



XXIV Inter-American Congress of Ministers and High-Level Authorities of Tourism

Georgetown
21st March, 2018

AGENDA:

- Company Overview
- Sustainability at Copa Airlines
- Conclusion

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Background: Copa Holdings Snapshot

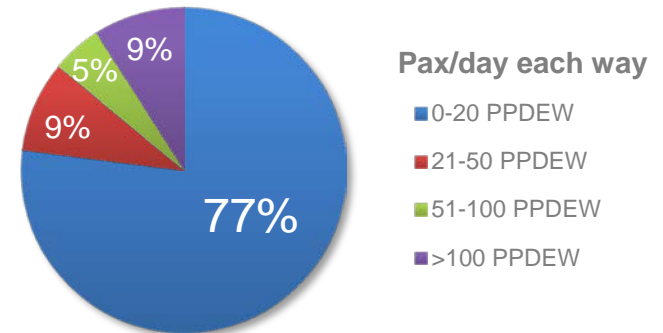
- 350 daily scheduled flights
- Star Alliance member
 - Ability to reach 1330 airports in 192 countries, with over 18,500 daily flights
- Will operate a fleet of 106 passenger aircraft
 - 82 Boeing 737-Next Generation
 - 19 Embraer 190
 - 5 Boeing 737 MAX
- Hub of the Americas based in Panama City, Panama
 - 78 destinations in 32 countries

Business Model: 4 Fundamental Strengths

Best Geographic Location



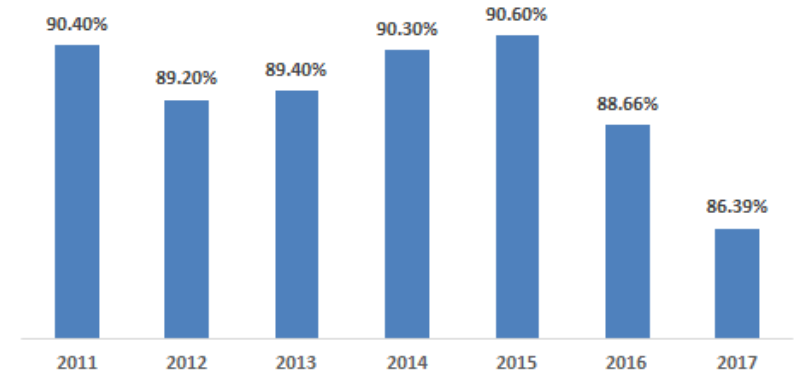
Markets that need a hub



Right Infrastructure



World Class Product On-Time Performance



A STAR ALLIANCE MEMBER

Business Model: Best Geographic Location

78 destinations
in
32 countries

- Copa has the **largest network** in Latin America, reaching more international destinations than any carrier.
- Panama City is **centrally located** to connect flights to South America, North America, Central America and the Caribbean.



Business Model: Right Infrastructure, “Hub of the Americas”

- Construction 62% complete (est. 2Q18)
- Construction was slowed to make significant design improvements
 - Improvements to passenger connectivity between terminals
 - Eliminated tropical garden to expand Customs, Immigration and passenger circulation areas
 - Improved Baggage Handling System (BHS) to fully integrate terminals
- South Terminal remote aircraft positions are being utilized for live operations





Business Model: World Class Product, “Leading OTP”

- World Class Service
 - Skytrax World Airline Awards 2017 winner:
 - Best Airline in region – 3rd cons. Year
 - Best Staff in region – 2nd cons. year
- Leading on-time performance
 - Most punctual airline in Latin America – 5th cons. Year
 - FlightStats 2017 Award for “Best Airline in Latin America” – 4th cons. year
- Average fleet age of ~7 years
- Premium configuration for longer segments
- Star Alliance – Premier Global Alliance
- Copa Club – VIP Lounges
- Improved mobile app and website



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Note: On-time Performance measured within 14 minutes of scheduled arrival.

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Sustainable practices and efforts

Fleet upgrade 737 MAX

- Provides better operational costs
- Winglets of advanced technology, the most efficient in the aircraft market
- The noise of the plane is reduced by 40%
- More efficient engines resulting in significant fuel savings
- Up to 500 nm of additional range versus the current fleet
- Copa Showpass: entertainment at your fingertips using personal devices



Sustainable practices and efforts

Recycling Programme



- In 2016, Copa subcontracted the collection of 8,539 gallons of hydrocarbons and their subsequent conversion into fuel for industrial boilers.
- Also subcontracted was the collection of 238,219.53 gallons of oily operations water from the aircraft cleaning and the subsequent treatment that resulted in its return to nature.

Sustainable practices and efforts

Sustainability in flight operations



- A taxi procedure with a single motor
- Optimization of the time in which the airplane keeps the engines on before the signal to start
- Windows are kept closed during and after landing to maintain the acclimatization of the cabin.
- Reduced use of the auxiliary power units while the aircraft are connected to the boarding sleeve in airports, and when these are towed between hangars and
- passenger terminals.
- Scheduled programme of washing and polishing of fuselage and surfaces respectively, to minimize friction during the flight.

Sustainable practices and efforts

Reduce- Recycle- Reuse- Reforest

- 257 tons of recyclable materials was collected in 2016, 32% more than in 2015
 - Aluminium
 - Tetrapak
 - Carton
 - Glass
 - Paper
 - Plastic
 - Metal



CO² emission reduced by almost 168,446 tons during the last five years.

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Contributing to sustainable tourism

- Copa Airlines is best poised to help Guyana achieve its sustainable tourism development efforts, through our partnerships, alliances, connectivity and vast experience.
- Practices, policies and core beliefs are aligned with the framework document of the Green State Development Strategy.





¡Muchas Gracias!

Thank you!