

Accessibility Plan and Feedback Process

COMMENT: We changed the title from "Accessibility Plan" to "Accessibility Plan and Feedback Process"

General

The person designated to receive feedback about Copa Airlines' Accessibility Plan, Feedback Process, policies and programs related to accessibility is Copa Airlines' Senior Director of Customer Experience.

- mailing address : Box 0816-06819 Panama, Republic of Panama
- telephone number: 1 647 493 5022

To provide feedback, request an alternate format of the accessibility plan, and request an alternate format of the description of the feedback process, please send your request to:

- [Accessibility Plan feedback](#)

COMMENT: "Accessibility Plan feedback" is a new form developed by the Customer Experience Team for better understanding of our passengers' needs. This allows us to receive feedback in a more comprehensive way while maintaining the anonymity of the customer.

Copa Airlines will accept feedback that is provided anonymously and that it will acknowledge receipt of feedback, other than anonymous feedback, in the same manner in which it was received.

Information and communication technologies (ICT)

Copa Airlines makes sure that information required to travel with Copa Airlines is accessible to all passengers, including those that require special assistance. This includes using information and communication technologies.

Passengers may use Copa Airlines' website or its call center to make or modify their reservations or make other inquiries about travelling with Copa Airlines. Our website also has detailed information about accessibility and available assistance when travelling with Copa Airlines: <https://www.copaair.com/en-gs/travel-information/special-assistance/>

Copa Airlines makes public announcements at airports using audio formats and video formats wherever video format technologies are made available by airport partners.

Braille Safety Card

Each aircraft has Braille safety instruction cards for visually impaired customers. Our onboard staff will also provide individual safety instructions for customers who require special assistance before takeoff. If this special assistance is required, please tell our staff in the boarding lounge so they can pass the request on to our staff on board.

Individual safety instructions

Passengers can request individual safety briefings to ensure they are properly informed. These individual instructions may include an explanation of where and when to exit and a questionnaire about the most appropriate way to assist the client.

NO UPDATES ON THIS CHAPTER

Communication

Copa Airlines is committed to communicating with passengers in a manner that is respectful and accessible to persons with disabilities. When communicating with passengers, Copa Airlines' employees will take into account whether a person uses an assistive device and the nature of the person's disability. Copa Airlines employees will also seek to inform themselves on whether alternative methods of communication with the passenger, such as an alternative communication system, would make such communications more accessible.

Our passengers are able to get the complete information on Copa Airlines' programs, practices and services for persons with disability by accessing our website, contact center or physical stores.

COMMENT: the text below has been included in the updated version

Copa Airlines is also constantly updating its policies to better serve and understand the special needs of passengers with disability, adjusting our processes whenever needed.

To enhance our passengers' experience, we are updating our manuals, website info and commercial policies with clear information about what to expect from our special services, based on applicable regulations and the passengers' needs.

Procurement of Goods, Services and Facilities

Copa Airlines is committed to reviewing and implementing its policies and programs related to the procurement of goods, services and facilities with the objective of identifying, removing and preventing barriers to accessible transportation.

NO UPDATES ON THIS CHAPTER

Design and Delivery of Programs and Services

Copa Airlines is committed to continuing its engagement and consultations with Panama’s Secretaría Nacional de Discapacidad (SENADIS) to identify barriers to accessible transportation and prevent future barriers to accessible transportation.

COMMENT: Copa’s Operations Department is working closely with Tocumen International Airport (PTY) on a project to habilitate a special area to receive passengers with physical disabilities to provide faster assistance and to make sure all our passengers with disabilities are promptly and correctly taken care of

Transportation

Copa Airlines makes every effort to transport and assist all passengers, including those with special needs.

Request for wheelchairs	Passengers with disabilities
Passengers completely immobile	Blind
Passengers unable to climb stairs	Deaf

Passengers unable to walk long distances

NO UPDATE ON THIS CHAPTER

Built Environment

Ticket documentation

Copa Airlines will document a passenger's Special Service Request in order to identify them and provide them with the special assistance required at the airport and during the flight, for example:

Code	Description
BLND	Blind passenger
DEAF	Deaf passenger
ESAN	Passenger with emotional support dog
MAAS	Meet and Assist
PPOC	Passenger traveling with portable oxygen concentrator
SVAN	Passenger with service dog

Code	Description
WCBD	Wheelchair with dry battery
WCBW	Wheelchair with liquid battery
WCHC	Passenger completely immobile - wheelchair required
WCHR	Passenger requires wheelchair
WCLB	Wheelchair with lithium battery
WCMP	Passenger with wheelchair on board

Other passengers that Copa Airlines offers special assistance:

- Elderly passengers
- Unaccompanied minors
- Passengers requiring wheelchairs for long distances

COMMENT: the text below has been included in the updated version

We are doing constant reinforcements with our agents to make sure they use the appropriate codes to identify passenger's needs. This helps us identify the most requested type of assistance and plan accordingly.

Seat assignments

The passenger requiring special assistance and one companion are entitled to select premium or regular seats at no charge. This companion must have an assigned seat next to the passenger with a disability.

Airport and on board assistance

Our staff offers assistance in the following occasions:

At the airport

- Assisting storing carry-on luggage.
- If necessary, help to sit down or get up from the wheelchair.
- Transfer and escort from check-in to customs, boarding, immigration and baggage delivery.
- Equipment available at the airport: Copa Airlines has wheelchairs available for use by our clients with disabilities:
 - Wheelchairs are available at all airport counters
 - Clients may transport and use their own wheelchair
 - Assistance is offered at counters and gates to clients requesting wheelchairs
 - Wheelchair requests must be made at least 24 hours prior to flight departure

Onboard

- To move to and from the seat during boarding and disembarking.
- To go to the restroom and return to the seat while in the aircraft.
- To load and unload carry-on baggage and any orthopedic devices stored on the aircraft.
- To blind passengers during meal service, open packages and identify items.
- Our in-flight personnel cannot assist with any medical services, inside the lavatory, or with the meal itself

Note: Our clients can request individual safety instructions to ensure that they are properly informed. These individual instructions may include an explanation of where and when to exit (in case of boarding, emergency, etc.) and a questionnaire to be completed by the client regarding the most appropriate way to assist him/her. All Copa Airlines aircraft have safety information cards in Braille for visually impaired travelers.

Travelling with wheelchairs and special assistance devices:

Copa Airlines offers wheelchair service at the airport for our passengers with special needs or limited mobility who need assistance getting to the departure gate for their flight, making a connection, or upon arriving at their final destination.

Wheelchair service must be requested in advance. Please request it when booking your travel or by contacting our Reservation Center, at least 24 hours prior to the departure of your flight.

Wheelchair assistance will be provided from the check-in counter to the gate. For arriving flights, wheelchair assistance will be provided from the gate to the customs exit.

The standard width of these wheelchairs is 48 centimeters (19 inches). The carry-on luggage for passengers traveling in a wheelchair must not exceed 10 kg and must be easy to handle.

All Copa Airlines aircraft have an onboard wheelchair. These wheelchairs are specially designed to fit the aisle of our aircraft and may be used by semi-ambulatory customers to access the bathroom. Our in-flight personnel are trained in the use of this wheelchair and will assist you. This wheelchair is not designed to be used outside the aircraft.

If you are traveling with personal assistance items, wheelchairs or any wheelchair components, you have the option of either taking your wheelchair onboard or checking it in the cargo hold.

If you choose to take the personal assistance item onboard, it may be stored in one of the overhead compartments or underneath the seat in front of you, in accordance with transportation guidelines for onboard items. At Copa Airlines, we give priority to the storage of passenger wheelchairs over carry-on luggage, coats, jackets, etc.

Report the condition of your wheelchair or the special assistive devices that you would like to have carried in the aircraft hold.

If you are traveling with a personal assistance item, you will be asked to board early to have time to store your wheelchair or personal assistance item in the closet, if they fit. If the wheelchair or personal assistance item does not fit in any of the cabin storage spaces, it will be checked in the cargo hold.

If you choose to check your wheelchair or personal assistance item, you may obtain a checked-bag receipt at the door of the aircraft. Wheelchairs and other travel assistance items have priority over baggage and cargo.

If a passenger is travelling with an electric wheelchair, Copa Airlines policies require that the batteries from the wheelchair be removed and that the batteries be kept in an upright position. If the wheelchair has a battery that may leak fluid, the

captain will be notified using the appropriate form and a tag will be attached to the battery that includes a description of the battery type.

Passengers are requested to inform Copa Airlines about the manufacturer's instructions for folding and unfolding the wheelchair, and whether there are any special instructions for carrying the wheelchair in the hold. In addition, passengers are requested to notify Copa Airlines whether or not the batteries are spillable, so we can handle the wheelchair safely.

COMMENT: As part of Copa Airlines' Special Assistance project, we are constantly analyzing which flights receive the most requests for wheelchairs or which transport the most passengers travelling with their own device. After the analysis, the next step is to provide training to our special assistance agents on how to handle the type of wheelchair that our passengers use.

Other considerations

For safety reasons, passengers with physical or mental disabilities who are unable to board or disembark by their own means, or to assist in their evacuation, must travel with an escort.

NO UPDATE ON THIS CHAPTER

Provisions of CTA Accessibility-Related Regulations

Copa Airlines is subject to the following regulations made under subsection 170(1) of the Canada Transportation Act: Accessible Transportation for Persons with Disabilities Regulations: ss. 5(1)(a), 24-61.

NO UPDATE ON THIS CHAPTER

Feedback Information

COMMENT: this chapter has been included in the updated version in compliance with the CTA's guidelines for reporting.

Copa Airlines ensures that the special services offered are in line with both regulatory requirements and passenger preferences by actively monitoring and reviewing feedback from our passengers via the available Feedback Form.

Every single feedback is read and taken into consideration. We categorize the feedback into different subjects and work to provide the best possible solutions to our customers according to the most significant and common comments.

Consultations

In preparing this Accessibility Plan, Copa Airlines consulted to local and international organizations to make sure we comply with the onboard needs of our passengers with special requests. Copa Airlines is committed to developing policies, programs, practices and services designed to identify, remove, and prevent barriers in the built environment of its passenger aircraft. Copa Airlines will continue consultations with stakeholders and SENADIS with the objective of identifying and removing barriers to accessible transportation on Copa Airlines' aircraft.

Focus groups with passengers with special requests were also held to understand their stand point and onboard experiences.

NO UPDATE ON THIS CHAPTER