



Introducing a whole new class of service.



Lise-Marie Turpin  
*Managing Director, Air Canada Cargo*

## ABOVE AND BEYOND


### INTRODUCING A WHOLE NEW CLASS OF SERVICE

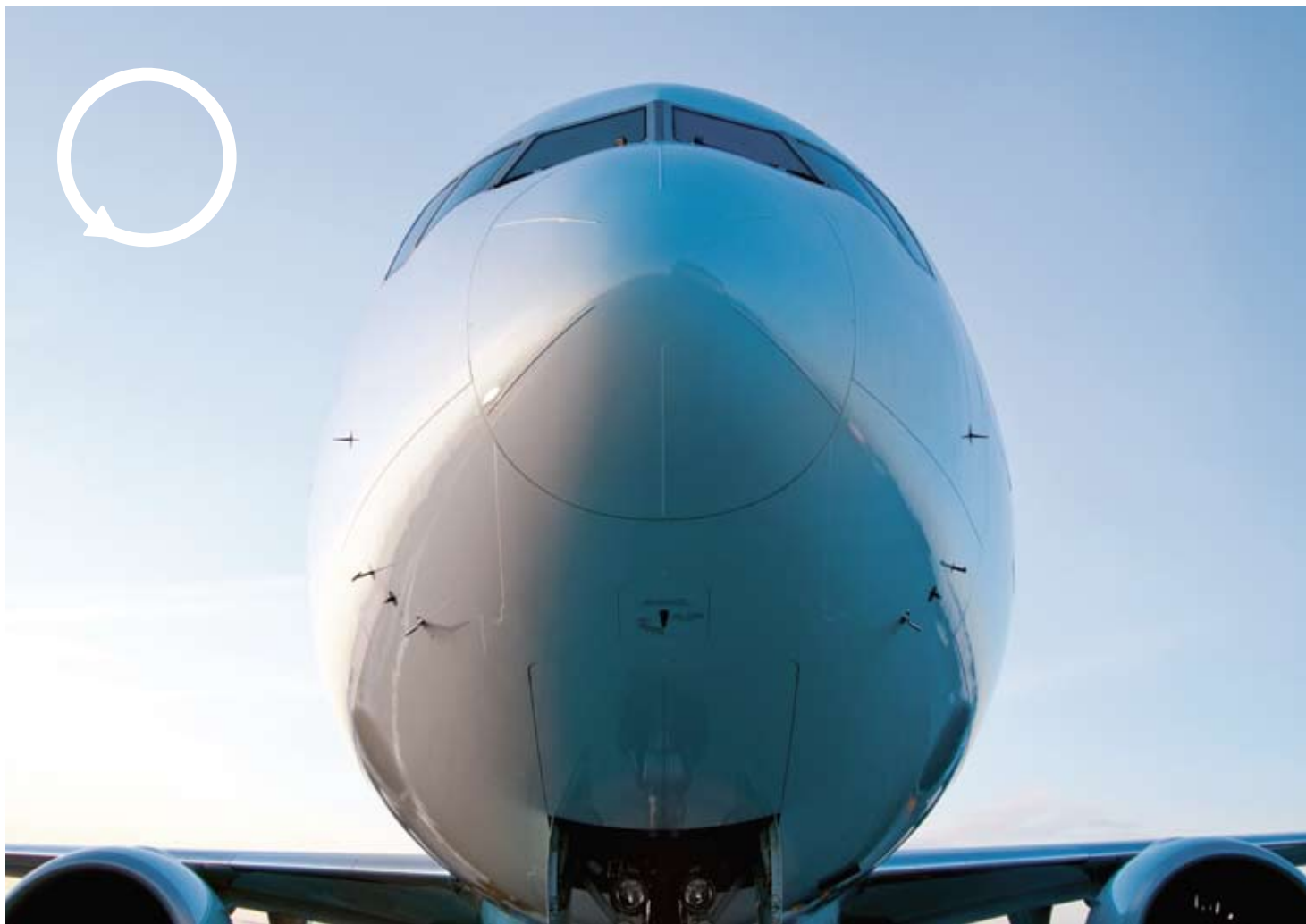
Through customer satisfaction surveys, we established that our brand required rejuvenation. I am pleased to announce that we've taken in all your feedback and have subsequently revitalized our brand. We still continue to execute our day-to-day operations in the same professional, reliable and consistent manner you've come to expect, but we've strengthened our portfolio to be better aligned with your needs and business requirements - as you'll see in the upcoming pages of this brochure.

If you require any additional information, I invite you to visit us online at [www.aircanadacargo.com](http://www.aircanadacargo.com) or to contact your local sales representative.

Thank you for your feedback and ongoing support.

Best Regards,

  
Lise-Marie Turpin



## LOOKING TO TOMORROW

While it's no surprise that variable economic conditions have been challenging for everyone in the industry, Air Canada Cargo continues to adapt and respond quickly to new market conditions and opportunities. We've made adjustments to our capacity and opened new markets where possible all while improving our service levels.

With a notable increased demand for shipments from Asia coupled with our substantial wide body fleet – featuring the large cargo capacity of our Boeing 777s – we are capable of meeting and exceeding market demands. While this showcases one example, with over 330 aircraft in our fleet, we are equipped to transport your cargo to any destination within our extensive network.

## HOW WE MOVE THINGS FURTHER

### E-FREIGHT

With the backing of IATA, e-freight is an industry-wide initiative that brings together carriers, freight forwarders, ground handlers, shippers, customs brokers and authorities to eliminate much of the paperwork involved in international shipments, replacing it with electronic messaging.

Besides the obvious environmental benefit of eliminating paperwork that could fill 80 Boeing 747s annually, e-freight lowers shipping costs while creating faster transit times. Additionally, since electronic documentation cannot be misplaced, shipments are no longer delayed by missing paperwork.

As an industry leader, we're always looking for opportunities to improve processes and increase efficiencies. That said, it should come as no surprise that Air Canada Cargo was one of the founding carriers to launch e-freight in 2007.

### CARGO 2000

From the moment a shipment is booked to the time it is delivered, Cargo 2000 is the tool that enables us to better manage the superior level of service our customers deserve.

Simply put, Cargo 2000 is the quality check for the air freight industry. By re-engineering the way shipments are handled, Cargo 2000 enables us to reduce the number of individual processes in the air cargo supply chain – from 40 down to 19. This leads to enhanced service, reduced operational costs and decreased time ordinarily spent on manual tracking. Ultimately, this translates to a better customer service experience for you.





STANDARD



PRIORITY1

## AC CARGO SERVICES

### KEEPING YOUR BUSINESS MOVING

Our extensive knowledge and experience have made us experts and an industry leader in shipping commodities worldwide. Our business is to surpass your expectations while offering you a unique set of solutions tailored to meet your business needs efficiently and cost-effectively. Depending on the urgency and handling requirements of your shipment, you may choose from the two services we offer.

### STANDARD SERVICE

Standard Service is our reliable and cost-effective option for shipping cargo throughout our network and beyond. It is suitable for shipments that are not of an urgent nature and/or do not require any form of special handling.

Standard Service is available for certain AC Solutions including: AC General Cargo, AC Pharmacair, AC Fresh, AC DGR and AC Post.

### PRIORITY1 SERVICE

Priority1 is our premium service level designed for time-sensitive shipments and/or shipments requiring some form of special handling.

Priority1 is available for all AC Solutions including: AC General Cargo, AC Absolute®, AC Pharmacair, AC Fresh, AC DGR, AC Live, AC Secure, AC Expedair, AC Post and AC Compassion.

### CHOOSING BETWEEN STANDARD AND PRIORITY1

The following factors differentiate our Standard and Priority1 service levels:

- ▶ Tender time;
- ▶ Retrieval time;
- ▶ Connection time;
- ▶ Access to capacity;
- ▶ Priority of loading and
- ▶ Service level guarantee.



## AC CARGO SOLUTIONS

### UNCOMPROMISED SERVICE

Our team of dedicated representatives will work with you to determine which solution best fits your needs for the transportation of your cargo. Depending on the nature of your commodity, you may choose from our General and Special Solutions.

## GENERAL SOLUTION

Our General Solution is ideal for the transport of commodities requiring regular handling. Safety and service are never compromised and you can expect to receive the same level of superior customer service as you would with any of our other solutions.

## AC GENERAL CARGO

For all your regular shipping needs.

This solution is designed for the transportation of shipments such as dry cargo, consolidation, household goods, personal effects and other commodities that require regular handling only. AC General Cargo shipments are handled efficiently, ensuring that your shipment arrives at its destination on time.

Both Priority1 and Standard service levels are offered for our AC General Cargo solution.



When you choose our AC General Cargo Solution, here's what you can expect:

- ▶ Compliance with IATA regulations;
- ▶ Uncompromised handling;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking;
- ▶ Extensive network of Air Canada and Interline partners (Standard service only);
- ▶ Extensive trucking network and
- ▶ Clear and simple pricing.



AC COOL CHAIN



AC DGR



AC LIVE



AC SECURE



AC COMPASSION



AC EXPEDAIR



AC POST

## SPECIAL SOLUTIONS

Certain commodities, by their nature, require special handling. Some shipments require controlled environmental conditions such as refrigeration or freezing, while others may require additional security such as in the case of jewellery or banknotes.

Air Canada Cargo offers special solutions all designed for situations that require special handling or attention.



## AC COOL CHAIN

KEEPING OUR COOL WHEN  
THE PRESSURE IS ON



AC Absolute<sup>®</sup>  
AC Pharmacair  
AC Fresh

## AC COOL CHAIN

For time and temperature-sensitive shipments requiring a temperature-controlled environment to ensure product stability, Air Canada Cargo offers AC Cool Chain, a selection of three solutions each designed for the specific needs of your commodity: AC Absolute<sup>®</sup>, AC Pharmacair and AC Fresh.

The AC Cool Chain solution takes all IATA regulations into account for the handling and transportation of temperature-sensitive commodities, from pharmaceuticals to perishables and everything in between. This specialized solution offers you the possibility to transport your cargo in your choice of active or passive packaging.

### WE'VE GOT YOU COVERED.

#### AC ABSOLUTE<sup>®</sup>

This active temperature control solution is ideal for high value healthcare products, high value food products and other commodities that are extremely sensitive to time and temperature. Various types of containers are available to you based on the specific needs of your cargo.

All AC Absolute<sup>®</sup> solution shipments receive Priority1 service level.

#### AC PHARMACAIR

This solution is designed for the transportation of temperature-sensitive pharmaceuticals and other health care products that are pre-packaged to maintain the desired product temperature and do not require an active temperature-controlled unit.

Both Priority1 and Standard service levels are offered for our AC Pharmacair solution.

#### AC FRESH

This solution is designed for the transportation of temperature-sensitive perishable commodities that are prepackaged to maintain the desired product temperature and do not require an active temperature control unit. Examples include fresh fruit, vegetables and other perishable non-health care related commodities.

Both Priority1 and Standard service levels are offered for our AC Fresh solution.



When you choose an AC Cool Chain solution, here's what you can expect:

- ▶ Expedited tarmac time at origin, transit and destination stations;
- ▶ Refrigerated and ambient holding areas;
- ▶ Compliance with IATA regulations;
- ▶ Uncompromised handling;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking and
- ▶ Clear and simple pricing.



## AC DGR

TAKING THE RISK OUT OF DANGEROUS GOODS

## AC DGR

While it's true that we take great care in shipping all items entrusted with us, some items such as dangerous goods need more care than others.

It is through our extensive experience handling these types of items over the years that makes us the premier choice to safely transport your specialized cargo.

This solution is designed for the safe transportation of dangerous goods including anything from flammable materials, explosives and corrosives to machinery with internal combustion engines.

Both Priority1 and Standard service levels are offered for our AC DGR solution.

Please contact your local Air Canada Cargo representative for more detailed information including transport regulations, travel restrictions and pricing.



When you choose AC DGR, here's what you can expect:

- ▶ Designated storage areas;
- ▶ Dedicated acceptance staff;
- ▶ Full compliance with IATA regulations;
- ▶ Uncompromised handling;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking and
- ▶ Clear and simple pricing.



## AC LIVE

WE BELIEVE YOUR ANIMALS WERE MEANT TO FLY, WHETHER THEY HAVE WINGS OR NOT

## AC LIVE

While air travel can be stressful to passengers, it can be extremely difficult for animals. That's why AC Live puts the safety and comfort of the animals entrusted with us above all else, whether travelling between provinces or across oceans.

### PETS

Designed for household pets (cats and dogs only).

### ANIMALS

Designed for all other types of live animals (warm and cold-blooded) including hatching eggs and day old chicks.

### AQUATICS / INSECTS

Designed for aquatic life forms and insects (i.e.: live fish, live coral, live bees).

Aside from the special handling we provide for your live shipment, AC Live also offers dedicated holding areas to ensure animals are calm and comfortable.

Air Canada Cargo offers Priority1 service level for the safe passage of live animals.



When you choose an AC Live solution, here's what you can expect:

- ▶ Dedicated holding areas;
- ▶ Full compliance with IATA regulations;
- ▶ Specialized handling;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking and
- ▶ Clear and simple pricing.



## AC SECURE

ADDING SECURITY TO THE THINGS YOU VALUE

## AC SECURE

While we consider all cargo precious, some items are more highly valued and require unique handling. AC Secure is designed specifically to ensure the safe and secure transportation of your high value goods.

All AC Secure solution shipments receive Priority1 service.

Please contact your local Air Canada Cargo representative for more detailed information including transport regulations, travel restrictions and pricing.



When you choose an AC Secure solution, here's what you can expect:

- ▶ Secure holding areas;
- ▶ Secure handling;
- ▶ Coordination of third party security guards, if required;
- ▶ Higher loading priority;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking and
- ▶ Clear and simple pricing.



## AC COMPASSION

WE'RE HERE TO HELP, EVEN AT THE WORST OF TIMES

## AC COMPASSION

After suffering a devastating loss, families can feel relief in knowing they are not alone to help them through the most difficult of times.

AC Compassion is a specialized and sensitive solution that provides dignified and caring assistance when it's needed most. It is designed to transport human remains with the utmost dignity and care, and offers two options: cremated remains in urns or non-cremated remains in coffins.

Regardless of the options, AC Compassion is only offered as a Priority1 service, which means that remains are loaded and unloaded off all aircraft with higher priority and with constant professionalism and respect.

All AC Compassion solutions receive Priority1 service.



When you choose AC Compassion, here's what you can expect:

- ▶ Higher loading priority;
- ▶ Handling of remains with dignity, care and respect;
- ▶ Efficient transport and handling processes and
- ▶ Specific tender and retrieval times.



## AC EXPEDAIR

CANADA'S FASTEST WAY TO MOVE THINGS

## AC EXPEDAIR

Designed for the quick transportation of small packages exclusively within Canada, AC Expedair is our express solution that enables you to deliver and pick up your shipment from our cargo terminals in major cities, or from our airport baggage counter in all other locations.

When shipped through AC Expedair, your cargo will receive the shortest tender and retrieval times possible.

All AC Expedair solution shipments receive Priority1 service.



When you choose an AC Expedair solution, here's what you can expect:

- ▶ Shortest tender and retrieval times;
- ▶ Higher loading priority;
- ▶ Uncompromised handling;
- ▶ Efficient transport and handling processes;
- ▶ Specific tender and retrieval times;
- ▶ Shipment tracking and
- ▶ Clear and simple pricing.



## AC POST

LETTER-PERFECT

## AC POST

Believe it or not, Air Canada has been moving mail for as long as we've been moving passengers.

On our inaugural flight in 1937 (as Trans-Canada Air Lines), we carried two passengers and a bag of mail from Vancouver to Seattle. Today, with our partner carriers, we provide an extensive route network to move mail virtually anywhere on the globe.

Designed for the safe and reliable transportation of postal mail that meets Universal Postal Union (UPU) guidelines and IATA standards, AC Post provides postal authorities with time-definite performance and accurate tracking from origin to destination. We also offer customized messaging during real-time tracking.



When you choose an AC Post solution, here's what you can expect:

- ▶ Full compliance with Universal Postal Union (UPU) requirements and IATA standards;
- ▶ End-to-end airmail visibility through the use of electronic data interchange (EDI) messaging on all routes;
- ▶ Tracking and tracing through the use of handheld scanners technology which send event milestone messages throughout our network;
- ▶ Dedicated resources to develop and manage the carriage of mail ensuring quality performance is delivered and industry standards are maintained and
- ▶ Precedence of load meaning priority mail is boarded ahead of all standard cargo shipments.

# AIR TRANSPORTATION NETWORK

AS CANADA'S PROUD NATIONAL CARRIER, AIR CANADA IS THE COUNTRY'S LARGEST PROVIDER OF SCHEDULED SERVICE SPANNING THE GLOBE.

With direct cargo service to over 150 worldwide destinations in addition to sales representation in over 50 countries, Air Canada's network covers virtually all major markets in North America, Europe, Asia, South America and Australia. Plus, we go even further with our interline partnerships providing global coverage beyond our already extensive network.

\* The cities featured are subject to change

● Indicates primary hub



The following Cities are not shown.

Bagotville, Baie Comeau, Bathurst, Cancun, Castlegar, Cleveland, Columbus, Cranbrook, Fort McMurray, Fort St. John, Fredericton, Gander, Gaspe, Goose Bay, Grand Cayman, Grande Prairie, Hartford CT, Iles De La Madeleine, Kansas City, Kamloops, Kelowna, Kingston ON, Lethbridge, London ON, Medicine Hat, Milwaukee, Mont Joli, Nanaimo, North Bay, Penticton, Pittsburgh, Prince George, Prince Rupert, Rouyn-Noranda, Saint John, Sandspit, Sault Ste Marie, Sarnia, Sept-Iles, Smithers, St. Louis, St. Lucia, Sudbury, Sydney NS, Timmins, Terrace, Val d'Or, Varadero, Wabush and Windsor ON.

Air Canada Cargo | Going further.

# ROAD FEEDER NETWORK

While we cover the globe from above, we also keep things moving on the ground with daily truck connections between key business centres.

This is why Air Canada Cargo is able to offer you the greatest variety of services and solutions for all your shipping needs to even more destinations worldwide.

\* The cities featured are subject to change

○ Indicates primary hub



The following Cities are not shown.  
Guanulhos, Indianapolis, Nottingham, St. Louis and Stuttgart.

Air Canada Cargo | Going further.



## CONTACT

To contact the Air Canada Cargo office nearest you, please visit us online at [www.aircanadacargo.com](http://www.aircanadacargo.com) or use the Quick Response (QR) code below.





AIR CANADA  
**CARGO**

Air Canada Cargo | Going further.

AC General Cargo . AC Expedair . AC Cool Chain . AC Live . AC Secure . AC DGR . AC Compassion . AC Post

[aircanadacargo.com](http://aircanadacargo.com)