

SANCTIONS AND EXPORT CONTROLS COMPLIANCE STATEMENT AND POLICIES

Many countries, including the United States, the European Union, and the United Nations, impose sanctions against certain jurisdictions and end-users. These sanctions range from comprehensive trade embargoes to controlling exports, reexports, and imports. For example, the United States currently restricts the exportation and reexportation of goods, software, and technology in single or consolidated shipments and services to Cuba, Iran, North Korea, and Syria. Certain jurisdictions such as Belarus, Russia and certain regions in Ukraine (currently Crimea, Donetsk, and Luhansk) require licenses for many, if not all, items. Finally, sensitive items on export control lists may require license to jurisdictions that are not subject to comprehensive sanctions as well as those that are subject to such sanctions.

Copa's Compliance Statement

Copa Airlines is committed to complying fully with all applicable sanctions laws and regulations and export control laws and regulations – whether imposed by the destination country or on the international level (“Applicable Sanctions Laws”).

Copa requires that all customers comply with Applicable Sanctions Laws.

Copa will not accept or transport shipments destined for any jurisdiction or end-user or for any item unless authorized or licensed under Applicable Sanctions Laws.

Customer Obligations and Responsibilities

Customers may not tender to Copa any shipments for transportation to, through, or from any jurisdiction or end-user or for any item that is subject to Applicable Sanctions Laws, unless the Customer has obtained any required license or other authorization to do so.

It is the Customer's sole responsibility to obtain any required license or other authorization for shipments to, from, or through any jurisdiction or end-user or for any item that is subject to Applicable Sanctions Laws.

Customers must complete all required shipping records and include accurate and detailed descriptions of items in each shipment. Customers (if required) are responsible for transmitting shipment data/information to the appropriate regulatory authority.

Copa's decision not to carry any particular shipment is final and not subject to any challenge.