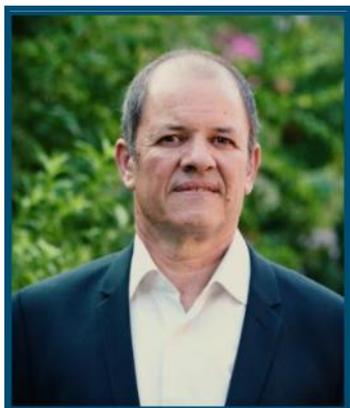




**EUROPE**  
**STRONGER TOGETHER**



**“I wish you all the best of health, the best of spirits, and daily improvements. Be proud of yourselves, as much as I am proud of you.”**

## A MESSAGE FROM ICTS EUROPE PRESIDENT & CEO— OREN SAPIR

Dear ICTS family members,

As the weeks have gone by, we’ve all witnessed the wave of COVID-19 spreading across the world. Waves form slowly; they reach a peak and then they break. This one is no exception. In the meantime, the virus is taking its toll and changing the world as we know it. It is up to us to make sure it’s a change for the better. Change is rarely embraced, but many changes are appreciated in hindsight, when we look back with the valued perspective of time.

This current challenge leaves us with no choice; it is not a case of welcoming it or not. This change is imposed upon us, and we cannot repel it. Still, this doesn’t mean there is nothing we can do. We can adapt, dedicate the time at hand to our families, whether in person or by video, and to ourselves.

One tip is: *try to do something new every day*, however big or small, as long as it contributes to your personal development. Any such day will bring progress and improvement and ultimately, generate accomplishments and satisfaction.

We will take care of your workplace post the COVID-19 period. Rest assured, it will be waiting there for you. In the meantime, dear colleagues, please take care of yourselves.

I wish you all the best of health, the best of spirits, and daily improvements. Be proud of yourselves, as much as I am proud of you.

Better days are around the corner, and the best is yet to come.

Looking forward to meet with you all again, and not by video.

Yours truly,

Oren Sapir



## AN INTERVIEW WITH ACTS AVIATION SECURITY CEO— DAMIEN FLYNN

How are you?

All things considered I am doing well and throughout ACTS we are keeping up morale, despite some very significant challenges. ACTS is coming to the end of a 3-4 week period of declining flight volumes, cuts in labor hours and uncertainty about the future. However, the volumes are flattening out, the government has begun to take steps necessary to address the crisis and there is greater clarity on the support available to our workers who have lost hours and to the company directly. We have had 4 ACTS employees test positive to the virus in the last 10 days and that is our primary concern right now.





“The dedication of our front line employees to get the job done, despite the uncertainty, has been really impressive.”

What message do you want to send to your employees and the wider ICTS Europe Group?

I am extremely proud of how ACTS employees and management have responded to this crisis, displaying great teamwork and professionalism while managing an ever-changing operational environment. While we have a number of people working from home, we also continue to have a couple of hundred ACTS employees working across most of our 31 locations – to ensure flights, cargo and airports are safe and secure. The dedication of our front line employees to get the job done, despite the uncertainty, has been really impressive. I have also communicated to our employees the strength of the ICTS Europe Group and our shared commitment to come through this crisis stronger than before. In this time of uncertainty, ACTS employees and ICTS Europe can be certain that ACTS is focused on our mission to be the most trusted aviation security company and that we remain a purpose-driven organization, committed to managing through these tough times sustainably and with the interests of all stakeholders in mind.

On a personal note, what have you learnt to appreciate during this forced change of routine?

At work I am consistently impressed with our front line hourly staff and this crisis has highlighted the ownership some of our most tenured staff members take for our operations. I appreciate the camaraderie of the ACTS leadership from the Executive Leadership Team of ACTS to our local Supervisors, as well as from my peers in Europe and Canada! While a professional frustration, personally I appreciate a period of not traveling – this is the longest I have gone without boarding a flight in 20 years. Evenings at home with my wife and two teenage sons, as well as getting to walk my labrador every night, are silver linings to this shutdown that I will enjoy while I can, before business resumes to the new normal.

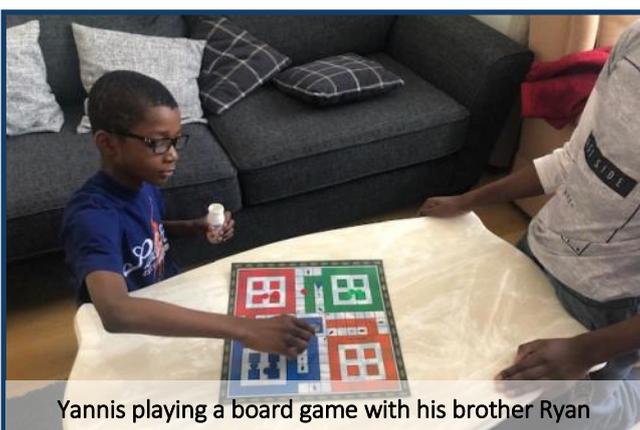
## Tip of the week

**Quarantine is an uncharted territory and we are here to help!**

**Every week we will be looking to tackle a different challenge by sharing your *survival* tips.**

**This week’s topic: HOW TO KEEP YOUR CHILDREN GOING IN A LOCKDOWN? SCREEN-FREE SUGGESTIONS ARE MOST WELCOME!**

Lots of families are familiar with the sight of their children being glued to their electronic devices, whether it is a mobile phone, laptop or television screen. But what can be done to get them off their electronic devices and to spend screen-free time or better said ‘quality family and/or sibling time’?



Yannis playing a board game with his brother Ryan

**Olivia Pambou, Bids & Marketing Manager, ICTS UK & Ireland,** shared a photo of her children playing a board game.

Board games are not only fun for kids but also fun to play with the entire family. Besides that, it is said that they are excellent learning tools as well; playing a game from start to finish helps children develop their concentration skills, which are essential for completing daily tasks and doing well in school.



Jayne's son proudly showing his street art—a true artist!

Dear Friends and Colleagues,

I never thought we would miss school so much! When asked to contribute to the screen-free ideas for the newsletter my first reaction was that I think our family isn't doing very well in this regard. We are an ICTS household where both parents are ICTS UK Managers and are currently working from home and we have come to the recent conclusion that not all screen time is created equal.

Our children use technology as part of their daily lives and part of their school time too so we have decided to use screen time to our advantage and to give 'everyone a break' from our usual rules. We understand that this may not be appropriate for everyone, especially depending on the age of your children, but at the moment it is working for us. Our 13yr old daughter and 9yr old son have been using their devices for fitness YouTube videos, to keep in touch with friends, to play against school friends on video games, to have music lessons, and to continue with street dance and martial arts sessions. Spotify, Netflix and YouTube have been used more than usual. My daughter is teaching us TikTok routines and searching for ideas on Pinterest on how to 'restyle' clothes as I write. My son has decided he wants to become a YouTuber by giving reviews on all things Pokémon!

We had each child make their own weekday timetable with the only instructions being that it had to include schoolwork, exercise, art, music, and making their own lunch. We've found that they have stuck to it more than we would have imagined – perhaps because they created it themselves.

Schools may be closed for months to come so I think we need to not peak too early! Parents – be kind to yourself too...who cares if they have more screen time if this is what keeps you all sane and keeps them in touch with friends through the lockdown.

I wish you and your families the best of health.

With best wishes

**Jayne Thorpe-Negbi**  
Business Assurance Manager  
ICTS UK & Ireland



**Laetitia Hang, Chief Quality & Security Officer—ICTS France** "My son Noah, aged 12, loves to play music. Besides playing music, we also took out the board games, jigsaw puzzles and lego sets for my children to play with."



**Björn Bakker, Operations Manager—DiagNose Netherlands B.V.**, encouraged his son, Boaz, 8 years of age to help with some maintenance tasks around the house. Besides the bench, the whole garden was also covered with paint including Boaz himself...



**Christoforos Profis, ICTS Trainer Pafos, ICTS Cyprus** has a few ideas to share with the ICTS community on how to spend time while quarantined - "The weather is getting warmer and we are taking advantage of the yards and balconies to be out of our houses. Our pets are a distraction from the gloom reality around us since Paphos right now is the epicentre of the Covid-19 in Cyprus. We adhere to all the measures and wait to see how this will unfold. Hope is still within us and everyone is determined to keep our spirits up.

Although Netflix and other platforms are serious contenders for our time and have the ability to 'transport' us to times and places beyond our reach no other medium can do this better than a book.

A book reader can live a thousand lives in the pages of books and these are some books that have helped me travel:

1. Nico Kazantzakis – **The Greek Passion** (it is gloom but the underlying message of the book is one of hope and perseverance)
2. Neil Gaiman - **Anansi Boys** (Extremely funny)
3. Douglas Adams – **Hitchhikers Guide to the Galaxy** (Classic)
4. Joseph Campbell – **Hero with a Thousand Faces**.
5. Petros Markaris (one of the best contemporary crime writers in Greece) – **Late-Night News/Zone Defense/Che Committed Suicide** (All three books have been translated to English, German, Italian, Spanish and French).

I am sure that following the instruction of local authorities we will make it through these difficult times unscathed and well."

## NEXT WEEK'S TOPIC IS:

### "HOW TO MAINTAIN THE WELFARE OF YOUR DOGS WHILST IN QUARANTINE".

A number of our dog-owning readers have suggested that we reach out to the wider ICTS community and ask our members to share their tips on this subject. So, we are inviting everyone to send us their tips, suggestions and of course – photos of their dogs!

Furthermore, **Linda Boeijen, Managing Director of Four Winds K9 in the Netherlands and Four Winds Diagnose K9 Solutions in the U.A.E.**, will share her tips and professional advice on how to care for your dogs during this challenging time. Linda also invites members of our community to send her their queries ([connect@ictseurope.com](mailto:connect@ictseurope.com)) and she will endeavour to get back to you with her advice.



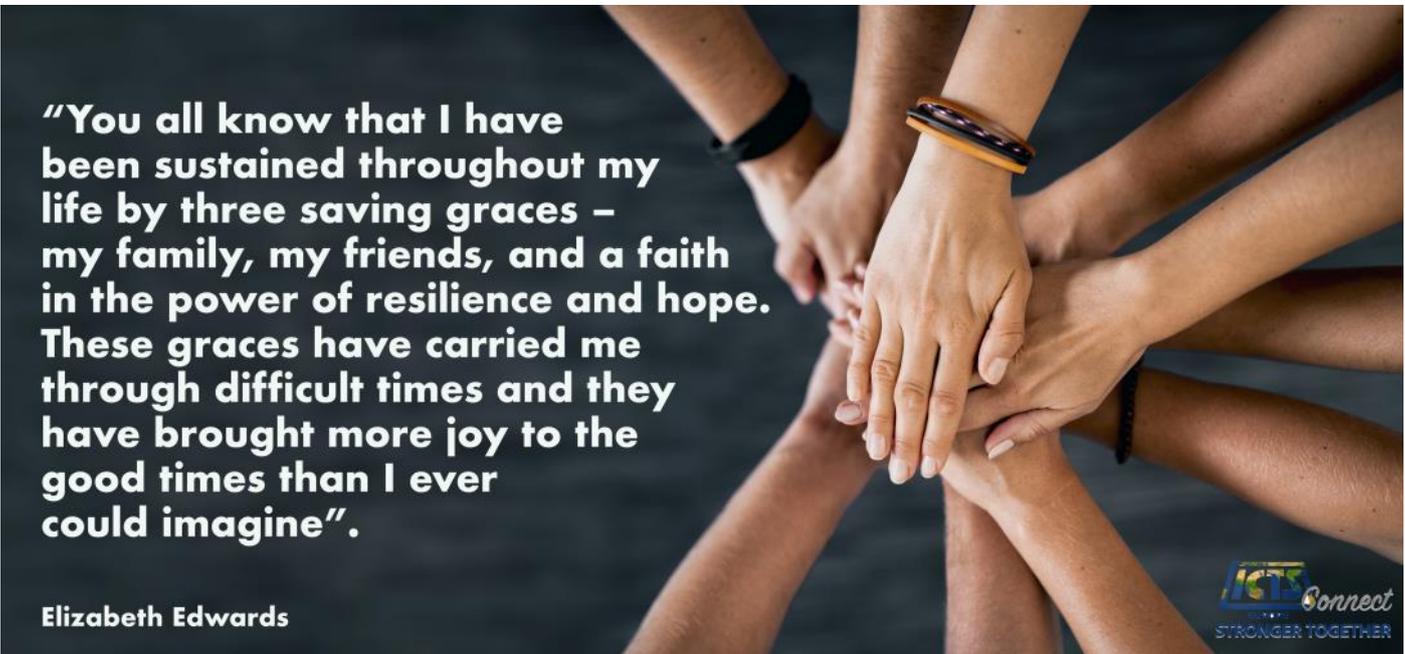
**Nikolaos Kolaitis, Quality Manager, ICTS Cyprus** has already raised to the challenge with some ideas of his own. He has shared a picture of his dog, Kylo - a 5-year-old dog born in a shelter.

Nikolaos says, "This is a good time to give our attention wholeheartedly to our pets. At least, this is what I do. Before we adopted him, Kylo spent all his life at the shelter, facing lots of anxiety and fear. Now, during the quarantine, it is a good time for home training (another kind of attention) and of course, lots of love."



## Quote of the week

Every week we will be looking to feature a quote of HOPE, RESILIENCE, and SOLIDARITY



Elizabeth Anania Edwards (July 3, 1949 – December 7, 2010) was an American attorney, a best-selling author and a health care activist. She was married to John Edwards, who was the 2004 United States Democratic vice-presidential nominee. She published two best-seller books: *Saving Graces: Finding Solace and Strength from Friends and Strangers*, and *Resilience: Reflections on the Burdens and Gifts of Facing Life's Adversities*. Her books focused on the ways in which various communities have helped her through the trials of her life, from her itinerant military childhood to the death of her son and her bout with breast cancer.

### NOTE FROM THE EDITORS:

We have created this bulletin because we care. In these uncertain times it is important more than ever before, that we stand united and reach out to one another. This is our weekly bulletin. Any thoughts, suggestions, contributions and feedback will be most welcome.



Roberta Puccinelli  
Sher—  
Communications  
Manager,  
ICTS UK & Ireland



Sacha Miettinen—  
Project Assistant,  
ICTS Europe/CTSN  
Group



Efrat Thomas—  
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