

102-8 Information on employees and other workers
General KPI Information

- a) GRI description: Information on employees and other workers.
- b) Calculation protocol available in: GRI Standards, GRI 102: General Disclosures
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

Total number of employees by employment contract, by gender	Unit	2023		2022		2021	
		Female	Male	Female	Male	Female	Male
Permanent - Full-time	Count	17,056	20,849	15,973	18,758	13,362	15,161
Permanent - Part-time	Count	1,357	831	1,381	944	1,241	1,056
Temporary - Full-time	Count	102	64	91	80	76	68
Temporary - Part-time	Count	6	5	12	5	21	11

Total workforce	Count	2023		2022		2021	
		Female	Male	Female	Male	Female	Male
		18,521	21,749	17,457	19,787	14,700	16,296

Total number of employees by employment contract, by region	Unit	2023		2022		2021	
		Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Canada	Count	38,356	167	35,424	171	29,485	157
United States of America	Count	947	1	914	1	703	
Rest of the world	Count	790	9	718	16	632	19
Total workforce	Count	40,093	177	37,056	188	30,820	176

Note: Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

102-41 Percentage of total employees covered by collective bargaining agreements
General KPI Information

- a) GRI description: Percentage of total employees covered by collective bargaining agreements.
- b) Calculation protocol available in: GRI Standards, GRI 102: General disclosures
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

	Unit	2023	2022	2021
Percentage of total employees covered by collective bargaining agreements	%	84.2%	84.9%	85.5%

Note:

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.

Collective Agreements Durations: Please refer to Air Canada's 2023 Annual Information Form, page 31.

302-1 Energy consumption within the organization
General KPI Information

- a) GRI description: Energy consumption within the organization.
- b) Calculation protocol available in: GRI Standards, GRI 302: Energy, p. 6
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Total fuel consumption from non-renewable sources	Unit	2023	2022	2021	2020
Air operations Aircraft fuel	GJ	163,906,621	137,052,130	70,628,629	72,289,961
Ground operations Diesel/gasoline	GJ	253,740	254,866	165,012	217,552
Ground operations Propane	GJ	25,431	25,603	20,309	14,550
Facilities Natural gas	GJ	525,010	526,045	456,437	501,308
Total	GJ	164,710,802	137,858,645	71,270,386	73,023,371

Total fuel consumption from renewable sources	Unit	2023	2022	2021	2020
Air operations Sustainable Aviation Fuels	GJ	212,727	73,847	-	-
Facilities Renewable Natural Gas	GJ	30,066	12,580	-	-
Total	GJ	242,793	86,427	-	-

Note: All flying for Air Canada Vacations® is done using either Air Canada or Air Canada Rouge®

Total consumption	Unit	2023	2022	2021	2020
Total electricity consumption	GJ	485,521	512,551	476,867	513,923
Total heating consumption	GJ	-	-	-	-
Total cooling consumption	GJ	-	-	-	-
Total steam consumption	GJ	-	-	-	-
Total consumption	GJ	485,521	512,551	476,867	513,923

Total sales	Unit	2023	2022	2021	2020
Total electricity sold	GJ	-	-	-	-
Total heating sold	GJ	-	-	-	-
Total cooling sold	GJ	-	-	-	-
Total steam sold	GJ	-	-	-	-
Total sales	GJ	-	-	-	-

Total energy consumption	Unit	2023	2022	2021	2020
Self-generated electricity, heating, cooling and steam, which are not consumed	GJ	-	-	-	-
Total energy consumption within the organization	GJ	165,439,116	138,457,622	71,747,254	73,537,294

Qualitative KPI Information
Explanation for variation between 2023, 2022, 2021 and 2020:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) affected greatly Air Canada's operations. It translated into a major reduction of flight operations, resulting in an important decline of jet fuel consumption as well as overall reductions in Scope 1 emissions from 2020 to 2022. In 2023, the airline had not attained its 2019 volumes with respect to passengers and cargo flown, which is also reflected in the emissions coming from jet fuel.

Minor changes were made to historical data due to the refinement of methodology over the electricity consumption (impacting less than 5% of total energy consumption).

Standard, methodologies, assumptions, and/or calculation tools used:

Air Canada has compiled its energy consumption values in accordance with the methodology and guidelines described in the GHG Protocol, A Corporate Accounting and Reporting Standard, Revised Edition. Air Canada uses the heating values in Table 1-1 of the Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere (Légis Québec) to convert volume to energy units.

302-2 Energy consumption outside of the organization
General KPI Information

- a) GRI description: Energy consumption outside of the organization.
- b) Calculation protocol available in: GRI Standards, GRI 302: Energy, p. 8
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

	Unit	2023	2022	2021	2020
Upstream energy consumption (excl. energy consumption from 302-1)	GJ	13,593,938	14,597,897	8,215,951	8,260,825
Category 1 - Purchased goods and services*	GJ	13,593,938	14,597,897	8,215,951	8,260,825
Category 2 - Capital goods	GJ	TBD	TBD	TBD	TBD
Category 3 - Fuel- and energy-related activities (not included in scope 1 or scope 2)	GJ	TBD	TBD	TBD	TBD
Category 4 - Upstream transportation and distribution	GJ	TBD	TBD	TBD	TBD
Category 5 - Waste generated in operations	GJ	TBD	TBD	TBD	TBD
Category 6 - Business Travel	GJ	TBD	TBD	TBD	TBD
Category 7 - Employee commuting	GJ	TBD	TBD	TBD	TBD
Category 8 - Upstream leased assets	GJ	NA	NA	NA	NA
Downstream energy consumption (excl. energy consumption from 302-1)	GJ	173,357	184,425	187,490	225,700
Category 9 - Downstream transportation and distribution	GJ	NA	NA	NA	NA
Category 10 - Processing of sold products	GJ	TBD	TBD	TBD	TBD
Category 11 - Use of sold products	GJ	TBD	TBD	TBD	TBD
Category 12 - End-of-life treatment of sold products	GJ	TBD	TBD	TBD	TBD
Category 13 - Downstream leased assets**	GJ	173,357	184,425	187,490	225,700
Category 14 - Franchises	GJ	NA	NA	NA	NA
Category 15 - Investments	GJ	TBD	TBD	TBD	TBD
Total energy consumption outside of the organization	GJ	13,767,295	14,782,322	8,403,441	8,486,526

*Jet fuel consumption from flights operated by carrier(s) under the Air Canada Express banner

**Natural gas and electricity purchased by tenants

Qualitative KPI Information
Explanations of the Energy Categories:

- "TBD" means To be determined (currently under investigation)
- "NA" means Not applicable to Air Canada

Standard, methodologies, assumptions and/or calculation tools used:

Air Canada has compiled its energy consumption values in accordance with the methodology and guidelines described in the GHG Protocol, A Corporate Accounting and Reporting Standard, Revised Edition. Air Canada uses the heating values in Table 1-1 of the Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere (Légis Québec) to convert volume to energy units.

302-3 Energy Intensity

General KPI Information

- a) GRI description: Energy intensity.
- b) Calculation protocol available in: GRI Standards, GRI 302: Energy, p. 10
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Please specify nominator and denominator with their respective units	Unit	2023	2022	2021	2020
Absolute energy consumption (numerator): jet fuel consumed	litres	4,388,217,845	3,666,469,972	1,888,466,027	1,932,886,657
Organization-specific metric (denominator): weight of passengers and cargo by distance transported / 100	100 RTK (revenue tonne kilometres)	154,001,745	120,378,906	51,277,912	46,570,663
Energy intensity ratio	litres / 100 RTK	28.49	30.46	36.83	41.50

Qualitative KPI Information

Explanation for variation between 2023, 2022, 2021 and 2020:

The decline in fuel efficiency observed in 2021 and 2020 was attributed to the COVID-19 pandemic and its consequences on operations (borders closing, flight restrictions, telework, low demand, etc.). The load factors and irregularity in operations, which were beyond our control, significantly impacted certain efficiency levels.

In 2022 and 2023, Air Canada's operations were ramping up and we observed a strong demand for travel, resulting in higher loads on our aircraft. This translates into fuel efficiency levels not seen since pre-COVID (even better than 2019 levels).

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 (including sustainable aviation fuel), on an annual basis, by Air Canada and Air Canada Rouge® aircraft.

Ratio used (within the organization, outside or both):

The ratio uses energy consumed within the organization.

302-4 Reduction of energy consumption

General KPI Information

- a) GRI description: Reduction of energy consumption.
- b) Calculation protocol available in: GRI Standards, GRI 302: Energy, p. 11
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Reductions in energy consumption due to:	Unit	2023	2022	2021	2020
Conversion and retrofitting of equipment	GJ	-	-	-	15,039
Changes in behaviour	GJ	-	-	-	-
Operational changes	GJ	73,466	120,197	83,711	143,130
Fuel Switching	GJ	404	3,324	2,291	-
Process Redesign	GJ	-	-	-	-

Choose how the figures were obtained:	2023	2022	2021	2020
Conversion and retrofitting of equipment	N/A	N/A	Estimated	Estimated
Changes in behaviour	N/A	N/A	N/A	Estimated
Process Redesign	N/A	N/A	N/A	N/A
Fuel Switching	Estimated	Estimated	N/A	N/A
Operational changes	Estimated	Estimated	Estimated	Estimated

Qualitative KPI Information

Basis for calculating reductions in energy consumption such as base year or baseline, and the rationale:

The energy savings associated with the specific initiatives above are modelled. For instance, calculations are completed to determine 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, operating conditions, etc.

Types of energy included in the reductions (fuel, electricity, heating, cooling and steam):

The energy source included is aircraft jet fuel, gasoline used in our old shuttle buses, and electricity in the new shuttle buses.

303-1 Interactions with water as a shared resource
General KPI Information

a) GRI description:	Interactions with water as a shared resource
b) Calculation protocol available in:	GRI Standards, GRI 303: Water GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries	Air Canada and Rouge flight operations worldwide and all Canadian offices and facilities owned by Air Canada.

Reporting requirements

a. Description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts caused or contributed to, or directly linked to the organization's activities, products or services by a business relationship.

Air Canada uses water for its aircraft flight operations and on the ground in its corporate, cargo and maintenance facilities.

Water used for flight operations is provided by the airports and includes the water uplifted for passenger service.

Facilities use water in cooling towers, aircraft and ground support equipment maintenance activities, and in day-to-day facility operations. The water comes from the local municipalities and/or airports and is discharged to municipal sewer systems directly or indirectly via an airport's own sewer system, however any hazardous wastewater generated is treated or disposed of in accordance with regulations.

Air Canada, through its environmental management system, has identified water-related impacts from its activities; both operational and potential. Water used for passenger service and freight operations in water-stressed countries may impact the water resources in that country. Water used in aircraft and ground support maintenance activities generates wastewater effluents discharged to municipal sanitary sewers which need to comply with specific water quality criteria. There is, however, always a risk for releases of various hazardous substances to sanitary or stormwater sewers resulting from environmental incidents during aircraft operations and from maintenance and cargo facilities which may impact water quality.

b. Description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used.

In accordance with our certified environmental management system, Air Canada maintains a register of all environmental aspects and associated impacts for its corporate and operational activities in Canada (and internationally as applicable). The register identifies all activities, products and services of each major business unit and associated departments. Environmental aspects and associated impacts are identified for each activity through assessments and audits, environmental performance information and regulatory inspections.

The significance of environmental impacts of our activities are regularly evaluated using a combination of standardized methodologies as recommended by IENVA as well as internal expertise. Evaluating the significance requires that the compliance obligations, financial implications, stakeholder concerns and environmental impacts be tested for each identified environmental aspect while taking into consideration internal/external environmental influences. Any aspect which is identified as significant requires an environmental management plan.

c. Description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts.

Air Canada has developed environmental management plans to address both its ongoing and potential water-related impacts. These management plans ensure compliance to applicable regulations and are developed to prevent pollution and minimize environmental risks.

Environmental management plans for wastewater and storm water management ensure compliance with municipal regulations with respect to industrial wastewater and storm water discharge. In facilities under effluent permits, discharge effluents are analyzed against specific parameters and should any exceedances be found, an investigation is conducted to determine the root cause and a mitigation plan is submitted and agreed to by municipal authorities.

Environmental management plans have been developed to address potential environmental incidents. These plans describe the management response and reporting procedures for incidents and spills. It identifies applicable reporting threshold and contacts for stakeholders and governmental authorities.

d. Explanation of the process for setting any water-related goals and targets that are part of the organization's management approach, and how they relate to public policy and the local context of each area with water stress.

Air Canada maintains an environmental policy which outlines a commitment to protect our natural environment and improve our environmental performance. Through our environmental register, the use of water resources has been identified as an environmental aspect and rated as significant. In accordance with our certified environmental management system, all significant aspects require a management plan. To address this aspect and its associated impacts, Air Canada has started to measure and track the water consumption onboard aircraft and the usage in its facilities as a first step in the development of the water environmental management plan. This process enabled us to identify discrepancies and repair a water pipe leak in 2023, leading to a significant reduction in facility water withdrawal.

Research on setting potential targets related to facility water withdrawal/consumption and aircraft water uplift started in 2023 and is ongoing.

Reporting recommendations

The reporting organization should report the following additional information:

1.2.1 An overview of water use across the organization's value chain
Water withdrawn in Air Canada owned facilities in Canada

Estimated aircraft water uplift in all flight operations

Estimated aircraft water uplift in water-stress locations

2023	2022	
572.61	1287.5	Megaliters
66.77	51.73	Megaliters
4.33	4.49	Megaliters

1.2.2 A list of specific catchments where the organization causes significant water-related impacts.

N/A

1.2.2 A list of specific catchments where the organization causes significant water-related impacts.

303-2 Management of water discharge-related impacts

General KPI Information

- | | |
|---------------------------------------|--|
| a) GRI description: | Management of water discharge-related impacts |
| b) Calculation protocol available in: | GRI Standards, GRI 303: Water,
GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards |
| c) Boundaries | Air Canada and Rouge flight operations worldwide and all Canadian offices and facilities owned by Air Canada. |

Reporting requirements

- a. Description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including:
- i. **Standards for facilities operating in locations with no local discharge requirements**
N/A - Air Canada follows municipal guidelines for water effluent quality and has operating procedures and pollution prevention mechanisms in place to prevent hazardous substances from entering the wastewater systems.
 - ii. **Internally developed water quality standards or guidelines**
N/A
 - iii. **Sector-specific standards considered**
N/A
 - iv. **Consideration for the profile of the receiving waterbody**
N/A

303-3 Water withdrawal

General KPI Information

a) GRI description:	Water withdrawal
b) Calculation protocol available in:	GRI Standards, GRI 303: Water, GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries	Air Canada and Rouge flight operations worldwide and all Canadian offices and facilities owned by Air Canada.

Reporting requirements

a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable:

i. Surface water;	
0	
ii. Groundwater;	
0	
iii. Seawater;	
0	
iv. Produced water;	
0	
v. Third-party water;	
Total	639.38 Megaliters
Water withdrawn in Air Canada owned facilities in Canada	572.61 Megaliters
Water withdrawn in facilities where Air Canada sprays de-icing fluid	0 Megaliters
Estimated aircraft water uplift for flight operations	66.77 Megaliters

b. Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable:

i. Surface water;	
0	
ii. Groundwater;	
0	
iii. Seawater;	
0	
iv. Produced water;	
0	
v. Third-party water;	
Estimated aircraft water uplift in water-stress locations	4.33 Megaliters

c. Breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories:

i. Freshwater (<1,000 mg/L Total Dissolved Solids);	572.61 Megaliters
ii. Other water (>1,000 mg/L Total Dissolved Solids);	0

Water withdrawal (303-3)					
In Megaliter		2023	2023	2022	2022
		All areas	Areas with water stress	All areas	Areas with water stress
Water withdrawal by source (Megaliter)	Surface water (total)	0	0	0	0
	Freshwater (<1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Groundwater (total)	0	0	0	0
	Freshwater (<1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Seawater (total)	0	0	0	0
	Freshwater (<1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Produced water (total)	0	0	0	0
	Freshwater (<1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Third-party water (total)	639.38	4.33	1339.23	4.49
	Freshwater (<1,000 mg/L Total Dissolved Solids)	639.38	4.33	1339.23	4.49
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
	Total third-party water withdrawal by withdrawal source	0	0	0	0
	Surface water	0	0	0	0
	Groundwater	0	0	0	0
	Seawater	0	0	0	0
	Produced water	0	0	0	0
Total water withdrawal (total) = produced water (total) + third-party water (total)		639.38	4.33	1339.23	4.49

d. Contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.

The facility water withdrawal data is reported by facility meters to a third-party company who manages the municipal water bills on behalf of Air Canada. Aircraft water data (including water uplifted in water-stressed countries) is an estimate based on the planned amount of water to be uplifted to the aircraft at each airport. These estimates are based on aircraft type, passenger service standards, and flight duration and calculated through a weight and balance program.

Airports that are located in water-stressed areas are identified against the AQUEDUCT Water Risk Atlas, which are regions of high or extremely high water stress. Water estimates are made based on the amount of water planned to be uplifted at each airport.

Reporting recommendations

The reporting organization should report the following additional information:

2.2.1 A breakdown of total water withdrawal in megaliters by withdrawal source categories listed in Disclosure 303-3, at each facility in areas with water stress

2023		ALG	ATH	BEX	BRI	CAI	CMN	CLN	CMW	DEL	DON	DXB	FCO	FLK	LIS	MAD	MEX	MTY	PVR	SCL	SD	TLV
Facilities in areas with water stress																						
Water withdrawal (Megaliter) (Source 2.2.1)	Surface water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Groundwater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Seawater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Produced water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Third-party water	1,057.0	1,488	1,059.4	1,384	1,050	1,122	1,594	1,014.6	1,415	1,607	1,002	1,029	1,321	1,197	1,335	1,057	1,177	1,148	1,040	1,365	

Facilities in areas with water stress		ALG	ATH	BCN	BOJ	CAI	CMN	CLN	CMW	DEL	DON	DXB	FCO	FLN	LIS	MAD	MEX	MTY	PVR	SCL	SD	TLV	VCE	ZRH
Water withdrawal (Megaliters) (Source 2.2.1)	Surface water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Groundwater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Seawater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Produced water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Third-party water	1,020.7	1,428.6	1,115.2	1,048.8	1,210.2	1,060.7	1,082.3	1,554.2	1,800.6	1,849.9	1,227.5	1,217.5	1,421.3	1,005.176	1,184.3	1,035	1,269.9	1,000.9	1,099.977	1,120.95	1,038.84	1,254.424	1,060.187

2.2.2 Total water withdrawal in megaliters by suppliers with significant water-related impacts in areas with water stress

N/A

305-1 Direct (Scope 1) GHG emissions

General KPI Information

a) GRI description:	Direct (Scope 1) GHG emissions
b) Calculation protocol available in:	GRI Standards, GRI 305: Emissions, p.7 GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Gross direct (Scope 1) GHG emissions	Unit	Baseline (2019)*	2023	2022	2021
Electricity, heating, cooling and steam generation	tCO ₂ e	31,416	26,671	26,678	23,141
Transportation of materials, products, waste, employees and passengers	tCO ₂ e	13,158,608	11,321,894	9,470,056	4,883,689
Fugitive emissions	tCO ₂ e	499	823	416	736
Biogenic CO ₂ emissions (Sustainable Aviation Fuels, Renewable Natural Gas)	tCO ₂ e	-	16,078	5,686	-
Total gross direct GHG emissions	tCO₂e	13,190,523	11,365,466	9,502,836	4,907,566

* As part of Air Canada's Climate Action Plan, interim targets in 2030 use 2019 as a baseline year.

Qualitative KPI Information

Explanation for variation between 2019 (Baseline), 2021, 2022, and 2023:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) greatly affected Air Canada's operations. It resulted in a major reduction of flight operations, resulting in an important decline of jet fuel consumption as well as overall reductions in Scope 1 emissions from 2020 to 2022. In 2023, the airline had not attained its 2019 volumes with respect to passengers and cargo flown, which is also reflected in the emissions coming from jet fuel.

In 2022, Air Canada resumed its Sustainable Aviation Fuels (SAF) program, purchasing SAF. Air Canada also started to source renewable energy for its ground operations with the purchase of Renewable Natural Gas (RNG) for its Montréal headquarters. These investments increased in 2023, where Air Canada purchased more SAF and more RNG, including the procurement of RNG for its Vancouver offices.

Minor changes were made to the use of the emission factor sources for natural gas which were done to refine the emissions data (impacting less than 0.1% of total Scope 1 emissions).

Objectives set:

In March 2021, Air Canada announced its climate ambition that sets out mid-term targets in support of its long-term aspiration of net-zero GHG emissions by 2050. Those mid-term targets are:

- 20 per cent GHG net reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG net reductions from our ground operations by 2030 compared to our 2019 baseline
- investment of \$50 million in Sustainable Aviation Fuels (SAF), as well as in carbon reductions and removals.

Gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all):

The following gases were included in the calculations: CO₂, CH₄, N₂O, and HFCs.

Base year chosen, 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:

2019

Standards, methodologies, assumptions and/or calculation tools used:

Air Canada has prepared its Scope 1 GHG emissions in accordance with the methodology and guidelines described in the GHG Protocol, A Corporate Accounting and Reporting Standard, Revised Edition. Appropriate emission factors are used to convert amounts from energy sources to GHG, where they are all summed up.

Source of the emissions factors used and the global warming potential (GWP) rates used:

Energy and emissions factors were derived from the following reports:

- Canada, National Inventory Report 1990–2022—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2022—Part 3, Tables A13-2 to A13-14;
- US EPA 2024 - egrid2022
- International Energy Agency (IEA), Emissions Factors 2023, Annual GHG emission factors for World countries from electricity and heat generation
- World Resource Institute, The GHG Protocol calculation tools: <http://www.ghgprotocol.org/calculation-tools/all-tools>; and
- World Resource Institute, Emission-Factors-from-Cross-Sector-Tools-(April-2014) inside Référence-GHG Protocol (see ongllet "Transport Fuel Use").
- Greenhouse Gas Protocol 2017- Global warming potential (GWP) values (Fifth Assessment Report (AR5))

Consolidation approach for emissions (equity share, financial control, operational control):

Air Canada has chosen the operational control's approach.



305-2 Energy indirect (Scope 2) GHG emissions

General KPI Information

- a) GRI description: Energy indirect (Scope 2) GHG emissions
- b) Calculation protocol available in: GRI Standards, GRI 305: Emissions, p.9
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Location-Based

Gross location-based energy indirect (Scope 2) GHG emissions	Unit	Baseline (2019)*	2023	2022	2021
Electricity	tCO ₂ e	11,481	6,125	8,404	6,942
Total gross energy indirect GHG emissions (restated)	tCO ₂ e	11,481	6,125	8,404	6,942
Total gross energy indirect GHG emissions (historical)	tCO ₂ e	10,489	-	8,705	7,144
Variance (restated compared to historical data)	tCO ₂ e	992	N/A	-301	-202

Market-Based

Gross market-based energy indirect (Scope 2) GHG emissions	Unit	Baseline (2019)*	2023	2022	2021
Electricity	tCO ₂ e	11,481	3,017	8,404	6,942
Total gross energy indirect GHG emissions	tCO ₂ e	11,481	3,017	8,404	6,942

* As part of Air Canada's Climate Action Plan, interim targets in 2030 use 2019 as a baseline year.

Qualitative KPI Information

Explanation for variation between 2019, 2021, 2022, and 2023:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) had a material impact on Air Canada's operations. In 2022, the airline was still recovering from the pandemic, especially early on, and additionally the old hangar in Toronto Pearson (YYZ) was completely decommissioned (which led to an important decrease of electricity consumption in YYZ). In 2021, several Canadian and international offices and stations were closed resulting in a decline of electricity consumption for the year. Finally, we have noticed important decreases of the provincial emissions factors from 2019 forward for some of the provinces with higher GHG intensity. In these provinces, electricity generation used a greater share of low-carbon energy sources compared with previous years. In 2023, we have also seen significant decreases in facility surface areas in locations where the carbon intensity of electricity generation is high, causing electricity consumptions to decrease, and thus, scope 2 emissions drastically reducing.

Objectives set:

- In March 2021, Air Canada announced its climate ambition that sets out mid-term targets in support of its long-term aspiration of net-zero GHG emissions by 2050. Those mid-term targets are:
- 20 per cent GHG net reductions from our air operations by 2030 compared to our 2019 baseline
 - 30 per cent GHG net reductions from our ground operations by 2030 compared to our 2019 baseline
 - investment of \$50 million in Sustainable Aviation Fuels (SAF), as well as in carbon reductions and removals.

Gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all):

The following gases were included in the calculations: CO₂, CH₄, N₂O, and HFCs.

Base year chosen, 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:
2019

Standards, methodologies, assumptions and/or calculation tools used:

- Air Canada has prepared its Scope 2 GHG emissions in accordance with the methodology and guidelines described in the GHG Protocol, A Corporate Accounting and Reporting Standard, Revised Edition. The following steps are taken in calculating our scope 2 emissions:
- Actual electricity consumption received is allocated to Air Canada's owned and leased facilities
 - Electricity consumption is estimated for facilities where actual data is unavailable, using kWh/m² ratios of known electricity facilities
 - A portion of electricity from facilities is allocated to tenants based on the surface area that tenants occupy in their respective buildings
 - Appropriate emission factors are used to convert electricity amounts to GHG, where they are all summed up.

Historical years recalculation

- Air Canada is dedicated to improving its data quality and accuracy on a continual basis. In 2023, some changes related to the methodology, emission factors, and global warming potentials were made to improve and update historical data. These include:
- Emission factors source for international electricity consumption (outside Canada and the US) was changed from Ecometrica to International Energy Agency (IEA). Ecometrica emission factors were sourced from a document that was not updated on an annual basis. IEA emission factors are updated yearly.
 - The kWh/m² used was updated to contain more refined fallbacks. It was previously Country > World; It is now Province/State (Canada/US) > Country > Region > World
 - Our understanding of facility and tenants' spaces were updated, which impacted prior years and began a baseline recalculation, in alignment with the GHG Protocol.
 - Air Canada transitioned from using Global Warming Potentials from the Fourth Assessment Report (AR4) to the Fifth Assessment Report (AR5).
- The location-based table above contains the restated data alongside the historical data. The table also displays the variance between restated and historical data to facilitate comparison and transparency.

Explanation of location-based and market-based Scope 2 emissions:

Starting in 2023, Air Canada began purchasing Renewable Energy Certificates (RECs) for most of its electricity consumption across Canada from Bullfrog Power Inc. The purchase of RECs ensures that the electricity purchased is coming from renewable sources, such as from solar and wind. This means that the market-based emission factors for the solar and wind projects are zero for the generation of electricity. For the residual mix, since there are no rates available in Canada at the moment, Air Canada is using the default location-based emission factors for any electricity that is not offset from the purchase of RECs.

Source of the emissions factors used and the global warming potential (GWP) rates used:

- Energy and emissions factors were derived from the following reports:
- Canada, National Inventory Report 1990–2022—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
 - Canada, National Inventory Report 1990–2022—Part 3, Tables A13-2 to A13-14;
 - US EPA 2024 - egrid2022
 - International Energy Agency (IEA), Emissions Factors 2023, Annual GHG emission factors for World countries from electricity and heat generation
 - World Resource Institute, The GHG Protocol calculation tools: <http://www.ghgprotocol.org/calculation-tools/all-tools>; and
 - World Resource Institute, Emission-Factors from Cross-Sector-Tools (April-2014) inside Référence-GHG Protocol (see onglent "Transport Fuel Use").
 - Greenhouse Gas Protocol 2017- Global warming potential (GWP) values (Fifth Assessment Report (AR5))

Consolidation approach for emissions (equity share, financial control, operational control):

Air Canada has chosen the operational control's approach.

305-3 Other indirect (Scope 3) GHG emissions

General KPI Information

a) GRI description:	Other indirect (Scope 3) GHG emissions
b) Calculation protocol available in:	GRI Standards, GRI 305: Emissions, p.11 GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Gross other indirect (Scope 3) GHG emissions	Unit	Baseline (2019)*	2023	2022	2021
Upstream scope 3 emissions	tCO ₂ e	1,605,161	937,417	1,006,648	566,627
Category 1 - Purchased goods and services	tCO ₂ e	1,605,161	937,417	1,006,648	566,627
Category 2 - Capital goods	tCO ₂ e	TBD	TBD	TBD	TBD
Category 3 - Fuel- and energy-related activities (not included in scope 1 or scope 2)	tCO ₂ e	TBD	TBD	TBD	TBD
Category 4 - Upstream transportation and distribution	tCO ₂ e	TBD	TBD	TBD	TBD
Category 5 - Waste generated in operations	tCO ₂ e	TBD	TBD	TBD	TBD
Category 6 - Business Travel	tCO ₂ e	TBD	TBD	TBD	TBD
Category 7 - Employee commuting	tCO ₂ e	TBD	TBD	TBD	TBD
Category 8 - Upstream leased assets	tCO ₂ e	NA	NA	NA	NA
Downstream scope 3 emissions	tCO ₂ e	8,860	5,271	6,554	6,675
Category 9 - Downstream transportation and distribution	tCO ₂ e	NA	NA	NA	NA
Category 10 - Processing of sold products	tCO ₂ e	TBD	TBD	TBD	TBD
Category 11 - Use of sold products	tCO ₂ e	TBD	TBD	TBD	TBD
Category 12 - End-of-life treatment of sold products	tCO ₂ e	TBD	TBD	TBD	TBD
Category 13 - Downstream leased assets	tCO ₂ e	8,860	5,271	6,554	6,675
Category 14 - Franchises	tCO ₂ e	NA	NA	NA	NA
Category 15 - Investments	tCO ₂ e	TBD	TBD	TBD	TBD
Total gross indirect GHG emissions	tCO ₂ e	1,614,021	942,688	1,013,202	573,302

* As part of Air Canada's Climate Action Plan, interim targets in 2030 use 2019 as a baseline year.

Qualitative KPI Information

Explanation for variation between 2019, 2021, 2022, and 2023:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) had a material impact on Air Canada's operations. The reduction in flight operations resulted in an important decline of jet fuel consumption (including the carriers operating under the Air Canada Express banner) in 2021 and 2022. In 2023, the airline had not reached its volumes seen in 2019. There was also a decrease in flying from the Air Canada Express carriers in 2023 when compared to 2022, resulting in lower emissions.

Explanations of Scope 3 Categories:

- "TBD" means To be determined (currently under investigation)
- "NA" means Not applicable to Air Canada
- Category 1 GHG emissions include jet fuel combustion from carriers operating under the Air Canada Express banner
- Category 13 GHG emissions include electricity and natural gas GHG emissions from tenants

Objectives set:

In March 2021, Air Canada announced its climate ambition that sets out mid-term targets in support of its long-term aspiration of net-zero GHG emissions by 2050. Those mid-term targets are:

- 20 per cent GHG net reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG net reductions from our ground operations by 2030 compared to our 2019 baseline
- investment of \$50 million in Sustainable Aviation Fuels (SAF), as well as in carbon reductions and removals.

Gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all):

The following gases were included in the calculations: CO₂, CH₄, N₂O, and HFCs.

Base year chosen, 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:

2019

Standards, methodologies, assumptions and/or calculation tools used:

Air Canada has prepared its Scope 3 GHG emissions in accordance with the methodology and guidelines described in the GHG Protocol, A Corporate Accounting and Reporting Standard, Revised Edition. When actual electricity or natural consumptions were not available, Air Canada estimated the emissions based on the occupancy surface by the tenants.

Source of the emissions factors used and the global warming potential (GWP) rates used:

- Energy and emissions factors were derived from the following reports:
 - Canada, National Inventory Report 1990–2022—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
 - Canada, National Inventory Report 1990–2022—Part 3, Tables A13-2 to A13-14;
 - Greenhouse Gas Protocol 2017- Global warming potential (GWP) values (Fifth Assessment Report (AR5))

Consolidation approach for emissions (equity share, financial control, operational control):

Air Canada has chosen the operational control's approach.

305-4 GHG Emissions Intensity

General KPI Information	
a) GRI description:	GHG emissions intensity.
b) Calculation protocol available in:	GRI Standards, GRI 305: Emissions, p. 13 GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information					
Please specify numerator and denominator with their respective units	Unit	Baseline (2019)*	2023	2022	2021
Absolute energy consumption (numerator): emissions from jet fuel combustion	kg of CO ₂ e	13,134,632,163	11,302,854,229	9,450,938,734	4,871,021,456
Organization specific metric (denominator): weight of passengers and cargo by distance flown / 100	100 RTK (revenue tonne kilometres)	165,100,915	154,001,745	120,378,906	51,277,912
GHG emissions intensity	kg of CO ₂ e / 100 RTK	79.56	73.39	78.51	94.99

* As part of Air Canada's Climate Action Plan, interim targets in 2030 use 2019 as a baseline year.

Qualitative KPI Information
Explanation for the variation between 2019, 2021, 2022, and 2023: The decline in fuel efficiency observed in 2021 was attributed to the COVID-19 pandemic and its consequences on operations (borders closing, flight restrictions, telework, low demand, etc.). The load factors and irregularity in operations made it challenging to maintain certain efficiency levels. In 2022, Air Canada's operations were ramping up and we observed a strong demand for travel, translating into pre-COVID fuel efficiency levels (even better than 2019 levels). In 2023, demand for air travel increased significantly compared to 2022 with an increase in jet fuel as well. However, demand has increased more than jet fuel use, resulting in higher loads, and an improved GHG emissions intensity compared to 2022, and even 2019. Objectives set: In March 2021, Air Canada announced its climate ambition that sets out mid-term targets in support of its long-term aspiration of net-zero GHG emissions by 2050. Those mid-term targets are: - 20 per cent GHG net reductions from our air operations by 2030 compared to our 2019 baseline - 30 per cent GHG net reductions from our ground operations by 2030 compared to our 2019 baseline - investment of \$50 million in Sustainable Aviation Fuels (SAF), as well as in carbon reductions and removals. Absolute energy consumption (the numerator) chosen to calculate the ratio: The combustion of jet fuel is used as the numerator to calculate the ratio. Biogenic CO₂ from the combustion of sustainable aviation fuel is not included in the numerator. Organization-specific metric (the denominator) chosen to calculate the ratio: The "Revenue Tonne kilometers" (RTK) is used as the denominator to calculate the ratio. The RTK represents the payload mass of passengers and their luggage, and cargo freight by distance flown. Types of GHG emissions included in the intensity ratio: whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3): The intensity ratio includes only the direct GHG emissions from jet fuel consumption (one of Air Canada's Scope 1 emissions). Gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all): The following gases were included in the calculations: CO₂, CH₄ and N₂O.

305-5 Reduction of GHG emissions

General KPI Information

a) GRI description:	Reduction of GHG emissions.
b) Calculation protocol available in:	GRI Standards, GRI 305: Emissions, p. 14 GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada, including Air Canada Rouge®, Air Canada Vacations®, Aeroplan Inc. and Trans-Canada Capital Inc.

Quantitative KPI Information

Reductions in GHG emissions due to:	Unit	2023	2022	2021	2020
Process redesign	tCO ₂ e	-	-	-	-
Conversion and retrofitting of equipment	tCO ₂ e	-	-	-	1,037
Operational changes	tCO ₂ e	5,066	8,269	5,773	9,871
Changes in behaviour	tCO ₂ e	-	-	-	-
Offsets	tCO ₂ e	869,574	-	-	-
Fuel switching	tCO ₂ e	36	295	212	-
Alternative fuel usage	tCO ₂ e	16,078	5,684	-	-
Total	tCO₂e	890,753	14,269	5,985	10,908

Qualitative KPI Information

Explanation for the variation between 2020, 2021, 2022, and 2023.

The Fuel Efficiency Initiative, led by the Operational Excellence department, is mandated to unify all of Air Canada's aircraft-related fuel and energy reduction initiatives from all operating branches under a single corporate strategic plan, to track and measure their success, and provide appropriate visibility. Projects are inclusive of carriers operating under the Air Canada Express banner where applicable.

- In 2023, fuel efficiency initiatives yielded approximately 2.0 M litres of jet fuel savings representing the avoidance of 5,102 tonnes of CO₂e to the atmosphere. The group continues its efforts with six projects currently in progress.
- An additional avoidance of 36 tonnes of CO₂e to the atmosphere was generated from replacing a fossil fuel powered employee shuttle in Montreal to a lithium-ion powered shuttle, which is in addition to the three electric shuttles that began operating in Vancouver in 2022.
- Air Canada has continued its procurement of sustainable aviation fuel (SAF) in 2023. Roughly 1.5 M US gallons of SAF was purchased, resulting in the avoidance of 14,559 tonnes of CO₂e from the combustion of fuel.
- Air Canada has also continued to purchase renewable natural gas (RNG) for its facilities in Montreal and Vancouver, procuring roughly 30,000 GJ of RNG resulting in an avoidance of 1,518 tonnes of CO₂e.

In 2023, Air Canada also began purchasing offsets under two initiatives. The first being Renewable Energy Certificates (RECs). Refer to GRI 305-2 for more information about RECs. The second initiative began in 2023 from the Aeroplan Redemption Program. When a customer redeems a flight using Aeroplan points, Air Canada purchases and retires carbon offsets equal to the approximate GHG emissions of the customers flying on the redeemed flights. For more information about how a customer's GHG emissions are estimated, refer to the FAQ page on our carbon offset provider's (Choose) website.

Objectives set:

- In March 2021, Air Canada announced its climate ambition that sets out mid-term targets in support of its long-term aspiration of net-zero GHG emissions by 2050. Those mid-term targets are:
 - 20 per cent GHG net reductions from our air operations by 2030 compared to our 2019 baseline
 - 30 per cent GHG net reductions from our ground operations by 2030 compared to our 2019 baseline
 - investment of \$50 million in Sustainable Aviation Fuels (SAF), as well as in carbon reductions and removals

Gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all):

The following gases were included in the calculations: CO₂, CH₄, N₂O, and HFCs.

Standards, methodologies, assumptions and/or calculation tools used:

To calculate its GHG emissions reductions from process design, conversion and retrofitting of equipment, operational changes and changes of behaviour, Air Canada is not applying the methodology of the GHG Protocol for Project Accounting. Air Canada is not comparing its GHG emissions to baseline year, but is reflecting the GHG emissions impacts of its energy saving of the ongoing projects on a yearly basis.

GHG savings from alternative fuel usage is only considering the combustion of fuel savings. Consideration for upstream emissions are not considered at this time.

Scopes in which the reductions took place; whether direct (scope 1), energy indirect (scope 2), and/or other indirect (scope 3):

All above-mentioned GHG reductions took place in Scope 1 emissions.

306-1 Waste generation and significant waste-related impacts

General KPI Information

- a) GRI description: Waste generation and significant waste-related impacts.
- b) Calculation protocol available in: GRI Standards, GRI 306: Waste
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada (Canadian offices and facilities / on-board waste for domestic mainline stations)

Reporting requirements

a. For the organization's significant actual and potential waste-related impacts, a description of:

i. the inputs, activities, and outputs that lead or could lead to these impacts;

Inputs: Air Canada is a service-based company and therefore does not manufacture goods and products. Air Canada does, however, purchase services, products, and packaging from suppliers for use and resale. General supplier categories include catering and amenities, aircraft and facility maintenance, office supplies, uniform apparel, and travel goods and accessories. Examples of inputs acquired through suppliers include all meals and products provided during on-board service, maintenance products and equipment such as spare parts, office supplies such as furniture and IT equipment, and branded items such as uniforms.

Activities: Air Canada activities that generate non-hazardous and hazardous waste include cargo operations, ground support equipment (GSE), aircraft maintenance, real estate management of offices and facilities, in flight customer service, and retail.

Outputs: Indirect outputs are generated through activities and include the distribution and retail of branded goods and accessories and their packaging acquired through suppliers. Air Canada also has a robust donation program, where gently used items are given to partner organizations for reuse and upcycling.

ii. whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain

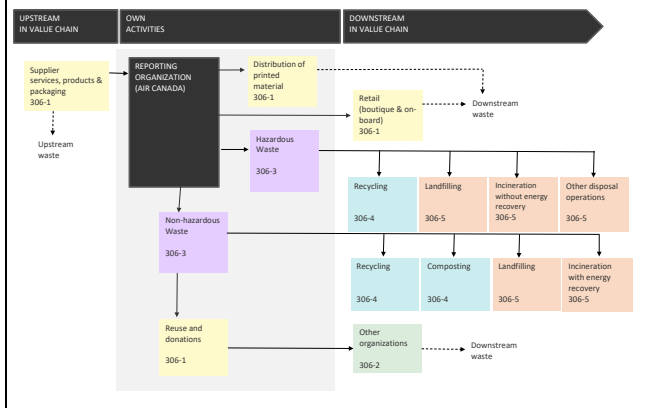
Upstream: Waste generated upstream is generated by third-party suppliers providing services and/or goods for Air Canada. For example, catering providing prepared meals or companies who provide aircraft parts. This includes packaging, by-product food waste, plastics, cardboard, paper, e-waste, and scrap metals. The waste generated upstream is not managed by Air Canada.

Own Activities: Waste generated from Air Canada activities include non-hazardous and hazardous waste. Non-hazardous waste includes organics, plastics, wood, cardboard, paper, e-waste, scrap metals, textiles, glass, and mixed waste. Hazardous waste includes flammable liquids, oily solids, batteries, corrosives, solvents, chemicals, degreasers, antifreeze, waste fuels, wastewater and sludge. Air Canada manages the waste generated, both hazardous and non-hazardous, from its own activities through contract waste haulers. International on-board waste generated is not monitored and has not been quantified by Air Canada because these wastes are co-mingled with other operator waste at third-party-controlled airports and disposal is regulated by the Canadian Food and Inspection Agency (CFIA) under the International Waste Directive (IWD).

Downstream: Waste generated downstream is the result of distribution and retail of branded products on-board, online and in retail locations. This primarily includes paper and packaging products, plastic, and e-waste. In addition, items donated to other organizations are also eventually disposed of downstream. These items include textiles, plastics, and e-waste.

Reporting recommendations

Process flow of inputs, activities, and outputs that lead or could lead to significant waste-related impacts.



306-2 Management of significant waste-related impacts

General XPI Information

a) GRI description:	Management of significant waste-related impacts.
b) Calculation protocol available in:	GRI Standards, GRI 306: Waste GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada (Canadian offices and facilities / onboard waste for domestic mainline stations)

Reporting requirements

a. Actions, including circularity measures, taken to prevent waste generation in the organization's own activities and upstream and downstream in its value chain, and to manage significant impacts from waste generated.

Office & Facility, Waste Centralization

In 2018, Air Canada introduced a centralized recycling program in its offices and facilities. Larger receptacles in common areas were installed, desk-side garbage bins were eliminated, and employees had access to recycle common items such as plastics, paper, and organics. Work is underway to implement expansion of the program to offices in Toronto in 2024 and any remaining or new office or facility areas built. Air Canada also regularly recycles bulk waste from its operational facilities. Additional recycling programs for a range of items including wood, metal, plastic film and other items enhance existing programs in these facilities.

E-Waste

In 2015, Air Canada launched a battery and cell phone recycling program. The program disposes of spent batteries from assorted handheld devices and tools and improves efforts to recycle hazardous waste and cell phones. Air Canada currently has battery boxes at over 30 collection points at stations around Canada. Additionally, Air Canada maintains a program for collecting employees' portable electronic devices in Toronto and Montreal. For corporate-owned devices we run a certified erasure of data when required and they are either repurposed or shredded for material recuperation and recycling. We also have various electronic waste disposal bins installed throughout our facilities to further promote responsible disposal practices.

Maple Leaf Lounges

Prior to 2020, 18 of our 19 Canadian Maple Leaf Lounges recycled, and 14 offered composting programs. In 2024, after a series of organizational changes and post pandemic developments, Environmental Affairs plans to support the Maple Leaf Lounge team in reestablishing a baseline and improving recycling and composting initiatives.

Onboard Recycling

Air Canada has an established procedure for recycling on domestic flights at 6 of our 9 major Canadian stations. Due to strict regulatory requirement recycling is available at select Canadian hubs, where newspapers, magazines, plastic bottles, aluminum cans and other beverage containers onboard our domestic flights are collected by in-flight service and recycled by caterers and grooming and ramp teams. Air Canada resumed regular auditing and data collection in 2024.

We have also been working closely with other airlines and stakeholder groups to gain a better understanding of the risks associated with international recycling and composting. Due to strict regulations mandated by the Canadian Food Inspection Agency (CFIA) through the International Waste Directive, Air Canada along with other transport carriers, are not permitted to recycle from international destinations due to the risks of contamination from foreign food and plant-born vectors. In addition, all airline waste from domestic and international flights arriving in Montreal and Toronto has been designated as international waste by the Canada Border Services Agency (CBSA) responsible for the enforcement of the directive.

Single Use Plastics

Air Canada's commitment to minimizing waste also includes significant plastic reduction efforts. This includes researching and rethinking important decisions made at various stages of our supply chain with the goal of minimizing our single-use plastic use. Since 2018 Air Canada has been identifying options to eliminate, replace, and reduce our single-use plastic items onboard and continues to do so. Bamboo cutlery was made available system-wide on all Air Canada flights by the end of 2023 to comply with federal SUP regulations. Bamboo cutlery was available earlier in 2023 on flights departing Scotland, England, France, Australia, and India for Canada.

In 2024, Air Canada is working on launching a new approach to evaluating product sustainability based on circular economy principles. From developing comprehensive end-of-life management strategies to reducing single-use plastics in our aircraft, Air Canada is committed to finding creative and long-lasting solutions to beyond simply diverting waste from the landfill. In 2023, Air Canada began work to complete two life cycle analysis for cabin design and onboard products. The exercise will help to guide our future strategy on addressing the life-cycle of both the cabin components and onboard products. The work is ongoing in 2024 for efficiencies and sustainability opportunities both onboard but also throughout the Air Canada footprint.

Strategic Procurement

In addition to this, Air Canada's Strategic Procurement department is integrating ESG considerations into the traditional procurement process to help support our corporate sustainability objectives, including evaluating and purchasing eco-friendly products.

Reuse & Upcycling

Since 2017, Air Canada has found creative ways to recycle our uniforms. We continue to donate discontinued uniforms to organizations that can help put them to good use. Air Canada has ongoing partnerships with organizations, to repurpose uniforms in workwear for low-income groups and upcycling other uniform into reusable textile. In 2021, Air Canada developed an internal marketplace app where employees can exchange lightly used uniforms items with each other to ensure uniforms in perfect condition are reused rather than recycled. In 2022, Air Canada launched a new aircraft textile recycling program to divert used aircraft carpets, seat covers, and cushions from aircrafts undergoing maintenance in Toronto. These are upcycled into new carpets or the fibers are shredded and recycled.

Air Canada has also collaborated with charities in Canada to distribute gently used business class duvets to several social service agencies that assist newcomers to Canada and other Canadians in need. Following dry cleaning, most of our duvets are reused onboard, but those that have wear and tear that prevents them from meeting service standards are removed for donation. Air Canada also increased its outreach to recycle and repurpose our unused amenity kits and individual unopened products that were collected from business class.

Circular Economy

Over the last five years, we have worked to create partnerships with organizations to promote circularity measures in our operations. Past examples include distributing leather from seats to third parties to create fashion accessories such as handbags. Legacy uniforms and cargo straps were distributed to another organization and used to create punching bags that were distributed to community gyms. We also continue to work with textile recyclers on an ongoing basis to shred uniforms that cannot be redistributed. The output from the shredding is then used in automotive stuffing, or incinerated to generate energy. In 2022, expired life jackets were also diverted from landfill by working with community partners to upcycle materials into bags and other products.

Stewardship Programs

Air Canada also participates in end producer responsibility programs in multiple provinces for paper and packaging products (PPW), most recently adding New Brunswick and currently in preparation to add Nova Scotia and Alberta to the PPW programs. Air Canada and its subsidiaries including Aeroplan and Air Canada Vacations are covered under this program. In 2021, Air Canada began reporting to extended electronic producer responsibility programs in Canada for headsets sold on domestic flights. This program was formalized in 2022 and Air Canada now submits monthly electronic reports to provinces with EPR requirements.

b. If the waste generated by the organization in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations.

Hazardous waste in offices and facilities is managed by contacting designated waste vendors. During contract negotiations, these vendors are required to disclose their certificate of Approval, Approval to Operate and Operating permit, where applicable, and disposal processes for each location at which they operate. Risk assessments on and compliance performance of vendors were reviewed prior to the contract award. Also, any past environmental issues flagged were reviewed and discussed with vendors, focusing on implementation of corrective actions and satisfactory compliance resolution, and authorization to proceed with contract is approved by the General Compliance Officer of the Law Branch.

Non-hazardous waste in offices and facilities is managed by the designated building management company. Other data is collected by the receipt of reports from companies that fall outside the designated contract. Non-hazardous onboard waste is managed by the designated catering company and local airport. These are regularly audited by the Canada Border Services Agency (CBSA) to ensure disposal of domestic waste is carried out in line with the International Waste Directive. This includes the requirement that domestic waste be properly segregated from international waste.

c. The processes used to collect and monitor waste-related data

The hazardous waste data for offices and facilities was gathered by contacting designated hazardous waste vendors. Reports are compiled on an annual basis and scanned for abnormalities. The non-hazardous waste data for offices and facilities was collected by the designated building management company, other data is collected by the receipt of reports from companies that fall outside the designated contract. These reports are collected on an annual, monthly, and case-by-case basis. The non-hazardous waste data for onboard was collected by conducting waste audits of select flights and applying totals to annual flight data. All data is inputted into an internal dashboard to track overall diversion rates and annual trends throughout the year.

International onboard waste is not monitored and has not been quantified by Air Canada because all waste is co-mingled at the airport level. Disposal is regulated by the Canadian Food and Inspection Agency (CFIA) under the International Waste Directive (IWD). International waste must be disposed of in a designated landfill or incineration site. As such, there are currently no waste diversion opportunities available (i.e., recycling and composting) for waste arriving in Canada from abroad.

306-3 Waste generated
General KPI Information

a) GRI description:	Waste Generated
b) Calculation protocol available in:	GRI Standards, GRI 306: Waste GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada (Canadian offices and facilities / onboard waste for domestic mainline stations)

Reporting requirements
a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste;

see tables below

b. Contextual information necessary to understand the data and how the data has been compiled.

The waste data is for Canadian offices and facilities, special projects, and for on-board waste from domestic mainline stations. Waste generated from customer service activities at airport terminals is not monitored by Air Canada as this waste is accounted for by the airports in which we operate.

The hazardous waste data for offices and facilities was gathered by contacting designated contracted hazardous waste vendors. It is important to note that the hazardous waste data collected from the vendor includes both hazardous materials and other environmentally sensitive materials (such as used oil cans). 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. Volumes are also influenced by the amount of construction and demolition conducted throughout the year.

The non-hazardous waste data for offices and facilities was collected by the designated building management company, other non-hazardous wastes such as textiles and donations data is collected by the receipt of reports from companies that fall outside the designated contract. Year over year variation can be accounted for by increases in the operational needs of the organization and construction and demolition projects throughout the year.

In 2023 an increased rate in the diversion on non-hazardous waste was observed compared to 2022, despite having an increased waste generation (since the operation activities in 2023 increased to pre-pandemic levels). Similarly for hazardous waste, there was a steady increase in hazardous waste generated year over year.

Table 1: Waste by composition, in metric tons (t)

NON-HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Non-Hazardous Waste	110.24	110.04	0.20
Office & Facility Waste	4,045.15	2,587.01	1,458.14
Total	4,155.39	2,697.05	1,458.34

Table 2: Waste by composition, in metric tons (t)

HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Liquid Hazardous Waste	397.53	292.45	105.08
Solid Hazardous Waste	167.67	86.78	80.89
PCB Waste	2.52	0.00	2.52
Batteries	0.12	0.12	0.00
Total	567.85	379.34	188.50

Table 3: Waste by composition, in metric tons (t)

NON-HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Office & Facility Waste	2,802.10	1,360.20	1,241.91
Other Non-Hazardous Waste	110.61	110.85	6.26
Total	2,912.72	1,670.55	1,248.17

Table 4: Waste by composition, in metric tons (t)

HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Liquid Hazardous Waste	408.18	312.84	95.35
Solid Hazardous Waste	185.60	103.94	81.67
Batteries	20.06	20.06	0.00
PCB Waste	0.22	0.22	0.22
Total	614.07	436.84	177.24

Table 5: Waste by composition, in metric tons (t)

NON-HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Domestic On-board Waste	904.10	19.49	884.61
Office & Facility Waste	3,273.33	2,298.45	974.88
Other Non-Hazardous Waste	21.80	21.66	0.14
Total	4,199.24	2,339.61	1,859.63

Table 6: Waste by composition, in metric tons (t)

HAZARDOUS WASTE Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Liquid Hazardous Waste	344.47	211.57	132.89
Batteries	289.51	289.45	0.06
Solid Hazardous Waste	174.98	102.03	72.95
PCB Waste	0.70	0.70	0.70
Total	809.65	603.05	206.60

306-4 Waste diverted from disposal
General KPI Information

- a) GRI description: Waste Diverted from Disposal
- b) Calculation protocol available in: GRI Standards, GRI 306: Waste
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada (Canadian offices and facilities / onboard waste for domestic mainline stations)

Reporting requirements

- a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste; see table
- b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:
i. Preparation for reuse; see table
ii. Recycling; see table
iii. Other recovery operations; see table
- c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:
i. Preparation for reuse; see table
ii. Recycling; see table
iii. Other recovery operations; see table
- d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal:
i. onsite; see table
ii. offsite; see table
- e. Contextual information necessary to understand the data and how the data has been compiled
- The waste data is for Canadian offices and facilities, special projects, and for onboard waste from domestic mainline stations. Waste generated from customer service activities at airport terminals is not monitored by Air Canada as this waste is accounted for by the airports in which we operate.
- The hazardous waste data for offices and facilities was gathered by contacting designated contracted hazardous waste vendors. It is important to note that the hazardous waste data collected from the vendor includes both hazardous materials and other environmentally sensitive materials (such as used oil cans). 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. Volumes are also influenced by the amount of construction and demolition conducted throughout the year. Hazardous waste is either diverted through recycling or water treatment. Water treatment is primarily for hazardous waste liquids such as oily water or wastewater mixed with fuel.
- The non-hazardous waste data for offices and facilities was collected by the designated building management company, other non-hazardous wastes such as textiles and donations data is collected by the receipt of reports from companies that fall outside the designated contract. Year over year variation can be accounted for by increases in the operational needs of the organization and construction and demolition projects throughout the year. Non-hazardous onboard waste was collected by conducting waste audits of select flights. Year over year variation can be accounted for by changes in flight demand and recycling improvements throughout the year.
- An overall annual increase in non-hazardous waste generated in 2023 is explained by the operation resuming pre-covid levels. In 2023, no flights were audited and therefore onboard data is not included in the report. Hazardous waste saw a decrease in the total hazardous waste diverted from disposal, however numbers a relatively stable. Whether hazardous waste is disposed of or diverted varies based on the type and location of hazardous waste generated per year.

Reporting recommendations

- The reporting organization should report the total weight of waste prevented, and the baseline and methodology for this calculation.
- No information is available at this time.

Table 1: Waste diverted from disposal (t)

NON-HAZARDOUS WASTE	
Recovery operation	Offsite
Compost	66.42
Recycle	2,579.26
Reuse/donation	51.37
Total	2,697.05

Table 2: Waste diverted from disposal (t)

HAZARDOUS WASTE	
Recovery operation	Onsite Offsite
Recycle	350.89
Water Treatment	28.46
Total	379.34

Table 3: Waste diverted from disposal (t)

NON-HAZARDOUS WASTE	
Recovery operation	Offsite
Compost	45.23
Recycle	1,539.21
Reuse/donation	85.11
Total	1,670.55

Table 4: Waste diverted from disposal (t)

HAZARDOUS WASTE	
Recovery operation	Onsite Offsite
Recycle	421.87
Water Treatment	15.76
Total	436.84

Table 5: Waste diverted from disposal (t)

NON-HAZARDOUS WASTE	
Recovery operation	Offsite
Compost	23.80
Recycle	2,306.70
Reuse/donation	8.10
Total	2,339.61

Table 6: Waste diverted from disposal (t)

HAZARDOUS WASTE	
Recovery operation	Onsite Offsite
Recycle	583.94
Water Treatment	19.12
Total	603.05

306-5 Waste directed to disposal
General KPI Information

a) GRI description:	Waste Directed to Disposal
b) Calculation protocol available in:	GRI Standards, GRI 306: Waste GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada (Canadian offices and facilities / onboard waste for domestic mainline stations)

Reporting requirements

- a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste; see tables below
- b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:
- Incineration (with energy recovery); see table
 - Incineration (without energy recovery); see table
 - Landfilling; see table
 - Other recovery operations; see table
- c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:
- Incineration (with energy recovery); see table
 - Incineration (without energy recovery); see table
 - Landfilling; see table
 - Other recovery operations; see table
- d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:
- onsite; see table
 - offsite; see table
- e. Contextual information necessary to understand the data and how the data has been compiled

The waste data is for Canadian offices and facilities, special projects, and for onboard waste from domestic mainline stations. Waste generated from customer service activities at airport terminals is not monitored by Air Canada as this waste is accounted for by the airports in which we operate.

The hazardous waste data for offices and facilities was gathered by contacting designated contracted hazardous waste vendors. It is important to note that the hazardous waste data collected from the vendor includes both hazardous materials and other environmentally sensitive materials (such as used oil cans). 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. Volumes are also influenced by the amount of construction and demolition conducted throughout the year. Hazardous waste is either disposed of through incineration without energy recovery or landfill. Hazardous waste liquids such as oily water or wastewater mixed with detergents and soaps are disposed of through deepwell injection.

The non-hazardous waste data for offices and facilities were collected by the designated building management company, and other non-hazardous waste such as textiles and donation data is collected by the receipt of reports from companies that fall outside the designated contract. Year over year variation can be accounted for by increases in the operational needs of the organization and construction and demolition projects throughout the year. Non-hazardous onboard waste was collected by conducting waste audits of select flights. Year over year variation can be accounted for by changes in flight demand and recycling improvements throughout the year.

An overall annual increase in non-hazardous waste generated in 2023 is explained by a general increase in operation capacity. Hazardous waste generated remains stable between 2022 and 2023, reflecting the increase in operational capacity. Whether hazardous waste is disposed of or diverted varies based on the type and location of hazardous waste generated per year.

Table 1: Waste directed to disposal (t)

NON-HAZARDOUS WASTE		Offsite
Disposal operation		
Landfill		1,458.14
Energy Recovery		0.20
Total		1,458.34

Table 2: Waste directed to disposal (t)

HAZARDOUS WASTE		Onsite	Offsite
Disposal operation			
Deepwell			20.46
Incineration			23.93
Landfill			144.11
Total			188.50

Table 3: Waste directed to disposal (t)

NON-HAZARDOUS WASTE		Offsite
Disposal operation		
Landfill		1,241.91
Energy Recovery		0.26
Total		1,242.17

Table 4: Waste directed to disposal (t)

HAZARDOUS WASTE		Onsite	Offsite
Disposal operation			
Deepwell			45.49
Incineration			5.31
Landfill			126.44
Total			177.24

Table 5: Waste directed to disposal (t)

NON-HAZARDOUS WASTE		Offsite
Disposal operation		
Landfill		306.39
Energy Recovery		1,553.24
Total		1,859.63

Table 6: Waste directed to disposal (t)

HAZARDOUS WASTE		Onsite	Offsite
Disposal operation			
Deepwell			27.66
Incineration			9.74
Landfill			169.00
Total			206.60

401-1 Total number and rate of new employee hires and employee turnover by age group, gender and region
General KPI Information

- a) GRI description: New employee hires and employee turnover.
- b) Calculation protocol available in: GRI Standards, GRI 401: Employment
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

Total number of employees - Average of 2023												Total 2022		Total 2021	
	Units	Canada		United States		United Kingdom		Rest of the world		Total 2023		Female	Male	Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male				
<30 years old	# people	3,750	3,573	70	87	4	10	26	25	3,850	3,695	3,378	2,671	1,226	934
30-50 years old	# people	9,454	11,119	253	217	39	67	139	184	9,885	11,587	8,682	9,804	5,431	7,075
>50 years old	# people	4,462	6,165	189	132	28	71	107	99	4,786	6,467	4,191	5,824	3,805	5,365
Employee hires and recalls in 2023												Total 2022		Total 2021	
	Units	Canada		United States		United Kingdom		Rest of the world		Total 2023		Female	Male	Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male				
<30 years old	# people	1,698	2,514	43	82	3	6	16	6	1,760	2,608	2,615	3,025	2,496	1,777
30-50 years old	# people	1,224	2,154	95	118	5	8	24	49	1,348	2,329	2,246	2,770	3,714	3,270
>50 years old	# people	314	411	36	36	1	5	6	5	357	457	584	869	555	765
Employee hire and recall rate in 2023												Average Rate 2022		Average Rate 2021	
	Units	Canada		United States		United Kingdom		Rest of the world		Average Rate 2023		Female	Male	Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male				
<30 years old	Rate (%)	45.3%	70%	61%	94%	75%	60%	62%	24%	46%	71%	77%	113%	204%	190%
30-50 years old	Rate (%)	13%	19%	38%	54%	13%	12%	17%	27%	14%	20%	26%	28%	68%	46%
>50 years old	Rate (%)	7%	7%	19%	27%	4%	7%	6%	5%	7%	7%	14%	15%	15%	14%
Employees leaving employment* in 2023												Total 2022		Total 2021	
	Units	Canada		United States		United Kingdom		Rest of the world		Total 2023		Female	Male	Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male				
<30 years old	# people	1,000	1,456	55	61	0	3	2	5	1,057	1,525	1,497	1,483	169	84
30-50 years old	# people	793	1,086	80	94	4	5	14	12	891	1,197	1,435	1,434	309	320
>50 years old	# people	385	575	35	30	2	4	7	10	429	619	564	804	1,000	1,205
Employees leaving employment* rate in 2023												Average Rate 2022		Average Rate 2021	
	Units	Canada		United States		United Kingdom		Rest of the world		Average Rate 2023		Female	Male	Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male				
<30 years old	Rate (%)	26.7%	40.8%	78.6%	70.1%	0.0%	30.0%	7.7%	20.0%	27.5%	41.3%	44.3%	55.5%	13.8%	9.0%
30-50 years old	Rate (%)	8.4%	9.8%	31.6%	43.3%	10.3%	7.5%	10.1%	6.5%	9.0%	10.3%	16.5%	14.6%	5.7%	4.5%
>50 years old	Rate (%)	8.6%	9.3%	18.5%	22.7%	7.1%	5.6%	6.5%	10.1%	9.0%	9.6%	13.5%	13.8%	26.3%	22.5%

*Employees leaving employment is a combination of terminations (voluntary and involuntary) and layoffs; rates are based on the average monthly headcount in the given year.

Note: Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

403-4 Worker participation, consultation, and communication on occupational health and safety

General KPI Information

- | | |
|---------------------------------------|--|
| a) GRI description: | Worker participation, consultation, and communication on occupational health and safety |
| b) Calculation protocol available in: | GRI Standards, GRI 403: Occupational Health and Safety, GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards |
| c) Boundaries | Air Canada |

Reporting requirements

- a. Processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.
- All employees have the right to participate as per the Canada Labour Code. Air Canada has Workplace Health and Safety Committees and Policy Committees which represent all Branches of the company and their respective employees. Employees can participate through engagement with members of their workplace health and safety committee. These committees are established by various means including election and appointment of members for a defined term of office. An updated list of committee members for all local committees is posted in the workplace in a conspicuous location with contact information.
- As these committee members represent their fellow employees, health and safety committee meeting minutes are shared with employees by posting a copy of these minutes in a conspicuous location for all employees to review.

Employees are given training as part of their on boarding process when they are first hired, as well as on a reoccurring basis. This training includes an awareness of employee rights under the Canada Labour Code, as well as the Internal Complaint Resolution Process (ICRP).

The ICRP is a system in place that offers employees an avenue to communicate with the company on matters of health and safety. The process is managed in our internal safety management system (WebOHS) which management and Health and Safety members have access to. All employees have access to submit concerns via the ICRP and have visibility to the status of their concerns through work email.

To further encourage employee engagement and communication, we promote Health and Safety Week which puts Health and Safety at the centre of discussion and promotes engagement and ideas to better our Safety Programs.

- b. Description of joint management–worker health and safety committees, a description of their responsibilities, meeting frequency and decision-making authority.

Air Canada's Health and Safety committees continually work to improve our safety program. They do so by conducting workplace inspections, investigations when accidents occur, evaluating health and safety complaints that are escalated to their level and report back their progress to their respective authority including Employment and Social Development Canada and Transport Canada. Most of our local committees are required to meet monthly to review all of the above and address any other health and safety matters brought to the committee. Items are discussed as all members have an equal opportunity to provide feedback and make recommendations to the company addressing employee health and safety matters. Items can be closed with consensus (all members agree the item is complete or all actions are agreed to) or non-consensus (where not all members agree the item is complete). Items closed without consensus are detailed in committees' terms of reference. These meetings are documented and posted in the workplace for all employees to view.

The work accomplished by our committees is also reflected in the Lab1050, an annual report sent to our federal regulators for review of committee activity.

Occupational health and safety topics covered in local or global formal agreements with trade unions:

Some examples of topics our local Health and Safety Committees address include findings from workplace inspections as well as local safety audits, feedback of the provision of personal protective equipment, possible recommendations that may arise from work-related injuries or illnesses, provision of training and education as well as the protection against reprisals.

Some examples of topics our Health and Safety Policy Committees address include compliance with the Canada Labour Code as well as Canada Occupational Health and Safety Regulations; systemic topics that may affect all employees within a branch such as information covered in our Annual Recurrent training; Policy or Procedure changes in relation to Health and Safety as well as management of our Hazard Prevention Program.

403-9 Work-related injuries
General KPI Information

- a) GRI description: Work-related injuries
- b) Calculation protocol available in: GRI Standards, GRI 403: Occupational Health and Safety
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge* (pilots only)

Quantitative KPI Information
Safety performance metrics:

Occupational Health and Safety Performance*				
	2023	2022	2021	2023 vs. 2022
Fatalities	0	0	0	N/A
Total Injury Rate - per 100 FTE	19.64	20.96	13.62	-6.32%
Lost Time Injuries (LTI)	1500	1546	864	-2.89%
LTI - per 10,000 Flights	39.82	45.44	48.66	-12.97%
Lost Time Injury Days	65963	60813	50970	8.47%
Alberta WCB Assessment Reduction	80%	83%	90%	-3.61%

*Numbers are adjusted each year as injury claim status changes

b) Other GRI 403-9 metrics:

Employees and workers		2023**										2022***										2023 Variance																																		
		Canada				United States				Rest of the world		Total	Canada				United States				Rest of the world		Total	Canada				United States				Rest of the world		Total																						
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male																							
Unit																																																								
Total Injuries (including fatalities)	Total Number of Injuries								3,126		3,802		48		40		2		7		7,025								3,078		3,742		31		25		1		15		6,892		1.6%		1.6%		54.8%		60.0%		N/A		-53.3%		1.9%	
Lost Time Injuries	Total Lost Time Injuries								566		907		14		10		0		3		1,500								626		886		7		11		1		11		1,546		-0.6%		-0.6%		100.0%		-0.1%		N/A		-72.7%		-8.0%	
Lost Time Injury Days	Total Days Lost																				65,963																		60,813		N/A		N/A		N/A		N/A		N/A		8.5%					
Work-related fatalities	Total Number of Fatalities								0		0		0		0		0		0		0								0		0		0		0		0		0		0		N/A		N/A		N/A		N/A		N/A		N/A			

Items not defined are as follows:

FTE - Full-time equivalent

WCB - Workers' Compensation Board

Note: Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

** 8 employees under total injuries did not disclose their gender. All reside in Canada. None were Lost Time

***5 employees did not disclose their gender. All reside in Canada. None were Lost Time

Qualitative KPI Information
Methodology:

Total Injuries: All submissions of injury entered into the system - which include First Aid, Health Care, Lost Time events

Lost Time Injuries: Lost Time injuries include Lost Time injuries deemed approved or pending at the date of submission. Results may vary year over year as more pertinent information or late submissions of entries do occur.

Days Lost: Days Lost are calculated on a work days lost rate instead of calendar days. The day 0 (date of injury) is not included in the statistics however all days after are included in the days lost figure. For In-Flight Service and Flight Operations, long term injuries are categorized on a calendar basis due to complexity of booking structure and the requirement to report all calendar days to various regulatory bodies.

Emergency Response Exercises: When parties get together (including internal and external), either in an simulation, table top or full blown exercise, to review all emergency responses associated with particular incidents.

Explanation for variation between 2023, 2022, and 2021:

In 2023, our operation continued to grow, however not at as fast a pace as 2022. Flights increased 9.72% in 2023 compared to 93% in 2022. We started to see some stabilization in our operation from a schedule standpoint, however, 2023 was a year of change.

Reasons:

DAYS LOST: Days Lost increased by 8.47% in 2023 as compared to the previous year. There was a dramatic shift in the types of injuries contributing to these numbers as 2023 still saw a lot of Cases of COVID-19 where as 2022 was much more heavily related to workplace physical injuries which had a greater impact on days lost.

ILLNESSES: The percent of strain/sprain as well as contact injuries increased in 2023 as compared to the previous year. The total LTI of each also increased (Strain 24.7% incr., Contact 34.6% incr.). These two mechanisms were the biggest drivers of total LTIs.

ILLNESSES: Illnesses decreased significantly in 2023 with far less cases of reported COVID-19. Though restrictions were fully lifted in 2022, the world saw no new significant variants present in 2023. Alberta wild fires were a risk for illnesses in 2023 however we saw few illness reports related to this hazard. Many reports of illness were in relation to food poisoning, allergic reactions as well as animal and insect bites.

Injury Attribute

Various body parts contacting equipment (Aircraft, GSE equipment, terminal equipment)

Manual handling - Lifting/Pulling/Pushing equipment and passenger bags

Slip/Trip/Falls - Slippery/Icy/Uneven Surfaces, floor transitions going in and out of aircrafts or changing rooms

System of rules applied in recording and reporting accident statistics:

Rules are in compliance with applicable legislation and follow the following protocols:

1. First Aid - injury where the employee utilizes a first aid requirement or does not seek any medical attention
2. Health Care - injury where an employee seeks medical attention from a medical provider - but does not lose any subsequent days of work
3. Lost Time - injury where an employee unfortunately is not able to perform any work functions on their next scheduled day of work

Days Lost Calculation:

1. Days Lost - Ground et al - all days lost incorporate all scheduled shifts that were not performed as a result of an injury (scheduled days)
- Consistent schedule allows for scheduled days lost to be used as a days lost parameter
2. Days Lost - IFS - all days lost following the date of injury
- Inconsistent schedule provides inaccurate days lost reporting so the measure of calendar days is required to ensure that we capture severity of injury and the days lost associated with a particular injury
3. Days Lost - FOPs - A cross reference of all Approved/Pending Lost Time Injuries from AIM to the Days Lost File provided from Crew Scheduling.

Safety program achievements (if applicable):

- AED installations - 5
- PIR Audit - Successful Score
- Mentrol Products Program Introduced in all washrooms for products made available to all employees.
- Introduced Regional Health and Safety Coordinators for Cargo in conjunction with the UAM.
- Mental Health First Aid Training made available to all employees
- Emergency Response Drills - 26 drills conducted (100% compliance)
- Proof of Existence Program - Out of all 213 stations (domestic and international), there was 93% compliance across the network for the Proof of Existence program.
- 28 Special Assistance Team Training session to further expand the number of volunteers for this humanitarian team.
- Business Continuity Plan (BCP) 2.0 launched across the organization with approval from All Exec.

Additional information (any additional noteworthy indications or comments that have not been listed in this disclosure):
2024 Objectives:

Lost Time Injury Rate Reduction of 2.5%

403-9 Work-related injuries

General KPI Information

a) GRI description:	Work-related injuries		
b) Calculation protocol available in:	GRI Standards, GRI 403: Occupational Health and Safety GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards		
c) Boundaries:	Air Canada Rouge® (excluding pilots)		

Quantitative KPI Information

a) AC Rouge-specific safety performance metrics:

Occupational Health and Safety Performance				
	2023	2022	2021	Variance 2023 vs. 2022
Fatalities	0	0	0	0%
Total Injury Rate - per 100 FTE	4.97	4.15	2.92	20%
Lost Time Injuries (LTI)	38	27	21	41%
LTI - per 10,000 Flights	0.60	9.60	62.97	-94%
Lost Time Injury Days	2088	2933	2017	-29%
Alberta WCB Assessment Reduction	N/A	N/A	N/A	N/A

b) Other GRI 403-9 metrics:

		2023							2022							Variance 2023 vs. 2022						
		Ontario		Quebec		British Columbia		Total	Ontario		Quebec		British Columbia		Total	Ontario		Quebec		British Columbia		Total
	Unit	Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male	
Total Injuries (incl. fatalities)	Total Number of Injuries	46	13	24	1	N/A	N/A	84	33	5	15	4	N/A	N/A	57	39.4%	160.0%	60.0%	400%	N/A	N/A	47.4%
Lost Time Injuries	Total Lost Time Injuries	20	6	11	1	N/A	N/A	38	16	1	9	1	N/A	N/A	27	25.0%	500%	22%	100%	N/A	N/A	40.7%
Lost Time Injury Days	Total Days Lost	1,403	81	601	3	N/A	N/A	2,088	1,074	2	1,848	9	N/A	N/A	2,933	30.6%	3950.0%	-67.5%	900%	N/A	N/A	-28.8%
Work-related fatalities	Total Number of Fatalities	0	0	0	0	N/A	N/A	0	0	0	0	0	N/A	N/A	0	0%	0%	0%	0%	N/A	N/A	0%

Terms not defined are as follows:
FTE - Full-time equivalent
WCB - Workers' Compensation Board
PIR OHS: Partnerships in Injury Reduction Occupational Health and Safety program

Note: Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

Qualitative KPI Information

Methodology
Total Injuries: All submissions of injury into the system - which include First Aid, Health Care, Lost Time events
Lost Time Injuries: Lost Time injuries include Lost Time injuries deemed approved or pending at the date of submission. Results may vary year over year as more pertinent information or late submissions of entries do occur.
Days Lost: Days Lost are calculated on a work days lost rate instead of calendar days. The day 0 (date of injury) is not included in the statistics however all days after are included in the days lost figure. For In-Flight Service and Flight Operations, long term injuries are categorized on a calendar basis due to complexity of booking structure and the requirement to report all calendar days to various regulatory bodies.
Emergency Response Exercises: When parties get together (including internal and external), either in an simulation, table top or full blown exercise, to review all emergency responses associated with particular incidents

Explanation for variation between 2023, 2022, and 2021:
The number of employees increased by approximately 17.69% from 2022 to 2023

Types of injuries that have been observed with employees and workers:
Soft tissue injuries, inhalation from aircraft smells/fumes.

404-1 Average hours of training per year per employee
General KPI Information

a) GRI description:	Average hours of training per year per employee.
b) Calculation protocol available in:	GRI Standards, GRI 404: GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information:

Average hours of training		2023				2022				2021			
Emp. Category	Labour Description	F(avg.hrs.)	M(avg.hrs.)	# Emp. Trained	Tot. Empl.	F(avg.hrs.)	M(avg.hrs.)	# Emp. Trained	Tot. Empl.	F(avg.hrs.)	M(avg.hrs.)	# Emp. Trained	Tot. Empl.
Non-Management	ACPA Pilots	83.6	88.8	4,908	5,135	20.5	21.0	4,165	4,416	12.3	13.5	3,338	3,835
	CALDA Flight Dispatch	92.0	32.8	99	105	20.5	28.5	78	87	14.9	28.1	4,549	4,838
	Unifor Cust. Serv. Agents	59.7	83.7	5,949	6,170	87.8	116.0	5,492	5,842	65.0	73.4	49	56
	- Flight Ops Crew Sched	127.0	98.3	67	81	9.0	7.2	57	72	29.3	22.2	64	66
	- IFS Crew Sched	73.4	44.0	52	91	69.6	25.4	49	83	16.4	11.1	70	73
	CUPE	50.7	55.1	8,528	9,019	67.5	72.8	8,352	8,832	49.5	53.9	7,242	8,046
	IAM Ground and Tech. Workers	49.2	55.7	10,760	11,500	40.1	68.0	8,987	10,593	20.6	34.8	6,991	8,340
	IBT	75.0	112.9	729	780	67.6	96.9	561	777	27.1	28.0	458	593
	INT	10.3	20.6	323	350	7.5	20.8	217	316	4.3	7.4	185	289
	Unite: Amicus		109.7	21	22		21.7	4	24		9.2	1	20
	Unite: TGW	39.5	35.5	128	134	4.0	7.8	104	130	8.1	10.4	105	137
Non-Mgmt Total		54.6	67.3	31,564	33,387	67.7	61.0	28,066	31,172	48.4	34.5	23,052	26,293
Management	ATS	5.7	3.1	70	80	3.3	5.2	55	71	7.0	3.2	46	86
	Management	12.0	11.4	5,058	5,266	12.0	14.1	4,410	4,631	6.6	8.7	1,660	3,668
Mgmt Total		11.8	11.4	5,128	5,346	11.8	14.0	4,465	4,702	6.6	8.7	1,706	3,754
	Air Canada Vacations	22.8	43.0	264	599	26.3	36.0	137	543	11.9	3.5	110	419
	Air Canada Rouge	52.6	59.2	843	938	69.8	74.1	753	827	18.0	28.5	398	530
TOTAL		48.1	59.7	37,799	40,270	59.8	54.9	33,421	37,244	41.7	31.1	25,266	30,996

Post-Covid impact: the Operational activities slowly restarted late 2021; hence, the increase in training, for employees recalled back to work or hired.

Note: Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

404-3 Percentage of employees receiving regular performance and career development reviews
General KPI Information

- a) GRI description: Percentage of employees receiving regular performance and career development reviews.
- b) Calculation protocol available in: GRI Standards, GRI 404:
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

	Units	2023		2022		2021	
		Management employees		Management employees		Management employees	
		Female	Male	Female	Male	Female	Male
Percentage of total employees who received a regular performance and career development review during the reporting period	% employees	Over 95%	Over 95%	90.5%	93.6%	79.3%	85.4%

Note: Most non-management employees are unionized and do not receive regular performance and career development reviews, per their respective collective bargaining agreement's requirements. Gender information is extracted from information within legacy system structures. This chart does not consider employees' voluntary self-identification of gender identity and/or expression, which Air Canada continues to collect.

405-1 Diversity of governance bodies and employees
General KPI Information

- a) GRI description: Diversity of governance bodies and employees.
- b) Calculation protocol available in: GRI Standards, GRI 405: Diversity and Equal Opportunity
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

Diversity of Governance Bodies and Employees	2023				2022			
	Female %	Minority %	Persons With Disabilities %	Indigenous %	Female %	Minority %	Persons With Disabilities %	Indigenous %
Board of Directors	38.5%	15.4%	0.0%	0.0%	33.3%	8.3%	0.0%	0.0%
Executives Vice-Presidents	15.8%	10.5%	5.3%	0.0%	15.8%	5.3%	5.3%	0.0%
Senior Leaders ⁽¹⁾	38.7%	17.9%	2.8%	0.6%	39.0%	15.3%	2.6%	0.6%
Management	47.0%	37.9%	2.9%	0.8%	49.3%	36.1%	2.5%	0.8%
Unionized Workforce	44.0%	35.9%	2.1%	1.5%	46.2%	34.9%	2.1%	1.4%
TOTAL	44.3%	35.9%	2.2%	1.4%	46.5%	34.8%	2.1%	1.3%

⁽¹⁾ Senior Leaders includes any of the following: Non-Executive Vice-President in charge of a principal business unit, division or function, including sales, finance or production and anyone who performs a policy-making function within the corporation.

Note: Results are based on employee questionnaire, completed by 84.9% respondents. The reporting on 'Minority', 'Disabled' and 'Indigenous' are based on self-identification.



416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

General KPI Information

- a) GRI description: Incidents of non-compliance concerning the health and safety impacts of products and services.
- b) Calculation protocol available in: GRI Standards, GRI 416: Customer health and safety, p. 8
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Vacations®, Air Canada Rouge® and Aeroplan Inc.

Quantitative KPI Information

Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by incidents of non-compliance with:	Unit	2023	2022	2021	Variance (2023 vs. 2022)
Regulations resulting in a Prosecution	Amount	0	0	0	0%
Regulations resulting in a fine or penalty (AMP)	Amount	0	0	0	0%
Regulations resulting in a warning (Direction)	Amount	3	4	1	-25%
Voluntary codes (AVC)	Amount	9	11	6	-18%

Qualitative KPI Information

Explanation for the variation between 2023, 2022 and 2021:

In 2023 Air Canada continued to grow operationally as flights increased: full time employees increased and ESDC continued to take a more proactive approach to conducting work site inspections.

The AVCs and Directions listed below were issued for a variety of reasons. Some were issued as a consequence of an escalated safety complaint, a workplace accident or a proactive site inspection.

417-3 Incidents of non-compliance concerning marketing communications
General KPI Information

- a) GRI description: Incidents of non-compliance concerning marketing communications
- b) Calculation protocol available in: GRI Standards, GRI 417: Marketing and labeling
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and Air Canada Vacations®

Quantitative KPI Information

Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by incidents of non-compliance with:

	Unit	2023	2022	2021
Regulations resulting in a fine or penalty	Amount	0	0	0

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

General KPI Information

- a) GRI description: Substantiated complaints concerning breaches of customer privacy and losses of customer data.
- b) Calculation protocol available in: GRI Standards, GRI 418: Customer Privacy
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
- c) Boundaries: Air Canada, including Air Canada Rouge® and AC Express Flights

Quantitative KPI Information

	Unit	2023	2022	2021
Report total number of substantiated complaints received concerning breaches of customer privacy, categorized by:				
(a) Complaints received from outside parties and substantiated by the organisation.	Amount	18	34	4
(b) Complaints from regulatory bodies.	Amount	0	0	0
(c) Complaints in (a) relating to identified leaks, thefts, or losses of customer data	Amount	1	2	0

Qualitative KPI Information

Variation explained between 2021, 2022 and 2023:

- (a) Decrease in the number of substantiated complaints received from past year.
- (b) Received no investigations or complaints from regulatory bodies.
- (c) Reported 1 data breach to the OPC that was not a result of actual complaints received related to (a).

Note: the reported number for (c) in 2021 was updated to zero to reflect the application of the same methodology used in 2022 and 2023.

2023 Objectives:

Implemented 2023-2024 Privacy Action Plan to enhance Air Canada's privacy maturity posture. Some ongoing activities or projects include conducting a Privacy Maturity Assessment, review of Quebec's Privacy Law 25 compliance requirements, and establish Privacy Guiding Principles.

Additional objectives and deliverables:

- (1) Revise public-facing Privacy Policies
- (2) Improve the Third-Party Vendor Risk Management process
- (3) Enhance privacy through proactive design measures (privacy-by-design)
- (4) Revise and validate Privacy Incident Response procedures
- (5) Prepare some customized privacy trainings and awareness communications
- (6) Conduct root cause analyses for privacy incidents to enhance mitigation strategies

Air Canada Specific: Charitable Giving

Air Canada Foundation and Community Investments

(excludes Community Partnerships, Air Canada Vacations®, Air Canada Rouge®)

Air Canada Charitable Giving	Unit	2023	2022	2021
Number of airline tickets donated to charitable organizations	Tickets	2,097	1,580	793
Financial grants donated to charitable organizations	CAD	\$1.36M	\$1.6M	\$579,635
Aeroplan Points donated to Canadian pediatric hospitals and Hope Air	Points	24,350,000	18,400,000	10,750,000
Number of aircraft dedicated to Dreams Take Flight	Aircraft	8	0	0

Note: Dreams Take Flight were suspended from 2020-2022 as a result of the Covid-19 pandemic.