

GRI Content Index - 2019

▪ GENERAL STANDARD DISCLOSURES

Organization Profile

102-1

Name of the organization

Air Canada

102-2

Activities, brands, products, and services

[2019 Annual Report](#), p. 20

[2019 Annual Information Form](#), p. 5-6

102-3

Location of headquarters

7373 Côte-Vertu Boulevard West

Saint-Laurent, Québec H4S 1Z3

CANADA

102-4

Location of operations

[2019 Annual Report](#), p. 20

[2019 Annual Information Form](#), p. 5-7

102-5

Ownership and legal form

Corporate Profile: **<https://www.aircanada.com/ca/en/aco/home/about/corporate-profile.html>**

Corporate Governance: **<https://www.aircanada.com/ca/en/aco/home/about/corporate-governance.html>**

102-6

Markets served

[2019 Annual Report](#), p.20, 21, 26-28

[2019 Annual Information Form](#), p. 5-7, 9, 10, 25, 26, 31-35

102-7

Scale of the organization

2019 Annual Report, p. 5-9, 20, 49-57, 104-112

2019 Annual Information Form, p. 5-6, 12, 20-21

102-8

Information on employees and other workers

Through its entire network, in 2019 Air Canada included close to 38,000 employees working worldwide. Air Canada does not have a substantial portion of the organization's work performed by workers other than employees. **Please refer to the chart** and data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

102-9

Supply chain

Citizens of the World 2019 p. 22

102-10

Significant changes to organization and its supply chain

2019 Annual Report, p. 5-9, 22-33

2019 Annual Information Form, p.5-6, 8-10

102-11

Precautionary Principle or approach

Air Canada has an enterprise risk management process which follows the precautionary principle or approach.

102-12

External initiatives

Citizens of the World 2019, p.6, 23, 25, 28-35

102-13

Memberships of associations

Citizens of the World 2019, p. 7

2019 Annual Report, p. 20

Air Canada is a founding member of the Star Alliance® network. Through the 26-member airline network, Air Canada offers its customers access to more than 1,300 destinations in 195 countries, as well as reciprocal participation in frequent flyer programs and the use of airport lounges and other common airport facilities.

Air Canada Vacations also engages with the Travel Industry Council of Ontario (TICO) and the Office de la protection du consommateur. Air Canada (Cargo) is a member of The International Air Cargo Association (TIACA).

Strategy

102-14

Statement from senior decision maker

Citizens of the World 2019, p.7

102-15

Key impacts, risks, and opportunities

Key risks are described in the Section 20 “Risk Factors” of the 2019 Management’s Discussion and Analysis of Results of Operations and Financial Condition (February 18, 2020) available at <https://www.aircanada.com/ca/en/aco/home/about/investor-relations.html>.

2019 Annual Report, p. 86-95

Ethics and Integrity

102-16

Values, principles, standards and norms of behaviour

Citizens of the World 2019, p. 12, 18

The Corporate Policy and Guidelines on Business Conduct is available at <https://www.aircanada.com/ca/en/aco/home/about/corporate-governance/corporate-policy.html>

The Supplier Code of Conduct is available

at <https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/en/suppliers/Supplier Code of Conduct.pdf>

The Modern Slavery Act Statement is available at <https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/fr/Air-Canada-Modern-Slavery-Act-Statement.pdf>

Governance

102-18

Governance structure

Citizens of the World 2019, p. 3, 17

Stakeholder Engagement

102-40

List of stakeholder groups

Citizens of the World 2019, p. 4, 5

102-41

Collective bargaining agreements

[Citizens of the World 2019](#), p. 45.

[Please refer to the chart](#) for trend details and data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

102-42

Identifying and selecting of stakeholders

[Citizens of the World 2019](#), p. 4

102-43

Approach to stakeholder engagement

[Citizens of the World 2019](#), p. 5

102-44

Key topics and concern raised

[Citizens of the World 2019](#), p. 4

Reporting Practice

102-45

Entities included in the consolidated financial statements

[2019 Annual Report](#), p. 17

102-46

Defining the report content and topic Boundaries

[Citizens of the World 2019](#), p. 2

102-47

List of material topics

[Citizens of the World 2019](#), p. 4

102-48

Restatements of information

No material restatements for this report.

102-49

Changes in reporting

Air Canada included a 2019 Corporate Sustainability Progress Report in its 2019 Annual Report detailing its key social and environmental performance achievements in 2019. It also included a brief discussion of Air Canada's approach to certain environmental, social and governance matters in its [2019 Management's Discussion and Analysis of Results of Operations and Financial Condition](#) (February 18, 2020). In addition to its commitment to the GRI Standards, new in 2019, Air Canada also reports its [communication on progress](#)[External site which may not meet accessibility guidelines and/or language preferences.](#) to the United Nations Global Compact.

102-50

Reporting period

2019

102-51

Date of most recent report

2018

102-52

Reporting cycle

Annual

102-53

Contact point for questions regarding the report

Sustainability.developpement_durable@aircanada.ca

102-54

Claims of reporting in accordance with the GRI Standards

This report has been prepared in accordance with the GRI Standards: Core option.

102-55

GRI content index

The report has been completed with a GRI Content Index.

102-56

External assurance

The report summarizes the Corporation's sustainability performance in a transparent and accountable manner.

Air Canada engaged Ernst & Young LLP to perform an independent limited assurance on selected performance indicators. For more information on the assurance scope and statement, please visit www.aircanada.com/citizensoftheworld

103-1

Explanation of the material topic and its Boundary

[Citizens of the World 2019](#), p. 2

▪ SPECIFIC STANDARD DISCLOSURES

ECONOMIC PERFORMANCE

Disclosure on Management Approach

[2019 Annual Report](#), p. 22-33

201-1

Direct economic value generated and distributed

[2019 Annual Report](#), p. 5-9

[Citizens of the World 2019](#), p. 14

Anti-Corruption

Disclosure on Management Approach

[Citizens of the World 2019](#), p. 20

205-1

Operations assessed for risks related to corruption

[Citizens of the World 2019](#), p. 20

205-3

Confirmed incidents of corruption and actions taken.

No material anti-corruption risk sensitivities were reported or identified. [Citizens of the World 2019](#), p. 20

Anti-Competitive Behaviour

Disclosure on Management Approach

[Citizens of the World 2019](#), p. 20

206-1

Legal actions for anti-competitive behaviour, antitrust, and monopoly practices

There are no changes since the last disclosure.

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. For more information on these legal proceedings, please refer to the 2018 Management's Discussion and Analysis of Results of Operations and Financial Condition (February 15, 2019) available at [2018 MDA](#). Air Canada was also named as a defendant, and may otherwise become implicated, in some 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 are alleging anti-trust behaviour by Air Canada which remain pending but have been dormant for many years. First, in 2015 and 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). Second, 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 was recently reactivated and the proceedings against Air Canada were split from those commenced against the other airlines as Air Canada did not do the same as the other airlines.

ENVIRONMENT

Energy

Disclosure on Management Approach

Citizens of the World 2019, p. 25, 68

Leaveless site: <https://leaveless.aircanada.com/ca/en/#!/>**External site which may not meet accessibility guidelines and/or language preferences.**

Annual CDP Climate Change submissions www.cdp.net**External site which may not meet accessibility guidelines and/or language preferences.**

302-1

Energy consumption within the organization

Citizens of the World 2019, p. 67-76

Please refer to the chart summarizing the energy consumption within the organization, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

Please see the limited assurance letter visit www.aircanada.com/citizensoftheworld

302-2

Energy consumption outside of the organization

Citizens of the World 2019, p. 67-76

Please refer to the chart summarizing the energy consumption outside of the organization, including data trends from 2017 to 2019.

Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

302-3

Energy intensity

Citizens of the World 2019, p. 67-76

Please refer to the chart summarizing the energy intensity, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

302-4

Reduction of energy consumption

Citizens of the World 2019, p. 67-76

Please refer to the chart summarizing the energy reductions, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more detail on these initiatives, please refer to Air Canada's Leaveless site: leaveless.aircanada.com/ca/en/#!/**External site which may not meet accessibility guidelines and/or language preferences.** or annual CDP Climate Change submissions (at www.cdp.net**External site which may not meet accessibility guidelines and/or language preferences.**).

Emissions

Disclosure on Management Approach

Citizens of the World 2019, p. 25, 68

Leaveless site: leaveless.aircanada.com/ca/en/#!/**External site which may not meet accessibility guidelines and/or language preferences.**

Also see our annual CDP Climate Change submissions: www.cdp.net**External site which may not meet accessibility guidelines and/or language preferences.**

305-1

Direct (Scope 1) GHG emissions

Citizens of the World 2019, p. 67-76

Please refer to the chart, including data trends from 2017 to 2019. Previous years data trends are available at

www.aircanada.com/citizensoftheworld (GRI Index). Also see the limited assurance letter at www.aircanada.com/citizensoftheworld

For more information, please refer to leaveless.aircanada.com/ca/en/#!/**External site which may not meet accessibility guidelines and/or language preferences.** or Air Canada's annual CDP Climate Change submissions (at www.cdp.net**External site which may not meet accessibility guidelines and/or language preferences.**).

305-2

Energy indirect (Scope 2) GHG emissions

Citizens of the World 2019, p. 67-76

Please refer to the chart, including data trends from 2017 to 2019. Previous years data trends are available at

www.aircanada.com/citizensoftheworld (GRI Index). Also see the limited assurance letter at www.aircanada.com/citizensoftheworld.

For more information, please refer to leaveless.aircanada.com/ca/en/#!/**External site which may not meet accessibility guidelines and/or language preferences.** or Air Canada's annual CDP Climate Change submissions (at www.cdp.net**External site which may not meet accessibility guidelines and/or language preferences.**).

305-3

Other indirect (Scope 3) GHG emissions

[**Citizens of the World 2019**](#), p. 67-76

[**Please refer to the chart**](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to leaveless.aircanada.com/ca/en/#!/External site which may not meet accessibility guidelines and/or language preferences, or Air Canada's annual CDP Climate Change submissions (at www.cdp.net[External site which may not meet accessibility guidelines and/or language preferences](#)).

305-4

GHG Emissions Intensity

[**Citizens of the World 2019**](#), p. 67-76

[**Please refer to the chart**](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to leaveless.aircanada.com/ca/en/#!/External site which may not meet accessibility guidelines and/or language preferences, or Air Canada's annual CDP Climate Change submissions (at www.cdp.net[External site which may not meet accessibility guidelines and/or language preferences](#)).

305-5

Reduction of GHG emissions

[**Citizens of the World 2019**](#), p. 67-76

[**Please refer to the chart**](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to leaveless.aircanada.com/ca/en/#!/External site which may not meet accessibility guidelines and/or language preferences, or Air Canada's annual CDP Climate Change submissions (at www.cdp.net[External site which may not meet accessibility guidelines and/or language preferences](#)).

Waste Management

Disclosure on Management Approach

[**Citizens of the World 2019**](#), p. 77

Leaveless site: leaveless.aircanada.com/ca/en/#!/External site which may not meet accessibility guidelines and/or language preferences.

306-2

Waste by type and disposal method.

[Citizens of the World 2019](#), p. 77, 78-82

[Please refer to the chart](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to leaveless.aircanada.com/ca/en/#!/ [External site which may not meet accessibility guidelines and/or language preferences.](#)

Environmental Compliance

Disclosure on Management Approach

[Citizens of the World 2019](#), p. 25

307-1

Non-compliance with environmental laws and regulations

No significant fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations in 2019.

EMPLOYEES

Disclosure of Management Approach

[Citizens of the World 2019](#), p. 36, 44

401-1

New employee hires and employee turnover

[Please refer to the chart](#) for the total number and rates of new employee hires and employee turnover during the reporting period by age group, gender and region, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

402-1

Minimum notice period regarding operational changes.

Notice periods depend on any statutory and/or contractual requirements applicable to employees in different jurisdictions. For instance, 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.

404-1

Average hours of training per year per employee

Citizens of the World, p. 19, 26, 27, 40, 41, 48. [Please refer to the chart](#) chart for average hours of training per year per employee, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

404-3

Percentage of employees receiving regular performance and career development reviews

[Citizens of the World 2019](#), p. 48. [Please refer to the chart](#) for performance and career development review information, including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

405-1

Diversity of governance bodies and employees

[Citizens of the World 2019](#), p. 56

[Please refer to the chart](#)

405-2

Ratio of basic salary and remuneration of women to men

For the majority of Air Canada employees, basic salary is determined by collective agreements.

Where there are no collective agreements, a performance-based culture where salaries are based on job descriptions and classifications and ultimately tied to individual and collective performance and targets, determines compensation. Ratio of basic salary remuneration of women to men is 1.

SAFETY

Occupational Health and Safety

Disclosure on Management Approach

[Citizens of the World 2019](#), p. 37. Please also see the Contractor Safety Checklist: ADD Contractor Safety Checklist.

403-1

Workers representation in formal joint management worker health & Safety committees.

[Citizens of the World 2019](#), p. 37. Please refer to the chart: [Air Canada](#) and [Air Canada Rouge](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

403-2

Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities.

[Citizens of the World 2019](#), p. 39. Please refer to the charts: [Air Canada](#) and [Air Canada Rouge](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

Also see the limited assurance letter at www.aircanada.com/citizensoftheworld

403-4

Health and safety topics covered in formal agreements with trade unions

[Citizens of the World 2019](#), p. 37. The collective agreements in place with Air Canada's unions capture Health and Safety. As a federally legislated employer, Air Canada follows 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).

As Air Canada Vacations® employees are not represented by a union, there are no collective agreements in place. Nevertheless, Air Canada Vacations® complies with applicable laws and regulations pertaining to health and safety.

CUSTOMERS

Customer Health and Safety

Disclosure on Management Approach

[Citizens of the World 2019](#), p. 41

416-2

Incidents of non-compliance concerning the health and safety impacts of products and services

Please refer to the charts: [Air Canada](#) and [Air Canada Rouge](#), including data trends from 2017 to 2019. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

At Air Canada Vacations®, no incidents of non-compliance injuries were reported in 2019.

Marketing Communications

Disclosure on Management Approach

The Brand team is responsible for leveraging the optimal mix of advertising, sponsorship and activation initiatives to defend and extend Air Canada's differentiated brand position, build client loyalty and appeal, contribute to business results and positively engage employees. A variety of measurement tools and metrics are used to ensure maximum return on investment of marketing initiatives, like consumer sentiment research, brand equity measurement and customer engagement and conversion. The Marketing Communications department leads the vision for enterprise-wide marketing including appropriate extension to Point of Sale US and Point of Sale International markets, as well as full integration of marketing assets within various branches to ensure maximum return on investment and full capitalization on all business development opportunities.

417-3

Incidents of non-compliance concerning marketing communications

Please refer to the chart, including data trends from 2017 to 2019. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (GRI Index).

Customer Privacy

Disclosure on Management Approach

Citizens of the World 2019, p. 33

The Privacy Policy is available at: **https://www.aircanada.com/ca/en/aco/home/legal/privacy-policy.html**

418-1

Substantiated complaints concerning breaches of customer privacy and losses of customer data

Citizens of the World 2019, p. 33

Please refer to the chart, including data trends from 2017 to 2019. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (GRI Index).

Also see the limited assurance letter at **www.aircanada.com/citizensoftheworld**

COMMUNITIES

413-2

Operations with significant actual and potential negative impacts on local communities

Citizens of the World 2019, p. 14, 43, 47, 52, 56, 75

419-1

Non-compliance with laws and regulations in the social and economic area

No significant fines in 2019. Air Canada is subject to various routine enforcement actions in relation to various operational matters including customs and immigration which can result in occasional warnings and other minor sanctions.

Charitable Giving

Citizens of the World 2019, p. 53

Please refer to the chart for a summary of charitable donations, including data trends from 2017 to 2019. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (GRI Index).

Air Canada Rouge®

In 2019, welcomed a group of Air Canada Rouge® employees, who came together to serve breakfast with Santa. A donation of \$750 was made to the Breakfast with Santa Foundation. Air Canada Rouge also sponsored the annual Lakeshore General Hospital Foundation golf tournament.

Air Canada Vacations®

Employee Charitable Givings: In-kind support to Leukemia & Lymphoma Society Canada, Fondation Sainte-Anne, Hats off 2 Kidz, HFD Shave to Save, Kids for Life Foundation, Fondation de l'École arménienne Sourp Hagop. Air Canada Vacations was also a partner of the 2019 401 Bike Challenge.

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