



EUROPE

ICTS Europe Newsletter

Q2 2018



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And Finally....

ICTS Portugal wins the Aviation Security Contract with United Airlines

On 5 May United Airlines inaugurated its new non-stop seasonal service between Porto and its New York hub at Newark Liberty International Airport.

This new route is part of United Airlines' strategic international business growth plan announced for this year and makes United the only US carrier to fly to Porto.

ICTS Portugal is responsible for securing the airline's daily flight. A new ICTS station was opened, and a new team was recruited and trained to serve United Airlines.

"We are very pleased to have been awarded the contract and thereby the opportunity to expand our presence in Portugal. The team is dedicated to providing services of the highest level and wishes United a successful season"
said David Perales, Quality Manager,
ICTS Portugal.



Delta Air Lines appoints ICTS at Ponta Delgada, Portugal

ICTS Portugal has been appointed by Delta Air Lines' as the aviation security provider in Ponta Delgada (PDL), Portugal.

Delta recently added a number of new routes to the region, including New York to Ponta Delgada, located on the island of Sao Miguel, in the Portuguese archipelago of the Azores. The inaugural flight from Ponta Delgada took place on 25 May.

Delta has also expanded its business at Lisbon Airport where ICTS is already providing the service.



ICTS secures American Airlines at Budapest and Prague airports

The busy summer holiday season has started, and as of 5 May ICTS is responsible for the provision of aviation security services for American Airlines in Hungary and the Czech Republic.

Erik Just, General Manager, ICTS Czech, says, “We are delighted to be securing American Airlines’ daily flights to the US at Budapest and Prague airports. This is the first time ICTS is working in Hungary, and with the support of our team in the Czech Republic we were able to implement the new service and achieve a smooth start. We look forward to building up our presence in the area.”



American Airlines appoints ICTS Europe to provide security services at Keflavík International Airport, also known as Reykjavík–Keflavík Airport in Iceland

ICTS teams have been operating since October 2017 at Reykjavík–Keflavík Airport, Iceland’s largest airport.

This season ICTS will also be securing American Airlines flights out of KEF.



“We have welcomed three new American Airlines routes this season. Flights from Reykjavík–Keflavík to the US have followed those from Prague and Budapest airports. We are honoured to serve the airline, providing security services at 18 locations in Europe” said Ronen Remetz, EVP Operations, ICTS Europe.

New aviation security contract with Southampton Airport

On 1 May ICTS UK took over the provision of security services at Southampton Airport, including central search, hold baggage screening, vehicle search and airport patrol.

The airport, owned by AGS Airports Ltd, is used by over 10 airlines and tour operators which serve some 40 direct European destinations. Passenger numbers reached 2.08 million in 2017.

James Hogg, Executive Director – Operations, ICTS UK & Ireland, said, *“This is an exciting new contract for ICTS and we welcome on board the new staff who have joined us. We look forward to the summer season and supporting Southampton Airport and their business vision for the future.”*

ICTS Ireland welcomes Air Canada to Shannon Airport

ICTS UK has been awarded the contract for provision of access control and travel document verification services to Air Canada at Shannon Airport.

The inaugural flight of this non-stop seasonal service to Toronto successfully took place on 2 June.

ICTS Ireland already provides services to Air Canada at Dublin Airport, having done so since 2011. Air Canada runs a year-round nonstop Dublin-Toronto service and a seasonal Dublin-Vancouver nonstop service. This summer its operations expanded with a new seasonal route to Montreal, for which ICTS Ireland supplies the security services.

Cork Airport reaffirms its trust in ICTS

ICTS has been re-awarded the contract for the provision of Hold Baggage Screening (HBS) services at Cork Airport.

James Hogg, Executive Director – Operations, ICTS UK & Ireland said, *“ICTS has gained specific expertise in the delivery of HBS services. Our clients include Dublin, Shannon, and Belfast International airports, as well as Gatwick (N&S Terminals), Glasgow and Edinburgh airports and many others across the UK and mainland Europe. We value our long-standing cooperation with Cork Airport and we are delighted to continue supporting the Airport and its growth”.*

Cork is Ireland’s second busiest and best connected international airport after Dublin and in 2017 served 2.3 million passengers.

ICTS Albania wins new contract with Austrian Airlines at Tirana International Airport

As of 2 May, ICTS Albania is responsible for travel document verification services for Austrian Airlines at Tirana International Airport, within which framework ICTS Europe’s Albanian subsidiary will secure 14 weekly flights to the Austrian capital, Vienna.



Panagiotis Fistedis, Managing Director – ICTS Albania said, *“The start of this new contract follows 9 months of discussions with the Austrian authorities and the Albanian State Police, and we are delighted to have been entrusted with the service and with the new business partnership with Austrian Airlines.”*

Dublin Airport Authority re-appoints ICTS for the provision of hold baggage screening services in Terminal 1

ICTS has been re-awarded the contract for the provision of Hold Baggage Screening (HBS) services in Terminal 1 at Dublin Airport.

Fiona McElroy, ICTS Station Manager at Dublin airport, said, *“This is a tremendous achievement and testimony to the successful cooperation we have established at Dublin over the years. My team and I are delighted with the news and the summer is in full swing. We are working hard supporting Dublin airport, which this season has flights to 195 destinations in 42 countries, operated by 56 airlines”.*

In addition to the provision of HBS services, ICTS teams provide security services to several airlines at the airport, including Delta Air Lines, United Airlines, Aer Lingus, Air Canada, Air Transat, WestJet, Europe Airpost and Emirates.



ICTS is responsible for the provision of the Transportation Security Administration (TSA) checkpoint screening.

ICTS Italy commences security contract with Air Italy at Milan Malpensa Airport

On 1 June Air Italy, formerly known as Meridiana and rebranded in February of this year with its new name, launched a new daily flight from Milan Malpensa to New York JFK Airport.

ICTS Italy has been appointed as the airline’s new security provider and is responsible for the provision of a variety of enhanced security services.

The start-up of operations was followed by the launch of a seasonal flight between Milan and Miami, which was inaugurated on 8 June. ICTS Italy is responsible for providing the security services to the four weekly flights.



“We are delighted to be working for Air Italy and we wish them much success under their new brand name. ICTS Italy is committed to support the airline’s business strategy” said Monica Salomoni, ICTS Station Manager at Milan Malpensa Airport.

CTSN commences new contract with Norwegian Air

On 5 May Norwegian Air launched a new non-stop flight from Amsterdam Schiphol Airport to New York JFK Airport.

CTSN, ICTS Europe's Dutch subsidiary, was awarded the contract for provision of access control and catering security services.



With the inauguration of this new service, ICTS expands its business with Norwegian Air to a total of 8 locations throughout Europe.

New contract for ICTS Albania with AlbaWings

AlbaWings, one of the largest airlines operating in Albania, has entrusted ICTS to secure its flights to Israel. During the summer season, the low-cost Albanian airline, flies directly from Tirana to Tel Aviv.

"This contract is undoubtedly another sign of confidence in the quality of service that ICTS Albania has to offer the aviation industry. As a Group, we are delighted to work with relatively new airlines, AlbaWings' first official flight was in August 2016, as we are with world-known flag-carriers. We pride ourselves in being at the forefront of aviation security in Europe and in playing our part to support the tourism industry in Albania" said Panagiotis Fistedis, Managing Director, ICTS Albania & ICTS Cyprus.



Increase in outbound flights to Tel Aviv with EasyJet

EasyJet appointed ICTS France as their security provider for their Tel Aviv-bound flights from Nice and Bordeaux airports in addition to the existing operation in Basel-Mulhouse.

Air France renews contract and expands its partnership with ICTS France

Air France has re-awarded ICTS France the aviation security services contract at Paris Orly Airport.

ICTS France began providing travel document verification and profiling services to AF at ORY in 2016, and the contract has now been expanded to also include provision of aircraft guarding and other security services.

ICTS Hellas expands its cooperation with the CAA

ICTS Hellas has expanded its cooperation with the Civil Aviation Authority (CAA) for Nikos Kazantzakis Heraklion International Airport, Greece's second-most-important airport.

ICTS Hellas is responsible for the provision of security services, including security & access control of persons, vehicles, hold baggage, transported items, cargo & mail, flights' and airport supplies as well as guarding of airport facilities.

Heraklion Airport had the highest increase in passenger traffic (9%) for the year 2017 (in the category of airports with passenger traffic exceeding 7.5 million), and continued its growth in the first half of 2018, serving 1.6 million passengers during the period January-May.



ICTS Hellas strengthens its position in the port facility security sector in Greece

ICTS Hellas has been re-appointed to provide security services for the Port of Nafplion, and signed new agreements with the Port of Amorgos and the Port of Paros for the provision of security services.

At the Port of Nafplion, ICTS Hellas has been awarded an extension of its contract for the provision of security services and access control to the port facilities for individuals and vehicles, their personal belongings (luggage, etc.), protection of restricted areas as defined by the approved safety plans, monitoring of the security of the facilities by patrolling and use of Port's CCTV systems, search of visitor vehicles, post loading and unloading of cargo or ship's stores, control and survey of cargo and ship's stores, research into the transport of unaccompanied baggage on board ships, provision of security services for activities not covered by the Code and taking place within port facilities in accordance with the PFSP, and compliance with Security Threats or Violations Procedures, including Procedures to Maintain Critical Plant Functions.

Regarding the Port of Amorgos and the Port of Paros, ICTS Hellas will provide port facility security services. Additionally, for the Port of Amorgos it will offer PFSP -DPFSP services and supporting works.

ICTS UK welcomes new clients to London Gatwick

During quarter just ended, ICTS UK at London Gatwick Airport (LGW) expanded their portfolio. Among the new clients:

Rossiya Airlines ICTS UK is responsible for the provision of access control, hold search and baggage make-up area and escort services, as of 25 March.

Freebird ICTS UK is supplying hold search services to the weekly flight of this Turkish charter airline connecting London Gatwick with Antalya Airport.

Qatar On 22 May Qatar Airways launched a new nonstop flight from London Gatwick to Doha. The LGW team is responsible for security services at the catering facility.

Air China On 3 July a new operation started with Air China. ICTS UK supplies access control and hold search to this bi-weekly flight with destination Shengdu.

ICTS France signs year-round contracts with FrenchBee, Primera Air and WestJet

During the last quarter ICTS France signed new contracts for provision of aviation security services with FrenchBee, Primera Air and WestJet.

FrenchBee operates 2 weekly flights from Paris Orly to San Francisco with final destination Papeete, French Polynesia.

Primera Air started to operate flights from Paris CDG to the US in May and added an additional flight to Canada, which commenced in June.

In addition, ICTS France has been awarded a contract with the Canadian airline WestJet. This new contract will see ICTS supporting WestJet's daily flights from Paris CDG.

ICTS Hellas renews contracts with various clients

ICTS Hellas will continue to provide security services and documentation verification for flights to Tel Aviv (departing from Athens and regional airports) for El Al, Alitalia, Goldair Handling, Swissport Hellas, Skyserv, Corendon Airlines and Tus Airways.

In addition, ICTS Hellas renewed its cooperation for off-airport / check-in services at regional airports with Goldair Handling, Swissport Hellas and Skyserv and with Swissport Hellas for control, guarding and security services at the Heraklion Cargo Station.

ICTS Hellas is looking forward to a busy summer season and to providing the best possible services to its clients.

Summer season kicks off with Air Transat

ICTS France welcomes back the seasonal Air Transat operation, with flights to Montreal, departing from Nice, Bordeaux, Toulouse, and - a new location - Marseille.

ICTS France provides travel document verification services to the flights, which commenced successfully in April and May.

Seasonal flights to Tel Aviv from various locations in France

Italian low-cost airline Neos Air has selected ICTS France to provide security services to their seasonal flights to Tel Aviv from Basel-Mulhouse, Roissy CDG and Nice.

And the Israeli airlines Arkia and Sundor have renewed their partnership with ICTS France for provision of security services to their seasonal flights to Tel Aviv from Basel-Mulhouse and Nice.

ICTS expertise reaches New Zealand and the Cook Islands

ICTS trainers from London Heathrow and Dublin airports recently returned from New Zealand and the Cook Islands, where they delivered specialist Alternative Passenger Pre-Screening Method (APM) training to Air New Zealand personnel.

The training took place over the course of three weeks in Auckland, NZ and in Rarotonga, part of the Cook Islands.

"Over 60 students were successfully taught by our trainers in four separate courses. This is the third time ICTS trainers have flown to the region to deliver APM training. At the end of 2017 we had a team training Qantas personnel in Australia and another training Air New Zealand personnel in New Zealand. The trainers have had an enriching experience and have enjoyed the privilege of working in such beautiful surroundings! It has been a pleasure working with Air New Zealand and we look forward to mapping out a continuation of the training programme," said Levent Ural, Head of Client Relations – Aviation, ICTS UK & Ireland.

DiagNose Netherlands is re-awarded the contract with Menzies Aviation

DiagNose Netherlands has been re-awarded the contract with Menzies Aviation for the provision of Explosives Detection Dogs services.

DiagNose's teams will continue to work with Menzies, one of the largest cargo handlers at Schiphol.

"We started working with Menzies back in 2011 and are very pleased with the confidence and trust shown by our client with the extension of this contract. We are looking forward to continuing to strengthen our partnership with Menzies in the coming years", said Adan Morik, General Manager, DiagNose Netherlands.

ICTS Canine teams secure tennis tournaments at the Nature Valley Classic in Birmingham and the Fever-Tree Championships in London

For the second year running, ICTS canine teams provided security services to two major tennis tournaments run by the Lawn Tennis Association in the UK.

ICTS explosives search dogs and their handlers worked at the Nature Valley Classic women's tennis tournament held at Birmingham's Edgbaston Priory Club on June 16-24, and at the Fever-Tree Championships at The Queen's Club in London on June 18-24.

"We are delighted to have been a part of these prestigious grass-court tennis tournaments providing extra security and visible reassurance to the public enjoying world-class tennis" said Jed Marshall, Divisional Director - Canine Security Services, ICTS UK & Ireland.

The New Website is Here!



www.diag-nose.com

New additions to the TravelDoc Family

ICTS Europe Systems is proud to announce the growing client base of its TravelDoc product. During the last quarter, the following clients became part of the TravelDoc family:

Garuda Indonesia: Garuda Indonesia has joined the TravelDoc family, having selected TravelDoc as its automated travel document check solution integrated on Amadeus at all its destinations. In addition, we are delighted that another analysis has concluded that TravelDoc is the most advanced ADC software, and not only dramatically improves operation but also affords huge savings in fine costs, thanks to its unlimited automated document check applied to all passengers with its fast and efficient travel document evaluation system.



China Airlines: China Airlines of Taiwan has joined the TravelDoc family on Amadeus Altea. After a lengthy, detailed analysis, we are proud that another carrier found TravelDoc to be beneficial, attractive and a better solution for meeting the growing challenges of automation in passenger processes. We are very proud that TravelDoc is the ADC of Taiwan, as both Taiwanese main carriers are famous for their professional, thorough and detailed assessments and are now benefitting from TravelDoc services.



Kenya Airways: Kenya Airways is the latest addition to the TravelDoc family on Amadeus Altea, having joined the growing TravelDoc user group in the SkyTeam Alliance: 35% of SkyTeam carriers. We also note that the SkyTeam main portal page has been implemented in TravelDoc. TravelDoc has proved to be the most popular ADC software on Altea with Eva Air, Norwegian, Icelandair, Air France, KLM, Air Europa, Garuda Indonesia, China Airlines and now Kenya Airways who are all satisfied users with much quicker and efficient passenger process and no fines.



Facial recognition trial at European Space Agency

Following the first (and highly successful) Air Asia Faces project at Senai International Airport in Malaysia, ICTS Europe Systems and its parent company ICTS Europe have completed a facial recognition proof-of-concept trial for the European Space Agency. The trial, which was conducted in cooperation with AnyVision, took place at ESRIN in Frascati, Italy.

FLYSEC research project

FLYSEC is an EU Horizon 2020 project in which ICTS Europe Systems (in partnership with ICTS UK and PQ&C) participated.

ICTS' Mobile Check-in unit and SmartQ products were involved for delivery of proof of concept in a real operational environment at the airports of Luxembourg and Schönhagen (Berlin), with great success. The project aims to provide an innovative process facilitating risk-based screening to achieve a measurable increase throughout airports, deployment and integration of new technologies, repurposing of existing solutions, and improving passenger facilitation and customer service.

Improvements on GDPR requirements

After four years of preparation and debate, the EU General Data Protection Regulation (GDPR) went into effect on 25 May 2018.

Based on GDPR requirements, ICTS Europe Systems as the TravelDoc and CPM provider and the clients' data processor, has trained its staff, updated its security and legal documentation, and improved its service processing systems.

Now, all TravelDoc and CPM users are well protected by GDPR regulation while enjoying ICTS' services.

Spain votes for national certification through Eagle

The Spanish Aviation Safety and Security Agency, AESA, has selected ICTS' Eagle as its tool for certification of X-ray screeners nationally. Eagle's certification testing module will be used over the web by all x-ray screeners for obtaining their certificate to be employed in airports in Spain.

Eagle is a computer-based training platform, designed to meet the stringent regulatory requirements of the aviation security industry. It is a flagship product of ICTS Europe and the leading X-ray training solution currently used by many major international airports, civil aviation authorities and security companies all over the world.

Eagle combines the latest in training and testing methodologies with state-of-the-art technology to deliver a flexible, modular platform, compliant with EC regulation. Eagle can be implemented quickly and easily as stand alone, networked or over-the-web solution, to reduce cost and increase training efficiency.

For more information, please see <http://www.ictseuropesystems.com/Home/Eagle>

ICTS Europe Systems participate at ACI Asia-Pacific Regional Assembly, Conference & Exhibition

The ICTS Europe Systems team were excited to exhibit at this year's ACI Asia Pacific Conference and Exhibition held in Tokyo on 23-25 April.

With our mobile check-in unit at our stand, we were able to demonstrate how quick and easy check-in can be. Our innovative mobile unit has proven to reduce passenger processing time, with a full check-in process taking under 40 seconds! Moreover, our solution is the only one that combines check-in capabilities with fully automated document checks embedded within the system.



ICTS Europe's stand at ACI Asia-Pacific Regional Assembly, Conference & Exhibition 2018 in Tokyo

ICTS Europe Systems exhibits at ACI Regional Airport Conference & Exhibition

ICTS Systems was delighted to take part in ACI Europe's Regional Airport Conference, which took place this year in Naples on 14-16 May.

Exhibitors joined us at our stand to learn about our specialist aviation security and check-in solutions. With the smartapp and mobile check-in units on display, we were able to showcase this innovative product and demonstrate how beneficial our innovative mobile check-in is to both airports and airlines. ICTS Systems' cloud-based smartapp for check-in improves passenger processing time and dramatically cuts operation costs.



ICTS Europe exhibiting at ACI Regional Airport Conference in Naples 2018 in Naples

ICTS Europe Systems on social media

ICTS Europe is now on several social media channels. Please follow us by clicking on any of the social media icons and keep up to date with our latest news. Looking forward to seeing you there!



PQCT UPDATE

Compliance Update

Here are some of the activities that the ICTS Europe Compliance Department undertook during the first half of the year:

- Creating a new scoring method and updating of GenSec audits for Pan European contracts
- Formulating a periodic newsletter for GenSec Pan European contracts (to be launched in Q3 2018)
- Leading the ICTS Europe Counter Insider Threat Program (CITP) pilot
- Introducing the new GenSec monthly KPI report for Pan-European contracts
- Participating in EU Horizon 2020 projects, completing the FLYSEC project June 2018 and beginning a new project, TRESSPASS, in June 2018
- GDPR - ongoing guidance, monitoring and assistance to ICTS Europe subsidiaries in ensuring compliance with the new regulation.
- Directives: PQCT Directive 03.2018 General Security KPI for 2018
PQCT Directive 09. 2017 EU GDPR - ICTS
PQCT Directive 05.2018: SharePoint and Hawk – Access, Usage, Standardization

PQCT Directives, Bulletins and Notifications

- PQCT Directive 05.2018: SharePoint and Hawk – Access, Usage, Standardization
- PQCT Directive 06.2018: Selectee Name Records in the Context of the GDPR
- PQCT Directive 07.2018: TSA SD 1544-17-01G
- PQCT Bulletin 01.2018: Auditors' Observations, and Understandings Concerning Consistency of Security Processes and Supervision
- PQCT Notification 06.2018: Reporting on Unusual Events, in the Context of the GDPR
- PQCT Notification 07.2018: TSA SD 1544-17-01G
- PQCT Notification 08.2018: (1) ICAO Avsec Training Package; (2) ICAO Air Cargo and Mail Security Course Package; (3) ACI Landside Security Handbook
- PQCT Notification 09.2018: Matters Related to TSA SD 1544-17-01G
- PQCT Notification 10.2018: Thwarted Islamic Extremist Plot to Launch a Chemical Attack in Germany
- PQCT Notification 11.2018: Inspecting the Footrest Business Class

ICTS Albania participates in the Open Days Forum on Human Resources activity, organized by the American Chamber of Commerce

On 27 June 27 ICTS Albania took part in the Open Days Forum on Human Resources, organized by the American Chamber of Commerce.

This is the second year in which ICTS Albania participated in the forum, in which it is represented by the Head of the Human Resources Department (Bora Çuni Gazeli).

On the first day of this Forum organized by AmCham, the main theme of the discussion was "Talent Acquisition".

The forum will also be held on three other days by various companies, with topics such as "Health, Safety & Environment from the Human Resources perspective", "Human Resources Future", "Automation" and "Robotics".

Such forums give companies an opportunity to exchange experiences and to improve important departments in private companies, such as Human Resources, as HR is one of the sectors related to respecting the rights, obligations and lawful treatment of employees.

ICTS Europe Annual Airport Security Operations Managers Summit in Cyprus

This year ICTS Europe organized its annual Airports Security Operational Managers Summit in Cyprus.

This year ICTS Europe organized its annual Airports Security Operational Managers Summit in Cyprus. The summit took place in Larnaca on 25-26 June, where 26 representatives of the ICTS Group's subsidiaries all over Europe participated. The summit was a good opportunity for the participants to elaborate on current and future security challenges that airports may face and come up with innovative solutions.

Representatives of Hermes Airports, and the wider airport community including the police, presented their views in regards to the aviation sector in Cyprus and ways to achieve further improvement.

The ICTS Summit also focused on the best international practices that can be applied to the Cypriot aviation sector and the optimum ways to maintain security standards and a high customer service profile, as Cyprus tourism is extremely important for the country.

ICTS Europe Executive Vice President Mr. Ronen Remetz said *"ICTS in Cyprus has been in operation since 2010, and employs more than 470 people, who are certified by the Department of Civil Aviation and the police to provide unique security services to the Cypriot market. We are determined to transfer all possible international know-how to constantly improve the security levels even more, at infrastructures important to the Cypriot transport sector, as tourism and international investments are critical factors that influence the development of the Cypriot economy"*.

LETTERS OF COMMENDATION

6 April, Station Manager Switzerland and Berlin, Delta Air Lines Inc.: *“As previously informed, the DL Regional Manager Corporate Security paid ZRH station a visit to observe the security procedures and operation. I am happy to let you know that he was entirely satisfied with the performance of ICTS, and with the exception of a few minor details, everything was carried out in accordance with the required procedures. Please thank all your staff and supervisors.”*

16 April, Chief Executive, Edinburgh Airport: *“...I nominate John for his determination to make it to work on the days of the red warning weather event...If he had not showed up for his shift the baggage hall would not have been able to run and no bags able to be processed/screened...I appreciate the hard work and commitment you give to Edinburgh Airport every day, and your efforts in this area in particular. Well done and thank you.”*

24 April, LIS Lead Agent/International Security Coordinator, American Airlines: *“I would like to thank your team for the great work last week in assisting when our aircraft had to go to the hangar due to maintenance. When we were told that it would be sent to the hangar, outside the “sterile area”, we called ICTS, who promptly showed availability to monitor the aircraft while parked in there. This meant spending the night with the aircraft. Your agents showed how committed they are to American Airlines Security. Their availability is remarkable, and their enthusiasm an example. We want to thank ICTS for the great partner that they are.”*

30 April, Delta Air Lines agent, Paris CDG: *“Thank you for the efficiency and volunteerism of the ICTS supervisor. His support for the dispatch of passengers was greatly appreciated.”*

2 May, General Manager, Milan MXP, United Airlines: *“It’s with pride that I’m announcing that MXP was named for the 1st quarter of 2018 (based on flight performance) as “best station handled in Atlantic region under 17000 passengers per quarter”. This is a direct recognition of our partners (ICTS and ATA Airports), who distinguished themselves with top performance along the UA system. Your hard work and dedication have been noted by our senior management and are really appreciated! **Ayelet would have been very proud of her team!** We’ll also plan a recognition event very soon to party together and to give us the possibility to thank you and your staff for the great professionalism and dedication shown to us daily!*

5 May, Area General Manager AMS, LIS and PRG, American Airlines: *“I’d like to share with you that I had numerous compliments today about the PRG ICTS agents at our check-in from the AA security staff I’ve brought in from other stations as support. They found the agents to be very knowledgeable, helpful towards our shared customers and very customer service-oriented.*

I also want to acknowledge and compliment Erik, who has done an amazing job with not only PRG but also BUD - untangling the complicated AA training requirements, getting all agent e-learning lessons completed on or before the deadline, tirelessly adjusting to schedule changes and resolving unexpected issues without ever letting me see the frustration I’m sure he was sometimes feeling. I can’t really praise or thank him enough for his efforts to make sure our start-up was a success. I look forward to an enjoyable summer season together.”

7 May, Station Manager EDI & GLA, American Airlines: *“I just want to say a huge thank-you to the ICTS team at EDI for their hard work and efforts over the last 2 days with the cancelled flight. Kelly & Marilyn organised cover for both flights last minute and were very accommodating to AA’s needs. Can you also say thank you to Robbie, Josh and Andrew for staying back yesterday and today to guard and sign off the aircraft. Your team are a credit to AA and pleasure to work with.”*

7 May, Station Manager – Seasonal Stations ARN, ATH, KEF, OPO & VCE | Airport Operations, United Airlines; *“Excellent fraud intercepts by VCE team, well done! Keep up the good work.”*

9 May, International Security Coordinator, Manchester, UK, American Airlines:

"Please convey commendations from ..., our visiting security analyst, to the ramp agents on today's flight...He was very pleased with the alertness displayed by your agents during his observation of the ramp. Additionally, they noticed a couple of guys who just stood by the fence at gate 55 and appeared to be taking pictures of activities around the aircraft. He was pleased that not only did they notice this but followed the "see something, say something" slogan. They reported it to their supervisor, who also followed up. This is the first of his 3-day visit to Manchester so thanks to the team for giving a positive first impression."

14 May, Station Manager LHR, Delta Air Lines: *"I'm very proud of our performance so far for May, it's exceptional...the whole team are absolutely rocking!!!! Please pass on the scores to your team and my thanks for all they do in securing such a strong performance. Absolutely AMAZING!!!!!"*

This was followed by an additional mail the same day, saying: *"I just wanted to share that we now have a perfect 5.00 in every one of our scores...That's just amazing...Please tell them how delighted I am with this strong performance"*.

14 May, Station Manager MAD, Delta Air Lines: *"During the debriefing with the TSA inspectors, James Bennett and Ameer Saleem, the outstanding work performed in all areas by ICTS was brought to my attention. The principal inspector was very impressed with the a/c search and the team leader for flight DL210 to JFK. On behalf of Delta, thank you very much and keep up the great work."*

15 May, Airport Services Manager – Amsterdam, Qatar Airways: *"On behalf of myself and the team, I would like to thank you for the tremendous help you offered during the flight diversion to Amsterdam. Your quick reaction in securing the aircraft, cleaning and securing the cabin, guarding during entire ground time made a significant difference upon arrival and departure... Without your flexibility, diligence, hard work, expertise and organizational skills we would have not been able to turnaround this aircraft so smoothly...Your support has not gone unnoticed, and I, along with the entire team, would like to express gratitude to each and every one of you. Thank you again for your flawless service."*

1 June, Operations Manager CPH, Delta Air Lines: *"I would like to thank everyone for an excellent turn on today's delayed Delta flight. Check-in was fast and informative, fast cleaning and search and smooth gate with a lot of good announcements. Turnaround time 1h22 min, which resulted in only a 20min late ETA into JFK, so all passengers can make their connections. Thank you for a very good operation today. Let's keep it up."*

5 June, Station Manager – KEF & CPH, Delta Air lines: *"Wanted to say thank-you for your help last Saturday, assisting us through a very challenging situation. I was not in KEF but spent most of the day on the phone trying assist as much as possible and understand it was extremely challenging at check-in & gate. Appreciate all you did to assist us and will ensure to provide you and your employees with some food this or next week as a small token of our appreciation. Thank you."*

8 June, Customer Services Supervisor, Delta Air Lines: *"I would like to recognize the outstanding performance, dedication, professionalism and optimism that Ricardo and Carlos have showed during these last two days with the cancellation at Lisbon Airport. I would like to add that Ricardo has been extraordinary since Delta started one month ago. I have no words on how easy it is to work with him, how he organizes the staff and complies with what he tells me he will do... He makes the difference that Delta looks for. Please recognize them and thank them for their dedication."*

13 June, Head of Security, Bristol Airport: *"Just a quick couple of lines to say "Well done". Have just found out customer complaints are down Year-to-Date from 75 last year to 26 this year – a reduction of 66%! Clearly there is a link between less queueing and happier customers – and less-stressed staff too... Please pass this on to agents. "*

14 June, Station Manager Edinburgh and Glasgow, Delta Air Lines, Delta Station of the Year through end of May: *“Station of the year through the end of May... we are at the top! So now we need to do all we can to stay there! Great work by all the teams to give us this shot! If all areas continue following all processes safely and securely while providing great customer service we will stay here...”*

24 June, Red Coat, ACS Airport Customer Service-CDG, Delta Air Lines: *“Thank you for the good work and the good spirit of the ICTS team on flight DL083 with the ICTS France Supervisor on duty.”*

AND FINALLY...

ICTS Europe participates at the Delta Annual Day of Hope

For the 9th consecutive time, Delta Air Lines hosted the annual Day of Hope in aid of the American Cancer Society.

Activities to raise money for cancer research and to fight cancer were organized at over 100 airports. Various ICTS Europe subsidiaries, among them ICTS Hellas, ICTS Italy and CTSN, the ICTS Europe subsidiary in Holland, supported the cause by donating money, and the ICTS team at London Heathrow Airport donated a gift voucher as one of the raffle prizes.

1st AvSec Anniversary with Hermes Airports in Cyprus

Hermes Airports’ official social media posted a publication on Facebook about the 1st Aviation Security (AvSec) Anniversary with ICTS Cyprus, which makes all ICTS people and partners proud.

The chairman of the Hermes Board of Directors, Mr Hadjipandelis, arrived first at the Larnaca Airport venue and was happy to congratulate ICTS Cyprus for the success. Joined by the Hermes CEO and COO, Hermes management and the entire airport community, ICTS celebrated a historic project and great effort in Cyprus which, according to the Hermes CEO’s speech, was a resounding success!

After the speeches, employees were also invited to join, while the same event took place also in Pafos with local officials and staff as well.

In 2017 Hermes Airports Limited awarded ICTS Cyprus the security services contract at the Larnaca and Pafos international airports. It has been a successful first year and ICTS Cyprus is looking forward in strengthening their partnership with Hermes Airports.



From left to right: Hermes Airports COO Mr Miltos Miltiadous, ICTS EUROPE Group SAS Administrator & Managing Director, Albania & Cyprus Mr Panagiotis Fistedis, Hermes Airports CEO Ms Eleni Kaloyirou, Hermes Airports Chairman of the Board of Directors, Mr Panayiotis Hadjipantelis

ICTS Hungary participates in the Budapest Air Challenge

A team from ICTS Hungary participated in the Budapest Air Challenge, an initiative organized by Budapest Airport.

The event took place for the third time on April 26-27 at Budapest Airport. This international championship - called ChallengAir - consisted of 8 teams of airport security screeners from 7 European countries. It demonstrates the commitment of the airport community to share knowledge and take every means to empower the airport security employees and show them the importance of their dedication.

The competition consists of 3 different tests: 1 based on theoretical skills, 1 on detecting X-ray images containing prohibited items representing a threat to aviation security, and 1 on finding prohibited items concealed in clothing and baggage within a set amount of time.

“Great job by all contestants and congratulations on this fantastic capacity-building initiative. It was a pleasure and great fun to be part of this year’s ChallengAir contest” said Panagiotis Fistedis, Administrator & Managing Director, ICTS Albania & Cyprus.

ICTS Hellas supports the “3rd Plane Pull” event in Greece

On 20 April ICTS Hellas supported the “3rd Plane Pull”, a special event to raise funds for “The Smile of the Child”, an organization that supports medical care of children with health problems.

This special event is organized by Athens International Airport Eleftherios Venizelos, with the support of DHL Express. The challenge is to pull an DHL Express Airbus A300/600 plane for a distance of 20 meters.

ICTS Hellas supported this fundraising activity with a team of 25 employees who managed to pull the plane for 20 meters, raised the required funds and won 3rd prize for the most enthusiastic team.



On 27 June 2018, the ICTS Dublin team celebrated its 30th anniversary together with Delta Air Lines

On 27 June Delta Air Lines celebrated 30 years of flying between Dublin and the United States. What started as a direct service between Dublin and Atlanta has now expanded to cover two additional east coast destinations: New York and Boston.

Delta is Dublin Airport’s longest-standing US carrier, with security services provided by ICTS for the past 19 years and more recently at the pre-clearance checkpoint on behalf of Delta since January 2011. Delta was in fact ICTS’s second customer at Dublin Airport, trailing just behind Continental Airlines, who commenced their Dublin routes in May 1998.

Fun Fact: In its 30 years, Delta has carried almost 5 million passengers – the equivalent of the population of Ireland!

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