

SUSTAINABILITY REPORT

2020

Copa Airlines 

A STAR ALLIANCE MEMBER 



SUSTAINABILITY REPORT 2020 COPA AIRLINES®

Text editing:
TON!C Latam and Komunica Latam.

Photos:
The photos and graphics contained in this document are the property of Copa Airlines®.

Scope of the report:
This Sustainability report aims to present to our various stakeholders the different initiatives of Copa Airlines®, progress achieved and challenges identified during the year 2020 in terms of sustainability.

For questions, doubts or suggestions regarding this report, please contact: comunicaciones@copaair.com

Employee Experience Directorate
Torre N., Boulevard Costa del Este,
Panama City, Panama
+507 217-2672

**WE CONTINUE
WORKING TO
CONNECT THE
REGION**



Copa Airlines 

A STAR ALLIANCE MEMBER 

CONTENT

05 Message from
Our CEO

08 Corporate Governance

14 2020, a year of challenges
and Trials

16 COVID-19 Timeline: Main
events

21 Progress on social,
environmental and governance
issues

28 Health and Safety

33 Environmental Sustainability

40 Our Team

50 Our Commitment to the
Community

53 The Experience of Our
Customers

56 International Standards
and appendices

▶ Message from Our
CEO

MESSAGE

from Our CEO



▶ Message from Our CEO

Message from Our CEO

Dear employees, passengers, customers, shareholders and business partners:

2020 was, without a doubt, the most challenging year in the history of aviation and Copa Airlines. The pandemic and the suspension of operations, for almost seven months, led us down a path of uncertainty and difficulties.

Our priorities in these difficult times were focused on safeguarding the sustainability of the company and, with it, as many jobs as possible, taking care of the well-being and health of our employees and the safety of our passengers.

It was months of difficult decisions and intense emotions for everyone, as no one was prepared for an event that has affected the world forever. We took multiple cost-saving initiatives and various actions that allowed us to adapt our operation to the reality of the moment, in order to guarantee the continuity of our operation with the least negative impact to our employees, customers and shareholders.

The dedication and commitment of the Copa Airlines team since day one of this crisis has been crucial to adapt and survive the new reality. Together, we suspended all operations, with very little notice, we renegotiated the majority of our contracts with suppliers to reduce costs, we developed new technologies internally to better deal with situations resulting from the cancellations and schedule changes due to cancellations and restrictions imposed, we adapted our processes with biosafety measures and protocols for the safety of our employees and passengers, and we reduced the size of our fleet and route network to resume operations, adapting to a lower number of flights and passengers.

The certification for the Boeing 737 MAX, after nearly two years of thorough assessments and inspections by the FAA and other international aviation authorities, and after receiving our seventh 737-MAX, were positive news that will allow us, starting from 2021, to offer a better travel experience and greater reliability to our passengers on longer routes.

Despite all that has happened, we have every reason to be optimistic. In the midst of the worst crisis in the history of aviation and of the Company, we were recognized at the end of 2020 as “The most outstanding Latin American airline of the last 10 years” at the Decade of Airline Excellence Awards. This great achievement is thanks to the focus on our fleet strategy and the creation of the Hub of The Americas® in Panama, which connects destinations throughout Latin America and the Caribbean, including secondary markets, with the rest of the continent.

► Message from Our
CEO

We have a challenging year ahead of us. The surge of COVID-19 in various countries in our region and the appearance of more contagious strains of the virus have generated new route closures and restrictions on passengers. At the same time, we see the light at the end of the tunnel with the new vaccines, which we hope will be widely available in all countries in our region.

Even with the challenges that lie ahead, I am convinced that today our purpose as a company is more relevant than ever and will be a determining factor in our future success: at Copa Airlines we make it easier for families to stay united, for people to enjoy the wonders of our region, for communities to grow and develop, businesses to thrive and human beings to benefit, offering the highest levels of service and the best punctuality in the world.

It was this purpose that motivated us to perform over 100 humanitarian flights, bringing many people back to their homes who had no other option and, just as during the preparation period for the resumption of operations, throughout 2020 we showed adaptability, flexibility, resilience, and, above all, the strength of the corporate values that we all live by in Copa Airlines. With our extensive network of routes and connectivity through the Hub of the Americas® in Panama, we hope to continue contributing to the social and economic development that Latin America deserves.

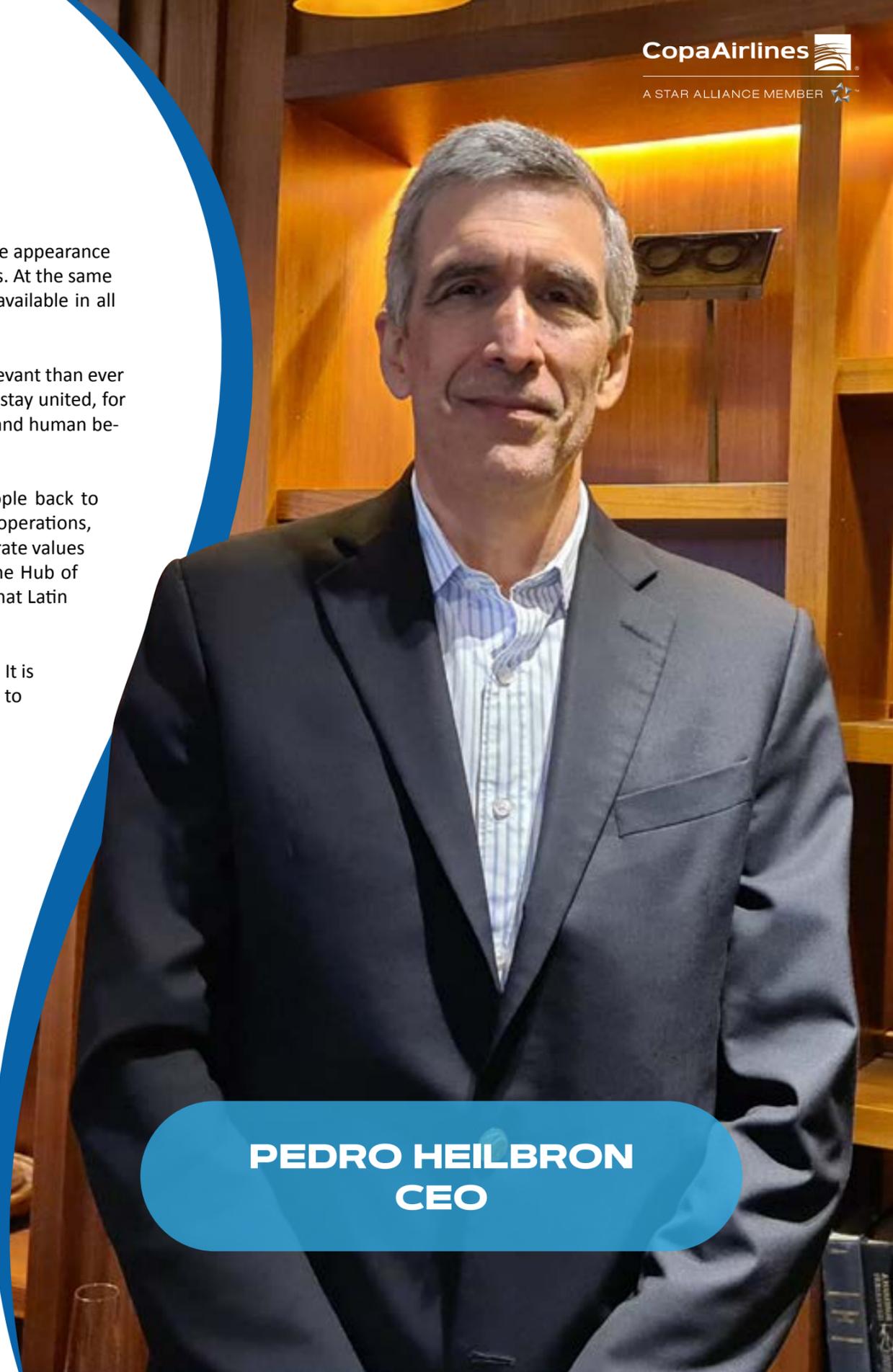
In Copa we have a winning culture and a fighting spirit that has allowed us to fly very high and go very far. It is with this very spirit and our corporate values that we will go out as a team to give whatever is necessary to rebuild our airline and emerge strengthened from this crisis.

We will continue to focus on the things that set us apart: connecting our passengers reliably with their destinations; providing them with the highest levels of punctuality, service and safety in the world; managing our resources efficiently and productively; seeking the highest cost efficiency and working as a team with that special culture that sets us apart. These factors will be the key to overcoming this crisis and for us to keep Copa as the leading airline in the region through the Hub of the Americas®.

This report is a compendium of our journey during the challenging and unimaginable 2020, reviewing the main actions we took to continue on our path to sustainability.

Thank you all for your trust
and commitment!

PEDRO HEILBRON
CEO





CORPORATE

Governance

► Corporate Governance



Faced with the crisis of 2020, we set out to safeguard the airline's operation as a priority goal.

Our commitment to each of our stakeholders and our compliance with good corporate governance framed by standards of the Stock Exchange of New York, the principles of the Global Compact of the United Nations, the directives of the Securities and Exchange Commission of the United States and the guidelines of the Superintendency of the Securities Market of Panama, provided the framework and guided our decision making this year through an adverse operating and financial environment.

Copa Airlines Board of Directors

The Board of Directors is responsible for the supervision and control of the plans and actions executed by the executive, administrative and operating personnel of the Company, based on ethics, compliance and transparency guidelines, which allowed the development of policies and strategies to face the challenges posed by an unprecedented situation.

The Board of Directors has four committees responsible for the examination and monitoring of areas of special relevance, with eleven members, three of which are independent in nature.

STANLEY MOTTA
 Chairman and Director

PEDRO HEILBRON
 Chief Executive Officer and Director

ALVARO HEILBRON
 Director

JAIME ARIAS
 Director

RICARDO ALBERTO ARIAS
 Director

CARLOS ALBERTO MOTTA
 Director

JOHN GEBO
 Director

JOSÉ CASTAÑEDA VELEZ
 Independent Director

ANDREW C. LEVY
 Director

JOSH CONNOR
 Independent Director

JULIANNE CANAVAGGIO
 Independent Director



Audit Committee

The Audit Committee is a fundamental part in the management of risk supervision areas, as well as for internal controls and the monitoring of financial information, all under compliance with laws, policies and our code of ethics.

It is made up of independent directors, in accordance with the applicable rules of the New York Stock Exchange.



Nominations and Corporate Governance Committee

The Nominations and Corporate Governance Committee is in charge of overseeing the evaluations of the Board of Directors, its members and committees, with responsibility for establishing the selection criteria for the new directors, as well as overseeing the environmental, social and governance policies in place in the Company.



Committee of Independent Directors

The function of the Committee of Independent Directors is to advise the Company in particular cases as described in the articles of incorporation of the company.



Compensation Committee

The Compensation Committee is responsible for determining the remuneration, compensation and bonuses for the personnel, as well as for the selection and evaluation process of all senior executive positions of the company.

Its members are non-executive directors, of whom at least one is independent.



Strategic Pillars

Vision

The vision of Copa Airlines has not changed in 25 years and is: "To be the leading airline in Latin American aviation and the preferred connection through Panama by linking the main cities of North, South, Central America and the Caribbean."

Our Values in Action

Our Values in Action guide our actions and interactions within and outside of the company, and it is expected that all employees know them and be a living example of them to continue being a successful organization and fulfill our vision.

Our Values in Action are defined as follows:



We work as a **team** and contribute to a **positive environment**



Our first **commitment is to safety**



We are **honest and honorable** in all our actions



We seek **continuous improvement**



We anticipate and **exceed the expectations** of our customers



Road to Success

Copa Airlines is a company with well-defined objectives, which are a reflection of a strategy focused on its vision and business model and which are planned with a 1, 3 and 5 year projection. Corporate objectives are grouped under the so-called Road to Success (RAE: "Ruta al Éxito") and consolidated under four pillars:

Fly to Win

Strategic pillar that contains the goals for income generation, development of distribution channels, strengthening our market share strategy.

Revenue Per Available Seat Mile (RASM)

Achieving Competitive Costs

Strategic pillar that contains the cost control and process efficiency goals which guarantee the financial sustainability of the company at short and long term.

Cost per Available Seat Mile Ex Fuel

Strengthening Customer Experience

Strategic pillar that defines the world-class services and products standards that foster the loyalty of our passengers.

Increasing the Net Promoter Score (NPS)

Teamwork

Strategic pillar that promotes a positive work environment and the satisfaction, retention and commitment of Copa Airlines employees.

Increase Climate and Leadership

Code of Ethics and Business Conduct

At Copa Airlines we are convinced that an important part of fulfilling our vision of being the Leading Airline in Latin America is achieved by living by Our Corporate Values, which includes working with honesty and integrity and always acting ethically.

For this reason, we have a Code of Ethics and Business Conduct that reflects our commitment, and establishes principles and guidelines for the conduct expected of all those who work directly or indirectly in the Company.

The certification is done through an annual e-learning course that is mandatory for all employees.

Each manager is evaluated for compliance with the Code of Ethics. In addition, we have an Ethics Officer who is responsible for ensuring compliance; and a reporting channel: Copa Escucha, in which any anomaly related to the breach of our ethical guidelines can be reported anonymously.

Sustainability Strategy

Our sustainability strategy is focused on managing our operations in an environmentally efficient and responsible manner, aligning business goals with our commitment towards the well-being and development of our employees, their families and the communities where we operate, always seeking to contribute to the Sustainable Development goals.

We support our sustainability strategy with international standards:

- 10 principles of the United Nations Global Compact.
- 17 UN Sustainable Development Goals (SDGs).
- Carbon Offsetting and Reduction Scheme for International Aviation -CORSA.



► 2020, a year of challenges and Trials

2020

a year of challenges and trials

► 2020, a year of challenges and Trials

The year 2020 was the most challenging year faced by the aviation industry and, although we all hope that 2021 is better, the COVID-19 surge including the new strains, new travel restrictions, border closings and mandated preventive quarantines in many countries of the region during the first half of the year were part of the challenges faced by Copa and the airline industry in 2021.

Regarding our financial results, in 2020 we recorded a loss of US \$598.6 million due to the suspension of operations during almost 5 months, preventive quarantines, restrictions on air travel and low passenger demand related to the COVID-19 pandemic.

In Copa Airlines, we decided to take on this scenario in a responsible way, defining a conceptual framework comprised of three fundamental pillars:



Guaranteeing the survival and sustainability of the Company



Protecting the largest number of jobs



Ensuring the safety of our passengers

Our strategy responded to this scenario by maintaining a focus on efficiencies, productivity and costs, affecting our employees as little as possible. This allowed us to face the crisis with the firm intention of continuing to provide an essential public service.

We had to make very difficult decisions to adjust the size of our company by offering leave, retirement and termination plans, all with benefits above those of the law, which will allow us to survive in the future.

To support our employees during this time, we created the program "**Copa Contigo**" (**Copa With You**), whose main objective was to provide support during their transition to members of the Copa Airlines team who left the company, by way of new opportunities for personal and professional development. **Copa Contigo** had a team from Human Resources that provided support by offering free courses and webinars, connecting them with opportunities to find their next job, helping to enhance their business venture and providing tools and guides on health, emotional and financial issues.

Responding to the needs of our customers, we made our itinerary change policies, fare adjustments and humanitarian flight management more flexible.

Committed to taking care of the safety and health of our passengers and employees, we implemented strict biosafety protocols, as required by national and international health authorities, as well as a series of new procedures to further strengthen this aspect. We closely followed up on the positive cases of COVID-19 in employees and passengers, carrying out traceability and monitoring actions.

Although the historical challenge we faced brought on adaptation and changes, we took this juncture as an opportunity to review our outlook towards the future, defining priorities and evaluating our service and operations with resilience and efficiency, in order to maintain the sustainability of the company and the industry in Panama and the countries where we operate.



▶ COVID-19 Timeline,
main events

Timeline
COVID-19
main events

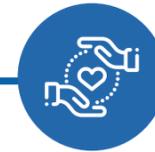
COVID-19

TIMELINE: main events



March

- On March 22, 2020, the Government of the Republic of Panama temporarily suspended all international flights for a period of 30 days.
- Copa Airlines and Wingo begin humanitarian flights amid the COVID-19 crisis, returning home 2,300 passengers from Argentina, Brazil, Chile, Colombia, Cuba, Panama, Peru, Dominican Republic and Venezuela.



April

- Copa Airlines donates 10 electric inpatient beds for care of patients affected by COVID-19, as well as 30,000 masks, 55 thermometers, 550 inpatient kits and a high-end ventilator.
- On April 20, the Civil Aviation Authority (AAC) of Panama notified, through Official Gazette, of an extension to the suspension of international flights for an additional 30 days, until May 23. Exceptions to this measure are humanitarian flights and those required to transport medical products and equipment to deal with the pandemic.
- Communication to company personnel regarding voluntary termination plan options is initiated through team meetings, virtual talks and discussion sessions.



August

- Copa reports third quarter 2020 results, recording a net loss of US \$386 million, the largest in the history of the Company.
- Sale of 14 Embraer aircraft, to reduce the size of the Company and adjust it to the new reality of a lower demand for international travel.
- Operations are resumed on August 14 under a decree from the Government of Panama, which established the Controlled Operations Center, operating a limited number of flights in 9 cities and 7 countries.



July

- We begin arrangements for the gradual and safe return to operations, and biosafety measures are announced for airports and aircraft.
- Humanitarian flights continue.



June

- The Copa Contigo job pool and Copeño Market are created with the goal of promoting entrepreneurial services and products offered by Copa Airlines employees.
- Biosafety measures and policies for employees and passengers are presented



May

- Humanitarian flights continue, reaching 218 flights and more than 21,523 passengers returned to their countries of origin.
- Copa Contigo begins, an accompaniment program for the support and preservation of the overall well-being of the employees.
- The Biosafety Team made up of experts and company leaders is created.
- The plan to cut down on working hours for administrative personnel is initiated.



September

- Health Authorities modify the entry requirements for Panama, requesting a negative swab or antigen test certificate taken a maximum of 96 hours prior to boarding the flight.



October

- Panama allows entry of foreigners and tourists under biosafety controls and restrictions.
- 34 Stations resume operations
- Regular operations are resumed in Tocumen International Airport.



November

- Copa Airlines completes 1,400 flights.
- We fly to only 20 of the 80 destinations of the Copa route network.



December

- New mobility restrictions are imposed in Panama, due to the second wave of COVID-19.
- Copa Airlines closes the year with 54 destinations and 27 countries
- The FAA recertifies the 737-MAX9 and the AAC authorizes it to fly on Copa Airlines.

► COVID-19 Timeline, main events



+18,500



hours of training to 4,500 employees on biosafety measures.

+190



operations and maintenance audits as part of the Emergency Response plan.

62



aircraft and 62 stations received back-to-service support and surveillance.

+1,000



cleaning hours for aircraft disinfection.

+15,000



liters of alcohol used in operational areas.

+7,000



COVID-19 tests to our employees.

21,523



people were reunited with their families and loved ones thanks to our 218 humanitarian flights to 26 countries.

30,000



masks, 10 electric beds, 50 thermometers and 550 personal hygiene kits were donated to hospitalized patients through the Ministry of Health of the Republic of Panama (MINSa).

+5,470



people participated in 69 specialized webinars as part of our Copa Contigo program.

Resumption of our operation

For Copa, the top priority is the safety of its employees and passengers. For this reason, safety and biosafety measures were implemented in our aircraft, which have given excellent results so far.

In August, the authorization for the controlled reactivation of flights in Panama was issued, which allowed the departure of passengers from Panama and the transit of people through Tocumen Airport to a limited extent, provided that they remained less than six hours inside the terminal. This represented less than 2% of the flights we operated prior to the pandemic.

▶ COVID-19 Timeline, main events



Until mid-November we completed

+1,400
flights

Overcoming operational challenges due to the validation of new protocols required to fly, which often generated operational impacts, which allowed us to adapt to the month of December, which arrived with new restrictions on movement in Panama and new adjustments to our route network.



We closed the year with more than 2,000 flights

Our Fleet

According to IATA reports, international passenger demand contracted 75.6% year-on-year in 2020. Capacity (measured in available seat kilometers, ASK) dropped by 68.1% and the occupancy factor dropped by 19.2 percentage points, to 62.8%. This situation, similar to that of the rest of the world, led us to completely rethink our commercial operations and temporarily withdraw part of our fleet.

It is one of the difficult decisions we have made to adjust the size of our airline to a reduced demand for travel projected for the coming years: as of December 2020, we're operating 68 aircraft, half as much as in 2019.

Main actions:

- We moved 16 aircraft from our 737-800 fleet for temporary storage to a specialized storage facility in Roswell, New Mexico, United States. These aircraft will remain at this facility for approximately 12 months and will return to service as the flight hours affected by the Pandemic and the global aviation crisis recover.
- We sold 14 Embraer 190s and the Boeing 737-700s were put on sale, of which the first 8 aircraft were collected.
- We took measures to ensure the safe return to operations of the MAX fleet. In November, the United States Federal Aviation Administration (FAA) announced the re-certification of the aircraft model Boeing 737 MAX, assuring and validating that it meets the safety and reliability levels required for safe return to operations.

Despite the return to regular operations during the fourth quarter of 2020 and the expectations of a progressive increase in flight demand, from the second half of December we saw a significant reduction in passenger traffic on our flights.



Return of the Boeing 737 MAX-9

After a thorough evaluation process of more than 20 months, the BOEING 737 MAX-9 returned to the air in December 2020. The global fleet of the B737 MAX was subjected to validation of its levels of safety and reliability, making it one of the safest aircraft to ever fly, designed to also provide comfort in-flight.

Committed to the safety of their passengers and flight crews, Copa Airlines pilots have been trained and qualified beyond the minimum requirements established by the authorities to operate this aircraft.

As of December 31, 2020, we operated a fleet of 77 aircraft: 70 Boeing 737 Next Generation aircraft and 7 Boeing 737 MAX9 aircraft.

Maintenance

Our team of aeronautical technicians kept working hard on the care required by the aircrafts during the times of greatest uncertainty of the company, in order to operate regularly once the commercial operation was reactivated.

► Progress on social,
environmental and
governance issues

PROGRESS

on environmental,
social and governance issues

► Progress on social, environmental and governance issues



Our Approach

This year our commitment to sustainability was strengthened by prioritizing the well-being of our stakeholders, thus minimizing negative impacts during the events of the COVID-19 crisis.

Our approach was based on responsibly and efficiently managing our operations, and aligning the goals, risks and impacts on the business with the needs and expectations that stakeholders place in our Company.



Our priorities during the pandemic

For the first time in 30 years we had to pause along the way and suspend our operation through the Hub of the Americas®. This made us re-focus on the Company's new priorities:



Safeguarding our company

We coped with these difficult times by taking measures that would ensure the survival of our Company, reducing its size based on the new reality, reducing our fixed costs, focusing on efficiency and productivity, strengthening the liquidity of the Airline, and taking the necessary actions to ensure biosafety on the return to operations, under the new guidelines and protocols.



Protecting our personnel

The safety and well-being of our employees was one of our top priorities. To achieve this, we advanced vacations, provided assistance with financial support vouchers, maintained life and/or health insurance coverage, formulated leaves of absence, voluntary termination plans and reduced hours and launched the program Copa Contigo to accompany our active and retired personnel during the crisis period. Likewise, we established biosafety measures validated by the Ministry of Health of Panama (MINSa) among which are: seating capacity restrictions, physical distancing, use of personal protective equipment, sanitizing and cleaning, monitoring and management of cases.



Ensuring the safety of our passengers

At Copa Airlines one of our values has always been and will be the safety of our passengers; therefore, we resumed operations implementing all the health, hygiene and sanitation protocols required by national and international authorities. In addition, we relaxed trade policies to accommodate the needs of our passengers due to flight disruptions and cancellations, and implemented a humanitarian flights program to return home passengers stranded in the various countries in our route network.

Humanitarian Flights

Due to travel restrictions mandated by various governments in the region to prevent the spread of COVID-19 during 2020, Copa Airlines performed over 218 humanitarian flights to 26 countries, helping 21,523 passengers reunite with their loved ones and return home.

On these flights, which operated since the beginning of the pandemic, all of the sanitation, hygiene and biosafety measures recommended by health authorities of international organizations were implemented, which enabled passengers to have a safe return.

► Progress on social, environmental and governance issues

21,523

people were reunited with relatives and loved ones thanks to 218 humanitarian flights to 26 countries



► Progress on social, environmental and governance issues

VOLUNTARY TERMINATIONS

We responded to the deepest crisis of our company, by standing by our employees, at all times aiming to reduce the negative impacts of this juncture to the minimum.

With the aim of minimizing the negative impacts of this juncture; we put forward a proposal for voluntary termination plans, early retirement and leaves of absence, with benefits above those of the law and the commitment of prioritizing reactivation or rehiring, as the case may be, once the company begins its recovery.

Throughout this process, the most difficult part of the crisis was to see great professionals and people who contributed to the construction of our Company leave. Our Voluntary Termination Plan sought to be applicable primarily to those close to their retirement age, who had an alternative plan, or who were open to the opportunity to pursue horizons outside the company.



Employee Support program: Copa Contigo (Copa With You)

With the well-being of our personnel in mind, we created Copa Contigo, an accompaniment program for our employees and former employees with the purpose of supporting them in their overall well-being during the crisis, as well as in the making of complex decisions, temporarily or permanently, about their employment situation.

The program provides key tools to guide our personnel on four significant pillars of human development:



Comprehensive Health



Personal Finance Management



Family and Social Well-being



Professional Development

Employees can find resources to overcome the challenges of their new personal, professional, and social reality, among them: virtual lectures, job pool, webinars and entrepreneurship programs thanks to partnerships with organizations such as: Sumarse, National Physical Therapists, Prohidea, Piero Rafael Martinez Foundation, Bolsillo y Sencillo, Henka, Tecnológico de Monterrey, ACP, among others.

► Progress on social, environmental and governance issues



12,000



users have visited the platform.

5,470



people participated in the 69 specialized webinars resulting in 3,644 hours of training.

436



job openings have been published and 327 CVs entered in the job pool.

31



entrepreneurial projects were enrolled and accompanied by Copa mentors, resulting in 8 Copa entrepreneurs being finalists in the AEI (Alliance for Entrepreneurship and Innovation) call.

392



businesses from 13 categories were enrolled as part of the Copeño Market program, an exhibition space for the promotion of products and services offered by entrepreneurs of the Copa Community.

*Data at the end of October 2020

► Progress on social, environmental and governance issues

Communication with employees

One of Copa's priorities is clear and transparent communication with our employees, including union leaders. From the very start of the pandemic, we increased the frequency of messages to all personnel. Throughout the crisis, we had meetings and discussions with all employees of the company, to update them on the actions we were taking to face the crisis, listen to them and provide responses to the main concerns, always in a direct and transparent way.

During this period we held more than 40 open meetings with employees, led by our CEO and the vice presidents of the company, and more than 80 meetings with the heads of the unions that our employees belong to, to discuss the situation, plans, actions and alternatives.



Operational Safety

The main goal of the Vice-president of Operational Safety and Quality Assurance is to protect the company through the identification of hazards and risk management, by way of the operational safety management system (SMS), the emergency response (ER) program and the quality assurance (QA) program of the operating areas, with the aim of preventing incidents and accidents. This is possible through a governance that guarantees independence through direct reporting to the CEO of the company, which ensures optimal objectivity in the execution of its mission.

We have a system of periodic accountability meetings at the highest level on operational safety issues, with reports on risk mitigation management, the closing of audit gaps, and investigation reports and their consequent mitigating action plans, which are also measured to validate their effectiveness.

- 1 Internal and external audits on operational safety and associated programs.
- 2 Quality and Safety Management Directorate: responsible for fostering a culture of prevention, as well as ensuring compliance with high safety, health and environmental protection standards in our operations.
- 3 Business Continuity Office: it is responsible for developing the policies, procedures and actions necessary to ensure business continuity.
- 4 Business Continuity Committee: this steering group is responsible for providing guidance, advice, prioritization and approval of the resources required to achieve all the goals of the office.
- 5 Airport security standards from Aviation Security (AVSEC). This project is a combination of measures, human resources and tools aimed at protecting us against acts of interference in the sector.

► Progress on social, environmental and governance issues

| Amount | Activity | Description |
|--------|--|---|
| 1322 | Industrial safety reports processed | 7% above the target of operational safety reports received from employees and suppliers. |
| 4324 | Trained active personnel | An 84% coverage of active personnel for the refresher training on the operational safety system within the first 30 days of enrollment. |
| 8 | Operational areas included in promotional activities | Operational safety promotion plan at the systems level and focused on the operational areas of Airports, Cabin Service, Security, Technical Operations, Flight Operations, Dispatch and Cargo, prior to and during the return to service. |
| 191 | Audits performed | Audits to operational areas in Panama, active stations and fuel suppliers for Panama and stations. |

Approach and Actions with Biosafety

Upon the issuance of the COVID-19 alert, Copa Airlines carried out an Emergency Response plan whose main goals were:

- 1** Design and testing of an Emergency Command Center for Quality Assurance.
- 2** More than 190 operations and maintenance audits, random checks and technical analyses.
- 3** Support and surveillance service for 62 countries where we operate.
- 4** Compliance and back-to-service support for 62 aircraft.

Following this response, we have perfected the supply chain, adapting it to the requirements of our new reality by incorporating sanitation processes and the disinfection of areas and equipment, which guarantees the safety of our service.

Industrial
SAFETY
and Occupational Health



Industrial Safety and Occupational Health

Copa Airlines has in place a policy, processes and plans for the Prevention of Occupational Risks to guarantee, prevent and guide employees on the best practices and standards for the performance of their functions, thus reducing risks and preventing accidents at their workstations.

Through the departments of Occupational Health and Industrial Safety and with area leaders, we train, monitor and supervise the operation to ensure that employees perform their functions in accordance with the highest standards and that the company provides adequate resources and facilities to ensure work spaces that are safe for all its employees.



These indicators are reported monthly to the Executive Committee as part of the Operational Safety Committee, and compliance of measures is monitored according to the established plan.

COPA HEALTH

The health of our employees during the COVID-19 pandemic

The safety and well-being of our employees and passengers has always been our priority. This became more relevant with the COVID-19 pandemic that we faced throughout the world and, especially, in light of prevention and control measures for travel.

We put together a **biosafety team** comprised of personnel from specialized areas within the company which took charge, with the advice of experts, of making adjustments to the processes and policies that were to be implemented in an effective and sustainable manner, based on the guidelines defined for airlines and company facilities by the WHO, MINSA, MITRADEL, IATA and the health authorities of the countries to which we fly.

Training given to our employees, shared information and activities carried out allowed us to maintain better control and monitoring in response to the health crisis due to COVID-19.

In order to maintain and ensure compliance with the measures needed to implement the protocol for safe return, as well as to apply health guidelines and manage the health of employees, the Biosafety Committee was established, with the participation of executives, employees, Occupational Health and with representation from the Company's unions.

This effort was captured in a guidebook of procedures and guidelines that were shared with our employees in order to comply with the biosafety measures endorsed by the Ministry of Health of Panama (MINSA).

► Health and Safety

The Goals of the Biosafety Team are aimed at:

- Defining and implementing, in a timely and sustainable manner, the necessary biosafety measures for our employees and passengers.
- Staying up-to-date with global and national epidemiological developments and best practices in the industry.
- Guaranteeing the internal processes necessary to maintain consistency during the execution of new biosafety measures and requirements.
- Complying with the guidelines for the return of businesses to Normalcy post COVID-19. The commitment of the biosafety team is to build confidence for the resumption of operations.



► Health and Safety



+18,500



hours of training to 4,500 employees on biosafety measures.

+190



operations and maintenance audits as part of the Emergency Response plan.

+7,000



COVID-19 tests for our employees.

+1,000



hours of cleaning for aircraft disinfection.

+15,000



liters of alcohol used in operational areas.

Biosafety activities developed by Copa Airlines

- 1 Security measures established in the company and shared with its teams.
- 2 Training and awareness raising for company teams.
- 3 Compliance with physical distancing.
- 4 Monitoring and management of persons with symptoms.
- 5 Disinfection of company facilities.
- 6 Seating capacity restrictions in working areas.

Safety measures for our passengers

We established procedures and guidelines to follow in Copa Airlines so that our passengers were confident that their whole trip experience would have the highest biosafety standards, and for our employees to know them and take care of themselves and their colleagues, by following hygiene, sanitation, protection and physical distancing measures.

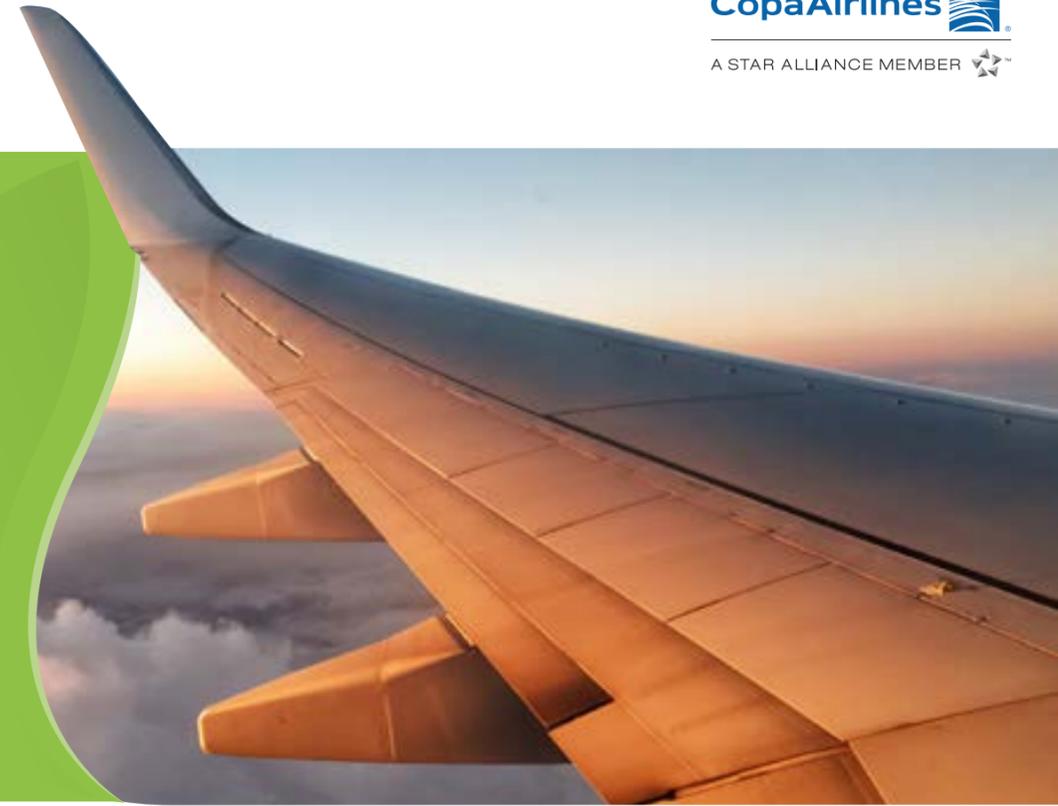
The tourism industry and airlines in particular faced extraordinary and unprecedented challenges. These measures gave travelers the confidence to fly safely on Copa Airlines.

Committed to providing you with useful information so that passengers can smoothly enjoy their travel experience with us, we created the COVID HUB to share with passengers the hygiene and sanitation measures that we are implementing, as well as all the travel recommendations and requirements that must be put into action for the preparation prior to and while traveling.

- Prior to their trip, our passengers must comply with the health requirements and travel and immigration documents required by the authorities for entry into the country.
- We established a surveillance system with health controls and tests, which allowed us to guarantee the safety and well-being of our employees and passengers.
- Since 2020, our employees have been using mandatory masks and complying with all biosafety protocols.

Environmental

SUSTAINABILITY



Environmental Sustainability

Our Environmental Sustainability policy sets guidelines and defines the route to keep our operations under an environmental conservation approach, balancing operational growth in a sustainable way, while pursuing the preservation of natural resources and our commitment to the fulfillment of our values, policies and standards, throughout the decision-making process and the execution of our daily tasks.

To this end, we created the Environmental Sustainability Committee, led by the Copa Strategic Committee and comprised of all the areas of the Company in charge of operational, administrative and financial management, contracts and negotiations, and of the experience of our customers and employees. We have created working committees and propose to Senior Management the most favorable projects, adjustments or partnerships in environmental terms.

► Environmental Sustainability

Policy

At Copa Airlines, we are committed to environmental sustainability, that is why we are leading the way towards **Net-Zero Carbon by 2050**, reducing our carbon footprint and its effects on climate change.



To this end, we have developed a short, medium and long term plan with actions focused on 4 fundamental pillars:

1

Fuel use and fleet efficiency: renewal of our fleet, operational efficiency initiatives in our flight operations, new technologies in our aircraft, ground support equipment (GSE) electrification, among other actions.

2

Development and use of SAF (Sustainable Aviation Fuel): support in the development of policies that foster the production and use of SAF.

3

Efficient waste management: replacement of single-use plastic products on board aircraft, implementation of environmentally friendly processes and product recycling throughout the entire company.

4

Offsetting, adequate use of water and renewable energy: use of renewable energy, carbon offset projects and use of carbon neutral technologies.

► Environmental Sustainability

We are aware that achieving our goals requires our commitment and alignment with governments, regulators and industry suppliers, in terms of access, supply and availability of sustainable aviation fuels (SAF), investment in new aviation technologies, efficient airspace management, in addition to high-quality carbon offset projects that allow us to achieve our neutrality goal by 2050.



We reaffirm our commitment to sustainability through the following actions:

- Environmental regulatory compliance.
- Environmental Sustainability Governance at the highest level of the organization, establishing the short, medium and long-term strategy.
- Investment and technological improvements in aircraft, equipment and operational processes.
- Preventive approach that favors environmental conservation and ensures the preservation of natural resources, wild flora and fauna.
- Performance evaluation and audits, and practices from the Environmental Management System as well as environmental, social and governmental (ESG) sustainability reports with the highest standards as defined in our manuals and policies.
- Commitment with external stakeholders to discuss commercially viable solutions to environmental problems.
- Organizational culture with an environmental commitment and regular reports on our performance

Indicators and Actions Towards Net 0 Carbon

Carbon emissions

| Direct emissions (Scope 1) * | 2020 Metric tons of Co2 | 2019 Metric tons of Co2 |
|---|----------------------------|-----------------------------|
| Flight operation (Use of Jet A1 fuel) | 879,804.72 tCO2 | 3,102,576.53 tCO2 |
| Ground operation (Diesel and gasoline Airports and Administration) | 2,308.65 tCO2e | 5,836.37 tCO2e |

*Intergovernmental Panel on Climate Change (IPCC) and Word Resource Institute (WRI) conversion factors.

| Indirect emissions (Scope 2) | 2020 Metric tons of Co2 | 2019 Metric tons of Co2 |
|---------------------------------------|----------------------------|----------------------------|
| Air operation (Use of Jet A1 fuel) | 4,189.72 tCO2 | 5,912.26 tCO2 |

| Total Emissions GHC | 2020 Metric tons of Co2 | 2019 Metric tons of Co2 |
|---|----------------------------|-----------------------------|
| Inventory GHC | 886,303.09 tCO2 | 3,114,325.15 tCO2 |
| Emissions from Air operation | 99.27% | 99.62% |
| Emissions from ground and electrical Operation | 0.73% | 0.38% |

Energy consumption

| 2020 | 2019 |
|-----------------|-----------------|
| 5,912.26 | 4.189.72 |

Hydroelectric power is the renewable source with the highest generation in Panama and currently produces approximately **48%** of the electricity in Panama.

Waste management

| Reduction of Carbon footprint | 2020 | 2019 |
|--|---------------------------|-----------------------------|
| Recycling (Tons) | 886,303.09 tCO2 | 3,114,325.15 tCO2 |
| Solar Electricity generation (KW-H) | 99.27% | 99.62% |
| Total | 0.73% | 0.38% |

Fuel Efficiency

- Policy and monitoring to achieve a reduction in the use of the APU in stations and in the HUB.
- Optimization of Flight Plans.
- Reduction in aircraft time with engines running on the ground, before the start signal.
- Constant modernization of the fleet with RNAV Navigation System (Satellite Navigation).
- Implementation of preferred alternate airports.
- Acquisition of new Flight Plan Manager (FPM) system.
- Single Engine Taxiing (SET) Policy.
- Ground Speed Indicator (GSI) Control.
- Replacement of cabin carpeting with lighter material.
- Weight reduction in on-board supply.
- Aircraft fuselage washing and polishing program.
- Frequent engine washing program.
- We encourage keeping windows closed after landing to maintain cabin temperature with less energy use.

Fuel consumption

| Annual parameters | 2020 | 2019 |
|---|---------------------|--------------------|
| Formula of KPI | KPIs | |
| Total fuel consumed (liters x 1000) / ASK | 29.514637572 | 30.68538877 |
| Emissions CO ² (tons) / Total flight hours | 7.155076341 | 7.186574024 |
| Emissions CO ² (tons) / Passenger Income | 0.204315003 | 0.201715546 |

WINGLET INSTALLATION
5% Savings
in fuel consumption per route.

INSTALLATION OF SPLIT
SCIMITAR WINGLETS ON AIRCRAFT
Additional savings of 1.4%
in fuel consumption per route.





Greenhouse Gas (GHG) EMISSIONS

- Product and material purchasing policy with at least 80% service life.
- Gas emission monitoring program on all motorized ground equipment.
- Recycling program and implementation of 3Rs (Reduce, recycle and reuse).
- Modification to the Preventive Maintenance program for the ground vehicle fleet, with an increase in inspection frequency.

► Environmental Sustainability

We have implemented 20 CO² reduction initiatives, pursuing efficiency in our management processes, and in the meantime we have an Environmental Sustainability Committee that reports on compliance of this goal.

More Sustainable Energy

Thanks to the use of 1,152 solar panels at our Tocumen International Airport, Copa Airlines consumed a total of 419,399.56 KW-H during 2020. Solar power consumption allowed Copa to avoid consumption from the public grid, **thus reducing a total of 450.62 tCO².**

 **450**
tons less CO²



Waste management

Thanks to our recycling program which incorporates the implementation of the 3Rs: reduce, reuse and recycle, we have generated 360.58 tons of recyclable materials that were not sent to landfills, helping us to save 450.62 tons of CO₂. The above applies to our **aircraft supplies, electrical and technological equipment, as well as paper**. The latter is facilitated by our electronic system which allows employees to download documents digitally, saving and reducing more than 10,700,000 pounds of paper use per year.

Approach

Under a preventive approach that favors environmental regulatory compliance, the development and adoption of environmentally friendly and mindful technologies and better technologies in our aircraft, equipment and operational processes enabling the achievement of a low-carbon operation.

► Our Team



Our
TEAM

Our Team

During this year of unprecedented challenges, we have pulled through thanks to the commitment, effort and dedication of our team. They are the heart and soul of our operation and, in 2020, the importance of supporting, caring for and standing by our team was further demonstrated.



121

women in management positions

40.07%

► Our Team

OUR EMPLOYEES



5,797
Employees



2,086
female



3,711
male

FEMALE PILOTS



100
pilots and co-pilots

FEMALE AERONAUTICAL TECHNICIANS



32
mechanics

FEMALE AERONAUTICAL TECHNICIANS



47
aviation engineers

UNIONIZED EMPLOYEES

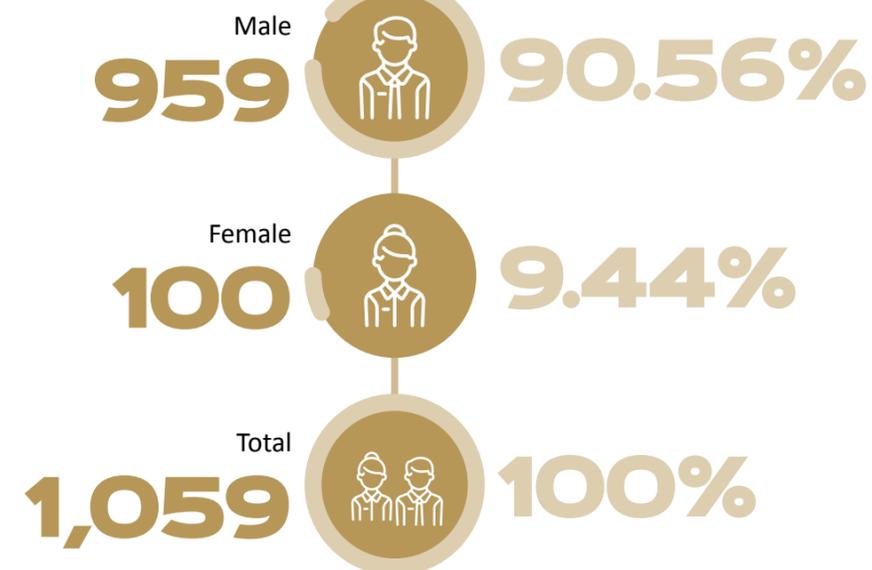


3,753
unionized

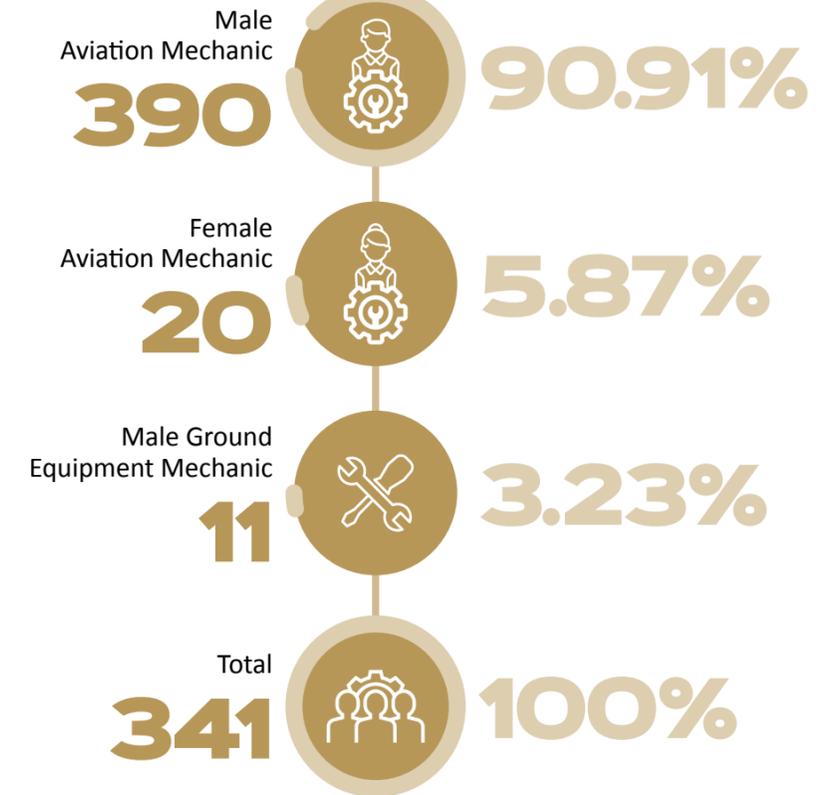
Operational And Administrative Employees



Pilots by Gender



Mechanics by Gender



Employees Above and Below the Wing

| Position type | Pada Status | Sex | Total HC | Percentage |
|---------------|----------------|--------|--------------|-------------|
| Operations | Above the Wing | Male | 1,595 | 63.80% |
| Operations | Above the Wing | Female | 905 | 36.20% |
| TOTAL | | | 2,500 | 100% |
| Operations | Below the Wing | Male | 1,411 | 74.66% |
| Operations | Below the Wing | Female | 479 | 25.34% |
| TOTAL | | | 1,890 | 100% |

Crew by Gender

| Gender | Total HC | Percentage |
|--------------|--------------|-------------|
| Male | 805 | 55.86% |
| Female | 636 | 44.14% |
| TOTAL | 1,441 | 100% |

Management Payroll by Gender

| Gender | Total HC | Percentage |
|--------------|------------|-------------|
| Male | 181 | 59.93% |
| Female | 121 | 40.07% |
| TOTAL | 302 | 100% |

Unionized and non-unionized

| Employees | Total HC |
|---------------|--------------|
| Non-unionized | 2,044 |
| Unionized | 3,753 |
| TOTAL | 5,797 |

Diversity, Equality and Inclusion

Copa Airlines' diversity and inclusion initiatives program aims to foster a culture that respects, values and includes diversity, enabling all its employees to feel they can grow and succeed.

To achieve this, we have made a commitment through our Equality Policy, which establishes the principles and compliance in all processes pertaining to talent, in addition to defining the function of the Diversity Committee and its responsibilities, and establishing the reporting channels and the process to address them.



Our Approach

- To reinforce a culture that respects and fosters diversity, equality and inclusion in working life, and throughout all its talent management processes.
- To have greater participation of women at all levels and in non-traditional roles.
- To promote the inclusion of people with disabilities and more diverse teams in all areas of the Company.

In terms of Gender Equality, since 2018, Copa Airlines signed its commitment with UN Women through the WEPs program, installing the Committee on Diversity and Inclusion, and in 2020 it was certified with the UNDP Gender Equality Seal, earning the gold distinction in Panama.

Likewise, in 2018, an update was made to the Code of Ethics and Business Conduct, which ratifies the company's commitment to the values and principles of Equality, inclusion, equity and non-discrimination based on ethnicity and sex, as well as other requirements that validate an ethical and moral conduct of employees not only with the organization but with the country. "Our code of ethics aims to define the guidelines for behavior and our commitment to the fulfillment of Our Values in Action, policies, principles and standards in decision-making processes and the execution of our daily tasks.

In line with the above, the company has been making progress in its strategic planning process, to implement actions that respond to the different commitments undertaken through the Diversity and Inclusion Committee. The aforementioned envisions 4 areas of attention (and in particular in the second one), the advancement of women can be seen explicitly through various lines of action, highlighting commitments aimed at the advancement and participation of women in greater opportunities for personal and professional development in non-traditional and executive positions, as well as in the promotion of a greater work-life balance.



Disability

- Awareness.
- Attracting Talent from local universities and their programs aimed at students with disabilities.
- SENADIS Audit on adequacy of facilities.
- Profile review and inclusion job positions.
- Support to the centre for the development of persons with disabilities.

Goal: reach target of 2% (except pilots, mechanics and flight attendants)

Advancement of Women

- Promote more Female pilots and mechanics from the initial contact stage.
- Include the participation of women in all recruitment shortlists.
- Mentoring and Networking for Women with role models.
- Flexible Schedules and PT for nursing mothers.
- Workshops for Daughters of Employees.

Goal: 25% increase in non-traditional and executive positions

Ethnicity, Religion, LGBT, Generations

- Promote equal benefits (NR tickets).
- Hybrid work model.
- Educate about and promote days that celebrate diversity.

Goal: increase % favorability in Climate Survey diversity question

Communication and Enculturation

- Promote Copa as a diverse company (Internal and External) - "Copa Love".
- Include Diversity and Inclusion as part of Teamwork Value.
- Participation of Women in forums.
- Internal and External communication Plan.

Goal: SIGenero signatories, IATA 25 by 25 Campaign, WEPS

► Our Team



In 2020

Copa Airlines was certified with the UNDP Gender Equality Seal, with gold distinction in Panama.

- Copa is committed to comply with the laws and regulations that deal with equality and diversity in Panama and the countries where we operate.
- The company also implements equality and diversity practices in the processes of recruitment, promotion and professional development, training, compensation and wellness programs.
- It also undertakes to generate actions to close the gaps and continue strengthening development and equality opportunities within the company.



In addition, we have the question regarding respect for gender equality, equity and diversity in our Organizational Climate and Engagement Survey, where more than 92% of our employees responded favorably to the question "Copa Airlines promotes and values diversity, inclusion, gender equity and equality in all its work processes".



Women's participation

44%



Management Positions

30%



Directors

9%



Pilots

5%

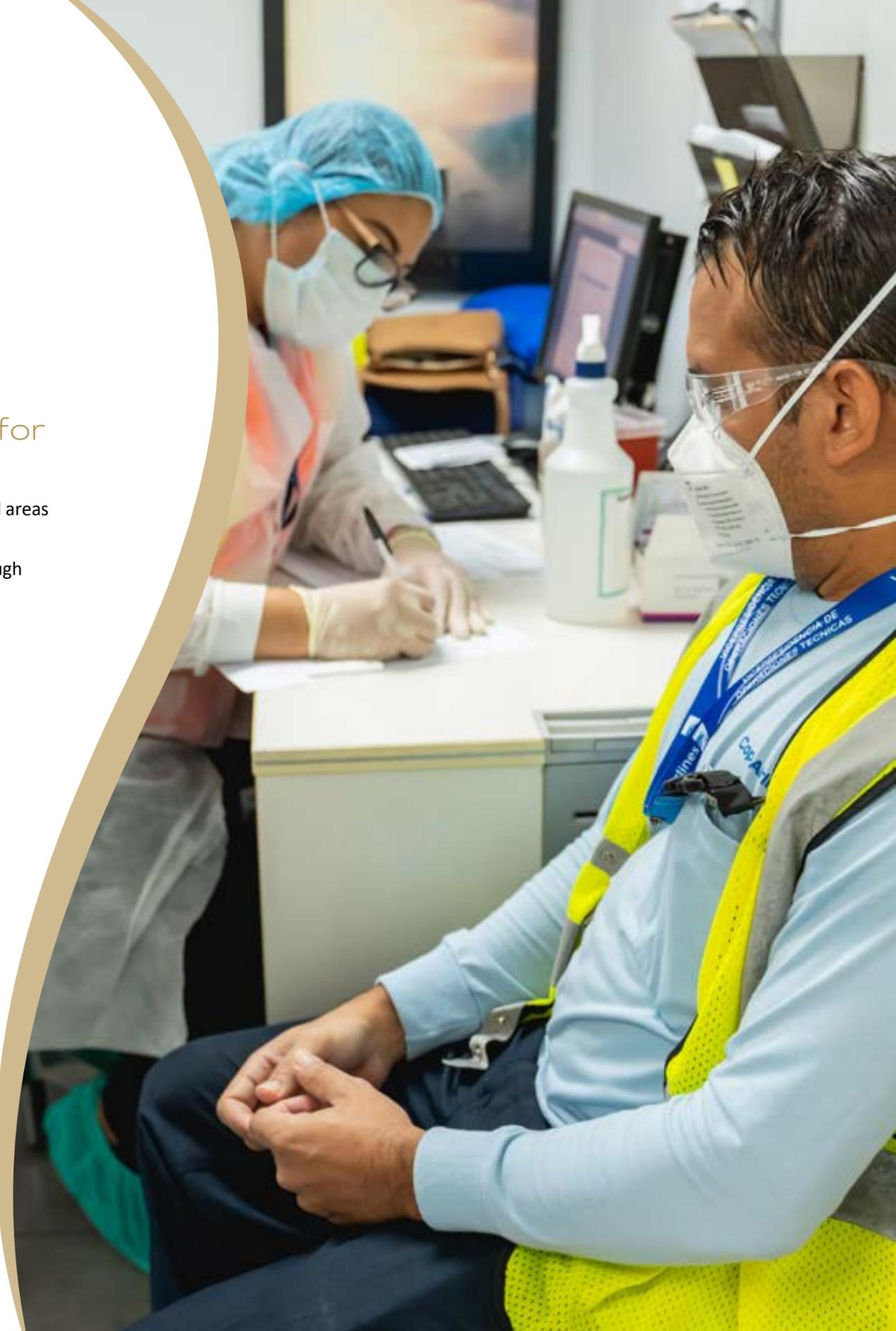


Mechanics

Committed to the well-being of our people

We describe some of the activities carried out in 2020 for the well-being of Copa Airlines employees:

- We reinforced "Copa Salud" (Copa Health) activities through extended hours and carried out medical tours to all areas to respond to questions and concerns mainly in terms of the Pandemic.
- We provided support to the business ventures of those who reinvented themselves in response to the crisis through the Copeño Market, a virtual fair promoting the products offered by Copa employees.
- We updated our Re-Hire Policy, prioritizing the re-hire of personnel who left the company during the pandemic through voluntary programs.
- We held transparent, open and responsible conversations with the unions, and reached agreements to reduce working hours beneficial to our employees.
- We made financial aid vouchers available to our employees during the first months of the operational suspension.
- We made improvements to our existing corporate communication channels and designed new ways to communicate all relevant information about the company's situation.
- We organized "Yo Soy Copa" (I Am Copa) digital talks led by our CEO, Pedro Heilbron, along with other company directors, as a channel through which our employees could ask questions about the current situation of Copa Airlines.
- Copa Daily Update: in this new site within our SharePoint, employees found relevant information regarding the company.
- We created a job pool, available on our Copa Contigo website, in order to facilitate the job reinsertion of employees who took voluntary exit plans.
- We offered more than 80 virtual sessions with topics of interest for the development and well-being of our people, and we had more than 2,870 participants in these virtual spaces.
- We updated our intranet, SomosCopa, in order to have a more agile and dynamic platform matching the new accelerated reality of digitization and self-service.





Listening to our people: Climate and Culture

Our employees are the most important resource of the Company, which is why we are continuously interested in generating a work environment that takes into account their opinion and satisfaction. To this effect, we fostered development and well-being activities, supporting their development and accompanying them in contingencies or crises.

Our Strategic Lines

- Maintaining Copa as one of the best places to work.
- Establishing concrete working plans, based on the climate survey.
- Strengthening the development of our leaders.

Organizational Climate and Engagement Survey

As part of our actions to promote a positive work environment and continue to make Copa one of the best companies to work for, the Company annually conducts an Organizational Climate and Engagement Survey that measures the main components of satisfaction, climate and commitment. From this, concrete actions are developed in Copa by area leaders that help us to continue improving as a company.

The challenges we faced this year were an opportunity to strengthen our relationship with our team, by listening directly to their opinions so we could continue working to make our company the best place to work.

According to the pulse of the work climate, we maintained high ratings in satisfaction, leadership and communication indicators.

| | |
|---------------------------|----------------------------|
| 88.8% Satisfaction | 85% Decision making |
| 87.2% Leadership | 90.9% Communication |

CLIMATE SURVEY 2020
 (administrative personnel only)
1,001 Respondents **72%** participation

77% of our employees say they are satisfied with decision making during the crisis.



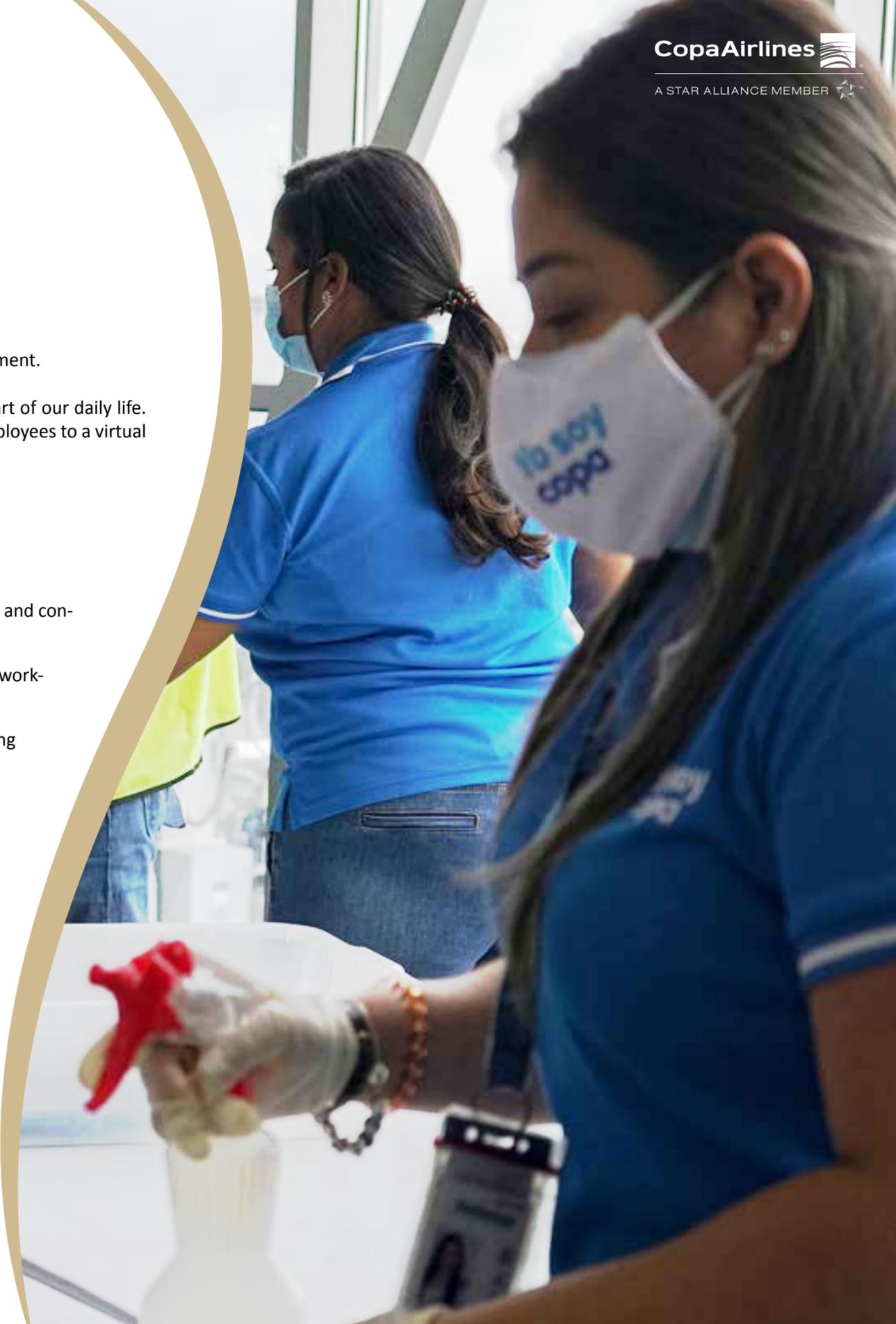
Training and Development

At Copa we acknowledge that continuous learning is one of the best tools for personal and professional development.

Last year, due to social distancing policies because of COVID-19, virtual learning and online experiences were part of our daily life. In light of this scenario, at Copa we worked to adjust and adapt the training and development options for our employees to a virtual environment, also taking into account the new needs of our business and industry.

Training for the New Reality

- 4,500 employees participated in the biosafety training program through interactive e-learning, reference guides and consultation spaces.
- 376 business ventures from the Mercadito Copeño program, where 400 employees participated in skills training workshops for new business development on administrative, legal and marketing topics.
- More than 200 employees, mainly personnel affected by the exit processes, participated in the Microsoft training program to gain skills to generate new job opportunities within the current context.
- More than 1000 employees from operational areas benefited from the Hearts, Minds & Hands (HMH) customer service program in which they were trained in emotional intelligence to strengthen their skills of empathy and connection with our customers, especially in irregular and complex situations.
- More than 5,000 employees took more than 69 webinars pertaining to leadership, financial health, professional skills and mental health topics.
- 50 corporate trainers gained knowledge to facilitate the creation of effective virtual learning experiences.
- 100 employees took the virtual version of the "TIEMPO" (TIME) module, a tool that has allowed them to improve their productivity in the execution of projects.
- In addition, we offered online workshops to the Cargo and Operations areas as well as the Legal Directorate on the topics of conflict, coaching, feedback and stress management.



► Our Commitment to
the Community



Our
COMMITMENT
to the Community

Despega Foundation

In Copa Airlines, we participate in activities that support the development of the communities where we operate, contributing, in turn, to the achievement of our Sustainable Development Goals.

Through our Despega Foundation, we executed corporate volunteering, social development, environmental and philanthropic programs in Copa.

Despega Foundation Governance

- Copa Airlines Strategic Committee: Responsible for strategic planning and budget allocation.
- Welfare and CSR Directorate: Implementation of actions in compliance with the principles of the UN Global Compact and the development of the CSR strategy approved by the Strategic Committee.
- Volunteers: They carry out corporate volunteering projects and actions.
- CSR Committee: approval of projects and donations and evaluation of the progress of the CSR strategy.

► Our Commitment to the Community



Donations

Copa Airlines undertook a commitment to the welfare of Panamanians and joined efforts to meet the needs faced by health authorities to address the health crisis. The company provided support through the provision of medical equipment for front line health personnel, as well as for patients affected by COVID-19.

30,000 masks donated

10 electric hospital beds

550 inpatient personal hygiene kits

50 infrared thermometers

1 high-end ventilator for respiratory care for the COVID19 Modular Hospital

3,000 blankets for patients

5,000 Biosafety kits

In 2020 we gave the National Chemotherapy Association (ASONAPAQ) a donation of

\$50,000

raised in the 9th edition of the Copa Airlines charity Golf tournament.

This financial support allows cancer patients in extreme poverty to have a better quality of life while undergoing chemotherapy and radiation therapy.

\$430,00 donated to the National Association of Chemotherapy Patients

+4,000 people with cancer benefited

+500 beneficiary patients annually



COPA TECH OPS 2020

In order to raise funds for the benefit of non-profit organizations, Copa Airlines held the "Copa Tech Ops 2020" charity golf tournament which gathered in Panama **200 players and representatives of 90 national and international sponsoring companies.**

The funds raised went to projects promoted by seven non-profit organizations which, since 2012, have helped more than **10,000 children and 3,500 youth in situation of vulnerability, 500 cancer patients and more than 7,000 low-income families.**

The golf tournament has been possible throughout its nine editions thanks to the effort and commitment and dedication of more than **600 volunteers from different areas of Copa Airlines.**

Volunteer Activities

We are grateful for the work of each of our employees who, during the crisis, demonstrated the importance of generating a positive impact on society and of solidarity actions in the most difficult times.

2,341 volunteer hours

► The Experience of
Our Customers

EXPERIENCE

of Our Customers

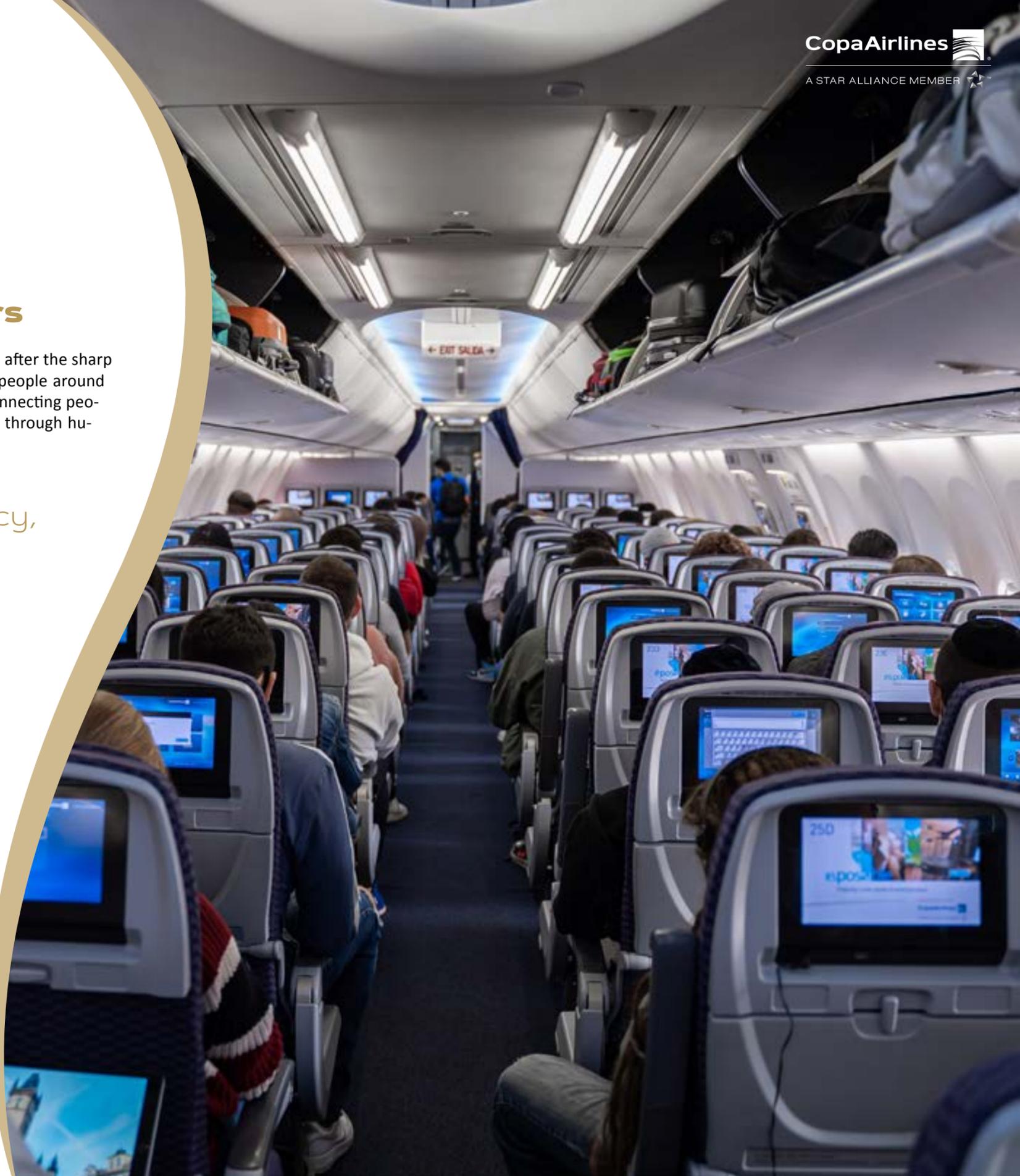
The Experience of Our Customers

The airline industry was one of the sectors hardest hit by the COVID-19 pandemic after the sharp drop in demand and measures to suspend flights and restrict the movement of people around the world. Despite the adverse scenario, Copa remained true to its purpose of connecting people and regions, facilitating essential transfers in the countries where it operates through humanitarian flights and reactivating its airline hub as restrictions were lifted.

After the start of the health emergency, Copa Airlines focused on ensuring the return of passengers to their places of origin with maximum safety.

More than 20,000 people were returned to their countries of origin, in a coordinated process with the various governments. Likewise, Copa provided customers with greater flexibility, extending the validity of tickets that had a travel start date in 2020 and allowing their rescheduling without penalties or additional charges, and maintaining responsible and constant communication with our customers.

► The Experience of Our Customers



Communication with our passengers

To assist our passengers, we provided support through our digital channels and call centers where we clarified frequent doubts regarding guidelines, new provisions and flight rescheduling.

Your safety is our priority

Commercial aviation changed considerably, as did the expectations and needs of our passengers. Given this new reality and thanks to the support of our medical advisory board, we reinforced our hygiene measures which we implement in each of our flights.

Biosafety measures in our flights and aircraft

- Before each flight, we perform thorough cleaning in areas of high contact, disinfecting our aircraft with electrostatic spray guns.
- To eliminate contact, we removed the printed version of our on board magazine, now available in digital version.
- Our aircraft have HEPA filters that eliminate 99.97% of viruses and bacteria.
- Our cabin air recirculation system renews air every 2-3 minutes and its vertical movement prevents passengers from sharing it with those to their sides and front.
- We enforce the mandatory use of masks during the entire flight.
- We simplified our on board service, adjusting it according to the duration of each flight.
- We reinforced cleanliness in the cabins, windows, tables, armrests, seat belt buckles, hand luggage handles and entertainment centers.

► The Experience of Our Customers

Inclusive Travel Experience

Copa makes every effort to transport and provide assistance to all its passengers, including those with Disabilities. We strive to maintain an inclusive service culture that positively impacts our passengers' experience.

We offer counter and door assistance to:

- 1 Passengers requesting wheelchairs.
- 2 Passengers recommended due to advanced age.
- 3 Unaccompanied minors.
- 4 Passengers with any type of mental, visual, hearing or mobility disability, among others.
- 5 Any priority established by the local law of the country.





International
STANDARDS
and appendices

| Global Compact Principles | Report chapter | ISO 26000 Core Subject |
|--|---|---------------------------------|
| Human Rights | | |
| Principle 1: Businesses should support and respect the protection of universally recognized human rights, within their sphere of influence. | Corporate Governance | Governance of the organization |
| Principle 2: Businesses should make sure that they are not complicit in human rights violations. | Corporate Governance | Governance of the organization |
| Labor Standards | | |
| Principle 3: Businesses should respect freedom of Association and the effective recognition of the right to collective bargaining. | Our team: Thanks to those who were there, those who are here and those who will return. | Labor practices |
| Principle 4: Businesses should uphold the elimination of all forms of forced or compulsory labor. | Our team: Thanks to those who were there, those who are here and those who will return. | Labor practices |
| Principle 5: Businesses should uphold the effective abolition of child labour. | Our team: Thanks to those who were there, those who are here and those who will return. | Labor practices |
| Principle 6: Businesses should uphold the elimination of discriminatory practices in employment and occupation. | Our team: Thanks to those who were there, those who are here and those who will return. | Labor practices |
| Environment | | |
| Principle 7: Businesses should support a precautionary approach to environmental challenges. | We don't stop! Greener Copa | Environment |
| Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility. | We don't stop! Greener Copa | Environment |
| Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies. | We don't stop! Greener Copa | Environment |
| Anti-Corruption | | |
| Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery. | Corporate Governance | Governance of the organizations |

CopaAirlines 

A STAR ALLIANCE MEMBER 



SUSTAINABILITY REPORT

2020