents, Incidents and Occurrences including injuries. The system tracks and trends the information. Reported Injuries are investigated by the OHS Manager. LTI's and Minor Injuries are verified and investigated on an individual basis by entry, to ensure compliance with CLC Part 2. The calculation of "days lost" is tracked by including the day following the reported Injury which includes each calendar day thereafter. Ernst & Young LLP provided limited assurance on these three indicators: 2016 Total Injuries: Number of occupational health and safety reports	Air Canada Vacations, Air Canada and Air Canada Rouge pilots	Yes, **Limited Assurance by Ernst & Young LLP**

			submitted by employees in 2016; 2016 Total Lost Time Injuries: Number of 2016 injuries causing the employee to lose time that has been approved or pending; 2016 Total Lost Time Injury Days: Number of days lost as a result of new lost time injuries that occurred in 2016 which have been approved or pending.		
G4-LA8	Health and safety topics covered in formal agreements with trade unions	P	Formal Agreements capture Health and Safety for all of our trade unions. As a federally legislated employer, we follow the Canadian Labour Code Part II for all Health and Safety topics. Additionally, we have collective agreement provisions that stipulate details such as number of meetings, number of full time personnel and roles and responsibilities of the Health and Safety Committee(s). b) If yes, report the extent, as a percentage, to which various health and safety topics are covered by these agreements. 100% - All Health and Safety Topics are covered by the Canada Labour Code Part II.	n/a	

CUSTOMER EXPERIENCE AND ENGAGEMENT

Product and Service Labelling

DMA	Disclosure on Management Approach	F	This aspect within Air Canada's context mostly relates to Customer satisfaction (and not Product and Service Labelling per say). Refer to G4-PR5	n/a	

CUSTOMER EXPERIENCE AND ENGAGEMENT					
Product and Service Labelling					
G4-PR5	Results of surveys measuring customer satisfaction.	F	Air Canada continues to conduct customer satisfaction monitoring on a monthly basis with all customer segments. An average of 1500 completed responses are targeted on a monthly basis among a group comprised of Aeroplan members on North American, Transatlantic, Transpacific, South American mainline routes in all cabin class (Business Class, Premium Economy and Economy). Reports are generated quarterly. In addition, Air Canada conducts an ongoing survey specific for our Altitude customers designed to gather feedback on their most recent flight experience; an average of 3000 completed responses are generated on a monthly basis. Action items are developed by all key stakeholders based on identified trends from these reports. Air Canada also makes use of an online panel to collect customer feedback as required on product, services and new concepts. The online panel consists of a group of Air Canada customers recruited annually on a voluntary basis. An example in 2016 is the International Business Class Meal survey which helped the development of a wine program with Sommelier Veronique Rivest; another example is the Maple Leaf Lounge survey which assisted in the development of the redesigned food and beverage strategy which will be launched in Q1 2017. In addition to this panel, Air Canada conducts ad hoc surveys and focus groups with customers as well as front-line employees to get feedback for any potential new products and services. Air Canada's employees play a key role in increasing customer satisfaction as well by completing the management travel survey. The survey is sent out to all management employees travelling for business and is designed to measure the consistency of service delivery and compliance to product & service specifications; trends for improvements are identified and adjustment to product specifications are identified and regular debriefs are held with various branches to review results. In addition to this, all employees have access to an Internal site Yammer which provides them a quick and easy way to give us real-time feedback on all our products and services. Air Canada continues to be active and monitors all major social media sites and strides to continually enhance the level of service that it provides to its customers who prefer to give us feedback via those channels. Air Canada is dedicated to servicing customers online by providing them with up-to-date travel information, responses to general queries and assistance with reservations.	n/a	

CUSTOMER EXPERIENCE AND ENGAGEMENT					
Product and Service Labelling					
G4-PR5	Results of surveys measuring customer satisfaction.	F	Air Canada Vacations also conducts online surveys to customers who visit their website on an ongoing basis. The results are reviewed and considered for future web enhancements. Requests for information or product assistance are handled by the call centre. A customer website usability study is conducted yearly with selected customers to identify issues. Short term fixes are addressed right away and long-term fixes are implemented throughout the year as web enhancements or communicated to the appropriate departments. Customers can also provide feedback through various social network channels such as Facebook and Twitter. Some comments are addressed right away, others are rerouted and shared with the appropriate department. When needed, answers are provided on social media via a private message or through a public response.	n/a	

Marketing Communications					
DMA	Disclosure on Management Approach	F	This aspect within Air Canada's context mostly relates to Customer satisfaction (and not Product and Service Labelling per say). Refer to G4-PR5	n/a	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	F	Air Canada received one notice of violation in 2016 from the Canadian Transportation Agency regarding minor non-compliance with the All-Inclusive Air Price Advertising regulations. We have since addressed their concerns.	n/a	

Customer Privacy					
DMA	Disclosure on Management Approach	F	**2016 Annual Information form** p.23 **Privacy Policy** Privacy is an important issue for Air Canada, as an actual breach may compromise third party personal data and an actual, or solely perceived, breach may seriously impact the confidence of our customers and Air Canada's reputation. Air Canada has always been committed to safeguarding the privacy of its customers and suppliers. Air Canada designed and updates its privacy policy to meet or exceed all applicable legal requirements, has developed processes to monitor the privacy impact of initiatives and to promptly respond to any query or complaint. It also has a program to strengthen its cyber-security resilience, including a privacy breach procedure, tested to assess our ability to respond appropriately. Moreover, Air Canada monitors whenever new legislative obligations may apply. For example, Air Canada implemented a comprehensive program with regards to Canada's Anti-Spam legislation and is preparing for the coming into application of the new EU General Data Protection Regulations on May 25, 2018 in order to ensure full compliance with such requirements, which program includes a framework to promptly respond to further legal developments.	n/a	
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	F	Air Canada received no complaint from the regulator regarding passenger privacy in 2016. Air Canada received 37 complaints alleging breach of privacy by consumers. All were investigated. Of these, 21 were substantiated, two were program technical issues which were fixed immediately, one was linked to the auto-printing program and 18 involved human error. Refer to chartOpen PDF file	n/a	

OTHER ASPECTS				
Materials				
G4-EN23	Total weight of waste by type and disposal method.	P	[Refer to chartOpen PDF file] For non-hazardous waste, year over year variation can be accounted for by changes in reporting techniques and reporting scope. Between 2011 and 2012, Air Canada had reduced maintenance activities in its facilities which likely contributed to the decrease in some waste. In 2012, Air Canada started using a single vendor for management of its facilities. A single point of contact and better data collection techniques may account for some of the increase in non-hazardous waste between 2012 and 2013. In 2014 and 2015, efforts focused on improving our data collection. In 2016, as of May our new vendor for facility management provides more detailed reports than the previous vendor. Furthermore, a decrease in recycling is also due to smaller amounts of metal recycling compared to 2015. The total recycled is entirely dependent on the operation and timing of maintenance. For hazardous waste, year over year change can be explained by: the timing of maintenance operations, the consolidation of underlying data, and the accumulation of small changes in several stations across Canada. Up until 2014, quantities of hazardous waste were similar from one year to the next. In 2015, the higher percentage of recycled waste was due to the recycling of concrete at our Vancouver facility as part of a special project. In 2016, there were no special projects that contributed to any extensive disposal or recycling. a) Report how the waste disposal method has been determined: ◦Disposed of directly by the organization or otherwise directly confirmed ◦Information provided by the waste disposal contractor ◦Organizational defaults of the waste disposal contractor The waste data is for Canadian facilities only. The non-hazardous waste data was gathered by contacting the single vendor and then contacting vendors not covered under that contract. The hazardous waste was gathered by contacting the environmental vendor in each station. It is important to note that the hazardous waste data collected from the environmental vendor includes both hazardous materials (such as batteries) and sensitive but not non-hazardous materials (such as used oil cans). Regarding disposal of hazardous waste, the 1161 tonnes include waste that is recycled, used as an alternate fuel or recovered for energy etc. The 312 tonnes represent hazardous waste that the vendor has disposed of.	n/a

Employment					
G4-LA1	Total number and rates of employee hires and employee turnover by age group, gender and region	P	**Refer to chartOpen PDF file**		

Training and Education					
G4-LA9	Average hours of training per year per employee by gender and by employee category.	P	Citizens of the world 2016 p. 42 **Refer to chartOpen PDF file** a) If relevant, explain the variation between 2011, 2012, 2013, 2014, 2015 & 2016. In 2016 there was more hiring than in 2015 due to a combination of new routes and new fleet; hence much more initial training. As well for our US based unionized employees, a lot of the training was not reported in the HR system prior to 2016. This is the third year that Air Canada, Air Canada Vacations and Air Canada Rouge data are combined in the table	n/a	
G4-LA11	Percentage of employees receiving regular performance and career development reviews by gender.	P	**Refer to chartOpen PDF file** This is the third year that Air Canada, Air Canada Vacations and Air Canada Rouge data are combined. 2011 to 2013 included the Air Canada management/administrative and technical support performance management program only. 2014 & 2015 included the following performance management programs: (1) Air Canada management/administrative and technical support, (2) Air Canada Maintenance-Licensed Aircraft Technician 5, (3) Air Canada Vacations, and (4) Air Canada Rouge management. The decrease in	n/a	

Training and Education					
			percentage of employees that received reviews in 2015 versus 2014 is because of an increase in the union population at Air Canada and Air Canada Rouge who are not subject to performance reviews. 2016 includes the following performance management programs: (1) Air Canada management/administrative and technical support, (2) Air Canada Maintenance-Licensed Aircraft Technician 5, (3) Air Canada Maintenance-technical data controller which is new, (4) Air Canada Vacations, and (5) Air Canada Rouge management. The increase in males that received reviews is related to the increase in the Licensed Aircraft Technician 5 population, which is predominantly male. There was also an increase in the overall union population at Air Canada and Air Canada Rouge who are not subject to performance reviews.		

Equal Remuneration for Women and Men					
G4-LA13	Ratio of basic salary of men to women by employee category.	P	For the majority of Air Canada employees, basic salary is determined by collective agreements. Where there are no collective agreements, Air Canada's culture is a performance based culture where salaries are based on job descriptions and classifications and ultimately tied to individual and collective performance and targets. Ratio of basic salary remuneration of women to men is 1.	n/a	

Local Communities					
G4-SO2	Operations with significant actual and potential negative impacts on local communities.	P	Airports are often located close to urban settings. For Air Canada, reducing the effect of noise to and from the airports we serve is a priority. We actively participate with multiple stakeholders, including airport authorities, local government, and air carriers on noise committees to improve noise conditions around airports. When investing in new aircraft, we consider the noise impact to ensure that we reduce the noise footprint. All of Air Canada's and Air Canada Rouge's fleet exceed the Chapter 3 noise standards set by the International Civil Aviation Organization. Our Boeing 777 and our new Boeing 787 Dreamliner meet ICAO's more stringent Chapter 4 noise standard, which is 10 decibels quieter than Chapter 3. Despite these efforts, sometimes due to safety, operational reasons or human factors, noise abatement procedures may not be followed and residents of local communities can be impacted. When Air Canada receives a notice of non-compliance with noise procedures from an authority, we investigate the incident and ensure appropriate corrective measures are implemented as required. Airports facilitate the trade of goods and bring economic development; however, their operations also generate noise. In addition, cities are spreading and becoming more densely populated. As such, more people may live near airports and can be exposed to airport operations. To minimize the negative impact associated with noise on local communities, airports have developed noise abatement procedures and aircraft are getting quieter. As a result of technological improvements, aircraft produced today are 75% quieter than they were 50 years ago.	n/a	

Communities					
AC_Comm	Air Canada Foundation	AC	Citizens of the world 2016 p. 48-52; 56; 58	n/a	