AIR CANADA

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, p. 10
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	2020		2019		2018	
		Female	Male	Female	Male	Female	Male
Permanent - Full-time	Count	8,672	11,735	15,910	18,305	14,168	17,105
Permanent - Part- time	Count	640	713	1,493	1,394	1,301	1,333
Temporary - Full-time	Count	21	10	122	174	111	95
Temporary - Part-time	Count	0	0	12	10	39	11

		2020		2019		2018	
		Female	Male	Female	Male	Female	Male
Total workforce	Count	**9,333**	**12,458**	**17,537**	**19,883**	**15,619**	**18,544**

Total number of employees by employment contract, by region	Unit	2020	
		Permanent	Temporary
Canada	Count	20,306	31
United States of America	Count	741	
Rest of the world	Count	713	
Total workforce	Count	**21,760**	**31**

AIR CANADA

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 diclosures, p. 30
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	2020	2019	2018	2017	2016	2015	2014	2013
Percentage of total employees covered by collective bargaining agreements	%	82%	86%	87%	87%	87%	90%	88%	89%

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:

Pilots: 2014 - 2024
Cabin Crew: 2015 - 2025
Maintenance & Ground Staff: 2016 - 2026
Customer Service: 2020 - 2025
Crew Schedulers (FOP): 2015 - 2025
Crew Schedulers (IFS): 2015 - 2025
Finance: 2016 - 2026
Clerical: 2016 - 2026
Dispatchers: 2016 - 2028
US Airports: 2019 - 2029
UK Mechanics: - 2016 - 2025
UK Customer Service & Cargo: 2015 - 2019

AIR CANADA

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	2020	2019	2018	2017	
Air operations	Aircraft fuel	GJ	72,289,961	190,428,788	185,524,663	175,950,570	Includes Air Canada and Air Canada Rouge®
Ground operations	Diesel/gasoline	GJ	217,552	310,651	348,091	337,341	Includes Air Canada and Air Canada Rouge® Ground Service Equipment
Ground operations	Propane	GJ	14,550	37,352	61,996	34,821	Air Canada and Air Canada Rouge® Ground Service Equipment and facilities
Facilities	Natural gas	GJ	564,084	703,305	704,668	670,239	Includes Air Canada facilities (Air Canada and Air Canada Rouge® consumption)
Total		GJ	73,086,146	191,480,096	186,639,418	176,992,971	

NB: The 2018 numbers have been updated.

Total fuel consumption from renewable sources		Unit	2020	2019	2018	2017
Air operations	Aircraft biofuel	GJ	-	-	2,850	847
Total		GJ	-	-	2,850	847

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

Total consumption	Unit	2020	2019	2018	2017	
Total electricity consumption	GJ	532,580	561,227	559,432	609,432	Includes Air Canada facilities (Air Canada, Air Canada Rouge®, Aeroplan Inc. and Trans-Canada Capital Inc. consumption)
Total heating consumption	GJ	-	-	-	-	
Total cooling consumption	GJ	-	-	-	-	
Total steam consumption	GJ	-	-	-	-	
Total consumption	GJ	532,580	561,227	559,432	609,432	

Total sales	Unit	2020	2019	2018	2017
Total heating sold	GJ	-	-	-	-
Total cooling sold	GJ	-	-	-	-
Total steam sold	GJ	-	-	-	-
Total sales	GJ	-	-	-	-

Total energy consumption	Unit	2020	2019	2018	2017
Self-generated electricity, heating, cooling and steam, which are not consumed	GJ	-	-	-	-
Total energy consumption within the organization	GJ	73,618,726	192,041,324	187,201,700	177,603,250

Qualitative KPI Information

Explanation for variation between 2018,2019 and 2020:
The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, etc.) had a significant effect on Air Canada's operations.It translated into a major reduction of flight operations, resulting in an important decline of jet fuel consumption.

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.

AIR CANADA

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

Upstream energy consumption (excl. emissions from 302-1)	Unit	2020	2019	2018	2017	
Purchased goods and services	GJ	8,260,825	23,271,980	23,808,979	22,937,241	Upstream relates to purchased goods and services Jet fuel consumption from flights operated by carriers under the Air Canada Express banner
Upstream leased assets	GJ	127,318	127,852	175,585	135,111	Natural gas and electricity purchased by tenants

Qualitative KPI Information

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.

AIR CANADA

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	2020	2019	2018	2017
Absolute energy consumption (numerator): jet fuel consumed	litres	1,932,886,660	5,091,678,821	4,960,628,693	4,704,583,337
Organization-specific metric (denominator): weight of passengers and cargo by distance transported / 100	100 RTK (revenue tonne kilometres)	46,570,663	165,100,915	164,202,274	150,617,866
Energy intensity ratio (the amount of fuel required to move 100 tonnes of people or cargo 1 kilometre)	litres / 100 RTK	41.50	30.84	30.21	31.24

Qualitative KPI Information

Explanation for variation between 2018, 2019 and 2020:
The decline in fuel efficiency observed is attributed to the COVID-19 pandemic and its consequences on operations. The load factors and irregularity in operations made it challenging to maintain certain efficiency 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.

AIR CANADA

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	2020	2019	2018	2017
Conversion and retrofitting of equipment	GJ	15,039	45,838	75,299	481,425
Changes in behaviour	GJ	-	34,643	-	234,065
Operational changes	GJ	139,937	257,589	129,223	755
Process Redesign	GJ	-	-	-	-

Choose how the figures were obtained:	2020	2019	2018	2017
Conversion and retrofitting of equipment	Estimated	Estimated	Estimated	Estimated
Changes in behaviour	N/A	Estimated	N/A	Estimated
Process Redesign	N/A	N/A	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.

AIR CANADA

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 Air Canada Rouge® flight operations worldwide and all Canadian offices and facilities owned by Air Canada.

Reporting requirements

a. 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 (e.g., impacts caused by runoff).

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 and aircraft de-icing operations. In de-icing operations, water is occasionally mixed with the de-icing fluid to reach the desired concentration. The effluent generated from anti-icing and de-icing operations is collected and treated by a third party (refer to GRI 303-4).

Water is used in facilities for 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 (EMS), 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 meeting specific water quality requirements. Although mitigated, there is a potential 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. As for de-icing operations, the residual de-icing fluids that is not captured by the collection process has the potential of entering ground, stormwater and/or surface water run-off affecting water quality. These risks are mitigated and managed through specific environment management plans (see below).

b. A 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 operations 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. A 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.

Glycol mitigation programs are developed by the local airport authorities to ensure compliance with the CEPA guidelines for glycol. The mitigation plans are reviewed by all stakeholders and approved by Transport Canada. At the end of each de-icing season, year-end meetings are held at each airport to review the effectiveness of the mitigation plan. Any exceedances of the guideline are reviewed and any necessary changes are identified and incorporated into the plan for the following year.

d. An 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 in 2020, its rating was changed to a significant aspect. In accordance with our certified ems, all significant aspects require a management plan. To address this aspect and its associated impact, 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	**210.79**	**Megaliters**
Estimated aircraft water uplift in all flight operations	**21.81**	**Megaliters**
Estimated aircraft water uplift in water-stress locations	**1.34**	**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.

AIR CANADA

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 Air Canada Rouge® flight operations worldwide and all Canadian offices and Canadian facilities owned by Air Canada.

Reporting requirements

a. A description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including:

i. how standards for facilities operating in locations with no local discharge requirements were determined;

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. any internally developed water quality standards or guidelines;

N/A

iii. any sector-specific standards considered;

The release of glycols resulting from aircraft de-icing and anti-icing activities is considered sector-specific and is regulated by the federal government of Canada. The Canadian federal guidelines on glycol recommend a concentration limit of 100 milligrams/litres (mg/L) for the discharge of glycols to surface water from federal airports.

iv. whether the profile of the receiving waterbody was considered.

N/A

AIR CANADA

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 Air Canada Rouge® flight operations worldwide and all Canadian offices and Canadian facilities owned by Air Canada.

Reporting requirements

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

i. Surface water;

0

ii. Groundwater;

0

iii. Seawater;

0

iv. Produced water;

0

v. Third-party water;

Total	**232.6**	**MegaLiters**
Water withdrawn in Air Canada owned facilities in Canada	**210.6**	**MegaLiters**
Water withdrawn in facilities where Air Canada sprays de-icing fluid	**0.19**	**MegaLiters**
Estimated aircraft water uplift for flight operations	**21.81**	**MegaLiters**

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

i. Surface water;

0

ii. Groundwater;

0

iii. Seawater;

0

iv. Produced water;

0

v. Third-party water;

Estimated aircraft water uplift in water-stress locations	**1.34**	**MegaLiters**

c. A 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);

232.6 MegaLiters

ii. Other water (>1,000 mg/L Total Dissolved Solids).

0

Water withdrawal (303-3)			All areas	Areas with water stress
Water withdrawal by source (MegaLiter)	Surface water (total)		0	0
	Freshwater (≤1,000 mg/L Total Dissolved Solids)		0	0
	Other water (>1,000 mg/L Total Dissolved Solids)		0	0
	Groundwater (total)		0	0
	Freshwater (≤1,000 mg/L Total Dissolved Solids)		0	0
	Other water (>1,000 mg/L Total Dissolved Solids)		0	0
	Seawater (total)		0	0
	Freshwater (≤1,000 mg/L Total Dissolved Solids)		0	0
	Other water (>1,000 mg/L Total Dissolved Solids)		0	0
	Produced water (total)		0	0
	Freshwater (≤1,000 mg/L Total Dissolved Solids)		0	0
	Other water (>1,000 mg/L Total Dissolved Solids)		0	0
	Third-party water (total)		232.79	1.34
	Freshwater (≤1,000 mg/L Total Dissolved Solids)		232.79	1.34
	Other water (>1,000 mg/L Total Dissolved Solids)		0	0
	Total third-party water withdrawal by withdrawal source	Surface water		0
		Groundwater		0
		Seawater		0
		Produced water		0
Total water withdrawal	Surface water (total) + groundwater (total) + seawater (total) + produced water (total) + third-party water (total)		232.79	1.34

d. Any 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 that manages the municipal water billings 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.

Air Canada uses a licensed third-party platform to track de-icing information per flight such as volumes of de-icing fluid sprayed, times,dates, etc. in all locations where the company self-deices.

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

Facilities in areas with water stress		ALG	LMN	LNL	LXD	ATH	YCH	YXE	WND	MLX	PVR	BUM	BRU	LUN	CZM	SCL	ILV	BCN	FCO	ZIH	LIS	HUR
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
	groundwater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Seawater	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Produced water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Third-party water	0.00254	0.02758	0.31842	0.015	0.04823	0.00715	0.0603	0.021	0.0885	0.05319	0.06138	0.10492	0.15414	0.00705	0.18774	0.124692	0.00408	0.0184	0.01135	0.00755	0.00321

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

N/A

AIR CANADA

303-4 Water discharge

General KPI Information

a) GRI description:	Water discharge
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 (Canadian facilities where Air Canada is de-icing its own aircraft)

Reporting requirements

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

i. Surface water;

N/A

ii. Groundwater;

N/A

iii. Seawater;

N/A

iv. Third-party water; and the volume of this total sent for use to other organizations, if applicable.

0.34376

b. A breakdown of total water discharge to all areas in MegaLiters by the following categories:

i. Freshwater (≤1,000 mg/L Total Dissolved Solids);

N/A

ii. Other water (>1,000 mg/L Total Dissolved Solids).

0.34376

c. Total water discharge to all areas with water stress in MegaLiters, and a breakdown of this total by the following categories:

i. Freshwater (≤1,000 mg/L Total Dissolved Solids);

N/A

ii. Other water (>1,000 mg/L Total Dissolved Solids).

N/A

Water discharge (303-4)			
In Megaliter		All areas	Areas with water stress
Water discharge by destination	Surface water	0	
	Groundwater	0	
	Seawater	0	
	Third-party water (total)	0.34376	
	Third-party water sent for use to other organizations	0.34376	
Total water discharge	Surface water + groundwater + seawater + third-party water (total)	0.34376	0
Water discharge by freshwater and other water	Freshwater (≤1,000 mg/L Total Dissolved Solids)	**0**	**0**
	Other water (>1,000 mg/L Total Dissolved Solids)	0.34376	0

d. Priority substances of concern for which discharges are treated, including:

i . how priority substances of concern were defined, and any international standard, authoritative list, or criteria used;

Environment Canada's National Pollutant Release Inventory (NPRI) tracks the release of priority substances to the environment, including their disposal or their transfer for recycling. This information is collected and published because they may pose a risk to the environment or to health. Ethylene glycol is a priority substance on the NPRI list and has a defined reporting threshold for usage.

ii. the approach for setting discharge limits for priority substances of concern;

Environment Canada's glycol guidelines, under the Canadian Environmental Protection Act (CEPA), recommend a concentration limit for the discharge of glycols to surface water (no limits to groundwater, seawater or third parties) resulting from aircraft de-icing and anti-icing activities; Air Canada does not discharge glycol to surface water. There is also a reporting threshold which is defined in the NPRI regulation (see 303-4-d-i).

iii. number of incidents of non-compliance with discharge limits.

Prior to each de-icing season, glycol mitigation programs are developed by the local airport authorities to ensure compliance with the CEPA guideline for glycol as referenced in d.ii. The mitigation plans are reviewed by all stakeholders and approved by Transport Canada. At the end of each de-icing season, year-end meetings are held at each airport to review the effectiveness of the mitigation plan. Any exceedances of the guideline are reviewed and any necessary changes are identified and incorporated into the plan for the following year. Given the nature of the de-icing operations at the airport (stakeholders' effluent pooled), data normally cannot be directly attributed to individual stakeholders.

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

Air Canada uses a licensed third-party platform to track de-icing information per flight such as volumes of de-icing fluid sprayed, times,dates, etc. in all locations where the company self-deices. Air Canada contracts another third-party to collect the de-icing effluent for recovery, calculate the recovery rates, and provide the data on disposed and recycled effluent to Air Canada.

Reporting recommendations

The number of occasions on which discharge limits were exceeded

There are no set limits for glycol effluent, only guidelines which assist stakeholders in understanding their effluent levels and create an environmental performance criterion. These guidelines assist the stakeholders to determine if operational changes are warranted.

A breakdown of total water discharge to all areas in MegaLiters by level of treatment, and how the treatment levels were determined;

Effluent (used de-icing fluid mixed with water) that is discharged to a third party is treated and recycled by the third party. Effluent that is not sent to a third party is released to land for biodegradation as per approved airport-specific glycol mitigation plan; the total quantity of spent deicing fluid in the effluent discharged to land was 0.71073ML.

AIR CANADA

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

	Unit	2020	2019	2018
Gross direct (Scope 1) GHG emissions				
Electricity, heating, cooling and steam generation	tCO_2e	27,698	34,534	33,885
Transportation of materials, products, waste, employees and passengers	tCO_2e	5,005,854	13,170,133	12,836,386
Fugitive emissions	tCO_2e	562	520	651
Biogenic CO_2 emissions (SAF)	tCO_2e	-	-	195
Total gross direct GHG emissions	tCO_2e	5,034,113	13,205,187	12,870,922

Qualitative KPI Information

Explanation for variation between 2018, 2019 and 2020:
The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, 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.

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 reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG 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: CO_2, CH_4, N_2O, 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 1990–2019—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2019—Part 3, Tables A13-2 to A13-14;
- US EPA 2021 - egrid2019
- 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 onglet "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.

AIR CANADA

305-2 Energy indirect (Scope 2) GHG emissions

General KPI Information

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

Quantitative KPI Information

	Unit	2020	2019	2018
Gross location-based energy indirect (Scope 2) GHG emissions				
Electricity	tCO_2e	10,139	10,647	14,303
Total gross indirect emissions	tCO_2e	10,139	10,647	14,303

Qualitative KPI Information

Explanation for variation between 2018, 2019 and 2020:
No significant variation in terms of GHG emissions generated from electricity consumption.

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 reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG 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: CO_2, CH_4, N_2O, 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
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 or a reference to the GWP source:
Energy and emissions factors were derived from the following reports:
- Canada, National Inventory Report 1990–2019—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2019—Part 3, Tables A13-2 to A13-14;
- US EPA 2021 - egrid2019
- 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 onglet "Transport Fuel Use").
- Greenhouse Gas Protocol 2017- Global warming potential (GWP) values (Fourth Assessment Report (AR4))

Chosen consolidation approach for emissions (equity share, financial control, operational control):
Air Canada has chosen the operational control's approach.

AIR CANADA

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 Tier III Carriers and tenants (Full Disclosure)	

Quantitative KPI Information

	Unit	2020	2019	2018
Gross other indirect (Scope 3) GHG emissions				
Other indirect emissions categories and activities (include both upstream and downstream emissions)	tCO_2e	574,983	1,611,501	1,650,321
Total gross indirect emissions	tCO_2e	574,983	1,611,501	1,650,321

Qualitative KPI Information

Explanation for the variation between 2018, 2019 and 2020:
The COVID-19 pandemic and its consequences (borders closing, flight restrictions, telework, 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 (including the carriers operating under the Air Canada Express banner).

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 reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG 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: CO_2, CH_4, N_2O, 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 or a reference to the GWP source:
Energy and emissions factors were derived from the following reports:
- Canada, National Inventory Report 1990–2019—Part 2, Table A6.1-1, Table A6.1-3, Table A6.1-14;
- Canada, National Inventory Report 1990–2019—Part 3, Tables A13-2 to A13-14;
- US EPA 2021 - egrid2019
- 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 onglet "Transport Fuel Use").
- Greenhouse Gas Protocol 2017- Global warming potential (GWP) values (Fourth Assessment Report (AR4))

Chosen consolidation approach for emissions (equity share, financial control, operational control):
Air Canada has chosen the operational control's approach.

AIR CANADA

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 nominator and denominator with their respective units	Unit	2020	2019	2018
Absolute energy consumption (numerator): emissions from jet fuel combustion	kg of CO_2e	4,989,964,940	13,146,118,990	12,807,953,926
Organization specific metric (denominator): weight of passengers and cargo by distance flown / 100	100 RTK (revenue tonne kilometres)	46,570,663	165,100,915	164,202,274
GHG emissions intensity	kg of CO_2e / 100 RTK	107.15	79.62	78.00

Qualitative KPI Information

Explanation for the variation between 2018, 2019 and 2020:
The decline in fuel efficiency observed is attributed to the COVID-19 pandemic and its consequences on operations. The load factors and irregularity in operations made it challenging to maintain certain efficiency 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 reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG 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: CO_2, CH_4 and N_2O.

AIR CANADA

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	2020	2019	2018
Process redesign	tCO_2e	-	-	-
Conversion and retrofitting of equipment	tCO_2e	1,038	3,164	5,198
Operational changes	tCO_2e	9,659	17,783	8,921
Changes in behaviour	tCO_2e	-	2,392	-
Offsets	tCO_2e	-	-	-
Fuel switching	tCO_2e	-	-	-
Alternative fuel usage (biojet)	tCO_2e	-	-	172
Total	**tCO_2e**	**10,698**	**23,339**	**14,119**

Qualitative KPI Information

Explanation for the variation between 2018, 2019 and 2020.
The Fuel Efficiency Initiative, led by Operational Excellence, 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 2020, the fuel efficiency initiatives yielded 4M litres of fuel savings representing the avoidance of almost 11,000 tonnes of CO_2e to the atmosphere. The group continues its efforts with 8 projects currently in progress.

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 reductions from our air operations by 2030 compared to our 2019 baseline
- 30 per cent GHG 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: CO_2, CH_4, N_2O, and HFCs.

Standards, methodologies, assumptions and/or calculation tools used:
To calculate its GHG emissions reductions from process design, conversion and retroffiting of equipment, operational changes and changes of behavior, Air Canada is not applying the methodology of the GHG Protocol for Project Accouting. Air Canada is not comparing its GHG emissions to baseline year, but is reflecting the GHG emissions impacts of its energy saving of the on-going 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-mentionned GHG reductions took place in Scope 1 emissions.

AIR CANADA

306-1 Waste generation and significant waste-related impacts

General KPI Information

a) GRI description:	Waste generation and sigificant waste-related impacts.
b) Calculation protocol available in:	GRI Standards, GRI 306: Waste, p. 6 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, aircraft and facility maintenance, office supplies, apparel 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 waste include flight and cargo operations, ground support equipment (GSE) and aircraft maintenance, building management of offices and facilities, on-board customer services, and retail. These generate non-hazardous and hazardous waste.

Outputs: there are no direct outputs associated with these activities since Air Canada is a service-based company. Indirect outputs include the distribution and retail of branded items and accessories acquired through suppliers. Air Canada also has a robust donation program, where lightly used items are given to partner organizations for reuse and uprecycling.

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

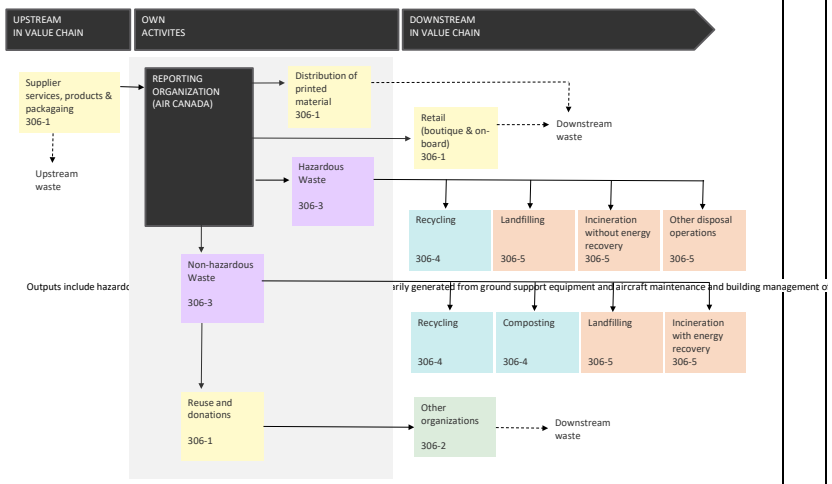
Upstream: Waste generated upstream is primarily from suppliers. This includes packaging materials, food waste, plastics, carboard, paper, e-waste, and scrap metals. The waste generated upstream is not managed by Air Canada. Waste generated at catering facilities is also considered upstream waste and is not managed by Air Canada.

Own Activities: Waste generated from Air Canada activites 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, and chemicals. Air Canada manages the waste generated from its own activities through contract waste haulers. International on-board waste is not monitored and has not been quantified by Air Canada because all international waste is co-mingled at the airport level upon arrival 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 and in boutiques. 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

The reporting organization should report a 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, p. 8
GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards8

c) Boundaries: Air Canada (Canadian offices and facilities / on-board 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.

Air Canada's 2020 Corporate Waste Reduction Strategy is 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. What makes our strategy unique is that we have implemented waste reduction and responsible disposal practices at all levels of our operations. From recycling in our offices to reducing single-use plastics in our aircrafts, Air Canada is committed to finding creative and long-lasting solutions to divert waste from the landfill.

On the Ground
In 2018, Air Canada introduced a centralized recycling program at our Montréal 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, Calgary, and Toronto offices. In addition, we implemented recycling for a range of items including wood, metal, and plastic film in our operational facilities. Several more offices were being reviewed for implementation in 2020 but suspended as a result of the pandemic and will be reassessed once reintegration of employees into office space is safe.

As of 2019, all our Maple Leaf Lounges in Canada are participating in waste segregation programs offered through the airports. 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. In 2019, we also completed two audits of lounges in Toronto and Calgary to get preliminary estimates of waste diversion and implemented new consistent signage across lounges. Since no data was collected in 2020 the total waste generated in Maple Leaf Lounges is not included in this report. We will re-evaluate waste management in Maple Leaf Lounges as part of our post-pandemic recovery.

In the Air
Air Canada has an Onboard Recycling Program for all domestic flights, which is one way we are working to "Leave Less" in the environment. We have recycling processes for domestic waste at eight of our nine major Canadian airports. Recyclables are sorted onboard by cabin crew in designated bags and recycled through our ground operations and catering facilities. To track annual recycling efficiency, Air Canada conducts annual waste audits of domestic on-board waste and is exploring options to divert even more recyclable items from the landfill.

We have also been working closely with other airlines and stakeholder groups to gain a better understanding of the risks associated with international recycling and composting. Due to strict regulations mandated by the Canadian Food Inspection Agency (CFIA) through the International Waste Directive, Air Canada along with other transport carriers, are not permitted to recycle from international destinations due to the risks of contamination from foreign food and plant born vectors. In addition, all 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 Plastic
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. In 2018, we also took on an engagement opportunity with two University of Toronto Sustainability Students, to partner with Air Canada on their master's Capstone project. These students worked with the Steering Committee over a four-month period to complete a full life cycle analysis on our plastic cups with a final analysis delivered at the end. In 2019, we achieved progress by successfully removing 38.2 million single-use plastic items from our flights in 2019. We also formed a plastic reduction steering committee to determine how best to introduce sustainable alternatives on our flights.

In 2020, the global pandemic has forced us to put back single-use plastic items onboard as a necessary short-term decision to maintain the immediate health and safety of our passengers and crew and will be replaced moving forward. 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 new hygienic standards. Specifically, we are working on removing items and evaluating sustainable replacements for cutlery and food service items.

Reuse and 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 on-going partnerships with organizations including Diabetes Canada, Brands for Canada, Dress for Success Toronto, and Working Gear to repurpose uniforms in workwear for low-income groups. Continuing in 2018, we partnered with various organizations including Viking Recycling and Debrand Services to recycle legacy uniforms that could not be repurposed. The stock was recycled into stuffing for punching bags that were donated to community centers, converted into alternative items such as automotive stuffing, or incinerated to generate energy.

Air Canada has also teamed up with the Syrian Canadian Foundation to distribute gently used business class duvets to several social service agencies that assist Syrian newcomers and other Canadians in need. Following dry cleaning, most of our duvets are re-used onboard, but those that have any wear and tear from service are removed for donation. Prior to COVID-19, Air Canada also worked with Clean the World Canada, a not-for-profit organization, to recycle and repurpose our unused amenity kits and individual unopened products that were collected from business class.

Over the last four years, we have worked to create partnerships with organizations to promote circularity measures in our operations. Air Canada is part of a project to repurpose used aircraft cabin materials for bags and accessories by Canadian company Maricamp. Handmade in Ontario, the newest black leather items are crafted from seat covers that needed to be replaced on five of Air Canada's Boeing 777 aircraft. Also available are duffle bags and purses that incorporate blue cabin interior material into their design.

E-waste
In 2015, Air Canada also launched a new battery and cell phone recycling program into our operations. 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. Employees are also welcome to use these bins to dispose of their personal devices and recycle batteries brought to Air Canada from their homes.

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 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 audits 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 is 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 hazourdous 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 on-board 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 opportunites available (i.e. recycling and composting) for waste arriving into Canada from abroad.

AIR CANADA

306-3 Waste generated

General KPI Information

a) GRI description:	Waste generated.
b) Calculation protocol available in:	GRI Standards, GRI 306: Waste, p. 10 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 table

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 activites at airport terminals is not monitored by Air Canada as this waste is accounted for in airports' individual operations. In 2020, new data became available allowing for additional waste categories to be calculated. In addition, data for 2018 and 2019 were adjusted accordingly.

The hazardous waste data for offices and facilities was gathered by contacting designated hazourdous waste vendors. It is important to note that the hazardous waste data collected from the environmental 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 and other non-hazardous such as textiles and donations, 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. 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 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 decrease in waste generated is explained by station closures and a decrease in operations due to the COVID-19 pandemic. In 2020, no flights were audited due to the COVID-19 pandemic, therefore, the average waste generated per passenger was calculated and applied to all flights.

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

Project/Report (groups) 2	Waste generated	Waste diverted from disposal	Waste directed to disposal

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

HAZARDOUS WASTE Waste composition	Waste generated	Waste diverted from disposal	Waste directed to disposal

2020

	generated	from disposal	to disposal
Domestic On-board Waste	397.32	22.76	374.57
Other Non-Hazardous Waste	41.62	41.57	0.05
Office & Facility Waste	3,196.96	2,057.58	1,139.38
Total	**3,635.90**	**2,121.91**	**1,514.00**

Waste composition	generated	from disposal	to disposal
Batteries	22.79	22.79	0.00
Liquid Hazardous Waste	332.13	276.36	55.78
PCB Waste	0.42		0.42
Solid Hazardous Waste	179.02	116.41	62.61
Total	**534.36**	**415.56**	**118.81**

2019

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

Project/Report (groups) 2	Waste generated	Waste diverted from disposal	Waste directed to disposal
Other Non-Hazardous Waste	29.32	22.34	6.98
Domestic On-board Waste	1,636.05	168.32	1,467.73
Office & Facility Waste	4,630.14	2,428.61	2,201.53
Total	**6,295.51**	**2,619.27**	**3,676.24**

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

HAZARDOUS WASTE Waste composition	Waste generated	Waste diverted from disposal	Waste directed to disposal
Batteries	2.68	2.68	0.00
Hazardous Waste	582.17	226.51	355.67
Total	**584.86**	**229.19**	**355.67**

2018

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

Project/Report (groups) 2	Waste generated	Waste diverted from disposal	Waste directed to disposal
Other Non-Hazardous Waste	300.31	98.53	201.78
Domestic On-board Waste	1,842.68	288.70	1,553.97
Office & Facility Waste	4,289.76	1,864.72	2,425.04
Total	**6,432.74**	**2,251.95**	**4,180.79**

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

HAZARDOUS WASTE Waste composition	Waste generated	Waste diverted from disposal	Waste directed to disposal
Batteries	2.09	2.09	0.00
Hazardous Waste	758.34	512.25	246.09
Total	**760.44**	**514.34**	**246.09**

AIR CANADA

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, p. 11 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

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 on-board waste from domestic mainline stations. Waste generated from customer service activites at airport terminals is not monitored by Air Canada as this waste is accounted for in airports' individual operations. In 2020, new data became available allowing for additional waste categories to be calculated. In addition, data for 2018 and 2019 were adjusted accordingly.

The hazardous waste data for offices and facilities was gathered by contacting designated hazourdous waste vendors. It is important to note that the hazardous waste data collected from the environmental 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 treament 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 other non-hazardous waste such as textiles and donations 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. 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 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 decrease in waste generated is explained by station closures and a decrease in operations due to the COVID-19 pandemic. In 2020, no flights were audited due to the COVID-19 pandemic, therefore, the average waste generated per passenger was calculated and applied to all flights. In 2020, Air Canada also undertook additional waste diversion opportunities including donating more than 770 tonnes of in-flight meals and food items to Second Harvest, Canada's largest food rescue charity with a dual mission of environmental protection and hunger relief. These totals are not included in the tables below.

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.

2020

Table 2. Waste diverted from disposal by recovery operatio...

NON HAZARDOUS WASTE Recovery operation	Onsite Offsite
Reuse/donation	38.89
Compost	53.71
Recycle	2,029.30
Total	**2,121.91**

Table 2. Waste diverted from disposal by recovery operatio...

HAZAROUS WASTE Recovery operation	Onsite Offsite
Recycle	355.08
Water Treatment	60.48
Total	**415.56**

2019

Table 2. Waste diverted from disposal by recovery operatio...

NON HAZARDOUS WASTE Recovery operation	Onsite Offsite
Reuse/donation	22.34
Compost	72.63
Recycle	2,524.30
Total	**2,619.27**

Table 2. Waste diverted from disposal by recovery operatio...

HAZAROUS WASTE Recovery operation	Onsite Offsite
Recycle	229.19
Total	**229.19**

2018

Table 2. Waste diverted from disposal by recovery operatio...

NON HAZARDOUS WASTE Recovery operation	Onsite Offsite
Compost	45.96
Reuse/donation	98.53
Recycle	2,107.46
Total	**2,251.95**

Table 2. Waste diverted from disposal by recovery operatio...

HAZAROUS WASTE Recovery operation	Onsite Offsite
Recycle	514.34
Total	**514.34**

AIR CANADA

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, p. 13 GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards
c) Boundaries:	Air Canada (Canadian offices and facilities / onboard waste for domestic mainline stations)

Reporting requirements

a. **Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste;** see table

b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:

- **i. Incineration (with energy recovery);** see table
- **ii. Incineration (without energy recovery);** see table
- **iii. Landfilling;** see table
- **iv. Other recovery operations;** see table

c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:

- **i. Incineration (with energy recovery);** see table
- **ii. Incineration (without energy recovery);** see table
- **iii. Landfilling;** see table
- **iv. Other recovery operations;** see table

d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:

- **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 on-board waste from domestic mainline stations. Waste generated from customer service activites at airport terminals is not monitored by Air Canada as this waste is accounted for in airports' individual operations. In 2020, new data became available allowing for additional waste categories to be calculated. In addition, data for 2018 and 2019 were adjusted accordingly.

The hazardous waste data for offices and facilities was gathered by contacting designated hazourdous waste vendors. It is important to note that the hazardous waste data collected from the environmental 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 and other non-hazardous waste such as textiles and donations 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. 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 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 decrease in waste generated is explained by station closures and a decrease in operations due to the COVID-19 pandemic. In 2020, no flights were audited due to the COVID-19 pandemic, therefore, the average waste generated per passenger was calculated and applied to all flights.

2020

Table 3. Waste directed to disposal by disposal operation, i...

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

Table 3. Waste directed to disposal by disposal operation, in...

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

2019

Table 3. Waste directed to disposal by disposal operation, i...

NON HAZARDOUS WASTE Disposal operation	Onsite Offsite
Energy Recovery	569.11
Landfill	3,162.04
Total	**3,731.16**

Table 3. Waste directed to disposal by disposal operation, in...

HAZAROUS WASTE Disposal operation	Onsite Offsite
Disposed	355.67
Total	**355.67**

2018

Table 3. Waste directed to disposal by disposal operation, i...

NON HAZARDOUS WASTE Disposal operation	Onsite Offsite
Energy Recovery	857.69
Landfill	3,373.68
Total	**4,231.37**

Table 3. Waste directed to disposal by disposal operation, in...

HAZAROUS WASTE Disposal operation	Onsite Offsite
Disposed	246.09
Total	**246.09**

AIR CANADA

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, p. 7
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 - beginning of 2020		Canada		United States		United Kingdom		Rest of the world		Total 2020		Total 2019		Total 2018	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	3,907	2,799	129	57	1	11	24	31	4,061	2,898	4,061	2,898	3,489	2,519
30-50 years old	# people	7,926	9,584	254	170	46	75	156	165	8,382	9,994	8,382	9,994	7,291	9,227
>50 years old	# people	4,753	6,696	181	114	30	74	130	107	5,094	6,991	5,094	6,991	4,839	6,798

Employee hires in 2020		Canada		United States		United Kingdom		Rest of the world		Total 2020		Total 2019		Total 2018	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	402	344	5	3		1	4	2	411	350	1,961	1,690	1,871	1,509
30-50 years old	# people	271	358	11	3	3	1	7	11	292	373	523	434	1,279	1,494
>50 years old	# people	33	63	6	2		1	1		40	66	1,788	1,921	244	228

Employee hire rate in 2020		Canada		United States		United Kingdom		Rest of the world		Average Rate 2020		Average Rate 2019		Average Rate 2018	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	Rate (%)	10%	12%	4%	5%	0%	9%	17%	6%	10%	12%	48%	58%	54%	60%
30-50 years old	Rate (%)	3%	4%	4%	2%	7%	1%	4%	7%	3%	4%	6%	4%	18%	16%
>50 years old	Rate (%)	1%	1%	3%	2%	0%	1%	1%	0%	1%	1%	35%	27%	5%	3%

Employees leaving employment in 2020		Canada		United States		United Kingdom		Rest of the world		Total 2020		Total 2019		Total 2018	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	# people	3,904	2,756	37	13		1	13	10	3,954	2,780	1,066	1,027	1,084	849
30-50 years old	# people	4,414	4,427	44	20	7	6	32	22	4,497	4,475	840	987	760	689
>50 years old	# people	1,284	1,910	39	28	5	4	34	26	1,362	1,968	577	768	561	658

Employees leaving employment rate in 2020		Canada		United States		United Kingdom		Rest of the world		Average Rate 2020		Average Rate 2019		Average Rate 2018	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<30 years old	Rate (%)	99.9%	98.5%	28.7%	22.8%	0.0%	9.1%	54.2%	32.3%	97.4%	95.9%	26%	35%	31%	34%
30-50 years old	Rate (%)	55.7%	46.2%	17.3%	11.8%	15.2%	8.0%	20.5%	13.3%	53.7%	44.8%	10%	10%	10%	7%
>50 years old	Rate (%)	27.0%	28.5%	21.5%	24.6%	16.7%	5.4%	26.2%	24.3%	26.7%	28.2%	11%	11%	12%	10%

*Employees leaving employment is a combination of terminations and layoffs; rates are based on the Y-E 2019 headcount.

403-1 Workers representation in formal joint management-worker health and safety committees

General KPI Information

a) GRI description:	Occupational health and safety management system.	
b) Calculation protocol available in:	GRI Standards, GRI 403: Occupational health and safety, p. 9 GRI Standards can be downloaded at the following link:	https://www.globalreporting.org/standards
c) Boundaries:	Air Canada Rouge® (Full Disclosure)	

Quantitative KPI Data

	Unit	2020	2019	2018
Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.	%	100	100	100

Qualitative KPI Data

Formal H&S committees that help monitor, collect feedback and advice on occupational health and safety programs:
Flight Operations - 2 Different Committees (1 Policy / 1 Workplace Committees)
Inflight Service - 3 Different Committees (1 Policy / 2 Workplace Committees)

Objectives set:

Each year, we ensure that our committees are managed effectively through the web-OHS tool. As such, the web-OHS tool allows us to track and trend all committee activities to ensure that we are compliant with collective agreements and CLC Part II.

Level at which each formal joint management-worker health and safety committee typically operates within the organization (i.e. facility level, multi-facility, region, group or organizational level):
Corporate Safety Board (CSB) - Organization
Policy Committees (Management and Union) - Branch
Workplace Committees (Management and Union)- Local/Station specific

Various committees have different operational representation. The CSB is at the leadership (group and organization) level. These do take into consideration all events happening at branch level and local levels with the opportunity for everyone to speak and consult.

AIR CANADA

403-1 Workers representation in formal joint management-worker health and safety committees

General KPI Information

a) GRI description:	Occupational health and safety management system.	
b) Calculation protocol available in:	GRI Standards, GRI 403: Occupational Health and Safety, p. 9 GRI Standards can be downloaded at the following link:	https://www.globalreporting.org/standards
c) Boundaries:	Air Canada (Full Disclosure)	

Quantitative KPI Information

	Unit	2020	2019	2018
Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.	%	100	100	100

Qualitative KPI Information

Formal Health & Safety committees that help monitor, collect feedback and advice on occupational health and safety programs.

Airports Branch - 26 Different Committees (2 Policy Committees / 24 workplace Committees)
Cargo Branch - 11 Different Committees (1 Policy / 10 Workplace Committees)
Grooming - 5 Different Committees (1 - Policy Committee / 4 workplace Committees)
Corporate Real Estate - 1 Policy Committee
Finance - 1 Committee
Flight Operations - 5 Different Committees (1 Policy / 4 Workplace Committees)
Inflight Service - 5 Different Committees (1 Policy / 4 Workplace Committees)
International - 3 Different Committees (3 LHR - Employee base)
Maintenance - 7 Different Committees (1 Policy Committee / 6 Workplace Committees)
Reservations - 6 Different Committees
SOC - 1 Committee
Misc. Committees - Logistics Drive, US Stations

Explanation for the variation between 2018, 2019 and 2020:
No difference year over year. All committees remained active.

Objectives set:
Each year, we ensure that our committees are managed effectively through the web-OSH tool. As such, the web-OSH tool allows us to track and trend all committee activities to ensure that we are compliant with collective agreements and CLC Part II.

Level at which each formal joint management-worker health and safety committee typically operates within the organization (i.e. facility level, multi-facility, region, group or organizational level):
Corporate Safety Board (CSB) - Organization
Operational Safety Meeting (Executive Level) - Branch
Branch Safety Board (Management Only)- Branch
Policy Committees (Management and Union)- Branch
Workplace Committees (Management and Union)- Station specific

Various committees have different operational representation. The CSB, Interbranch Safety Review Team and Branch Safety Board are all at the leadership (group and organization) level. These do take into consideration all events happening at each local level with the opportunity for everyone to speak and consult.

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: Occupational health and safety
GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards

c) Boundaries: Air Canada Rouge* (excluding pilots) (Full Disclosure)

Quantitative KPI Information

a) AC Rouge-specific safety performance metrics:

Occupational Health and Safety Performance				
	2020	2019	2018	Variance 2020 vs. 2019
Fatalities	0	0	0	0%
Total Injury Rate - per 100 FTE	4.72	4.61	12.50	2%
Lost Time Injuries (LTI)	28	83	63	-66%
LTI - per 10,000 Flights	17.98	13.74	13.37	31%
Lost Time Injury Days	4453	2,913	1613	53%
Alberta WCB Assessment Reduction	N/A	N/A	N/A	N/A

FA YYZ

Safety Programs Achievements				
SAFETY PROGRAMS ACHIEVEMENTS	2020	2019	2018	Variance 2020 vs. 2019
Transport Canada Multi-Disciplinary Validation Inspection	0	0	1	0%
Emergency Response Exercises	1	1	1	0%

Flight Safety Performance				
FLIGHT SAFETY PERFORMANCE	2020	2019	2018	Variance 2020 vs. 2019
Accidents	0	0	0	0%
Serious Events and Incidents	0	0	1	0%

Audit Results				
AUDIT RESULTS	2020	2019	2018	Variance 2020vs. 2019
IATA (IOSA) Operational Audit	0	0	0	0%
IOSA Audit - Observations	0	3	0	-100%
Health Canada Potable Water Audit	0	0	0	0%
Partners in Injury Reduction OHS Safety Audit	N/A	N/A	N/A	N/A

b) Other GRI 403-9 metrics:

		2020							2019							Variance 2020 vs. 2019						
	Unit	Female	Male	Female	Male	Female	Male	Total	Female	Male	Female	Male	Female	Male	Total	Female	Male	Female	Male	Female	Male	Total
Total Injuries (incl. fatalities)	Total Number of Injuries	27	3	15	3	N/A	N/A	48	49	7	24	6	N/A	N/A	86	-44.9%	-57.1%	-37.5%	-50.0%	N/A	N/A	-44.2%
Lost Time Injuries	Total Lost Time Injuries	16	1	10	1	N/A	N/A	28	48	7	22	6	N/A	N/A	83	-66.7%	-85.7%	-54.5%	-83.3%	N/A	N/A	-66.3%
Lost Time Days	Total Days Lost	1,841	3	2,484	125	N/A	N/A	4,453	1,242	56	1,574	41	N/A	N/A	2,913	48.2%	-94.6%	57.8%	204.9%	N/A	N/A	52.9%
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%	0.0%	0.0%	N/A	N/A	0.0%

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

Qualitative KPI Information

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 2018, 2019, and 2020:

The fluctuation in operations in 2020 resulted in various trends that we have never seen as an organization before. While the count for injuries dropped substantially, the rate per FTE and rate per flights increased.
Reasons:
- DAYS LOST = Some employees who were injured were placed on furlough. These employees were unable to work in a light duty capacity as a result of the COVID-19 workforce reductions and applicable terms of the collective agreement (for instance, seniority rules).
- INJURIES = As a result of the workforce reductions, employeeswith greater seniority had to perform work activities that they may not have done in some time (ie - inside the hold of an aircraft). This led to an increase in injury levels and thus increased the injuries per active FTE.
- INJURIES = Approximately 10% of injuries are illness related.

In addition, Air Canada Rouge operations were suspended from April - Nov 2020 due to Covid19 Global Pandemic, resulted in 0 flights during this period and workforce reductions.

2021 Objectives:

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

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

MSDS Injuries
Mental Health
Concussions

System of rules applied in recording and reporting accident statistics:

WebOHS & data tracking worksheets following definitions defined in Canada Occupational Health and Safety Regulations (SOR/86-304)

AIR CANADA

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	2020	2019	2018	2020 vs. 2019
Fatalities	0	0	0	0%
Total Injury Rate - per 100 FTE	15.44	17.30	17.34	-11%
Lost Time Injuries (LTI)	561	1164	1063	-52%
LTI - per 10,000 Flights	28.71	21.05	18.34	36%
Lost Time Injury Days	52285	45375	36609	15%
Alberta WCB Assessment Reduction	80%	89%	95%	-10%

Safety Programs Achievements					
SAFETY PROGRAMS ACHIEVEMENTS	2020	2019	2018	Total	2020 Variance %
AED Installation	1	5	0	88	1.15%
Emergency Response Exercises	9	12	12		-25%

Flight Safety Performance					
FLIGHT SAFETY PERFORMANCE	2020	2019	2018		2020 Variance %
Accidents	0	0	1		0%
Events and Incidents	8	5	3		60%

Audit Results					
AUDIT RESULTS	2020	2019	2018		2020 Variance %
IATA (IOSA) Operational Audit	N / A	3 Findings	N / A		N/A
IOSA Audit - Observations	N / A	7 Observations	N / A		N/A
Health Canada Potable Water Audit	Postponed	Postponed	0 Findings		N/A
PIR OHS Safety Audit	80% (Internal)	89% (Internal)	95% (External)		-9%

b) Other GRI 403-9 metrics:

		2020							2019							2020 Variance						
Employees and workers		Canada		United States		Rest of the world		Total	Canada		United States		Rest of the world		Total	Canada		United States		Rest of the world		Total
	Unit	Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male		Female	Male	Female	Male	Female	Male	
Total Injuries (including fatalities)	Total Number of Injuries	1,035	1,749	7	10	1	2	2,804	2,407	3,617	21	7	1	9	6,062	-57.0%	-51.6%	-66.7%	42.9%	0.0%	-77.8%	-53.7%
Lost Time Injuries	Total Lost Time Injuries	208	349	2	1	0	1	561	417	733	10	2	0	2	1,164	-50.1%	-52.4%	-80.0%	100.0%	#DIV/0!	200.0%	-51.8%
Lost Time Days	Total Days Lost	23,635	28,643	5	1	0	1	52,285	19,583	25,731	23	7	0	31	45,375	20.7%	11.3%	-78.3%	700.0%	#DIV/0!	3100.0%	15.2%
Work-related fatalities	Total Number of Fatalities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Terms not defined are as follows:
FTE - Full-time equivalent
IATA - International Air Transport Association
IOSA - IATA Operational Safety Audit
WCB - Workers' Compensation Board
PIR OHS: Partnerships in Injury Reduction Occupational Health and Safety program

Qualitative KPI Information

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 the variation between 2018, 2019 and 2020:
The fluctuation in operations in 2020 resulted in various trends that we have never seen as an organization before. While the count for injuries dropped substantially, the rate per FTE and rate per flights increased.
Reasons:
- DAYS LOST = Some employees who were injured were placed on furlough. These employees were unable to work in a light duty capacity as a result of the COVID-19 workforce reductions and applicable terms of the collective agreement (for instance, seniority rules).
- INJURIES = As a result of the workforce reductions, employees with greater seniority had to perform work activities that they may not have done in some time (ie - inside the hold of an aircraft). This led to an increase in injury levels and thus increased the injuries per active FTE.
- INJURIES = Approximately 12% of injuries are illness related.

Objectives set:
Our most common injuries remain strains and those resulting from slips and trips. We continuously work towards reducing our lost time injuries by implementing workplace safety practices, programs and procedures.

Type of injuries observed with employees and workers:

Strain / Sprain - 36%
Slip / Trip - 20%
Contact With (Head) - 18%
Illness Claims - 12%
Caught - 4%
Misc - 4% (include physchological claims)

Body Areas of Injuries:
Back Injuries = 102
Head Injuries = 91
Leg Injuries = 85
Shoulder = 63
Arm = 55
Hand = 30
Others - make up the remainder

Injury Attribute - causing the injury
- Manual Handling - Lifting
- Manual Handling - Pulling
- Slip / Trip - Slippery Conditions
- Slip / Trip - Fall - less than 2 meters (general fall)

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

2021 Objectives:
- 8% reduction in Lost Time Injuries per 10,000 Flights
- In line with the anticipated growth in volume of flyings associated with the easing of travel restrictions, we expect an increase of 28.5% in Lost Time Injuries. As such, we have implemented a LTI injury per rate and an LTI increase by count expectation that provides a measurable reference as we continuously look for continuous improvement for our employees.

AIR CANADA

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: Training and education, p. 6
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		2020				2019				2018			
Emp.Category	Labor 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	11.7	13.9	3,417	3,620	63.9	81.2	4,113	4,281	85.8	76.0	3,782	3,940
	CALDA Flight Dispatch	16.0	23.2	52	55	212.0	65.1	103	107	88.6	108.3	99	106
	Unifor Cust. Serv. Agents	67.2	71.9	2,922	3,205	84.5	101.0	5,720	6,054	53.5	66.0	4,476	5,123
	- Flight Ops Crew Sched	9.9	13.9	63	69	17.7	30.8	85	89	34.8	16.5	51	65
	- IFS Crew Sched	0.3	0.3	24	67	33.0	17.0	67	73	21.8	19.2	63	80
	CUPE	22.8	26.5	3,476	3,838	59.5	59.4	7,698	8,111	51.1	52.1	7,279	7,690
	IAM Ground and Tech. Workers	10.2	23.3	4,406	5,792	29.3	42.5	8,509	10,617	34.5	46.9	9,088	10,272
	IBT	22.9	23.0	610	646	84.0	71.5	689	783	28.2	26.2	211	689
	INT	14.7	9.4	242	304	25.0	23.6	222	381	3.6	29.0	143	357
	MSF				23		104.0	23	23		73.4	23	23
	TGW	3.7	7.3	128	156	6.2	3.4	34	158	13.5	20.7	121	157
Non Mgmt Total		35.3	23.5	15,340	17,775	64.4	58.7	27,263	30,677	48.7	55.1	25,336	28,502
Management	ATS	4.9	5.8	62	89	10.8	11.5	126	205	3.0	6.7	82	178
	Management	10.3	10.3	1,989	3,396	12.9	19.0	2,891	4,375	10.1	14.3	2,742	3,652
Mgmt Total		10.0	10.3	2,051.0	3,485	12.7	18.8	3,017	4,580	9.6	14.1	2,824	3,830
	Air Canada Vacations	3.4	1.5	170	446	32.5	30.3	446	633	27.0	32.3	475	591
	Air Canada Rouge	6.6	5.2	33	85	90.5	87.8	1,452	1,530	83.7	104.2	1,163	1,240
	TOTAL	**29.5**	**21.3**	**17,594**	**21,791**	**59.0**	**54.1**	**32,178**	**37,420**	**45.9**	**51.1**	**29,323**	**34,163**

Covid had a negative impact on training as well, as employees were placed on different leaves for a major part of the year. The operational activites were also reduced, hence less need for training.

AIR CANADA

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: Training and education, p. 9 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

		2020				2019				2018			
		Non-management		Management		Non-management		Management		Non-management		Management	
	Units	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Percentage of total employees who received a regular performance and career development review during the reporting period	% employees	1.6%	1.2%	86.6%	92.6%	1.0%	0.9%	94.8%	94.2%	1.7%	5.7%	87.1%	94.4%

2020 numbers include:

- For management, in 2020 the process differed compared to 2019, and given the COVID-19 pandemic, the managers were provided a flexible timeline to complete. These changes may have resulted in a lower completion rate in 2020.
- For non-management, although there was a workforce reduction of approximately 50% compared to 2019, the process remained the same year over year. This consistency may have resulted in a higher completion rate in 2020.

AIR CANADA

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, p. 6 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	2020				2019			
Employee Group	Female %	Minority %	Persons With Disabilities %	Indigenous%	Female %	Minority %	Persons With Disabilities %	Indigenous%
Board of Directors	33.3%	8.3%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Executives Vice-Presidents	18.6%	7.1%	0.0%	0.0%	35.7%	7.1%	0.0%	0.0%
Senior Leaders **	38.3%	14.7%	0.5%	0.8%	40.2%	14.4%	0.4%	0.6%
Management	52.8%	24.2%	2.4%	0.7%	52.3%	26.5%	1.1%	2.8%
Unionized Workforce	49.5%	22.0%	3.4%	1.3%	50.8%	30.6%	1.2%	1.5%
TOTAL	**46.7%**	**23.1%**	**1.9%**	**1.2%**	**50.0%**	**29.8%**	**1.2%**	**1.4%**

** 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 questionnaires, completed by 85% respondents. The reporting on 'Minority', 'Disabled' and 'Indigenous' are based on self-identification.

AIR CANADA

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

STEP 1: 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
GRI Standards can be downloaded at the following link: https://www.globalreporting.org/standards

c) Boundaries to consider when disclosing KPI data: Air Canada, Aeroplan Canada Inc., Air Canada Vacations
Exclusions: Air Canada Rouge® , Air Canada Express partners

STEP 2: 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	2020	2019	2018	Variance (2020 vs. 2019)
Regulations resulting in a fine or penalty	Amount	0	0	1	0%
Regulations resulting in a warning	Amount	3	3	0	0%
Voluntary codes	Amount	7	10	10	-30%

Quantitative:
No specific objectives were set for 2020.

Qualitative:
There have been no incidents of non-compliance with regulations resulting in a fine or penalty.

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 Rouge® (Full Disclosure)

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	2020	2019	2018	Variance (2020 vs. 2019)
Regulations resulting in a fine or penalty	Amount	0	0	0	0%
Regulations resulting in a warning	Amount	0	0	0	0%
Voluntary codes	Amount	0	0	0	0%

AIR CANADA

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, p. 8 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**	**2020**	**2019**	**2018**
Regulations resulting in a fine or penalty	Amount	0	0	**0**
Regulations resulting in a warning	Amount			
Voluntary codes	Amount			

Qualitative KPI Information

The above chart displays the total amounts (in Canadian dollars) for all fines or penalties in this area. These incidents represent minor non-compliance with the All-Inclusive Air Price Advertising regulations which entered into force in Canada in 2012. The penalties vary depending whether the non-compliance is in relation to designated provisions and whether similar breaches of the same violations occurred in the past four years.

AIR CANADA

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, p. 6 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	2020	2019	2018
Report total number of substantiated complaints received concerning breaches of customer privacy, categorized by:				
Complaints received from outside parties and substantiated by the organisation.	Amount	3	34	50
Complaints from regulatory bodies.	Amount	6	0	1
Total number of identified leaks, thefts, or losses of customer data	Amount	3	1	2

Qualitative KPI Information

Variation explained between 2018,2019 and 2020:
There were no major breaches in 2020.
Information in 2020 now includes all substantiated breaches handled by the organisation

2020 Objectives:
In 2020, 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 the:
(1) Updating its customer Privacy and Cookies Policies
(2) Establishing a third-party Vendor Risk Management process
(3) Completing a Privacy Incident Reporting Policy and Guidelines and process
(4) Establishing a Privacy Incident Response Playbook and process
(5) Increased training on reporting of incidents
(6) Requiring root cause analyses on all privacy incidents to drive more effective mitigation measures.

AIR CANADA

AC specific: Charitable Giving

Air Canada Foundation and Community Investments
(excludes Community Partnerships, Air Canada Vacations®, Air Canada Rouge®)

Air Canada Charitable Giving	Unit	2020	2019	2018
Number of airline tickets donated to charitable organizations	Tickets	784	1,485	1,400
Financial grants donated to charitable organizations	CAD	2,400,000	266,351	1,680,000
Aeroplan Points donated to Canadian pediatric hospitals and Hope Air	Points	4,150,000	13,156,000	7,250,000
Number of aircraft dedicated to Dreams Take Flight to Disney®	Aircraft	0	8	8