

2012

G3.1 Content Index - GRI Application Level B

Note: This list contains GRI indicators to be reported by Air Canada (i.e. GRI indicators not being reported at all have been removed from this list)

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
1.1	Statement from the most senior decision-maker of the organization.	Full	Citizens of the World 2012	p. 5
1.2	Description of key impacts, risks, and opportunities.	Full	2012 Annual Report	p. 4-5, 8-13, 67-76
2. Organizational Profile				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
2.1	Name of the organization.	Full	2012 Annual Report	p. 7
2.2	Primary brands, products, and/or services.	Full	2012 Annual Report	p. 7
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Full	2012 Annual Report	p. 7
2.4	Location of organization's headquarters.	Full	2012 Annual Report	p. 149

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Full	2012 Annual Information form	p. 17-24
2.6	Nature of ownership and legal form.	Full	2012 Annual Information form	p. 3-4
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Full	2012 Annual Information form	p. 12-18

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
2.8	Scale of the reporting organization.	Full	2012 Annual Report	p. 2,7,39
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Full	2012 Annual Information form	p. 3-4
2.10	Awards received in the reporting period.	Full	Citizens of the World 2012	Back Cover
3. Report Parameters				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Full	GRI Table	2012
3.2	Date of most recent previous report (if any).	Full	GRI Table	2011
3.3	Reporting cycle (annual, biennial, etc.)	Full	GRI Table	Decision on reporting cycle to be taken in 2013
3.4	Contact point for questions regarding the report or its contents.	Full	GRI Table	email

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
3.5	Process for defining report content.	Full	GRI Table	The report was prepared in accordance with the principles set forth by the Global Reporting Initiative (GRI), which provides an internationally recognized standard for reporting on an organization's economic, environmental and social performance. Responsibility for the report rests with a 14-member steering committee composed of senior managers drawn from all branches of the company. It is chaired by the Vice President of Corporate Communications. Air Canada declares its 2012 report compliant with GRI application

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				Level B.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Full	GRI Table	We are reporting on Air Canada mainline activities unless otherwise stated. Air Canada operating results and statistics include Air Canada Vacations and third party carriers (such as Jazz Aviation LP ("Jazz")) operating under capacity purchase agreements with Air Canada.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Full	GRI Table	None
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Full	GRI Table	Except where otherwise indicated, we are excluding the activities of AVEOS, Air Canada's former Maintenance, Repair and Overhaul provider as well as Jazz and Sky Regional, two companies with which AC has capacity purchase agreements.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Full	Included throughout report	This is included/explained under each specific indicator, as applicable.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Full	GRI Table	No material effect on the 2011 CSR re-instatements. Refer to GRI 3.11.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Full	Citizens of the World 2012 GRI Table	p.8 In late 2012, Air Canada unveiled plans for a new leisure travel group, which comprises the activities of the airline's tour operator business, Air Canada Vacations, and a new low-cost leisure airline which will operate under the brand name Air Canada rouge™.
3.12	Table identifying the location of the Standard Disclosures in the report.	Full	GRI Table	Refer to www.aircanada.com >About Air Canada>Corporate Sustainability

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				Reports2012 Corporate Sustainability Report2012 GRI
3.13	Policy and current practice with regard to seeking external assurance for the report.	Full	GRI Table	None
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks,	Full	2013 Management Proxy Circular	p. 24 - 27

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	such as setting strategy or organizational oversight.			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Full	GRI Table	The Chairman of the Board, David I. Richardson, is a non-executive officer of the corporation.
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Full	2013 Management Proxy Circular	p. 10-19

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Full	GRI Table	Shareholders and employees may communicate with the Board or individual Board members by contacting the Corporate Secretary or Shareholder Relations. Shareholders may also submit proposals for the corporation's annual meeting of shareholders in accordance with the provisions of the Canada Business Corporations Act. The Corporation does not have work councils. One Board member (Roy Romanow) has been designated as the director nominee of the Corporation's Canadian-based unions pursuant

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1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				to the Pension Memorandum of Understanding entered into in July 2009.
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Full	2013 Management Proxy Circular	p. 21, p. 45 - 74
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Full	2013 Management Proxy Circular	p. 29 - 30

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Full	2013 Management Proxy Circular	p. 29-30
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Full	GRI Table	Air Canada has several policies related to economic, environmental and social performance such as IATA and ICAO standards, its mission, vision and values, environmental policy, employee code of conduct, supplier code of conduct, Air Canada Foundation policy, etc.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Full	GRI Table	At each quarterly meeting of the Audit, Finance and Risk Committee, the General Auditor presents a report including any issues and concerns raised by employees on Air Canada's ethics reporting hotline and the Senior Director of Corporate Safety and Environment also presents a report on safety and the environment.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Full	GRI Table	An annual Board evaluation is conducted by the Chair of the Governance and Corporate Matters Committee

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Full	2013 Management Proxy Circular	p. 33,34
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Full	Citizens of the World 2012	p. 23,27 We endorse IATA and NACC goals.
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or	Full	Citizens of the World 2012 GRI Table	p. 23, 27 Various Chambers of Commerce

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.			
4.14	List of stakeholder groups engaged by the organization.	Full	GRI Table	Employees, shareholders, investors, NGOs, Canadian governments, customers, suppliers
4.15	Basis for identification and selection of stakeholders with whom to engage.	Full	GRI Table	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

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1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				by authorities within these bodies. For the purposes of the Corporate Sustainability report, Air Canada identified and engaged employees, major suppliers and Aeroplan frequent flyer customers through targetted surveys. Air Canada also made a feedback mechanism available through its website at www.aircanada.com. The role of Government Affairs and Community Relations has also been expanded to be able to engage a number of stakeholders

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1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				on multiple issues including sustainability.
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Full	GRI Table	Meetings, surveys, letters, emails, phone calls, focus groups, social media and symposiums.
4.17	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.	Full	Citizens of the World 2012 GRI Table	p.10 For the 2012 Corporate Sustainability Report, Air Canada sought input from its 3 major stakeholder groups (customers,

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				employees and suppliers) via a materiality survey based on feedback from the 2011 report. The key areas of interest were safety, environment, employees and community which were key pillars of the 2011 report 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

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				being addressed at Air Canada on an ongoing basis.
STANDARD DISCLOSURES PART III: Performance Indicators Economic				
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained	Full	Citizens of the World 2012 2012 Annual Report	p. 6 p. 2

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	earnings, and payments to capital providers and governments.			
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Partial	GRI Table	Refer to Air Canada's Carbon Disclosure Project Submission at https://www.cdproject.net/en-US/Results/Pages/responses.aspx
EC3	Coverage of the organization's defined benefit plan obligations.	Full	2012 Annual Report	p. 44-46

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
EC4	Significant financial assistance received from government.	Full	GRI Table	None received.
Market presence				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Partial	GRI Table	Currently, Air Canada does not have a formal policy regarding purchase from locally based suppliers as our biggest expenditures are fuel, aircraft, food and beverages. However, the Corporate Purchasing Policy outlines the business requirements to contract with

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				vendors with the lowest Total Cost of Ownership that could be instrumental to locally based suppliers. The concept of TCO goes beyond the price of acquisition and takes into consideration evaluation of transportation costs, lead times and after sale support services where local suppliers have a competitive edge. Additionally, we consider the environmental footprint when developing specifications wherever practical and economically feasible, encouraging local purchase. As set in the Corporate Purchasing Policy, Air Canada will award

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				contract to suppliers meeting the specifications and appropriate regulatory requirements, who offer the lowest Total Cost of Ownership (TCO), and whose technical competence, financial stability, quality, performance and capabilities meet our corporate requirements.
Indirect economic impacts				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Partial	Citizens of the World 2012	p. 8
Environmental				
Materials				
EN1	Materials used by weight or volume.	Partial	Citizens of the World 2012	p. 54

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Energy				
EN3	Direct energy consumption by primary energy source.	Full	Citizens of the World 2012	p. 53
EN4	Indirect energy consumption by primary source.	Full	Citizens of the World 2012	p. 53
EN5	Energy saved due to conservation and efficiency improvements.	Full	Citizens of the World 2012 GRI Table	p. 20-24, 53 This measure uses current year revenue tonne kilometer (RTK) with previous year's fuel

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				efficiency to estimate what the fuel use would have been if Air Canada had not implemented fuel saving measures. Although fuel use and emissions did increase in 2012, Air Canada estimated that it saved 54 million litres of fuel (or 1.9 million GJ) in fuel efficiency. Since 2005, Air Canada also estimated that it saved 356 million litres of fuel (or 12 million GJ of energy) related to fuel efficiency.
Biodiversity				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
EN13	Habitats protected or restored.	Partial	GRI Table	Air Canada is a long time partner to the Star Alliance Biosphere Connections. This organization supports biodiversity initiatives by flying environmental professionals to sites and events thereby enabling them to further their understanding of complex environmental issues. In addition, Air Canada supported a small non-profit organization that is making a full length documentary about bear habitats. The organization has pledged to commit all money from its documentary (BearTrek) to conservation. Air Canada assisted the organization by

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				contributing to the transportation for the film crew to the Arctic.
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	Full	Citizens of the World 2012 GRI Table	p. 20, 53 Aircraft emissions are calculated using actual fuel consumption (in litres) and an industry standard to calculate emissions (3.15 kg of emissions per kg of jet fuel). Ground Support Equipment

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				emissions are calculated using the GHG Protocol Mobile Guide and based on the quantity and type of fuel (as we cannot calculate distance travelled by vehicle). Stationary combustion emissions are calculated using the fuel consumption and the EPA's Stationary Combustion Guide. Facility emissions are calculated using actual energy consumption (from invoices) and the emissions intensity of electricity generation for the province (or country) is used to calculate emissions.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Full	Citizens of the World 2012 GRI Table	p. 20, 53 The difference in emissions relate to a change in scope boundary. Sky regional signed a capacity purchase agreement in 2012 with Air Canada. Therefore, the total Air Canada 2012 indirect (scope 3) emissions include Sky Regional as well as Jazz.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Full	Citizens of the World 2012 GRI Table	p. 53 Air Canada contributes to the environmental targets

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				established by IATA and NACC that are mandatory within the industry.
EN19	Emissions of ozone-depleting substances by weight.	Partial	Citizens of the World 2012	p. 54
EN22	Total weight of waste by type and disposal method.	Partial	Citizens of the World 2012 GRI Table	p. 54 The waste data is for Canadian facilities only. The non-hazardous waste data was gathered by contacting the new single vendor and then contacting the

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				remaining vendors not covered under that contract.
EN23	Total number and volume of significant spills.	Partial	Citizens of the World 2012 GRI Table	p. 54 Similar to 2011, the majority of significant spills in 2012 were related to lavatories which have a very low quantitative threshold for reporting. The majority of all spills occurred on hard surfaces such as tarmac or concrete and were contained, resulting in minimal environmental impact. No spills were material enough to

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				be reported in Air Canada's financial statements.
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Full	Citizens of the World 2012 GRI Table	p. 54 Regarding materials use, as stated on page 54, Air Canada is working towards recycling recovered glycol to a re-certified de-icing product. Air Canada has already reduced glycol use by determining the amount

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				required for each aircraft, but recertification further reduces waste, effluents, and material use. For emissions, we have many initiatives to reduce fuel use and for noise, as mentioned in SO9, Air Canada continues to make efforts to reduce the impact of our aircraft.
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-	Full	GRI Table	In 2012, AC paid out \$0 for environmental fines related to

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	compliance with environmental laws and regulations.			spills. For compliance with noise abatement procedures (distinct from laws and regulations), in 2012 there were 7 noise violations (4 in Edmonton, 1 in Los Angeles, 1 in New York City, 1 in Brussels). Of the 4 noise violations in Edmonton, 2 were investigated and the airport authority agreed that the deviation was justified). In 2012, we received a fine of €5447 for noise violations that occurred in Brussels in 2011 but

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				the fine has not been paid as it is under litigation.
Social: Labor Practices and Decent Work				
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Full	Citizens of the World 2012	p. 55

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Full	Citizens of the World 2012	p. 56
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.	Partial	GRI Table	Though varying by union group, the differences are generally the effective date of health, dental and disability coverage and the level of basic life insurance.
LA15	Return to work and retention rates after parental leave, by gender.	Full	Citizens of the World 2012	p. 56

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	Full	Citizens of the World 2012	p. 31 This percentage pertains to Air Canada mainline employees only.
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Partial	GRI Table	Notice periods depend on any statutory and/or contractual requirements applicable to employees in different jurisdictions. For example, the Canada Labour Code requires 120 days' notice of technological

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				change affecting the employment of a significant number of employees. 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.
Occupational health and safety				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
LA6	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.	Full	Citizens of the World 2012	p. 52 Air Canada utilizes 92 committees that host 4, 9, or 12 meetings a year to ensure that their workforce is represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. 23,031 employees are represented by committees in the following areas: Systems Operations Control, International, In-flight service, Flight Operations, Cargo, Call

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				Centers, Airports and Air Canada Maintenance.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region and by gender.	Partial	Citizens of the World 2012	p. 14, 52
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Partial	Citizens of the World 2012	p. 31-36

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
LA9	Health and safety topics covered in formal agreements with trade unions.	Partial	GRI Table	Health and Safety topics covered in various collective agreements point to the Canada Labour Code Part II which outlines federal requirements. The IAMAW agreement outlines that Air Canada employer representatives and the union employee representatives will engage in 12 health and safety committee meetings annually to discuss issues, concerns and topics as required. All other collective agreements meet the CLC Part 2 mandate of 9 committee meetings annually. Compensation for work related accidents or diseases is governed

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				by the applicable provincial legislation which is mandatory in every province.
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	Full	Citizens of the World 2012	p. 34, 56
LA11	Programs for skills management and lifelong learning that support the continued	Partial	GRI Table	Air Canada offers on-the-job training, classroom training, e-learning and reference tools/

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	employability of employees and assist them in managing career endings.			documents. In addition, management employees who are laid off involuntarily are offered support services to assist them in finding another job. There is a phased-in retirement program for some unionized employees to help them with this life transition.
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Full	Citizens of the World 2012	p. 56

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Diversity and Equal Opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Full	Citizens of the World 2012	p. 57
Equal remuneration for women and men				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Full	GRI Table	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.
Social: Human Rights				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Investment and procurement practices				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partial	GRI Table	Training on policies and procedures relating to human rights relevant to operations are incorporated in the different types of training for pilots, flight attendants, airport personnel and customer relations.
Non-discrimination				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
HR4	Total number of incidents of discrimination and actions taken.	Full	GRI Table	The reporting is limited to material incidents. In 2012, no material incident was identified and incidents were typically promptly resolved through informal processes rather than protracted litigation.
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Full	GRI Table	Air Canada maintains a strong fundamental training program for policies and procedures when reviewing human rights issues

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				and their application to security. 8 employees in security are trained on how to conduct themselves within the realm of human rights concerns. Air Canada does not rely on third parties security personnel.
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Full	GRI Table	None

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Partial	GRI Table	In 2012, 64 grievances were filed, however, none were material.
Social: Society				
Local communities				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
S09	Operations with significant potential or actual negative impacts on local communities.	Partial	GRI Table	Airports are often located close to urban settings. To limit the impact of noise on these communities Air Canada undertakes several initiatives. First, newer aircraft are much quieter than older aircraft. Second, Air Canada abides by local curfews and flight paths (that avoid urban areas). Third, we use noise abatement procedures such as reduced thrust take-offs and idle descent. Finally, Air Canada is an active participant on multi-stakeholder noise committees at many of its major hubs.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Corruption				
S02	Percentage and total number of business units analyzed for risks related to corruption.	Full	GRI Table	The Audit, Risk & Compliance (internal audit) department performs an annual risk assessment in conjunction with the Enterprise Risk Management process and uses this to assist in the development of the annual internal audit 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 90 AC stations worldwide using the "Corruption

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				Perception Index" published by Transparency International as one of the risk criteria. All business, IT and field audits are conducted following generally accepted standards, which include the consideration of fraud in each audit. Given the size of Air Canada, it is not possible to audit all the branches in a given year. However, the annual audit plan covers activities in 7-10 (20%-28%) of the 35 branches in the Company. The anonymous Ethics Hotline allows employees of Air Canada to report instances of perceived

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				corrupt practices, including but not limited to: bribery, fraud, extortion, collusion, conflict of interest, and money laundering. All Hotline reports are reviewed and investigated. In 2011 and 2012 there were no proven, material cases of corrupt practices.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Partial	Citizens of the World 2012 GRI Table	p.9 Air Canada employees are all subject to the Air Canada Code of Conduct which sets out anti-

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				corruption policies and the procedures to report violations when they join the Company. All management employees are required to review and sign the Code of Conduct annually. We have an automated verification and reporting process to ensure compliance. All unionized employees must also respect the provisions of the Code of Conduct.
SO4	Actions taken in response to incidents of corruption.	Full	GRI Table	There were no incidents of corruption in 2012 that the General Auditor is aware of.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				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, HR 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

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				authorities to file applicable charges.
Public policy				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Full	GRI Table	None
Anti-competitive behavior				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Full	GRI Table	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 and the process is still ongoing. There were two complaints of anti-competitive behaviour filed against us in India by travel agents' associations alleging collusion in the removal of commissions to travel agents. These complaints were rejected. However, the travel agents' association is appealing.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Compliance				
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Full	GRI Table	In 2011 we reported that Air Canada paid \$12 000 for violation of the Official Languages Act, for an incident that predates 2011. In 2012, this decision was overturned and the amount to be paid reduced to \$3000.
Social: Product Responsibility				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
Product and Service Labeling				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Partial	GRI Table	Air Canada utilizes project or product-specific surveys to gauge customer interests, likes and dislikes in order to build or improve upon products and services. Surveys may be online or conducted face to face, depending on objectives. Air Canada also conducts a monthly customer satisfaction survey (CSM) which measures customer satisfaction through a number of metrics ranging from

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				flight satisfaction to value for money. Data is also collected on key service touch points such as the airports experience and service in the air. The CSM also identifies what is most appreciated by our customers and areas for improvement. On a yearly basis Air Canada identifies key trends from the CSM reports which need to be addressed to improve customer satisfaction. These trends are then translated into a yearly plan with targets which is then distributed to the appropriate internal stakeholders for action.

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				In addition Air Canada also welcomes customer feedback through various social network channels such as Facebook and Twitter. Pertinent commendations and complaints are sent to the respective branches for handling to promote improved customer service.
Marketing communications				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Partial	GRI Table	Air Canada complies with the Canadian Air Transportation Regulations on Air Service Price Advertising. Furthermore, Air Canada adheres to Canadian advertising standards as mandated by the Advertising Standards Council in Canada. We also follow all rules related to the Department of Transportation in the USA as it relates to all fare advertising. The same applies to all international markets. We also comply with all privacy standards as they relate to email marketing or any personal information gathering for all

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
				communication programs targeting individuals.
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.	Full	GRI Table	No such incident in 2012.
Customer privacy				

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Partial	GRI Table	Air Canada received no complaints from the regulator regarding passenger privacy in 2012. Air Canada received 51 complaints alleging breach of privacy by consumers. All were investigated. Of these, 22 were substantiated. However, they all involved human errors.
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations	Full	GRI Table	Air Canada paid a fine of \$29M in 2012 to the EU for a competition

GRI	Description	Disclosure Level	Where reported	Details
1. Strategy and Analysis				
STANDARD DISCLOSURES PART I: Profile Disclosures				
	concerning the provision and use of products and services.			violation ruling which pre-dates 2011; Air Canada had appealed the decision imposing this fine in 2011 and the process is still ongoing.