



UPS LATIN AMERICA AND THE CARIBBEAN FACT SHEET: COSTA RICA

FOUNDED	August 28, 1907, in Seattle, Washington, U.S.
BACKGROUND	UPS (NYSE: UPS) is one of the world's largest companies, providing a broad range of integrated logistics solutions for customers in more than 220 countries and territories worldwide. UPS embraces the strategy: Customer First. People Led. Innovation Driven. And is committed to reducing its impact on the environment and supporting the communities we serve around the world.
ESTABLISHED IN THE COUNTRY	1990
LOCAL HEADQUARTERS	Alajuela
LATIN AMERICA DISTRICT HEADQUARTERS	Mexico City, Mexico
COUNTRY MANAGER	Grisselle Hidalgo
SUPPLY CHAIN SOLUTIONS COUNTRY MANAGER	Lilibeth Sarmiento
RETAIL ACCESS	2, including one UPS Customer Counter and one Authorized Shipping Outlet
DELIVERY FLEET	30 vehicles
NUMBER OF EMPLOYEES	More than 390 employees
AIRPORTS SERVED	Alajuela
SEA PORTS SERVED	Puerto Caldera, Puerto Limon and Puerto Moin
BROKERAGE OPERATIONS	Juan Santamaria, Alajuela
KEY SUPPLY CHAIN SERVICES	Logistics and distribution; transportation and freight (air, sea, ground, rail); freight forwarding to more than 200 countries and territories; international trade management and customs brokerage
SMALL PACKAGE/DOCUMENTS/ EXPRESS PALLETIZED	International: UPS Worldwide Express Plus [®] , UPS Worldwide Express [®] , UPS Worldwide Express Saver [®] , UPS Worldwide Express Freight [®] Midday, UPS Worldwide Express Freight [®] and UPS Worldwide Expedited [®] Value Added Services: UPS My Choice [®] , UPS My Choice [®] for Business, UPS [®] Mobile App, UPS Returns [®] Service, UPS Marketplace Shipping Solutions, Quantum View Manage [®] , Quantum View Notify [®] , Flex [®] Global View, Enhanced Web Shipping, UPS CampusShip [®] , WorldShip [®] , UPS Import Control [®] , UPS [®] Developer Kit, UPS Paperless [®] Invoice, World Ease [®] , UPS TradeAbility [®] , UPS Broker of Choice [®] and UPS Guest Shipping
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