



AIR CANADA

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Air Canada Cargo Continues Investing to Improve Operations, Products and Services

- *Newly renovated London Heathrow facility caps off string of investments in 2022*

MONTREAL, January 31, 2023 – Air Canada Cargo today unveiled a renewed customer reception area at its London Heathrow facility, marking one of the latest investments in improving its services to customers around the globe. The reception area is the first part of a wider project to modernize many parts of its London facility, which is Air Canada Cargo's largest European hub.

The revitalized reception area in this self-handled facility provides a new customer area to receive trucked shipments. Incorporating many design elements found in Air Canada's premium offerings at airports, the London Heathrow cargo customer reception area includes a living wall featuring three types of locally-sourced mosses that help purify the air in the reception area, reflecting Air Canada's sustainability efforts. The new space also includes improved workstations for Air Canada Cargo customer service agents to better serve clients.

"This improvement to our London Heathrow facility is the first of many investments in both customer-facing areas and our operations. The new space better represents the Air Canada Cargo brand and is a clear sign of the airline's commitment to London as a hub facility as it continues strategically expanding the business," said John Lloyd, Senior Director – Europe, Middle East and India for Air Canada Cargo.

The London renovations are the latest of several significant Air Canada Cargo investments in 2022, which includes an expansion of its facilities in Frankfurt and the signing of a long-term lease in Vancouver that will see Air Canada Cargo more than double its space at its key trans-Pacific hub. The new Vancouver facility is expected to come on-line in early 2024, coinciding with the arrival of Air Canada Cargo's first Boeing 777 freighter.



In 2022, the arrival of two additional freighters allowed Air Canada Cargo to begin serving new destinations, including Dallas, Atlanta, and Bogota. Two factory-build 767 freighters were also acquired in 2022 and are expected to enter service in 2023.

Air Canada Cargo also inaugurated its new cold chain facility at its global hub at Toronto-Pearson as an integral part of a multi-year modernization program at the facility. It introduced temperature controlled Releye containers, part of the AC Absolute solution, for transporting pharmaceuticals, and began offering specialized equine transport services on its freighters.

Air Canada Cargo continues to invest in new technologies and has entered strategic arrangements with several web-based booking platforms that allow customers greater access to available capacity on its aircraft.

About Air Canada Cargo

Air Canada Cargo is an award-winning provider of air cargo services. It is Canada's largest air cargo provider as measured by cargo capacity, with a presence in over 50 countries and self-handled hubs in Montreal, Toronto, Vancouver, Chicago, London, and Frankfurt. As the dedicated air freight division of Air Canada, Air Canada Cargo offers reliable air freight lift and connectivity to hundreds of destinations across six continents using Air Canada's domestic and international passenger flights, cargo-only flights with its fleet of Boeing 767-300 freighter aircraft, and trucking services. For more information, please visit:

aircanadacargo.com

About Air Canada

Air Canada is Canada's largest airline, the country's flag carrier and a founding member of Star Alliance, the world's most comprehensive air transportation network. Air Canada provides scheduled passenger service directly to 50 airports in Canada, 47 in the United States and 69 internationally. It holds a Four-Star ranking from Skytrax. Air Canada's Aeroplan program is Canada's premier travel loyalty program, where members can earn or redeem points on the world's largest airline partner network of 45 airlines, plus through an extensive range of merchandise, hotel and car rental rewards. Its freight division, Air Canada Cargo, provides air freight lift and connectivity to hundreds of destinations across six continents using Air Canada's passenger flights and cargo-only flights with its fleet of Boeing 767-300 freighters. Air Canada has committed to a net zero

emissions goal from all global operations by 2050.

- 30 -

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