



# AIR CANADA

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## Air Canada Voted Best North American Airline in Global Survey of Business Travelers

*Global Traveler magazine awards based on survey of more than 36,000 readers*

MONTREAL, Dec. 2, 2011 /CNW Telbec/ - Air Canada has been voted the Best Airline in North America by the readers of *Global Traveler* magazine in an international survey of business travelers.

"We are pleased to receive this endorsement from our customers who travel most frequently and are therefore best-placed to compare Air Canada's products and services with those of our North American peers. Winning the loyalty of premium customers is a priority for all carriers and clearly our renewed focus on service and the investments we have made in on-board, airport and on-line improvements are appealing to travelers. Given that so many business travelers connect through our major hub in Toronto, this award is also an acknowledgement that we are successfully building Lester B. Pearson International Airport into a North American gateway by making connections easy. Most importantly, however, this award reflects the efforts of Air Canada's 26,000 employees and their dedication to providing a superior travel experience to our customers," said Ben Smith, Executive Vice President and Chief Commercial Officer at Air Canada.

The *Global Traveler* Tested Reader Survey awards are based on the responses of more than 36,000 readers of *Global Traveler* magazine. *Global Traveler* readers are frequent premium travelers who average 32 round-trip flights a year, with 78 per cent traveling in first or business class regularly.

Air Canada has renewed its international and North American fleets with new Boeing 777 and Embraer aircraft. Air Canada has also refurbished its existing fleet to offer all customers personal entertainment systems at each seat, fleet-wide on North American and international routes. Fleet-wide amenities include digital in-seat monitors with touch-screen controls offering hundreds of hours of audio and video on-demand programming, standard in-seat power within reach of every customer, lie-flat beds in Executive First suites, Air Canada's international business class service, and the ability to collect and redeem Aeroplan miles.

In addition, Air Canada customers benefit from a simplified airport experience for connecting between U.S.-Canada transborder flights and either domestic Canada or international overseas flights world wide, via new facilities all under one roof at its main Toronto hub.

### About Air Canada

In addition to the 2011 *Global Traveler* award, Air Canada was ranked Best International Airline in North America in a worldwide survey of more than 18 million airline passengers conducted by independent research firm Skytrax for its 2011 World Airline Awards. Also in 2011, Air Canada received top honours for Best Flight Experience to Canada in *Executive Travel* magazine's 2011 Leading Edge Awards readers' survey, for the fourth consecutive year. In 2010, Air Canada took five top honours in *Business Traveler's* 'Best in Business Travel' award program, the most first place awards won by any airline in the world in the influential magazine's reader survey.

Air Canada is Canada's largest domestic and international full-service airline providing scheduled and charter air transportation for passengers and cargo to more than 175 destinations on five continents. Canada's flag carrier is the 15th largest commercial airline in the world and serves over 32 million customers annually. Air Canada provides scheduled passenger service directly to 60 Canadian cities, 57 destinations in the United States and 63 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 1,160 destinations in 181 countries. Air Canada customers can collect Aeroplan miles for future rewards through Canada's leading loyalty program, and Top Tier members enjoy reciprocal frequent flyer benefits including lounge and priority services. For more information visit [aircanada.com](http://aircanada.com), follow @AirCanada on Twitter and join Air Canada on Facebook.

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