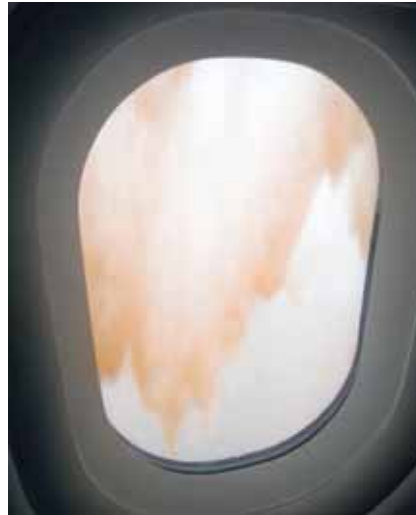


# Deicing

AT AIR CANADA GROUND HANDLING SERVICES, WE KNOW THAT PROFESSIONAL DEICING CAN REDUCE COSTS AND DELAYS, BUT FIRST AND FOREMOST DEICING IS ABOUT SAFETY.





## Air Canada Ground Handling Services is an industry leader in deicing solutions across North America.

For more than half a century, ACGHS has provided Air Canada with cost-effective and professional deicing solutions. Air Canada's on-time record speaks to our efficiency, and their safety record proves our effectiveness. We provide a wide array of world-class airlines with timely, professional and safe deicing services tailored to meet their specific requirements. If you're looking for a partner with the expertise to exceed your expectations while remaining cost-competitive then you should consider partnering with ACGHS.



"At Air Canada Ground Handling Services we combine the most technically advanced equipment in the industry with experienced and expert technicians to ensure cost-effective deicing with the focus on safety."

**Chantal Baril,**  
President and Chief Executive Officer,  
Air Canada Ground Handling Services

At ACGHS, we understand that deicing services are a key component of operational effectiveness. Our relationship with Air Canada means we understand the exigencies of running an airline, and have devised industry-leading deicing solutions that are proven to save time and reduce costs, without ever sacrificing effectiveness or safety.

On behalf of Air Canada, ACGHS plays a leadership role in preparing mitigation plans and drafting deicing guidelines for Canadian airports. Our operations are compliant with all relevant industry guidelines, follow all approved standard operating procedures, and employ best practices throughout the organization. ACGHS follows all airframe manufacturers' manuals in addition to employing seasoned and expert staff across all our operations.

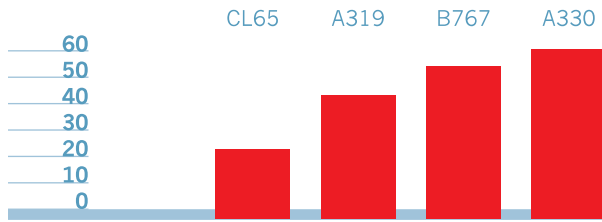
Our state-of-the-art equipment and highly trained personnel ensure that we use significantly less glycol than is the industry standard, without making any compromise in the efficacy of our operations. Our economies of scale mean that our customers benefit from discounted glycol pricing. Through

proficient application, and advanced equipment, including state-of-the-art nozzles, ACGHS reduces glycol use by up to one third, passing significant savings on to our clients. This reduction in glycol use also results in cleaner operations, and where applicable, ACGHS partners with glycol recovery experts, again reducing overall costs and environmental impacts.

Our operations are highly scalable, ensuring we adhere to the carrier's operational requirements and schedules, even during weather events. This flexibility in staffing ensures our clients remain on time, even during unexpected changes in weather conditions. Our staffing flexibility and innovative approaches to scheduling result in crew block time avoidance.

At ACGHS, we know that professional deicing can reduce costs and delays, but first and foremost deicing is about safety. From annual training for our personnel, to the most advanced equipment and rigorous inspection and repair schedules, ACGHS provides its partners the safest deicing solutions in the industry.

### Frost sprays (in litres)



### Live deicing

Air Canada Ground Handling Services provides live deicing services at the majority of our locations resulting in improved operational efficiency for our clients.

### Gate frost removal

ACGHS provides gate frost removal using innovative techniques, including mop operations, which dramatically reduce glycol usage while remaining within all approved standard operating procedures.

### Deicing at the gates

Where airport regulations or weather conditions dictate, ACGHS is fully equipped to effectively deice at the gate.

### CDF avoidance

When circumstances permit, ACGHS provides further savings by employing mops or sprays at the gate, thereby bypassing the central deicing field entirely.

### Closed bucket operations

Wherever possible ACGHS employs closed bucket operations ensuring the best conditions for our technicians to conduct their work, ensuring the best results possible. Where open bucket operations are required ACGHS outfits its technicians with the most advanced protective gear and leading edge equipment.

### Hot air operations in selected stations

ACGHS employs a variety of technologies and approaches to deicing including the use of hot air in situations where conditions make it a feasible alternative to glycol based deicing.

### Experienced staff

Our technicians average over eight years experience in deicing, and training and retraining is the norm for all our team. Low attrition rates and a high degree of specialization make for a highly skilled and reliable deicing team.

### Data collection

ACGHS has at its disposal a vast array of data pertaining to all aspects of deicing. ACGHS works with its clients to provide data-based analysis for costing, forecasting and operational projections. Our database allows us to plan more effectively and execute more efficiently across a wide array of deicing mandates.

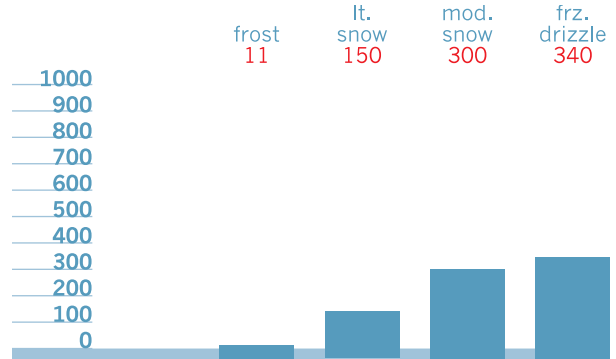
### Consultation services

ACGHS has developed most of the standard operating procedures for deicing in North America. As such we are a valuable resource for companies demanding consulting services and training solutions for their organizations.

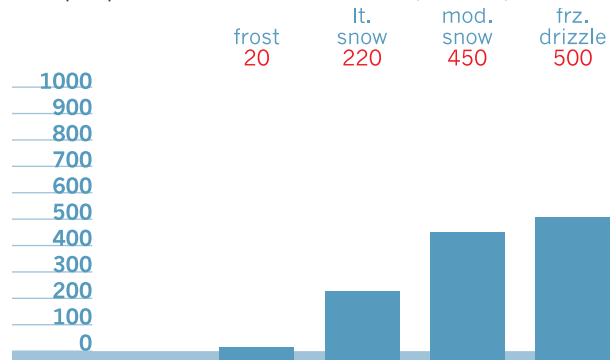
### State-of-the-art equipment

A significant investment in our capital plan is earmarked for the acquisition of the newest generation of deicing equipment. This, in combination with scheduled inspection and maintenance, ensures that ACGHS is amongst the most technically advanced deicing operations in the world.

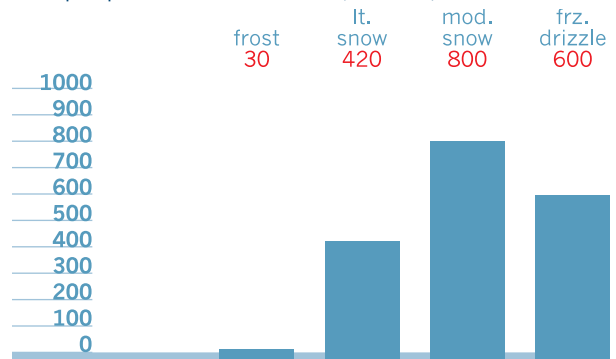
### Sample performance: CL65 (in litres)



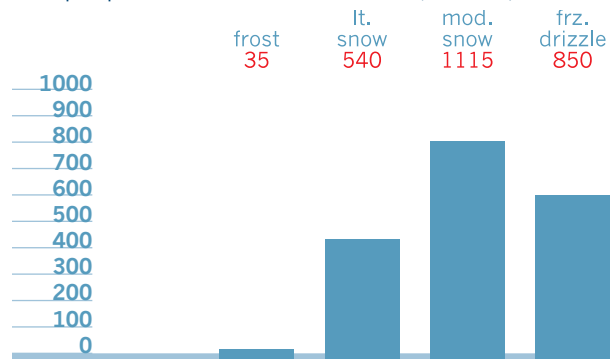
### Sample performance: A319, A320 (in litres)



### Sample performance: B767 (in litres)



### Sample performance: A330, A340 (in litres)





AIR CANADA  ACGHS

TO FIND OUT MORE ABOUT HOW ACGHS  
CAN STREAMLINE YOUR OPERATIONS WITH  
A CUSTOM CRAFTED DEICING SOLUTION,  
CONTACT:

[www.acghs.com](http://www.acghs.com)

[info@acghs.com](mailto:info@acghs.com)

1-877-612-2323

BY MAIL

**ACGHS | Head Office**

Air Canada Centre YUL 1246  
P.O. Box 14000, Station Airport  
Dorval, Quebec H4Y 1H4  
Canada

**ACGHS | Sales and Marketing**

YYZ 2131  
3111 Convair Drive Annex  
Mississauga, Ontario L5P 1C2  
Canada