



Corporate Responsibility

2019–2021 Highlights



New challenges, new ambitions

In 2018 we became the first major international tour operator to be Travelife certified. That responsible tourism certification was the culmination of more than a decade of committed actions toward sustainability. We then weathered two years of challenges stemming from the COVID-19 pandemic, during which we focused our efforts on ensuring Transat's continuity as well as the health and safety of our employees and customers.

While this unprecedented crisis has meant a slowdown in our responsible tourism efforts, we are emerging from it with a stronger long-term commitment. Our strategic plan emphasizes three pillars that support a comprehensive policy: employee development, diversity and inclusion, and of course the environment, with a particular focus on decarbonizing our operations.

On this last point, which is the major challenge facing the aviation industry in the coming years, we have once again demonstrated our commitment in the area of sustainable fuels. We have signed an offtake agreement to acquire e-fuel, which will support implementation of a made-in-Montreal solution for producing e-fuel via carbon capture technology, exploiting a raw material that does not compete with other uses. We are also partnering in an industry-wide effort to develop sustainable fuels in Canada.

Our readiness to take on new challenges is due in large part to our people, who are and have always been Transat's great strength. Thanks to our teams, we will strengthen our corporate responsibility strategy and implement new initiatives as part of a comprehensive plan that includes our environmental, social and governance (ESG) efforts. The plan will have measurable targets and indicators, and will be introduced in 2023.

In conclusion, I would like to acknowledge the hard work and unwavering commitment of our personnel, who have displayed such resilience throughout the pandemic.



Annick Guérard,
President and Chief Executive Officer, Transat

Awards and distinctions

Skytrax

World's Best Leisure Airline at the Skytrax Awards (2021), for the 4th time

Corporate Knights

Ranked among the Best 50 Corporate Citizens in Canada by Corporate Knights in 2020 and 2021

Head office

- Performance + attestation, ICI on recycle program, 2019
- Défi sans autoSOLO car-free challenge (Large Organization category) met for the 7th time, 2019
- ISO 14001 certification for our Dorval facilities, 2019

Forbes

- Ranked among the World's Top Female-Friendly Companies in 2021
- Ranked among Canada's Best Employers since 2017 and among the World's Best in 2020 and 2021





The environment: our priority challenge

Fleet modernization

- Addition of A321neoLR aircraft to our fleet, with a 15% smaller carbon footprint and 50% less noise

Sustainable fuel

- Partnership with SAF+ Consortium and signing of a 15-year offtake agreement for purchase of 90% of the sustainable e-fuel produced at its first plant in Montreal

Awareness and education

- Awareness-raising among our partners at destination via our Travelife certification and action plan
- Support for a sustainable tourism study program offered to students at the University of Guelph's College of Business and Economics

Going paperless

- 100% digital brochures, and paperless travel agency offices



Communities: our unwavering commitment

Maintaining our long-term commitments

- Support for our topline partners (Transat Chair in Tourism, Espace Go theatre, Montreal Clinical Research Institute, Le Devoir newspaper) maintained despite the challenging economic context

Support for children

- Big Hearts Challenge in-house fundraising campaign, with the generous annual contributions of the company and our employees donating to Centraide / United Way and SOS Children's Villages

Volunteering

- Group volunteer days championed by members of the senior executive team
- Distribution of grants to support volunteer work by our employees with non-profit organizations
- Leave for Change: humanitarian leave period available to employees who want to lend their skills to an international development project



Our employees: our strength

Preserving the employment relationship

- Many employees recalled during gradual resumption of our operations (from 900 at the low point to 3,400 by April 2022)
- Employees affected by pandemic-related layoffs able to maintain their employment relationship for as long as possible by participating in the Canada Emergency Wage Subsidy program: 95% opted in
- Creation of a job search assistance program for our employees affected by the staff reduction measures

Optimized teleworking

- Adoption of a progressive teleworking policy focused on freedom of choice to strengthen employee satisfaction and promote recruitment
- Development of multiple tools to help employees adapt to this new world of work



Our customers: our raison d'être

Return of travellers

- Return of our customers, passengers who had flown with other carriers, and Canadian residents following a rise in tensions in Haiti in February 2019
- Implementation of two large-scale repatriation operations, in March–April 2020 and February 2021, enabling tens of thousands of passengers to return to Canada or their country of origin, following the emergence of COVID-19 and the ensuing government restrictions on travel

Protection for our travellers

- Implementation of health and safety measures for our passengers throughout their entire trip
- Creation of the Traveller Care program and a practical guide to help customers travel with complete peace of mind



Governance: our guide

Strengthening governance

- ESG as a pillar of our strategic plan
- Board of Directors: consolidation of the terms of reference of the Risk Management and Corporate Responsibility Committee

Combating cybercrime

- Strengthening of and ongoing upgrades to our IT security processes and measures
- Enhancements to our emergency response plan in the event of a security breach
- Mandatory regular training for employees on the challenges of cyberattacks