

OVERVIEW



WHAT'S NEW

New Aeroplan loyalty program and credit card benefits launching November 8, 2020

The much-anticipated transformed Aeroplan program offers customers more personalized, flexible and easier-to-use features, delivering a truly rewarding loyalty experience. The program is poised to provide better value for Aeroplan credit card holders redeeming flights on Air Canada than the value provided by major Canadian bank travel programs.

Air Canada's current top tier program, Altitude, recognizes and rewards the airline's most frequent flyers with exclusive travel privileges including complimentary upgrades, complimentary checked baggage, exclusive partner offers, Maple Leaf Lounge access and Star Alliance recognition with Air Canada's partners worldwide. (altitude.aircanada.com)

Altitude members are recognized through their Aeroplan (aircanada.com/aeroplan) membership, which offers numerous ways to earn and redeem Aeroplan Miles with over 150 partners.

Introducing Air Canada CleanCare+

Air Canada introduced an industry-leading program committed to end-to-end health and safety protocols. Using new biosafety standards and enhanced preventive measures, the company is refining all its processes to keep customers safe throughout the travel experience, **putting safety first, always.**

Check-in

Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched areas such as check-in counters and kiosks, are just some of the measures implemented for customer safety.

Boarding

Ongoing cleaning at gate areas, regular health screening questions for all customers, and mandatory face coverings for all employees and customers are steps designed to protect everyone on board.

On board

All high-touch areas are sanitized with a hospital-grade disinfectant before every flight, and each time an aircraft overnights it receives a thorough cleaning. Additional preventive measures like mandatory face coverings and adjusted onboard services are also in place to better protect customers and employees.

Principle hubs

Air Canada's three hubs, Toronto (YYZ), the primary global hub, Montreal (YUL), a principle gateway to French and other international markets, and Vancouver (YVR), the airline's premier gateway to the Asia-Pacific, offer Air Canada customers smooth connections under one roof.

When travelling from the U.S. through these hubs and onwards to any international destination, the seamless connection process and quick passport check means passengers never have to wait in customs lines, pick up bags or transfer terminals. They simply walk to the next departure gate.

Fleet renewal

Air Canada's fleet is one of the youngest and most efficient among global carriers. The modernization endeavor began in 2014 with the ultra-efficient Boeing 787, and in 2019 the company received the last of 37 Boeing 787 Dreamliners, including 29 larger Boeing 787-9 versions. Also in 2019, it welcomed its first of 45 Airbus A220-300 (formerly known as the Bombardier C Series) aircraft to its fleet and currently operates eight of the Canadian-engineered aircraft. The Boeing 737 MAX aircraft joined the fleet in 2017.

Premium offerings

Air Canada Signature Service is an end-to-end premium service with lay-flat seats, access to airport concierge services, expedited check-in and security clearance, priority baggage handling and preferential boarding. Customers also enjoy Air Canada Maple Leaf Lounge access and, for eligible customers travelling to international destinations from Toronto Pearson or Vancouver, access to the exclusive Air Canada Signature Suite, a five-star dining experience.

Premium Economy cabin features enhanced comfort and amenities and is offered on all wide-body aircraft on international flights: Boeing 787 Dreamliners, Boeing 777-300ERs and -200LRs, and Airbus A330-300s.

Preferred Seats are offered in the Economy cabin for those who would like extra space between seats (up to 10 cm more) and convenience to board earlier and exit sooner on arrival.

The Air Canada Signature Suite has raised the bar, setting a new standard for premium travel in North America. It is located in Terminal 1 at Toronto Pearson and at Vancouver International Airport for select Signature Service customers.

Maple Leaf Lounges are a comfortable way to relax or catch up on work before take-off with services and amenities to make the pre-flight experience more pleasurable and productive.

Air Canada Café, the newest offering for premium customers, is now available at Toronto Pearson with a wide selection of specialty beverages to grab and go or to be enjoyed with complimentary Wi-Fi in a relaxed, bistro-type setting.

Air Canada Concierge serve airports worldwide and are available to Altitude Super Elite 100K members and Signature Service customers. Concierges are an immediate in-person resource during regular business hours and by phone 24/7 for all travel and airport-related matters, personalized services and priority.

Air Canada at a glance

Air Canada is Canada's largest airline and the largest provider of scheduled passenger services in the Canadian market, the Canada-U.S. transborder market and in the international market to and from Canada. In 2019, Air Canada, together with its Air Canada Express regional partners, carried over 51 million passengers, offering direct passenger service to nearly 220 destinations on six continents. Air Canada is a founding member of Star Alliance™, providing the world's most comprehensive air transportation network.

Air Canada's predecessor, Trans-Canada Air Lines (TCA), inaugurated its first flight on September 1, 1937. The 50-minute flight aboard a Lockheed L-10A carried two passengers and mail between Vancouver and Seattle. By 1964, TCA had grown to become Canada's national airline; it changed its name to Air Canada. The airline became fully privatized in 1989. Air Canada shares are traded on the Toronto Stock Exchange (TSX:AC), and effective July 29, 2016, its Class A variable voting shares and Class B voting shares began trading on OTCQX International Premier in the U.S. under the single ticker symbol "ACDVF".

Air Canada is among the 20 largest airlines globally. Its corporate headquarters are located in Montreal.

Key financial and traffic data

Year ended December 31, 2019.

Figures in Canadian dollars.

Operating revenue: \$19,131 million

Net income: \$1,476 million

Revenue passenger miles (RPMs): 94,113 million

Available seat miles (ASMs): 112,814 million

Passenger load factor (PLF): 83.4 per cent

Culinary and wine talent

Air Canada's panel of celebrated Canadian culinary and wine talent have designed award-winning food and wine options that guide the company's caterers:

Chef David Hawksworth creates signature dishes with Canadian flair that are exclusively featured on Air Canada flights worldwide in Signature Class and the Air Canada Signature Suite.

Chef Antonio Park prepares a destination-inspired menu that is on select Air Canada flights from Canada to Asia and South America.

Chef Jérôme Ferrer designs meals for the airline's Premium Economy and Economy Class customers on all flights departing Canada for Europe and Asia, as well as Australia and South America.

Chef Vikram Vij creates modern Indian dishes for all cabins of service on Air Canada's Canada-India flights from Toronto and Vancouver.

Sommelier Véronique Rivest is Air Canada's very own sommelier. Her carefully hand-picked wines pair with food at 30,000 feet.

Wi-Fi

Air Canada offers Wi-Fi access on select international flights and across its narrow-body fleet, with the goal of having all aircraft equipped with Wi-Fi by the end of 2020. All future deliveries of the Boeing 737 MAX and the Airbus A220-300 will come with Wi-Fi installed. The entire Air Canada Rouge fleet are equipped with Wi-Fi.

Online and app services

Book flights, car rentals and hotel stays as well as purchase gift cards, flight passes and more online.

Self-service features are available to modify itineraries and purchase upgrades.

Check-in and verify flight status 24 hours prior to departure and confirm your contact information. Kiosks at most airports provide self-service at airport arrival.

Stay in contact with real-time mobile app updates. You will also be automatically signed up to receive alerts including gate and time information.

Self-manage your itinerary during severe weather and irregular operations with the "Self-Service Rebooking Tool" and follow travel alerts at aircanada.com/operationaloutlook.

Air Canada Rouge

As Air Canada's leisure airline, Air Canada Rouge provides value and choice to those who love to travel. Having served more than 30 million customers since July 1, 2013, Air Canada Rouge's onboard offering includes complimentary streaming entertainment, a premium cabin, specialized customer service, high-speed satellite Internet (on select flights) and network connectivity with Air Canada and Star Alliance.

Air Canada Express

Air Canada enhances its North American domestic and transborder network through capacity purchase agreements with a number of Canadian regional airlines that operate flights on behalf of Air Canada under the Air Canada Express banner: Jazz Aviation LP, Sky Regional Airlines Inc. and Exploits Valley Air Services (EVAS).

Specialized services

Family Travel – Customers with young children may take advantage of dedicated check-in counters at major hubs, new complimentary onboard travel goodies, new fun children's meal options and early boarding. Customers can register their children for free online at Air Canada Altitude Skyriders to receive additional travel goodies.

(aircanada.com/familytraveltips)

Air Canada Vacations is a leading Canadian tour operator, offering all-inclusive packages featuring accommodation, roundtrip airfare on board Air Canada, Air Canada Rouge, and its Star Alliance partners, Aeroplan flight rewards, as well as a wide assortment of cruises, tours and excursions. A repeat recipient of the *Travel Media Agents' "Choice Award for Favourite Tour Operator,"* Air Canada Vacations offers hundreds of destinations in the Caribbean, Mexico, Central and South America, Asia, Europe, and the U.S. (aircanadavacations.com)

Air Canada Cargo provides direct cargo service worldwide. Air Canada Cargo's team of industry-leading experts offers customers a unique set of business solutions tailored to meet the shipping community's needs efficiently and cost-effectively. (aircanadacargo.com)

Air Canada Jetz is Air Canada's premiere charter aviation service provider delivering superior Business Class service to satisfy the travel needs of professional sports teams, entertainment groups and corporate clients. (aircanada.com/jetz)

Awards

Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax, which also named Air Canada the 2019 Best Airline in North America. In 2018, the Airline Passenger Experience Association (APEX) awarded Air Canada a Five Star Global Award. Air Canada was named the 2018 Eco-Airline of the Year at the Air Transport World (ATW) 44th Annual Airline Industry Achievement Awards for being the first airline in the world to voluntarily join the World Bank's IMF Carbon Pricing Leadership Coalition.

In the community

Air Canada has been part of Canadians' lives and given back to communities across Canada for over 80 years. Established as a registered charitable organization in 2012, the Air Canada Foundation's mission is focused on the health and well-being of children and youth in Canada and on helping connect sick children to the medical care they need away from home, granting children's wishes and alleviating child poverty.

The Foundation works towards its mission by:

- Offering financial and in-kind support to Canadian registered charities.
- Donating Aeroplan Miles to 15 pediatric hospitals across Canada, enabling children to receive the medical care they need away from home.
- Supporting employees' philanthropy in their local communities by providing airline tickets for charity fundraising.
- Raising funds through its *Every Bit Counts* program, which encourages customers to donate spare change of any denomination on board flights or through airport collection containers.
- Holding an annual golf tournament to raise funds; its eighth annual golf tournament in 2019 netted over \$1 million in support of children's organizations.

The Air Canada Foundation also partners with Canadian NGOs in times of disasters, both locally and internationally, and supports major health-related causes.

Donate cash or Aeroplan Miles today at aircanada.com/foundation.



Fleet As of August 1, 2020

Air Canada	On order	Operating
Boeing 777-300ER		19
Boeing 777-200LR		6
Boeing 787-8		8
Boeing 787-9		29
Boeing 737-8 MAX	26	24
Boeing 737-9 MAX	11	0
Airbus A330-300	1	15
Airbus A321		15
Airbus A320		38
Airbus A319		16
Airbus A220-300	37	8
TOTAL	75	178
Air Canada Express		
Embraer 175		25
Bombardier CRJ-900	6	29
Bombardier CRJ-200		19
De Havilland Dash 8-400		44
De Havilland Dash 8-300		23
TOTAL	6	140*
Air Canada Rouge		
Airbus A320-200	1	4
Airbus A321		14
Airbus A319		16
TOTAL	1	34

* EVAS operates a total of five 18-passenger aircraft on behalf of Air Canada pursuant to capacity purchase agreements with Air Canada.



aircanada.com

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