

GRI Content Index - 2020

▪ GENERAL STANDARD DISCLOSURES

Organization Profile

102-1

Name of the organization

Air Canada

102-2

Activities, brands, products, and services

[2020 Annual Report](#), page 25

[2020 Annual Information Form](#), pages-12

102-3

Location of headquarters

7373 Côte-Vertu Boulevard West

Saint-Laurent, Québec H4S 1Z3

CANADA

102-4

Location of operations

[2020 Annual Report](#), page 25

[2020 Annual Information Form](#), pages-12

102-5

Ownership and legal form

[Corporate Profile](#)

[Corporate Governance](#)

102-6

Markets served

Please see [2020 Annual Report](#), page 89

102-7

Scale of the organization

[2020 Annual Report](#), pages 5-12, 25, 33-37, 85

[2020 Annual Information Form](#), pages 5-12, 13, 25-26

102-8

Information on employees and other workers

[Please refer to the chart](#)

102-9

Supply chain

[Citizens of the World 2020](#), page 29

102-10

Significant changes to organization and its supply chain

There have been no significant changes to facility openings, closings, or expansions in 2020, other than some of the work was performed remotely (telework). The project facilities set up for key technology projects were closed late 2019 (considering project completion) and Aeroplan and certain Air Canada management activities were relocated within Toronto.

102-11

Precautionary Principle or approach

[Citizens of the World 2020](#), pages 6, 25

102-12

External initiatives

[Citizens of the World 2020](#), pages 3, 32, 35, 36, 44, 52, 86, 97

102-13

Memberships of associations

[Citizens of the World 2020](#), pages 36, 44, 66, 86

Strategy

102-14

Statement from senior decision-maker

[A Message from the President and CEO](#)

102-15

Key impacts, risks, and opportunities

[2020 Annual Report](#), page 64

Ethics and Integrity

102-16

Values, principles, standards, and norms of behavior

[Citizens of the World 2020](#), pages 6, 9, 24

[Corporate Policy and Guidelines on Business Conduct](#)

[Supplier Code of Conduct](#)

[Modern Slavery Act Statement](#)

Governance

102-18

Governance structure

[Citizens of the World 2020](#), pages 22-23

Stakeholder Engagement

102-40

List of stakeholder groups

[Citizens of the World 2020](#), pages 4, 5

102-41

Collective bargaining agreements

[Please refer to the chart.](#)

102-42

Identifying and selecting of stakeholders

[Citizens of the World 2020](#), pages 4, 5

102-43

Approach to stakeholder engagement

[Citizens of the World 2020](#), pages 4, 5

102-44

Key topics and concern raised

[Citizens of the World 2020](#), pages 5, 43, 51

Reporting Practice

102-45

Entities included in the consolidated financial statements

[2020 Annual Report](#), page 89

102-46

Defining the report content and topic Boundaries

[Citizens of the World 2020](#), pages 2, 4

102-47

List of material topics

[Citizens of the World 2020](#), page 4

102-48

Restatements of information

No material restatements for this report.

102-49

Changes in reporting

No material changes in reporting.

102-50

Reporting period

January 1, 2020, to December 31, 2020.

102-51

Date of most recent report

2020

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 a third party 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

Management Approach

[Citizens of the World 2020](#), page 4

■ SPECIFIC STANDARD DISCLOSURES

ECONOMIC PERFORMANCE

Disclosure on Management Approach

[2020 Annual Report](#), page 22

201-1

Direct economic value generated and distributed

[2020 Annual Report](#), page 4

[Citizens of the World 2020](#), page 29

201-3

Defined benefit plan obligations and other retirement plans

[Citizens of the World 2020](#), page 63

Anti-Corruption

Disclosure on Management Approach

[Citizens of the World 2020](#), page 27

205-1

Operations assessed for risks related to corruption

[Citizens of the World 2020](#), page 27

205-3

Confirmed incidents of corruption and actions taken

[Citizens of the World 2020](#), page 27

Anti-Competitive Behavior

Disclosure on Management Approach

[Citizens of the World 2020](#), page 27

206-1

Legal actions for anti-competitive behavior, anti-trust and monopoly practices

No material legal actions related to anti-competitive behaviors or practices were reported or identified.

ENVIRONMENT

Energy

Disclosure on Management Approach

[Citizens of the World 2020](#), page 83-89

LEAVE LESS site: www.leaveless.aircanada.com 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

[Please refer to the chart](#) summarizing the energy consumption within the organization, including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (prior years GRI Index).

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

302-2

Energy consumption outside of the organization

[Please refer to the chart](#) summarizing the energy consumption outside of the organization, including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (prior years GRI Index).

302-3

Energy intensity

[Please refer to the chart](#) summarizing the energy intensity, including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

302-4

Reduction of energy consumption

Please refer to the chart summarizing the energy reductions, including data trends from 2018 to 2020. 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 LEAVE LESS site: www.leaveless.aircanada.com**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.**).

Water

303-1

Interactions with water as a shared resource

Citizens of the World 2020, page 96

Please refer to the chart.

303-2

Management of water discharge-related impacts

Please refer to the chart.

303-3

Water Withdrawal

Please refer to the chart

303-4

Water Discharge

Please refer to the chart

Emissions

Disclosure on Management Approach

Citizens of the World 2020, pages 87-89

See the LEAVE LESS site: www.leaveless.aircanada.com**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

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (prior years GRI Index). Also see the **limited assurance letter**

For more information, please refer to **www.leaveless.aircanada.com****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

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (prior years GRI Index). Also see the **limited assurance letter**

For more information, please refer to **www.leaveless.aircanada.com****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

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (prior years GRI Index).

For more information, please refer to **www.leaveless.aircanada.com****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

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at **www.aircanada.com/citizensoftheworld** (prior years GRI Index).

For more information, please refer to **www.leaveless.aircanada.com****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

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to www.leaveless.aircanada.com**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

306-1

Waste generation and significant waste-related Impacts

Citizens of the World 2020, pages 91-95

Please refer to the chart, 2020 reporting is aligned with the standard in effect for 2020. As such, revisions to prior years data have been made to align with the current standard.

306-2

Management of significant waste-related impacts

Citizens of the World 2020, pages 91-95

Please refer to the chart, including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

For more information, please refer to www.leaveless.aircanada.com**External site which may not meet accessibility guidelines and/or language preferences.**

306-3

Waste generated

Please refer to the chart, including data trends from 2018 to 2020.

For more information, please refer to www.leaveless.aircanada.com**External site which may not meet accessibility guidelines and/or language preferences.**

306-4

Waste diverted from disposal

[Citizens of the World 2020](#), pages 76, 91-95

[Please refer to the chart](#), including data trends from 2018 to 2020.

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

306-5

Waste directed to disposal

[Please refer to the chart](#), including data trends from 2018 to 2020.

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

Environmental Compliance

Disclosure on Management Approach

[Citizens of the World 2020](#), pages 84-86

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 2020.

EMPLOYEES

Disclosure on Management Approach

[Citizens of the World 2020](#), pages 61-72

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 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

that the base point for calculating hiring and turnover rate is the headcount as at the end of the previous reporting year.

402-1

Minimum notice periods 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

[Please refer to the chart.](#)

404-3

Percentage of employees receiving regular performance and career development reviews

[Please refer to the chart.](#)

405-1

Diversity of governance bodies and employees

[Citizens of the World 2020](#), pages 66, 67

[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.

412-3

Significant investment agreements and contracts that include human rights clauses or the underwent human rights screening

[Citizens of the World 2020](#), pages 28-29

SAFETY

Occupational Health and Safety

Disclosure on Management Approach

[Citizens of the World 2020](#), pages 54-56

Please also see the Contractor Safety Checklist Contractor Safety Checklist.

403-1

Occupational health and safety management system

[Citizens of the World 2020](#), pages 39-42

Please refer to the charts [Air Canada](#) and [Air Canada Rouge](#), including data trends from 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

403-2

Hazard identification, risk assessment, and incident investigation

[Citizens of the World 2020](#), page 54-56

403-4

Worker participation, consultation, and communication on occupational health and safety

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.

403-9

Work-related injuries

[Citizens of the World 2020](#), page 56

Please refer to the charts [Air Canada](#) and [Air Canada Rouge](#)

CUSTOMERS

Customer Health and Safety

Disclosure on Management Approach

[Citizens of the World 2020](#), pages 38-44

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 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

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 2018 to 2020. Previous years data trends are available at www.aircanada.com/citizensoftheworld (GRI Index).

Customer Privacy

Disclosure on Management Approach

Citizens of the World 2020, pages 31-32

Air Canada and Aeroplan Privacy policies

418-1

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

Citizens of the World 2020, page 32

Please refer to the chart, including data trends from 2018 to 2020. 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

Society Compliance

413-2

Operations with significant actual and potential negative impacts on local communities

Citizens of the World 2020, pages 34, 35, 70-81

419-1

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

No significant fines in 2020. 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 2020

Citizens of the World 2020, pages 74-81

Please refer to the chart for a summary of charitable donations.