



AIR CANADA

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Air Canada Named 'Best Airline in North America' in Skytrax Global Survey of More than 18 Million Air Travellers

Fourth consecutive year Air Canada rated Best in North America

MONTREAL, June 19, 2013 /CNW Telbec/ - Air Canada has been named Best Airline in North America by the Skytrax 2013 World Airline Awards announced at the Paris Air Show. It is the fourth consecutive year Air Canada has been recognized as a leader in North America and ranked among the best airlines in the world. The annual poll, which is based on surveys of more than 18 million global passengers, is viewed as the key benchmarking tool for customer satisfaction by the global airline industry.

"We are delighted that the Skytrax World Airline Awards has recognized Air Canada as the Best Airline in North America, making this the fourth consecutive year we have been named a leader in one of the most competitive markets on the planet. This award places Air Canada among the very best airlines in the world and confirms our ongoing commitment to excellent service," said Calin Rovinescu, President and Chief Executive of Air Canada. "The ongoing transformation of AirCanada is indeed succeeding and our Four Star services on the ground and onboard are second to none - with such amenities as our seat back entertainment, Maple Leaf Lounges, concierge service and Executive First cabin with fully lie-flat suites. The award also reflects what our 35 million customers each year tell us through their loyalty: that Air Canada is one of the safest, most comfortable and convenient airlines to fly. I thank our 27,000 employees around the world for their pride, professionalism and dedication and who all share in winning this award."

"We congratulate Air Canada not only in winning this major award, but the fact they are continuing their success from earlier years to retain this title as the Best Airline in North America. This award for the Best Airline in North America is testament not only to the many improvements introduced by Air Canada during the past year, but to the standard of service being delivered by Air Canada staff in all customer-facing areas, on the ground and onboard flights," said Edward Plaisted, Chief Executive Officer of Skytrax.

The Skytrax Survey is operated during a 10-month period, with customers representing more than 100 nationalities from over 160 countries around the world participating. The 2013 Awards are based on 18.2 million completed customer surveys, and include over 200 airlines worldwide. The survey covered all types of airline, from largest international airlines to small domestic carriers, with customers ranking quality standards across more than 40 areas of airline front-line product and service.

About Air Canada

Air Canada is Canada's largest domestic and international airline serving more than 175 destinations on five continents. Canada's flag carrier is the 15th largest commercial airline in the world and in 2012 served close to 35 million customers. Air Canada provides scheduled passenger service directly to 59 Canadian cities, 53 destinations in the United States and 67 cities in Europe, the Middle East, Asia, Australia, the Caribbean, Mexico and South America. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network serving 1,328 destinations in 195 countries. Air Canada rewards its most loyal customers through its top tier recognition program, Altitude, that offers frequent flyers a range of priority travel services, lounge access and upgrades to Executive Class, complementing their membership in Aeroplan, Canada's premier loyalty program, which provides numerous ways to earn and redeem Aeroplan Miles with over 150 travel and retail partners.

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. In 2013, Air Canada was ranked for a fourth consecutive year "Best Airline in North America" in a worldwide survey of more than 18 million airline passengers conducted by Skytrax. According to the 2012 Canadian Business Travel Survey conducted by Ipsos Reid, Air Canada was the preferred airline for more than 79 percent of frequent business travellers in Canada. In 2012, readers of *Global Traveler* magazine voted Air Canada "Best Airline in North America," the readers of *Business Traveler* voted Air Canada "Best North American Airline for International Travel" and "Best In-Flight Services in North America," and the readers of *Premier Traveler* voted Air Canada "Best North American Airline for Business Class Service," "Best North American Airline for International Travel" and "Best Flight Attendants in North America." For more information on Air Canada visit aircanada.com, follow @AirCanada on Twitter and join AirCanada on Facebook.

SOURCE: Air Canada

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