

News Release

May 24, 2010

AIR CANADA BEST AIRLINE IN NORTH AMERICA IN INTERNATIONAL SURVEY

MONTRÉAL, May 20, 2010 – Air Canada has been ranked ‘Best Airline North America’ in a worldwide survey of more than 17 million air travelers as announced today in Hamburg, Germany at the Skytrax World Airline Awards. The survey was conducted by independent research firm Skytrax between July 2009 and April 2010 using over 38 different aspects of passenger satisfaction to rank airlines’ product and service standards. This annual survey is regarded in the air transportation industry as a primary benchmarking tool for passenger satisfaction levels of airlines throughout the world.

“It is an honour to once again be acknowledged by air travelers around the world as the best airline in North America,” said Calin Rovinescu, President and CEO of Air Canada. “This most recent poll of 17 million airline passengers underscores our progress in providing our customers with a world class travel experience and an industry leading product. I am incredibly proud of our employees whose dedication and professionalism are recognized by this prestigious award. In effect passengers are recognizing the culture change underway at Air Canada and the excellent employee brand that has developed.”

Skytrax World Airline Awards is the established, global barometer of passenger opinions about airlines around the world. Free of outside or financial influences, it comprises more than 100 different respondent nationalities in 2010. Further information on the Skytrax survey and awards is available at www.airlinequality.com.

In 2009 Air Canada was awarded several other prestigious industry awards including “Best in Business Travel,” “Best Flight Attendants in North America,” “Best In-flight Services in North America,” “Best North America Airline for Business Class Service,” “Best North American Airline for International Travel,” “Best Airline in Canada” and “Best Airline in North America.”

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 170 destinations on five continents. Canada’s flag carrier is the 13th largest commercial airline in the world and serves 31 million customers annually. Air Canada provides scheduled passenger service directly to 59 destinations in Canada, 58 in the United States and 60 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 1,167 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.

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Best Flight Attendants in North America
Best In-Flight Services in North America
Best North American Airline for Business Class Service
Best North American Airline for International Travel



Best Airline in North America
Best Airline in Canada

Contacts: Shoichiro Sasabuchi (Tokyo) (03) 5405-8793
Japan.public.relations.aircanda.ca

Internet: aircanada.com or aircanada.jp

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