

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® (Full Disclosure)

Quantitative KPI Information

Total number of employees by employment contract, by gender	Unit	2022		2021		2020	
		Female	Male	Female	Male	Female	Male
Permanent - Full-time	Count	15,973	18,758	13,362	15,161	8,672	11,735
Permanent - Part-time	Count	1,381	944	1,241	1,056	640	713
Temporary - Full-time	Count	91	80	76	68	21	10
Temporary - Part-time	Count	12	5	21	11	0	0

Total workforce	Count	2022		2021		2020	
		Female	Male	Female	Male	Female	Male
		17,457	19,787	14,700	16,296	9,333	12,458

Total number of employees by employment contract, by region	Unit	2022		2021		2020	
		Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Canada	Count	35,424	171	29,485	157	20,306	31
United States of America	Count	914	1	703		741	
Rest of the world	Count	718	16	632	19	713	
Total workforce	Count	37,056	188	30,820	176	21,760	31

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® (Full Disclosure)

Quantitative KPI Information

	Unit	2022	2021	2020
Percentage of total employees covered by collective bargaining agreements	%	84.9%	85.5%	80.4%

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 2022 Annual Information Form, page 26.

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. (Full Disclosure)

Quantitative KPI Information

Total fuel consumption from non-renewable sources		Unit	2022	2021	2020	2019
Air operations	Aircraft fuel	GJ	137,052,131	70,628,629	72,289,961	190,428,788
Ground operations	Diesel/gasoline	GJ	254,866	165,012	217,552	310,651
Ground operations	Propane	GJ	25,603	20,308	14,550	37,352
Facilities	Natural gas	GJ	543,203	487,825	564,084	703,305
Total		GJ	137,875,803	71,301,774	73,086,146	191,480,096

Total fuel consumption from renewable sources		Unit	2022	2021	2020	2019
Air operations	Sustainable Aviation Fuels	GJ	73,847	-	-	-
Facilities	Renewable Natural Gas	GJ	12,580	-	-	-
Total		GJ	86,427	-	-	-

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

Total utility consumption	Unit	2022	2021	2020	2019
Total electricity consumption	GJ	518,979	453,896	532,575	561,230
Total heating consumption	GJ	-	-	-	-
Total cooling consumption	GJ	-	-	-	-
Total steam consumption	GJ	-	-	-	-
Total utility consumption	GJ	518,979	453,896	532,575	561,230

Total sales	Unit	2022	2021	2020	2019
Total electricity sold	GJ	-	-	-	-
Total heating sold	GJ	-	-	-	-
Total cooling sold	GJ	-	-	-	-
Total steam sold	GJ	-	-	-	-
Total sales	GJ	-	-	-	-

Total energy consumption	Unit	2022	2021	2020	2019
Self-generated electricity, heating, cooling and steam, which are not consumed	GJ	-	-	-	-
Total energy consumption within the organization	GJ	138,481,209	71,755,671	73,618,721	192,041,326

Qualitative KPI Information
Explanation for variation between 2022, 2021, 2020 and 2019:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) affected greatly Air Canada's operations. Indeed, it was translated by a major reduction of the flight operations, resulting in an important decline of jet fuel consumption as well as overall reductions in Scope 1 emissions. In 2022, the airline was still impacted by the pandemic, especially early in the year, but was ramping up its operations towards the end of the year (similar to 2019 levels).

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

Refer to Air Canada's annual CDP Climate Change submissions (at www.cdp.net) for report standards, methodologies, and assumptions used.

Source of the conversion factors used:

Air Canada has used the conversion factors in Table 1-1 of the Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere.

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: Including carriers operating under the Air Canada Express banner and tenants (Full Disclosure).

Quantitative KPI Information

	Unit	2022	2021	2020	2019
Upstream energy consumption (excl. energy consumption from 302-1)	GJ	14,751,133	8,364,650	8,388,143	23,399,832
Category 1 - Purchased goods and services*	GJ	14,597,893	8,215,951	8,260,825	23,271,980
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	153,240	148,700	127,318	127,852
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	153,240	148,700	127,318	127,852
Category 14 - Franchises	GJ	NA	NA	NA	NA
Category 15 - Investments	GJ	TBD	TBD	TBD	TBD
Total energy consumption outside of the organization	GJ	14,904,372	8,513,350	8,515,460	23,527,684

*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:

Refer to Air Canada's annual CDP Climate Change submissions (at www.cdp.net) for report standards, methodologies, and assumptions used.

Source of the conversion factors used:

Air Canada has used the conversion factors in Table 1-1 of the Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere.

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® (Full Disclosure)

Quantitative KPI Information

Please specify nominator and denominator with their respective units	Unit	2022	2021	2020	2019
Absolute energy consumption (numerator): jet fuel consumed	litres	3,666,469,972	1,888,466,020	1,932,886,660	5,091,678,821
Organization-specific metric (denominator): weight of passengers and cargo by distance transported / 100	100 RTK (revenue tonne kilometres)	120,378,906	51,277,912	46,570,663	165,100,915
Energy intensity ratio (the amount of fuel required to move 100 tonnes of people or cargo 1 kilometre)	litres / 100 RTK	30.46	36.83	41.50	30.84

Qualitative KPI Information
Explanation for variation between 2022, 2021, 2020 and 2019:

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 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 towards the end of the year (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, 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® (Full Disclosure)

Quantitative KPI Information

Reductions in energy consumption due to:	Unit	2022	2021	2020	2019
Conversion and retrofitting of equipment	GJ	-	-	15,039	45,838
Changes in behaviour	GJ	-	-	-	34,643
Operational changes	GJ	120,197	83,711	143,130	257,589
Fuel Switching	GJ	3,324	2,291	-	-
Process Redesign	GJ	-	-	-	-

Choose how the figures were obtained: (please select option in drop-down list)	2022	2021	2020	2019
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, compliance to the procedures, 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 impacting 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 standardized methodology. 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 environmental internal/external 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 EMS, 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.

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 owned-Facilities in Canada
 Estimated aircraft water uplift in all flight operations
 Estimated aircraft water uplift in water-stress locations

	2022	2021	
	1287.5	232.9	Megaliters
	51.73	21.43	Megaliters
	4.49	1.65	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;	0
Total	1339.23 Megaliters
Water withdrawn in Air Canada owned facilities in Canada	1287.5 Megaliters
Water withdrawn in facilities where Air Canada sprays de-icing fluid	0 Megaliters
Estimated aircraft water uplift for flight operations	51.73 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;	0
Estimated aircraft water uplift in water-stress locations	4.49 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);	1339.23 Megaliters
ii. Other water (>1,000 mg/L Total Dissolved Solids).	0

Water withdrawal (303-3)					
In Megaliter		2022	2022	2021	2021
		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)	1339.23	4.49	254.33	1.65
	Freshwater (≤1,000 mg/L Total Dissolved Solids)	1339.23	4.49	254.33	1.65
	Other water (>1,000 mg/L Total Dissolved Solids)	0	0	0	0
Total third-party water withdrawal by withdrawal source	Surface water	0	0	0	0
	Groundwater	0	0	0	0
	Seawater	0	0	0	0
Produced water		0	0	0	0
		0	0	0	0
Total water withdrawal (total)	Surface water (total) + groundwater (total) + seawater (total) + produced water (total) + third-party water (total)	1339.23	4.49	254.33	1.65

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 stress 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.

Water stress regions are identified in reference to the AQUEDUCT Water Risk Atlas and water estimates are made based on the amount of water planned to be uplifted at each of the water stress locations.

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

2022																									
Facilities in areas with water stress		ALG	ATH	BCN	BOM	BRU	CAI	CMN	CUN	CZM	DEL	DOH	DXB	FCO	HUX	LIS	MAD	MEX	MPX	PVR	SCL	SJD	TLV	VCE	ZIH
Water withdrawal (Megaliter) (clause 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	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	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	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	0
	Third-party water	0.0257	0.4286	0.1192	0.0488	0.2902	0.0657	0.0823	0.5142	0.0086	0.8409	0.2235	0.2175	0.4213	0.006176	0.1843	0.065	0.2839	0.0693	0.093977	0.127035	0.02884	0.265424	0.066187	0.016305

2021																				
Facilities in areas with water stress		ATH	BJX	BRU	CAI	CMN	CUN	CZM	DEL	DOH	DXB	FCO	HUX	KWI	LIS	MEX	PVR	SJD	TLV	ZIH
Water withdrawal (Megaliter) (clause 2.2.1)	Surface water	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
	Seawater	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
	Third-party water	0.15496	0.00007	0.09265	0.039	0.0175	0.13373	0.00269	0.40631	0.18631	0.10195	0.08881	0.00162	0.00102	0.04697	0.19909	0.02471	0.0072	0.13794	0.00291

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®, and Aeroplan Inc. (Full Disclosure)

Quantitative KPI Information

Gross direct (Scope 1) GHG emissions	Unit	Baseline (2019)*	2022	2021	2020
Electricity, heating, cooling and steam generation	tCO ₂ e	34,534	27,566	24,752	27,698
Transportation of materials, products, waste, employees and passengers	tCO ₂ e	13,170,133	9,479,492	4,887,972	5,005,854
Fugitive emissions	tCO ₂ e	520	428	533	562
Biogenic CO ₂ emissions (Sustainable Aviation Fuels, Renewable Natural Gas)	tCO ₂ e	-	5,689	-	-
Total gross direct GHG emissions	tCO₂e	13,205,187	9,513,174	4,913,257	5,034,114

* 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, 2020, 2021, and 2022:

The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, low demand, etc.) affected greatly Air Canada's operations. Indeed, it was translated by a major reduction of the flight operations, resulting in an important decline of jet fuel consumption as well as overall reductions in Scope 1 emissions. In 2022, the airline was still impacted by the pandemic, especially early in the year, but was ramping up its operations towards the end of the year (similar to 2019 levels).

In 2022, Air Canada resumed its Sustainable Aviation Fuels (SAF) purchase program. Air Canada also started to source renewable energy for its ground operations with the purchase of Renewable Natural Gas (RNG) for its HQ. These investments resulted in an increase of biogenic CO₂.

Objectives set:

Air Canada released in March 2021, its new Climate Action Plan which includes ambitious milestones to achieve its long-term goal of net-zero emissions by 2050:

- 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.

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 1990–2020—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2020—Part 3, Tables A13-2 to A13-14;
- US EPA 2023 - egrid2021
- Ecometrica (2011). Electricity-specific emission factors for grid electricity. Table Appendix I: Emissions per kWh of electricity generated
- 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 (Fourth Assessment Report (AR4))

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®, and Aeroplan Inc. and Trans-Canada Capital Inc. (Full Disclosure)

Quantitative KPI Information

Gross energy indirect (Scope 2) GHG emissions	Unit	Baseline (2019)*	2022	2021	2020
Electricity	tCO ₂ e	10,489	8,705	7,144	10,139
Total gross energy indirect GHG emissions	tCO ₂ e	10,489	8,705	7,144	10,139

* 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, 2020, 2021, and 2022:

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. In 2021, several Canadian and international offices and stations were closed resulting in a decline of electricity consumption for the year. In addition, the old hangar in Toronto Pearson (YYZ) was completely decommissioned (which led to an important decrease of electricity consumption in YYZ). Finally, we have noticed important decreases of the provincial emissions factors from 2020 and 2021 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.

Objectives set:

Air Canada released in March 2021, its new Climate Action Plan which includes ambitious milestones to achieve its long-term goal of net-zero emissions by 2050:

- 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. When actual electricity consumptions were not available, Air Canada estimated the emissions based on the occupancy surface.

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 1990–2020—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2020—Part 3, Tables A13-2 to A13-14;
- US EPA 2023 - egrid2021
- Ecometrica (2011). Electricity-specific emission factors for grid electricity. Table Appendix I: Emissions per kWh of electricity generated
- 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 (Fourth Assessment Report (AR4))

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:	Including carriers operating under Air Canada Express banner and tenants (Full Disclosure)

Quantitative KPI Information

Gross other indirect (Scope 3) GHG emissions	Unit	Baseline (2019)*	2022	2021	2020
Upstream scope 3 emissions	tCO₂e	1,606,565	1,007,650	567,123	570,221
Category 1 - Purchased goods and services	tCO ₂ e	1,606,565	1,007,650	567,123	570,221
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	tCO₂e	4,936	5,009	4,967	4,762
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	4,936	5,009	4,967	4,762
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	tCO₂e	1,611,501	1,012,659	572,090	574,983

* 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, 2020, 2021, and 2022:

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 2022, the airline was still impacted by the pandemic, especially early in the year.

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:

- Air Canada released in March 2021, its new Climate Action Plan which includes ambitious milestones to achieve its long-term goal of net-zero emissions by 2050:
- 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 1990–2020—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
 - Canada, National Inventory Report 1990–2020—Part 3, Tables A13-2 to A13-14;
 - US EPA 2023 - egrid2021
 - Ecometrica (2011). Electricity-specific emission factors for grid electricity. Table Appendix I: Emissions per kWh of electricity generated
 - World Resource Institute, The GHG Protocol calculation tools: <http://www.ghgprotocol.org/calculation-tools/all-tools>; and

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® (Full Disclosure)

Quantitative KPI Information

Please specify numerator and denominator with their respective units	Unit	Baseline (2019)*	2022	2021	2020
Absolute energy consumption (numerator): emissions from jet fuel combustion	kg of CO ₂ e	13,146,118,990	9,465,405,883	4,875,288,050	4,989,964,940
Organization specific metric (denominator): weight of passengers and cargo by distance flown / 100	100 RTK (revenue tonne kilometres)	165,100,915	120,378,906	51,277,912	46,570,663
GHG emissions intensity	kg of CO ₂ e / 100 RTK	79.62	78.63	95.08	107.15

* 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, 2020, 2021, and 2022:

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 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 towards the end of the year (even better than 2019 levels).

Objectives set:

Air Canada released in March 2021, its new Climate Action Plan which includes ambitious milestones to achieve its long-term goal of net-zero emissions by 2050:

- 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.

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® (Full Disclosure)		

Quantitative KPI Information

Reductions in GHG emissions due to:	Unit	2022	2021	2020	2019
Process redesign	tCO ₂ e	-	-	-	-
Conversion and retrofitting of equipment	tCO ₂ e	-	-	1,038	3,164
Operational changes	tCO ₂ e	8,297	5,778	9,880	17,783
Changes in behaviour	tCO ₂ e	-	-	-	2,392
Offsets	tCO ₂ e	-	-	-	-
Fuel switching	tCO ₂ e	295	212	-	-
Alternative fuel usage	tCO ₂ e	5,689	-	-	-
Total	tCO₂e	14,281	5,991	10,918	23,339

Qualitative KPI Information
Explanation for the variation between 2019, 2020, 2021, and 2022.

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 2022, fuel efficiency initiatives yielded approximately 3.2 M litres of jet fuel savings representing the avoidance of 8,297 tonnes of CO₂e to the atmosphere. The group continues its efforts with 2 projects currently in progress.

An additional avoidance of 295 tonnes of CO₂e to the atmosphere was generated from replacing fossil fuel powered employees shuttles in Vancouver to three lithium-ion powered shuttles. Air Canada has also resumed its procurement of sustainable aviation fuel (SAF) in 2022. Roughly 500,000 US gallons of SAF was purchased, resulting in the avoidance of 5,054 tonnes of CO₂e from the combustion of fuel.

Air Canada has also started to purchase renewable natural gas (RNG) for its facilities in Montreal, procuring roughly 12,563 GJ of RNG resulting in an avoidance of 631 tonnes of CO₂e.

Objectives set:

Air Canada released in March 2021, its new Climate Action Plan which includes ambitious milestones to achieve its long-term goal of net-zero emissions by 2050:

- 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, PCFs, 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.

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

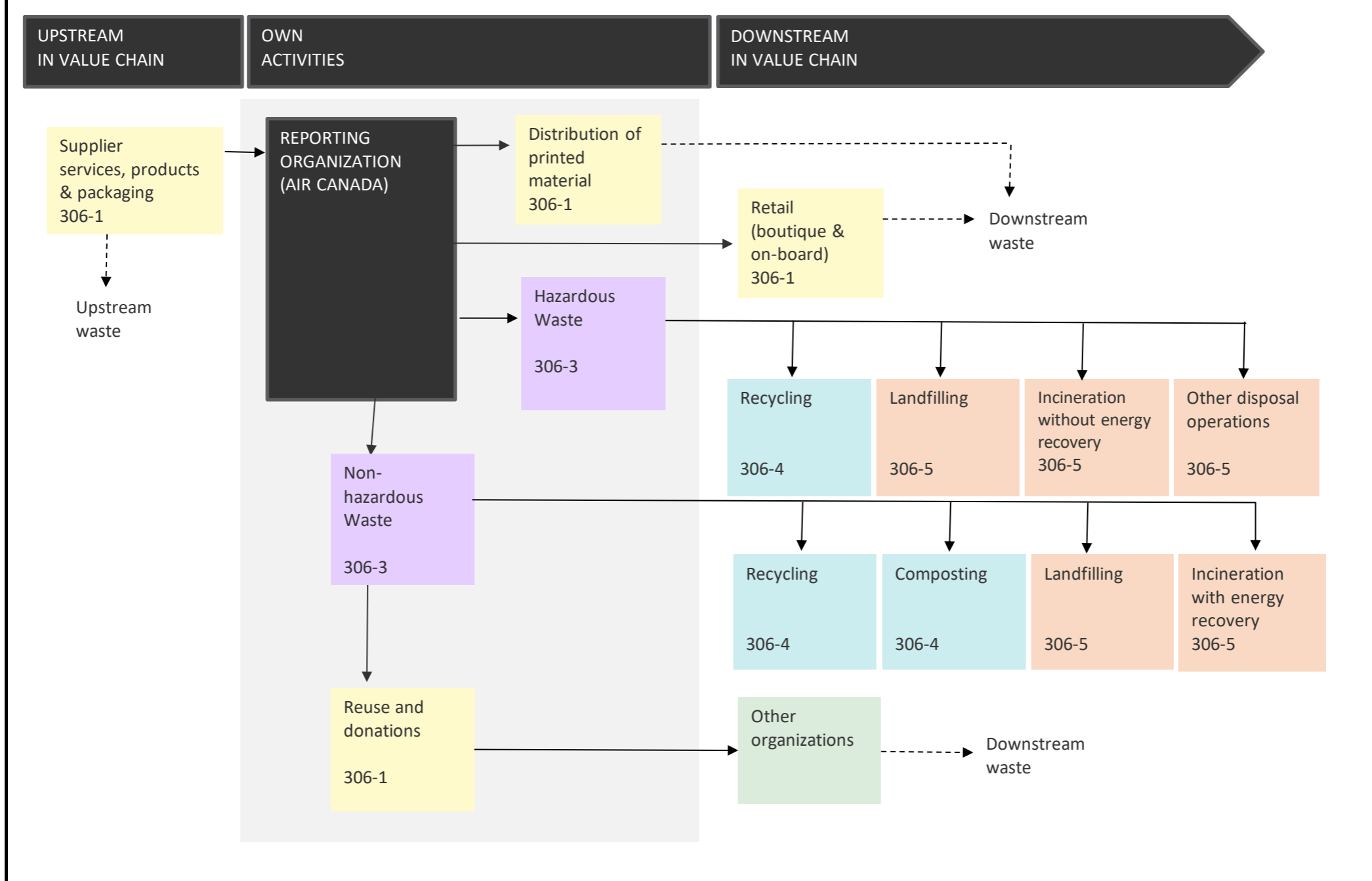
Upstream: Waste generated upstream is generated by third-party suppliers providing services and or goods for Air Canada. For example, catering providing prepared meals or companies who provide aircraft parts. This includes packaging, by-product food waste, plastics, cardboard, paper, e-waste, and scrap 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 KPI 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.
Waste Strategy Overview

Air Canada achieved its 2020 Corporate Waste Reduction Strategy targets despite the impact of the pandemic on our operations. The former strategy was focused on reducing the amount of waste we send to landfill by minimizing the amount of waste we generate, reusing where feasible, recycling as much as possible, and processing non-recyclables through other preferred methods. Moving forward, Air Canada is working on launching a new Corporate Waste Strategy in 2024 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.

Office & Facility, Waste Centralization

In 2018, Air Canada introduced a centralized recycling program at our Montreal headquarters and Vancouver Operations Centre. Larger receptacles in common areas were installed, deskside garbage bins were eliminated, and employees had access to recycle common items such as plastics, paper, and organics. By the end of 2019, the program was rolled out to our Winnipeg and Calgary offices. In 2021, Environmental Affairs relaunched the Waste Centralization program following an interruption of activities because of COVID-19. Additional bins were placed in additional locations within our Montreal headquarters and our waste collection contracts were revised to expand collection services for recycling and compost in new locations. In 2022, all remaining offices in Montreal were implemented now that reintegration of employees into office space post-COVID has begun. Air Canada also regularly recycles bulk waste from its operational facilities. Under the Corporate Waste Strategy, additional recycling programs for a range of items including wood, metal, plastic film and other items were added to 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. We also have various electronic waste disposal bins installed throughout our facilities to further promote responsible disposal practices.

Maple Leaf Lounges

In early 2020, prior to closing the Maple Leaf Lounges due to the pandemic, 18 of our 19 Canadian lounges recycled and 14 offered composting programs. Due to multiple closures of the lounges caused by the pandemic, no data was collected in 2020, 2021 and 2022. The total waste generated in Maple Leaf Lounges is not included in this report. In 2022, Environmental Affairs plans to support the Maple Leaf Lounge team in relaunching and improving recycling and composting initiatives once regular service resumes.

Onboard Recycling

Air Canada has an Onboard Recycling Program for all domestic flights, which is one way we are working to "Leave Less" in the environment. Due to COVID-19, however, onboard recycling of blue bags was paused between April 2020-2022 to reduce contact between crew and passengers. Some stations, however, continued to allow caterers to recycle select items returned to kitchen in bar carts. Recycling is normally 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. As of April 2022, Air Canada has resumed onboard recycling at six of our nine major Canadian airports and will be resuming regular auditing and data collection in 2024. Annual onboard waste audits were paused for a third year in 2022 due to COVID-19. As such, the total waste generated for domestic flights is not included in this report.

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-borne vectors. In addition, all airside 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. In 2018, we identified options to eliminate, replace, and reduce our single-use plastic items onboard. We are already in the process of testing alternative single-use plastic products that in addition to being better for the environment will also adhere to hygienic standards. Specifically, we are working on removing items and evaluating sustainable replacements for cutlery and food service items. Bamboo cutlery is already available on flights departing France, Australia, and India stations for Canada. Bamboo cutlery will be available system-wide on all Air Canada flights by the end of 2023.

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 have donated 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. Continuing in 2018, we partnered with various organizations to recycle legacy uniforms that could not be repurposed. The stock was recycled into stuffing for punching bags that were donated to community centres, converted into alternative items such as automotive stuffing, or incinerated to generate energy. In 2021, Air Canada further 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 teamed up 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 any wear and tear from service 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 through Canadian Stewardship Services Alliance as well as, Eco Entreprises Quebec. Air Canada and its subsidiaries including Aeroplan and Air Canada Vacations are covered under this program. In 2021, Air Canada also 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. Due to COVID, vendor site reviews had not been carried out, but we reserve the rights to such activities when it is safe and feasible to do so.

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. Non-hazardous on-board waste is normally collected by conducting waste audits of select flights but was postponed in 2021 due to the pandemic. No onboard waste data was collected in 2022.

An overall annual decrease in non-hazardous waste generated in 2022 is explained by the omission of onboard waste. In 2022, no flights were audited and therefore onboard data is not included in the report. Hazardous waste generated remains stable between 2021 and 2022. The total waste generated for batteries in 2021 increased since the last report, due to additional data that was provided later in the year in 2022.

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

Category	Waste generated	Waste diverted from disposal	Waste directed to disposal
Office & Facility Waste	2,802.10	1,560.20	1,241.91
Non-Hazardous Waste	110.61	110.35	0.26
Total	2,912.72	1,670.55	1,242.17

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	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
Total	614.07	436.84	177.24

Table 3: 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 4: 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
Total	809.65	603.05	206.60

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	397.32	22.76	374.57
Office & Facility Waste	3,183.29	2,043.91	1,139.38
Other Non-Hazardous Waste	55.43	55.38	0.05
Total	3,636.04	2,122.04	1,514.00

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	332.13	276.36	55.78
Solid Hazardous Waste	179.02	116.41	62.61
Batteries	22.36	22.36	0.00
PCB Waste	0.42		0.42
Total	533.93	415.12	118.81

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 and 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 decrease in non-hazardous waste generated in 2022 is explained by the omission of onboard waste. In 2022, no flights were audited and therefore onboard data is not included in the report. Hazardous waste generated remains stable between 2020 and 2021, however, a decrease in the total hazardous waste diverted from disposal was recorded in 2022. 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.

Year	Table 1: Waste diverted from disposal (t)			Table 2: Waste diverted from disposal (t)		
	Recovery operation	Offsite		HAZAROUS WASTE	Onsite	Offsite
2022	Compost	45.23				
	Recycle	1,539.21				
	Reuse/donation	86.11				
	Total	1,670.55				
2021	Compost	23.80				
	Recycle	2,306.70				
	Reuse/donation	9.10				
	Total	2,339.61				
2020	Compost	53.71				
	Recycle	2,029.30				
	Reuse/donation	39.03				
	Total	2,122.04				

Year	Table 3: Waste diverted from disposal (t)			Table 4: Waste diverted from disposal (t)		
	NON-HAZARDOUS WASTE	Onsite	Offsite	HAZAROUS WASTE	Onsite	Offsite
2022	Compost					
	Recycle					
	Reuse/donation					
	Total					
2021	Compost					
	Recycle					
	Reuse/donation					
	Total					
2020	Compost					
	Recycle					
	Reuse/donation					
	Total					

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

- Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste; see tables below
- 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
- 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
- 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 decrease in non-hazardous waste generated in 2022 is explained by the omission of onboard waste. In 2022, no flights were audited and therefore onboard data is not included in the report. Hazardous waste generated remains stable between 2021 and 2022. 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)
Table 3: Waste directed to disposal (t)

Disposal operation	Offsite
Energy Recovery	0.26
Landfill	1,241.91
Total	1,242.17

Table 2: Waste directed to disposal (t)

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

Table 3: Waste directed to disposal (t)

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

Table 4: Waste directed to disposal (t)

HAZAROUS WASTE Disposal operation	Onsite	Offsite
Deepwell		27.86
Incineration		9.74
Landfill		169.00
Total		206.60

Table 5: Waste directed to disposal (t)

NON-HAZARDOUS WASTE Disposal operation	Onsite	Offsite
Energy Recovery		140.52
Landfill		1,373.48
Total		1,514.00

Table 6: Waste directed to disposal (t)

HAZAROUS WASTE Disposal operation	Onsite	Offsite
Deepwell		2.19
Incineration		11.36
Landfill		105.25
Total		118.81

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® (Full Disclosure)

Quantitative KPI Information

Total number of employees - Average of 2022		Canada		United States		United Kingdom		Rest of the world		Total 2022		Total 2021		Total 2020	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	3,293	2,584	68	55	1	9	16	23	3,378	2,671	1,226	934	4,061	2,898
30-50 years old	# people	8,286	9,436	235	160	36	60	125	149	8,682	9,804	5,431	7,075	8,382	9,994
>50 years old	# people	3,904	5,555	166	114	25	65	96	89	4,191	5,824	3,805	5,365	5,094	6,991

Employee hires and recalls in 2022		Canada		United States		United Kingdom		Rest of the world		Total 2022		Total 2021		Total 2020	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	2,504	2,920	98	78	1	5	12	22	2,615	3,025	2,496	1,777	411	350
30-50 years old	# people	2,073	2,614	127	105	12	14	34	37	2,246	2,770	3,714	3,270	292	373
>50 years old	# people	525	804	47	52	5	5	7	8	584	869	555	765	40	66

Employee hire and recall rate in 2022		Canada		United States		United Kingdom		Rest of the world		Average Rate 2022		Average Rate 2021		Average Rate 2020	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	Rate (%)	76.0%	113%	144%	141%	100%	54%	73%	98%	77%	113%	204%	190%	10%	12%
30-50 years old	Rate (%)	25%	28%	54%	66%	34%	23%	27%	25%	26%	28%	68%	46%	3%	4%
>50 years old	Rate (%)	13%	14%	28%	46%	20%	8%	7%	9%	14%	15%	15%	14%	1%	1%

Employees leaving employment* in 2022		Canada		United States		United Kingdom		Rest of the world		Total 2022		Total 2021		Total 2020	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	1,450	1,453	43	25	0	0	4	5	1,497	1,483	169	84	3,954	2,780
30-50 years old	# people	1,331	1,356	84	55	4	9	16	14	1,435	1,434	309	320	4,497	4,475
>50 years old	# people	509	752	42	39	5	8	8	5	564	804	1,000	1,205	1,362	1,968

Employees leaving employment* rate in 2022		Canada		United States		United Kingdom		Rest of the world		Average Rate 2022		Average Rate 2021		Average Rate 2020	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	Rate (%)	44.0%	56.2%	63.3%	45.2%	0.0%	0.0%	24.4%	22.2%	44.3%	55.5%	13.8%	9.0%	97.4%	95.9%
30-50 years old	Rate (%)	16.1%	14.4%	35.7%	34.4%	11.2%	15.1%	12.8%	9.4%	16.5%	14.6%	5.7%	4.5%	53.7%	44.8%
>50 years old	Rate (%)	13.0%	13.5%	25.3%	34.2%	19.9%	12.3%	8.3%	5.6%	13.5%	13.8%	26.3%	22.5%	26.7%	28.2%

*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 (Full Disclosure)

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, evaluate 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.

Health and Safety Committees played a key role in addressing and mitigating hazards in relation to COVID-19 and what has evolved into a broader Infectious Respiratory Illness focus. Our Policy Committees participated in ongoing changes surrounding our Infectious Respiratory Illness Program including the decision to remove plexiglass in our customer facing spaces, optional PPE offered during the COVID-19 pandemic and the updated wellness assessment.

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.

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

403-9 Work-related injuries

General KPI Information	
a) GRI description:	Hazard identification, risk assessment, and incident investigation.
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) (Full Disclosure)

Quantitative KPI Information
Safety performance metrics:

Occupational Health and Safety Performance				
	2022	2021	2020	2022 vs. 2021
Fatalities	0	0	0	N/A
Total Injury Rate - per 100 FTE	20.85	13.86	15.57	50.43%
Lost Time Injuries (LTI)	1546	860	563	79.77%
LTI - per 10,000 Flights	45.03	48.44	31.64	-7.04%
Lost Time Injury Days	60813	50970	50205	19.31%
Alberta WCB Assessment Reduction	83%	90%	80%	-7.78%

*Numbers are adjusted each year as injury claim status changes

b) Other GRI 403-9 metrics:

Employees and workers	Unit	2022							2021							2022 Variance						
		Canada		United States		Rest of the world			Canada		United States		Rest of the world			Canada		United States		Rest of the world		
		Female	Male	Female	Male	Female	Male	Total	Female	Male	Female	Male	Female	Male	Total	Female	Male	Female	Male	Female	Male	Total
Total Injuries (including fatalities)	Total Number of Injuries	3,078	3,742	31	25	1	15	6,892	1,357	2,132	16	18	0	6	3,534	126.8%	75.5%	93.8%	38.9%	N/A	150.0%	95.0%
Lost Time Injuries	Total Lost Time Injuries	626	886	7	11	1	11	1,546	296	552	4	5	0	3	860	111.5%	60.5%	75.0%	120.0%	N/A	266.7%	79.8%
Lost Time Injury Days	Total Days Lost							60,813							50,970	N/A	N/A	N/A	N/A	N/A	N/A	19.3%
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	N/A

* 4 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

Terms 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.

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 2022, 2021, and 2020:

Reasons:
DAYS LOST:

INJURIES: Total injuries increased in 2022 as the operation significantly ramped up with the lifting of all remaining COVID-19 restrictions. In 2022 we had record bookings during the summer months. Q2 and Q3 saw strong numbers as Q3 passenger counts more than doubled compared to Q1 of last year. We also hired approx. 10,000 employees across all branches. As of Dec 31st, 61% of employees had less than 2 years experience. Certain branches were either understaffed in certain departments or working with a high percentage of staff under 2 years. Many new employees were facing challenges they had never faced before causing an extra layer of complexity during the peak summer and winter months.

ILLNESSES: Spikes in COVID-19 claims in Q4 2021 and Q1 2022 (Delta and Omicron variant), after which our case numbers started to decrease.

Types of injuries that have been observed with employees and workers in 2022:

Contact Injuries - 28%

Strain/Sprain - 23%

Illness claims - 17.7%

Slip/ Trip/ Falls - 15.7%

Caught in/Under/Between - 4.7%

Other 10.27%

Body Areas Affected by Injury (First area listed):

Ankle: 241

Arm: 725

Back: 787

Foot: 218

Hand: 772

Head: 1153

Leg: 653

Neck: 272

Shoulder: 366

Injury Attribute

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

Manual handling - Lifting/ Pulling/ Pushing

Slip/ Trip/Falls - Slippery/Uneven Surfaces

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

Safety program achievements (if applicable):

•AED Installations - 0

•Emergency Response Drills - 25 in person drills conducted across Air Canada site. Corporate Safety Emergency Management conducted 4 Table Top Exercises and 2 Full Scale Exercises in 2022

•PIR Audit - Successful Score

•In 2022, Air Canada was recognized for its safety-first culture and our innovative use of technology to promote workplace safety at the national occupational health and safety awards. Presented by OHS Canada and Talent Canada, our awards are in the categories of OHS Culture and Best of Use Safety Technology.

Air Canada was recognized by the Flight Safety Foundation for its commitment to safety and its 66-year history as a member of the Foundation. Our patron-level membership in the Foundation is reflective of our common goal of increasing safety margins at Air Canada and in the industry.

•Implemented a workplace triage program for head injuries in collaboration with Maple Health.

•Introduced Regional Health and Safety Coordinates for Airports in conjunction with the IAM.

Additional information (any additional noteworthy indications or comments that have not been listed in this disclosure):
2023 Objectives:

Lost Time Injury Rate Reduction of 7% from 2022



403-9 Work-related incidents

General KPI Information

- a) GRI description: Hazard identification, risk assessment, and incident investigation.
- b) Calculation protocol available in: GRI Standards, GRI 403-2 2016: Occupational health and safety
GRI Standards can be downloaded at the following link: <https://www.globalreporting.org/standards>
This 403-9 disclosure uses the calculation protocol available in GRI Standards 2016: 403-2
- c) Boundaries: Air Canada Rouge® (excluding pilots) (Full Disclosure)

Quantitative KPI Information

a) AC Rouge-specific safety performance metrics:

Occupational Health and Safety Performance				
	2022	2021	2020	Variance 2022 vs. 2021
Fatalities	0	0	0	0%
Total Injury Rate - per 100 FTE	4.15	2.92	0.05	42%
Lost Time Injuries (LTI)	27	21	28	29%
LTI - per 10,000 Flights	9.60	62.97	17.98	-85%
Lost Time Injury Days	2933	2017	4453	45%
Alberta WCB Assessment Reduction	N/A	N/A	N/A	N/A

FA YYZ

b) Other GRI 403-9 metrics:

Unit		2022							2021							Variance 2022 vs. 2021								
		Ontario		Quebec		British Columbia			Total	Ontario		Quebec		British Columbia			Total	Ontario		Quebec		British Columbia		Total
		Female	Male	Female	Male	Female	Male	N/A		Female	Male	Female	Male	Female	Male	Female		Male	Female	Male	Female	Male		
Total Injuries (incl. fatalities)	Total Number of Injuries	33	5	15	4	N/A	N/A	57	10	1	13	0	N/A	N/A	24	230.0%	400.0%	15.4%	400%	N/A	N/A	137.5%		
Lost Time Injuries	Total Lost Time Injuries	16	1	9	1	N/A	N/A	27	10	1	9	0	N/A	N/A	21	60.0%	0%	0%	100%	N/A	N/A	28.6%		
Lost Time Injury Days	Total Days Lost	1,074	2	1,848	9	N/A	N/A	2,933	504	4	1,509	0	N/A	N/A	2,017	113.1%	-50.0%	22.5%	900%	N/A	N/A	45.4%		
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 2022, 2021, and 2020:

Variance can be explained due to Covid-19 global pandemic. Air Canada Rouge completely shut down operations for 6 months, from January-September 2021. During the year 2022, Air Canada Rouge did not experience any shut down of operations.

Types of injuries that have been observed with employees and workers:

- Aircraft fume inhalation
- Minor burns
- MSD injuries

Safety program achievements (if applicable):

- Additional education on timely and accurate reporting procedures.
- Closer follow-up and monitoring of Lost Time Injuries.
- Education on situational awareness, Back Safe, overall wellness, mental health, and safety standard operating procedures (SOPs) to reduce lost time injuries

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® (Partial Disclosure)

Quantitative KPI Information:

Average hours of training		2022				2021				2020			
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	20.5	21.0	4,165	4,416	12.3	13.5	3,338	3,835	11.7	13.9	3,417	3,620
	CALDA Flight Dispatch	20.5	28.5	78	87	14.9	28.1	4,549	4,838	16.0	23.2	52	55
	Unifor Cust. Serv. Agents	87.8	116.0	5,492	5,842	65.0	73.4	49	56	67.2	71.9	2,922	3,205
	- Flight Ops Crew Sched	9.0	7.2	57	72	29.3	22.2	64	66	9.9	13.9	63	69
	- IFS Crew Sched	69.6	25.4	49	83	16.4	11.1	70	73	0.3	0.3	24	67
	CUPE	67.5	72.8	8,352	8,832	49.5	53.9	7,242	8,046	22.8	26.5	3,476	3,838
	IAM Ground and Tech. Workers	40.1	68.0	8,987	10,593	20.6	34.8	6,991	8,340	10.2	23.3	4,406	5,792
	IBT	67.6	96.9	561	777	27.1	28.0	458	593	22.9	23.0	610	646
	INT	7.5	20.8	217	316	4.3	7.4	185	289	14.7	9.4	242	304
	Unite: Amicus		21.7	4	24		9.2	1	20		26.4	17	23
Unite: TGW	4.0	7.8	104	130	8.1	10.4	105	137	3.7	7.7	130	156	
Non-Mgmt Total		67.7	61.0	28,066	31,172	48.4	34.5	23,052	26,293	35.3	23.5	15,359	17,775
Management	ATS	3.3	5.2	55	71	7.0	3.2	46	86	4.9	5.8	62	89
	Management	12.0	14.1	4,410	4,631	6.6	8.7	1,660	3,668	10.3	10.3	1,989	3,396
Mgmt Total		11.8	14.0	4,465	4,702	6.6	8.7	1,706	3,754	10.0	10.3	2,051	3,485
	Air Canada Vacations	26.3	36.0	137	543	11.9	3.5	110	419	6.6	5.2	33	446
	Air Canada Rouge	69.8	74.1	753	827	18.0	28.5	398	530	3.4	1.5	170	85
	TOTAL	59.8	54.9	33,421	37,244	41.7	31.1	25,266	30,996	29.5	21.3	17,613	21,791

Post-Covid impact: the Operational activities have 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® (Full Disclosure)

Quantitative KPI Information

	Units	2022		2021		2020	
		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	90.5%	93.6%	79.3%	85.4%	86.6%	92.6%

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® (Partial Disclosure)

Quantitative KPI Information

Diversity of Governance Bodies and Employees	2022				2021			
	Female %	Minority %	Persons With Disabilities %	Indigenous%	Female %	Minority %	Persons With Disabilities %	Indigenous%
Board of Directors	33.3%	8.3%	0.0%	0.0%	33.0%	8.3%	0.0%	0.0%
Executives Vice-Presidents	15.8%	5.3%	5.3%	0.0%	15.8%	5.3%	5.3%	0.0%
Senior Leaders ⁽¹⁾	39.0%	15.3%	2.6%	0.6%	38.5%	15.2%	1.6%	0.8%
Management	49.3%	36.1%	2.5%	0.8%	53.0%	30.1%	2.4%	0.8%
Unionized Workforce	46.2%	34.9%	2.1%	1.4%	48.1%	31.8%	2.0%	1.4%
TOTAL	46.5%	34.8%	2.1%	1.3%	48.6%	31.4%	2.0%	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% 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	2022	2021	2020	Variance (2022 vs. 2021)
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	4	1	3	300%
Voluntary codes (AVC)	Amount	11	6	7	83%

Qualitative KPI Information

Explanation for the variation between 2022, 2021 and 2020:

4 Directions Issued

- 1 - IFS In Flight Service Restrictions required (Q1 2022). Issued after changes were made to our on board service during COVID-19
- 2 - CC YUL COVID-19 Mask Compliance and HPP (Q1 2022)
- 3 - APR ASO YYZ Single Tow Operator HPP Updates (Q3 2022)
- 4 - APR ASO YYZ Single Tow Operation Training (Q3 2022)

11 AVCs Issued:

- 1 - ACM YUL Following HOIR Procedures with H&S Committee (Q4 2022)
- 2 - ACM YUL Vehicle Cleanliness (Q3 2022)
- 3 - ACM YUL Update Fall Protection Plan (Q3 2022)
- 4 - IFS - Conduct HOIR Investigation (Q1 2022)
- 5 - CC YYZ COVID-19 Training (Q3 2022)
- 6 - APR ASO YVR Facility Cleanliness (Q4 2022)
- 7 - APR ASO YYZ Service Stairs Inspections (Q4 2022)
- 8 - APR ASO YFC ESDC Site Tour Facilities Issues (Q4 2022)
- 9 - APR ASO YYG ESDC Site Tour Facilities Issues (Q4 2022)
- 10 - APR GSE YYZ ESDC Site Tour Facilities Issues (Q4 2022)
- 11 - APR ASO YYZ Workplace Violence and Harassment (Q3 2022)

In 2022, our operation continued to ramp up, as did our employee numbers. Our employee headcount increased 29.6% overall from 2021 to 2022. The greatest percentages in our Operations branches such as Airports and In Flight Services. A larger employee base and busier operation meant more concerns from employees being brought forward.

Employment Social Development Canada (ESDC) also began to perform more site visits in 2022 as they were also affected by COVID-19 and put their resources towards other means in 2020 and 2021.

The AVC issued in relation to Workplace Violence and Harassment is a first for Air Canada, but the new Regulations only came into effect in 2021.

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® (Full Disclosure)

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	2022	2021	2020
	Regulations resulting in a fine or penalty	Amount	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 (Full Disclosure)

Quantitative KPI Information

	Unit	2022	2021	2020
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	34	4	3
(b) Complaints from regulatory bodies.	Amount	0	0	6
(c) Complaints in (a) relating to identified leaks, thefts, or losses of customer data	Amount	2	4	3

Qualitative KPI Information
Variation explained between 2020, 2021 and 2022:

- (a) Increase from past years (2020, 2021) due to return to regular operations following pandemic.
- (b) Received no investigations or complaints from regulatory bodies.
- (c) Reported 2 minor breaches to the OPC or data protection authorities that were not a result of actual complaints received related to (a).

2022 Objectives:

In 2022, Air Canada continued to implement its Privacy Action Plan, raising Air Canada's privacy maturity and improving its risk posture to add more robust infrastructure, compliance programs and governance to meet regulatory expectations and maintain customer trust.

Objectives set and met include:

- (1) Updating its customer Privacy Policies
- (2) Enhancing its Third-Party Vendor Risk Management process
- (3) Increasing privacy-by-design initiatives
- (4) Updating and testing its Privacy Incident Response process
- (5) Increased communications and training on privacy
- (6) Performing root cause analyses on all privacy incidents to drive more effective mitigation measures

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	2022	2021	2020
Number of airline tickets donated to charitable organizations	Tickets	1,580	793	784
Financial grants donated to charitable organizations	CAD	\$1.6M	579,635	2,400,000
Aeroplan Points donated to Canadian pediatric hospitals and Hope Air	Points	18,400,000	10,750,000	4,150,000
Number of aircraft dedicated to Dreams Take Flight	Aircraft	0	0	0

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