



SAFETY REPORT

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Letter from the CEO

A Message from Our Chief Executive Officer

Safety is the foundation of everything we do at AGI. Every aircraft turn, every piece of cargo moved, and every passenger interaction depends on our ability to operate safely and reliably.

This report reflects the commitment of more than 13,000 AGI team members who bring that mindset to work every day across our global network. Their dedication ensures that safety is not just a policy or program, but a culture that guides how we make decisions and how we care for one another.

Over the past year, AGI continued to invest in the systems, training, and technologies that strengthen our safety performance. From enhanced operational training to advanced telematics and AI-driven monitoring tools, we are giving our teams better tools to identify risk early and act before incidents occur. These investments support our goal of creating the safest ground handling environment in the industry.

Safety is also a partnership. We work closely with our airline partners, airports, regulators, and industry organizations to continuously improve standards across the aviation ecosystem. Our recent operational milestones, including continued compliance with international safety audits and expanded safety reporting programs, demonstrate what is possible when collaboration and accountability come together.

At AGI, safety is personal. It is about making sure every member of our team goes home safely at the end of every shift. It is about earning the trust of the partners who rely on us to support their operations. And it is about building a culture where speaking up, looking out for one another, and doing the right thing are always the standard.

I am proud of the progress reflected in this report and even more proud of the people who make it possible.

Thank you for your continued partnership and commitment to safety.

Jared Azcuy

Chief Executive Officer



Letter from the Chief Safety Officer

A Message from Our Chief Safety Officer

Safety at AGI is built on vigilance, accountability, and continuous improvement.

Every day our teams operate in one of the most complex environments in transportation. Aircraft movements, cargo handling, ground support equipment, and tight operational timelines all require precision and discipline. Our safety programs are designed to support our teams in navigating this environment with confidence and clarity.

Over the past year, we have strengthened our safety framework through expanded reporting programs, targeted training initiatives, and increased use of operational data to identify trends and reduce risk. Programs such as Watch Outs and Way To Go recognition encourage team members to actively engage in safety reporting and reinforce the behaviors that keep our operations safe.

Technology continues to play an important role in our approach. By leveraging telematics, operational analytics, and AI-assisted monitoring tools, we are able to identify potential hazards earlier and respond more quickly. These tools complement the most important safety resource we have: the experience and judgment of our frontline employees.

Our teams are supported by a strong training culture aligned with international best practices and reinforced through rigorous operational standards. Achievements such as our ISAGO certification demonstrate our commitment to maintaining the highest levels of operational safety and quality across our network.

Safety is not a destination. It is a continuous process that requires attention, transparency, and collaboration. We remain focused on strengthening our safety culture, empowering employees to speak up, and working closely with our airline and airport partners to improve safety across the industry.

I want to thank every AGI team member who contributes to this effort each day. Your professionalism and commitment are what make our safety culture real. Together, we will continue to raise the standard.

Drew Kofeldt

Chief Safety Officer

Leading Indicators:

Measuring Safety Before Incidents Occur

At AGI, safety performance is not measured only by what has happened, but by what we are doing every day to prevent incidents before they occur. While traditional safety metrics such as injuries or equipment damage measure past events, modern safety programs rely heavily on **leading indicators** to understand risk and strengthen prevention.

Leading indicators are **proactive, preventive, and predictive measures that provide insight into the effectiveness of safety programs before an incident occurs**. These indicators focus on the behaviors, processes, and systems that reduce risk and improve operational safety.

In complex operational environments such as aviation ground handling, this proactive approach is essential. By measuring safety activities in real time, organizations can identify potential hazards, address them quickly, and strengthen operational discipline across the network.



From Reactive to Proactive Safety

Historically, many organizations focused primarily on lagging indicators, such as injury rates or incident reports. While these metrics remain important, they only measure outcomes after an event has occurred.

Leading indicators shift the focus toward predicting and preventing incidents. By tracking safety behaviors and operational controls, organizations can identify risk trends earlier and implement corrective actions before an incident occurs.

This approach aligns with modern aviation Safety Management Systems (SMS), where continuous monitoring and risk management are fundamental components of operational excellence.

Examples of Leading Indicators in Safety Programs

Effective leading indicators measure the activities that strengthen safety culture and operational performance. These can include:



Safety Reporting and Hazard Identification

Monitoring near-miss reports, hazard observations, and employee safety submissions helps organizations identify risks before they result in incidents.



Safety Training and Competency

Tracking training participation, certification completion, and operational competency ensures that employees have the knowledge and tools required to work safely.



Operational Inspections and Audits

Regular safety inspections and operational audits help identify equipment issues, procedural gaps, or environmental hazards that require corrective action.



Corrective Action Closure

Measuring how quickly safety issues are addressed provides insight into how effectively an organization responds to risk.



Employee Engagement in Safety Programs

Participation in safety reporting programs, safety meetings, and safety recognition initiatives demonstrates the strength of an organization's safety culture.

Building a Culture of Prevention

Leading indicators are not simply metrics. They are a reflection of how deeply safety is embedded within an organization's culture.

High-performing safety organizations encourage employees to actively report hazards, recognize safe behaviors, and participate in safety programs that continuously strengthen operations. A strong reporting culture often results in **more safety observations and hazard reports**, which indicates that employees are engaged and confident in the safety system.

By focusing on these indicators, AGI is able to identify emerging risks, improve operational processes, and support our frontline teams in maintaining the highest standards of safety.

Safety is not only measured by the absence of incidents. It is measured by the actions we take every day to ensure they never occur.

About Our ISAGO Certification

We're proud to announce that we have achieved **ISAGO certification** through the **IATA Safety Audit for Ground Operations (ISAGO)**, a globally recognized standard developed by the **International Air Transport Association (IATA)** to enhance safety, quality, and consistency in aviation ground operations.

ISAGO is an independently audited program that assesses our management systems and operational procedures against internationally accepted standards, ensuring that we operate in a way that prioritizes safety, efficiency, and best practices across all ground handling services.

Key benefits of this certification include:

- **Global recognition** of our commitment to safety and operational excellence.
- **Standardized and harmonized processes** aligned with industry benchmarks.
- **Improved safety performance** and reduced risk across ground operations.
- **Operational efficiency and reduced audit duplication**, supporting cost-effectiveness.

ISAGO certification validates our ongoing dedication to the highest levels of **ground operations safety and service quality**, recognized and respected by airlines, airports, and aviation regulators worldwide.



Certificate of Registration

IATA is proud to recognize that

AGI Corporate

Miami Intl.

has been registered under the
IATA Safety Audit for Ground Operations program (ISAGO),
covering the following disciplines:

Organization Management
Training



Nick Careen
Senior Vice President,
Operations, Safety and Security, IATA

Certification ID: **ISAGO-REG-25-0365**

Issue date: **27 November 2025**

Expiration date: **27 October 2027**



This document has been issued as a
ceremonial certificate as of the date of
issue and does not constitute conclusive
proof of certification and good standing.
Official certification status is found on IATA
ONE Source at <https://onesource.iata.org>
IATA is the official custodian of all ISAGO Audit Reports.



Safety Performance

AGI has made significant progress in reducing its Total Recordable Injury Rate (TRIR), declining from 7.72 in 2018 to 4.35 in 2025. This sustained improvement reflects the strength of our safety culture, driven by proactive reporting, targeted training, and continued investment in operational safety systems.



Recordable Injury Rate (TRIR)

Safety starts with protecting our people. AGI's Total Recordable Injury Rate of **4.35** significantly outperforms the **A4A industry average of 5.99**, reinforcing our commitment to creating safer workplaces across every station we serve. This performance reflects disciplined safety practices, ongoing training, and a culture where safety is embedded into every operation, every day.

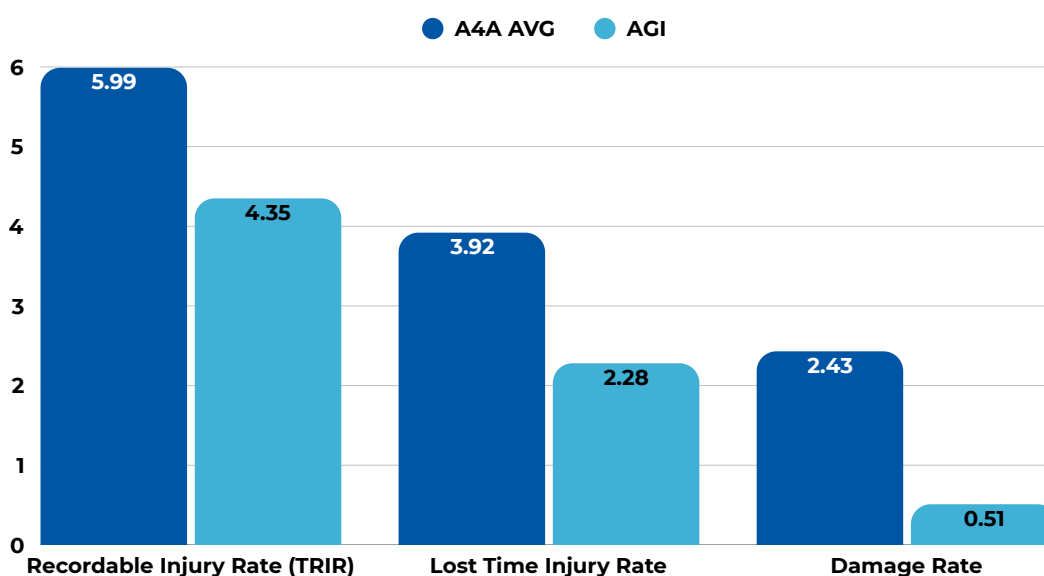
Lost Time Injury Rate (LTIR)

Keeping our teams healthy and on the job is critical to delivering reliable service. AGI's Lost Time Injury Rate of **2.28** is well below the **A4A average of 3.92**, demonstrating that our proactive approach not only reduces incidents, but also minimizes their severity. The result is stronger operational continuity, reduced disruptions, and a safer environment for our workforce.

Damage Rate

Operational excellence shows up where it matters most: protecting customer assets. AGI's damage rate of just **0.51**, compared to the **A4A industry average of 2.43**, highlights our strong procedural discipline, advanced training, and focus on precision across ground operations. This performance underscores AGI's promise to deliver safe, reliable, and damage-free service that our airline partners can trust.

AGI Safety Performance vs A4A AVG



Technology-Driven Safety:

How AGI Invests in Innovation to Protect People and Performance



At AGI, safety is not only our first core value, it is a strategic investment. We have deliberately deployed advanced technology, data analytics, and AI-enabled tools to move from reactive safety management to proactive risk prevention. These investments have fundamentally strengthened our safety culture, improved operational discipline, and delivered measurable reductions in injuries, damage, and claims across our network.

AI-Powered Visibility and Proactive Risk Management

AGI has integrated **Voxel's computer-vision AI** into our existing CCTV infrastructure to provide 24/7 visibility into real-world operating conditions. This technology identifies leading indicators of risk such as unsafe ergonomic movements, PPE non-compliance, powered industrial truck proximity, spills, and other environmental hazards that traditionally go unseen.

Rather than serving as a punitive tool, Voxel is embedded into AGI's training, coaching, and operational workflows. Video-based insights are used in new-hire onboarding, recurrent training, and real-time coaching conversations, reinforcing safe behaviors and empowering employees to make better decisions in the moment. This approach has accelerated cultural change by making safety tangible, relevant, and actionable at every level of the organization.

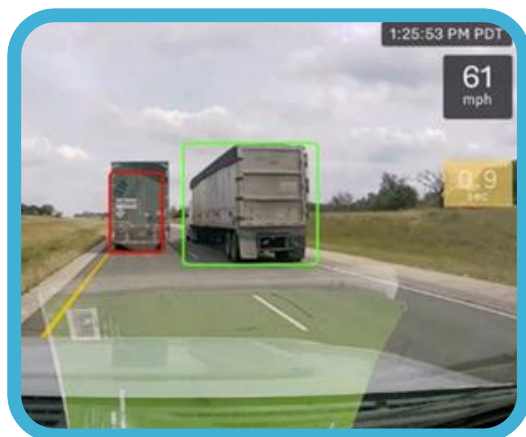
Measurable Results: Fewer Injuries, Lower Claims, Stronger Culture

The impact of AGI's technology investments is both measurable and significant. At our JFK operation alone, the deployment of Voxel drove a **91% reduction in recordable injuries in one year**, transforming the site from one of AGI's weakest safety performers into one of its strongest. Over the same period, workers' compensation claim frequency declined by **36%**, and workers' compensation claim costs were reduced by 85% year over year.



Forklift-related damage dropped by 50%, and severe struck-by incidents were virtually eliminated following focused intervention using AI insights.

Connected Safety Ecosystem: AI, Fleet Intelligence, and Digital Tools



AGI complements computer vision with **Samsara's AI-enabled fleet and dash camera platform**, installed across select GSE and vehicle fleets. Samsara provides real-time feedback, driver coaching, and operational data that improves driving behavior, reduces unreported GSE damage, and supports preventive maintenance. Since implementation, AGI has reduced **unreported GSE damages by more than 63%**, while also improving DOT compliance and visibility into fleet emissions and utilization.

In parallel, AGI has deployed its proprietary **AGI One Ramp App**, digitizing flight-level data, safety documentation, and operational records across ground and cargo locations. This supports audit readiness, improves accountability, and reduces administrative errors while laying the foundation for enhanced scheduling and training capabilities in future phases.

A Culture of Continuous Improvement Aligned with ISAGO Standards

Together, these investments create a closed-loop safety system: identify risk, intervene early, measure outcomes, and continuously improve. This technology-enabled approach has strengthened employee engagement, improved communication between frontline teams and leadership, and embedded safety into daily operations rather than isolated inspections or audits.

AGI's ISAGO certification reflects not only compliance with international standards, but a proven, data-driven commitment to protecting our people, our customers' assets, and the communities we serve through sustained investment in innovation and safety leadership.



Investing in a More Sustainable Future



At AGI, environmental responsibility is not a future aspiration — it is an active investment embedded into how we operate, innovate, and grow. As one of the largest U.S.-owned ground handling providers in North America, AGI is committed to reducing our environmental footprint while strengthening operational resilience across the 62 airports we serve.

Our approach to sustainability focuses on practical action, data-driven decision-making, and scalable solutions that deliver measurable results for our customers, our employees, and the communities in which we operate.

Governance That Drives Real Environmental Action

AGI manages environmental and climate-related initiatives through a dedicated **Environment, Social, and Governance (ESG) Committee**, bringing together senior leaders from safety, operations, finance, people, technology, and commercial teams. This cross-functional structure ensures sustainability is integrated into everyday decision-making — not treated as a standalone initiative.

Executive leadership, including the CEO, CFO, and Chief Safety Officer, provide direct oversight and accountability, with ESG and climate-related topics elevated to the Board of Directors as appropriate. This structure allows AGI to move quickly from identifying environmental risks and opportunities to implementing solutions at scale.

Smarter Operations, Lower Environmental Impact

AGI has prioritized sustainability initiatives that align environmental benefits with operational efficiency — delivering both emissions reduction and cost savings.

Fleet Efficiency and Electrification Readiness

Mobile ground support equipment represents the largest source of AGI's operational emissions. Using advanced vehicle telemetry through the **Samsara platform**, AGI tracks equipment utilization, idling, routing, and fuel efficiency in real time.



Today:

- **~25% of AGI's fleet** is already telemetry-enabled
- **~50% coverage** has been achieved within AGI Cargo
- **92% of AGI's fleet** has been identified as suitable for electrification

AGI is actively working with equipment manufacturers and airport partners to support the infrastructure required for long-term fleet electrification and alternative energy adoption.

AI-Enabled Energy Reduction

AGI also leverages **AI-based video analytics** to reduce energy waste in real time. Originally implemented for safety, this technology now supports sustainability by identifying unnecessary equipment idling and prolonged open-door activity. Over the past 12 months, AGI has achieved a 76% reduction in open-door duration, significantly improving energy efficiency and reducing emissions across warehouse operations.

Meaningful Waste Reduction at Scale

AGI has made substantial investments to reduce waste and eliminate single-use materials across its cargo and ground operations



- Converted all cargo plastic sheeting to **BioNatur biodegradable plastics**, saving **over 777,000 pounds of traditional plastic annually** — equivalent to nearly **39 million plastic water bottles** each year
- Implemented **paperless screening and documentation processes**, reducing paper consumption and improving audit readiness
- Installed **employee water refill stations** to reduce single-use plastics
- Established recycling and return-to-supplier programs for paper, batteries, tires, used oil, filters, and electronic equipment

These initiatives directly support **AGI Cares 2028 goal** to reduce waste sent to landfills by **50%**.

Transparency, Measurement, and Continuous Improvement

AGI participates in leading third-party sustainability platforms to benchmark progress and identify areas for improvement:

- **EcoVadis** ESG assessment across Environment, Labor & Human Rights, Ethics, and Sustainable Procurement
- **Sedex Four Pillar Certification**, covering environment, labor standards, health & safety, and business ethics

While AGI is still early in its ESG journey, these assessments provide a clear roadmap for continued improvement and accountability. AGI is also conducting a **TCFD-aligned climate risk and scenario analysis** with independent experts to further strengthen long-term resilience and strategic planning.

Sustainability Built for the Long Term

AGI's environmental investments are designed to be scalable, measurable, and resilient, supporting safer operations today while preparing for the challenges of tomorrow. By combining governance, technology, and frontline engagement, AGI is building a sustainability strategy that protects people, reduces environmental impact, and delivers lasting value for airline partners and airports alike.

Runway to Glory March Madness Challenge



Runway to Glory was AGI's six-week, company-wide safety engagement initiative designed to reinforce our Safety Always culture through positive, frontline participation. Using a March Madness themed framework, the program encouraged teams to proactively identify risks and recognize safe behaviors in real-time across our North American operations.

Measurable Engagement - Real Results

Over the course of six weeks, AGI team members generated nearly 6,000 documented safety interactions, demonstrating the strength of our safety culture and the consistency of its application across stations.

Callout Metrics

Total Safety interactions
5,922

Watch Outs

2,356

Proactive identification of hazards before incidents occur

Way To Go's

3,566

Recognition of safe behaviors and operational excellence

Several stations distinguished themselves through sustained engagement and leadership throughout the competition.

Station Leadership Highlights

Top Performing Stations

- **LGA**
163 Watch Outs
680 Way To Go's
- **MFE**
460 Watch Outs
572 Way To Go's

Strong Group Stage Performance

- **YYZ**
155 Watch Outs
194 Way To Go's
- **SEA**
58 Watch Outs
145 Way To Go's

Why This Matters to Our Partners

Runway to Glory reflects how AGI turns culture into operational performance. Thousands of real-time safety conversations took place on the ramp, in terminals, and throughout cargo and ground handling operations. These behaviors directly support risk reduction, operational reliability, and consistent service delivery for our partners.

A System, Not a Campaign

Safety at AGI is embedded into daily operations. Runway to Glory is one example of how we engage our workforce, align behavior with values, and produce measurable outcomes that benefit our partners, our employees, and the communities we serve.

When our people win, safety wins, and our partners do too.



SAFETY REPORT