



AIR CANADA

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Air Canada Affirmed as North America's Only Four-Star, Full Service International Carrier by the Independent Research Firm Skytrax

- *Audit evaluated more than 1,000 aspects of Air Canada products and services*

MONTREAL, Sept. 13, 2018 /CNW Telbec/ - Air Canada's Four-Star rating has been affirmed by Skytrax, the international air transport rating organization whose research is used for benchmarking in the global airline industry. The rating is based on assessment of more than 1,000 aspects of the airline's airport and onboard products and services and makes Air Canada the only Four-Star, full-service international carrier in North America, a distinction first earned in 2013.

"We are delighted that Skytrax has re-affirmed Air Canada's Four-Star rating and we are proud to be the only international network carrier in North America to hold this coveted distinction. These results validate our strategy to invest in our onboard and airport products, services and people. In particular, we are thrilled that Skytrax concluded our new Air Canada Signature Suite at Toronto-Pearson 'can now be considered amongst the best, if not the best in the world for Business Class' pre-flight dining," said Lucie Guillemette, Executive Vice President and Chief Commercial Officer, at Air Canada.



"The Skytrax ranking equally reflects the professionalism and dedication of our employees, who work very hard every day to deliver elevated service to our customers. All 30,000 of us at Air Canada are committed to further improve our product offerings so that our customers can continue to enjoy a memorable and unique experience whenever they fly Air Canada."

As part of the 4 star re-certification by Skytrax, Air Canada was also awarded high marks for the recently introduced Air Canada Signature Class service on select North American trans-continental markets, the new Business Class seat offered on the Boeing 737MAX aircraft, the state-of-the-art entertainment system on the Boeing fleet, as well as the service concept offered in Premium Economy Class, all reflective of the significant investment in product undertaken over the previous years.

In July, for the seventh time in nine years Air Canada was named Best Airline in North America, as well awarded the distinction of Best Business Class in North America, by the Skytrax World Airline Awards, which are based on survey results of 20 million global travelers. Skytrax airline Star ratings are based on evaluations by individual Skytrax auditors and the Certified Airline Rating is the only global airline quality ranking program applied through direct and professional analysis of Product and Service quality standards. For the 2018 audit of Air Canada, the Skytrax evaluators' analysis included a complete review of Air Canada's suite of products (Signature Class, Business Class, Premium Economy and Economy) on various flights to/from Europe, South America, Asia, the US, and within Canada. For more information on Skytrax's audit process, please see

<http://skytraxresearch.com/service/airline-ratings/>

About Air Canada

Air Canada is Canada's largest domestic and international airline serving more than 220 airports on six continents. Canada's flag carrier is among the 20 largest airlines in the world and in 2017 served more than 48 million customers. Air Canada provides scheduled passenger service directly to 64 airports in Canada, 59 in the United States and 98 in Europe, the Middle East, Africa, Asia, Australia, the Caribbean, Mexico, Central America and South America. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network serving 1,317 airports in 193 countries. Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax, which also named Air Canada the 2018 Best Airline in North America. For more information, please visit: aircanada.com/media, follow @AirCanada on Twitter and join Air Canada on Facebook.

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