

Emirates and Canada



Emirates commenced non-stop air services between Dubai and Toronto in October 2007 with three flights per week and introduced the Airbus A380 on the route in 2009. In July 2018, the UAE-Canada Air Transport Agreement was expanded, and it meant Emirates could increase the number of flights to five per week. Despite the 60% increase in capacity, passenger occupancy averaged 91% in 2019.

- 14** weekly Emirates passenger flights to Canada
- 2.7** million passengers on Emirates' flights to and from Canada since 2007
- 455** thousand passengers on Emirates' flights to and from Canada*
- 88** percent average passenger seat factor on Emirates' flights to and from Toronto*
- 9,200** tonnes carried on Emirates' flights to and from Canada*
- C\$2.9** billion bilateral trade between Canada and the UAE in 2023
- #2** UAE's rank Canadian exports to the Middle East and North Africa in 2023
- 150** Canadian firms operating in the UAE
- 40** thousand Canadians living in the UAE

*FY2023-24

In response to high demand, in April 2023, the Agreement was enhanced further, permitting Emirates to offer daily services to Toronto, as well as introduce a new daily service to Montréal, its second gateway in Canada.

Emirates' unique connectivity

Connectivity plays an important role in enabling tourism, international business relationships, Foreign Direct Investment (FDI) and international trade of goods and services. Emirates not only connects passengers and cargo to and from Dubai, but provides efficient onward connections to 76 destinations across its route network in the Middle East, Africa, Asia and Australasia, of which 57 destinations are not directly served by any carrier from Toronto or Montréal.

Emirates not only caters to passenger and cargo demand to and from Dubai, but also fills a service gap to and from other growth regions as well. In FY2023-24 Emirates transported 9,200 tonnes of cargo to and from Canada, growing 66% over the same period last year. Emirates' flights provide Canadian manufacturers and exporters with more choice in terms of access to global markets for their

goods and products in a time efficient manner. Major cargo imports into Canada via Emirates flights include fruit, vegetables and fish and exports include pharmaceuticals, electronics, mining/ drilling equipment, livestock, lobsters, and courier services.

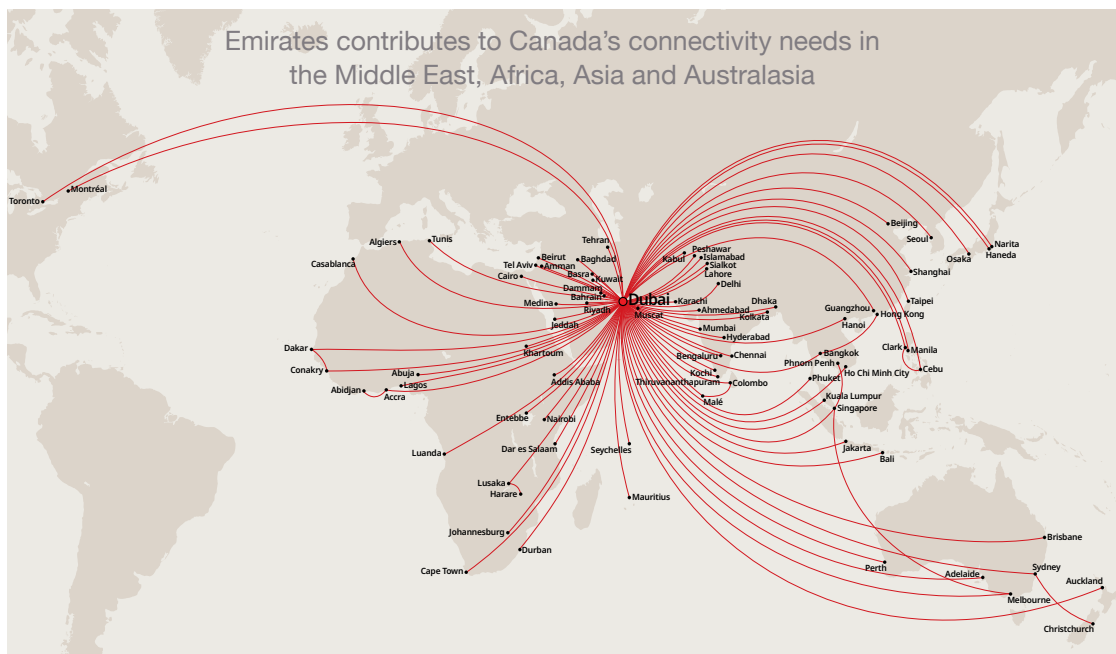
Emirates' socio-economic impact in Canada

Emirates' direct contribution to the Canadian economy in FY2022-23 was over C\$126 million through operational expenses such as crew layover, staff salaries, inflight catering, fuel uplift, landing fees, handling fees as well as advertising and sponsorship. With the introduction of the additional services, Emirates' direct contribution is set to grow exponentially, thus benefiting the Canadian economy.

Canada-UAE trade relations

The UAE is Canada's second largest export market in the Middle East and North Africa. In 2023, bilateral trade between Canada and the UAE exceeded C\$2.9 billion, growing 68% in the last five years. The UAE contributed C\$1.3 billion in trade surplus to Canada's net trade deficit

Leading Canadian firms doing business in the UAE



in 2023, sixth in rank in terms of trade surplus. This is despite the fact that no free trade agreement exists between Canada and the UAE. According to the UAE Ministry of the Economy, the aggregate value of the UAE's investment in Canada has reached C\$30 billion. Canada is the top source country for FDI capital into Dubai in 2023, accounting for 26% of investment flows. According to Dubai's Department of Economy and Tourism, Canada features in Dubai's top 20 source markets for inbound tourism with 158,000 Canadian visitors in 2022, more than double the number in 2021.

Supporting Canadian industry

Emirates' joint venture with CAE has directly supported a major Canadian industry since 2002, with the establishment of Emirates-CAE Flight Training (ECFT). Having seen consistent growth in demand for CAE's products, in 2013 the two companies jointly committed an investment of US\$260 million towards a major expansion plan. The joint venture has become recognised as a worldclass facility for aviation training in the Middle East, delivering safety and service excellence to clients across the industry. ECFT's two centers house 19 simulators and provide training to more than 12,000 pilots annually.

There are over 150 Canadian companies operating in the UAE, including brands like Tim Hortons, RBC, OpenText, McCain and La Senza. dnata, an Emirates Group company, operates several wholly owned subsidiaries in Canada including dnata Aviation Services Canada Limited and dnata Catering Canada Limited, as well as holds investments in local ground handling and logistics service providers.

Partnering with Canadian carriers

Emirates and Air Canada signed a strategic partnership agreement in July 2022, giving Emirates' customers access to 19 Canadian destinations beyond Toronto. The codeshare partnership has since been extended to include 11 Canadian destinations beyond Montréal. Air Canada customers are able to fly on Emirates to Dubai and access cities across Africa, the Indian Subcontinent, Middle East and Far East. A joint loyalty programme partnership for Emirates Skywards and



Aeroplan members came into effect in December 2022. Reciprocal airport lounge benefits for top tier loyalty members at Toronto Pearson and Dubai have also been launched.

Emirates also has a codeshare partnership in place with WestJet, connecting travellers from across its global network to 11 domestic Canada routes beyond Toronto. Codeshare flights are also available to and from Vancouver via Los Angeles and to and from Calgary via Boston, Los Angeles, New York, San Francisco, and Seattle. In 2023, over 100,000 Emirates passengers connected onto Canadian partner airlines.

The best foundation for Canada's economic growth

Efficient air connectivity and sufficient capacity to major and emerging trading markets provides a fundamental framework for economic growth, the potential for which would be far greater with increased airline competition.

As such, Emirates' daily services to Toronto and Montréal will greatly increase Canada's ease of access and consistency of service to Dubai and numerous other high-volume passenger and freight segments across the Middle East, Africa, Asia, and Australasia.

Our planet

At Emirates, we recognise our responsibility in preserving the planet's resources and are fully committed to minimising the environmental impact of our operations across all businesses and activities, including our supply chain. Our environmental efforts are focussed on three areas - reducing emissions, consuming responsibly, and preserving wildlife and habitats. Emirates achieved the International Air Transport Association (IATA) Environmental Assessment (IEnvA) Stage One certification in 2023 and supports IATA's industry commitment to reach net zero carbon emissions by 2050. Our opportunities to achieve this goal include fleet renewal, operational fuel efficiency, renewable energy, and sustainable and low carbon aviation fuels.



Reducing emissions

Reducing fuel consumption and maximising fuel efficiency are key to minimising carbon emissions from flights. An ongoing investment in future aircraft technology is Emirates' biggest commitment to reducing its environmental impact. The new generation of Airbus A350 XWB, Boeing 787, 777X and 777-200LR freighter aircraft that Emirates has on order, as well as its existing fleet of Boeing 777 and Airbus A380 aircraft that average ten years in age (significantly lower than the industry average), provide greater fuel efficiency compared to older generation aircraft. Emirates also has a comprehensive fuel efficiency program that actively investigates and implements ways to reduce unnecessary fuel burn and emissions, where operationally feasible. Furthermore, Emirates supports initiatives that contribute to the deployment of sustainable aviation fuel (SAF), has participated in testing the use of 100% SAF, and advocates for the application of constructive policies to support the scaling up of SAF supply.



Consuming responsibly

Emirates is committed to responsible consumption, encompassing the life cycle of purchasing, sourcing, consuming and managing the disposal of products and equipment. Since Emirates made a public commitment to reducing single-use plastic on board in 2019, we have diverted over 150 million single-use plastic items from landfill each year. Economy Class blankets, cups and bowl covers are made from recycled plastic, and young travellers' toys and amenity kits, including Premium Economy and Economy Class amenity kits, are also made of recycled plastic or other sustainable materials. Aircraft exteriors are cleaned using a pioneering dry washing technique that saves 11 million litres of water annually. In 2023, Emirates introduced closed loop recycling for onboard meal service items such as trays, bowls, snack dishes and casserole dishes.



Preserving wildlife and habitats

Emirates is also committed to the preservation of fragile habitats and endangered wildlife. As a founding signatory to the 2016 United for Wildlife Buckingham Palace Declaration, Emirates recognises its role in combatting the illegal trade of wildlife and has a zero tolerance policy on transporting banned species, hunting trophies or any products associated with illegal wildlife activities. Emirates reinforced this commitment by successfully obtaining the IATA Illegal Wildlife Trade certification in 2023.