



A MESSAGE FROM ICTS EUROPE PRESIDENT & CEO— OREN SAPIR

Dear Colleagues,

2020 is about to end, and what a hugely challenging year it's been! A year in which we have all faced a formidable invisible enemy, something that has undoubtedly changed our lives for many years to come.

Firstly, and most importantly, I do hope that each and every one of you has managed to stay safe, and that you remain in good health and cheer. For those of you who have, unfortunately, been directly affected by the virus, I hope you have recovered your strength and are feeling much better by now. Our health is crucially important, after all - as it is with the health of our business. ICTS is an important part of all our lives, and it is only sensible that we look after the health and condition of the company in order to ensure that it lives on for many years to come.

Like many other companies operating within the aviation sector, I have to say we were certainly not immune to the immediate impacts of the virus. We were initially hit hard, just like so many others. However, what I can also say is that following an intensive period of concerted action, we progressed to the stage of living with the virus (something we still do), and I am very pleased to report that we are on the path to fully recover in 2021.

After a complicated couple of months directly following the outbreak, we have - and when I say 'we', I mean each and every one of us - managed to stabilize the company, improve where we could, save where we had to, and even develop initiatives in new and relevant areas. This has not only helped us to survive those dark difficult months, but it has also laid fresh foundations for future opportunities and prospects.

We have ventured into areas we were not particularly familiar with such as Covid tests, Vital signs detection, contactless technologies, and more. We have done this, secure in the knowledge that out of times of great threat and danger, comes opportunities to improve and innovate. Indeed, in thinking out of the box, and being prepared to move far from our comfort zones, we are in a better position to seize those opportunities that arrive with change.

The present health crisis is, of course, not over yet. However, as a company we have managed to survive the most critical period and come out of it healthy. There is not one single doubt in my mind that we are in this positive position of health thanks to you. As ever, the dedication, determination, team spirit, trust and love for the company is evident in abundance. I say this with all my sincerity - you are the single biggest asset of the company, and the biggest Christmas present ICTS gets every year.

I would like to take this moment to send you all my very best wishes for health and happiness to come. It is amazing what we can achieve together, even when all might seem perilous and impossible.

Merry heartfelt Christmas wishes to you all.

Oren Sapir





CEDRIC BUNEL—CHIEF FINANCE OFFICER, ICTS EUROPE

“2020 has been a very challenging year. Our businesses have been shaken by the most violent storm we have ever experienced. The crisis is not fully behind us, but we can see a piece of blue sky ahead that will grow bigger in the months to come.

Thank you all for your efforts, commitment and loyalty to the Group. Season's greetings and I wish you all a safe and peaceful Christmas and New Year! I look forward with hope to ICTS’ new ventures in 2021”



DANILO VANOI—EXECUTIVE VICE PRESIDENT CENTRAL EUROPE AND SCANDINAVIA, ICTS EUROPE

Dear Friends,

All things must end! This is also true for the year 2020, and that sounds like good news to us! During this last year, things that were so easy and normal, have become difficult and extraordinary: meeting friends, visiting family members who live abroad, attending conferences, going to concerts and sport events. All these things have been restricted or are now even impossible.

However, at the end of a storm, there is a golden sky, which will be filled with aircraft that need our services, clients requiring our expertise, and technology that is needed in many places.

To you all, I wish you a Merry Christmas and all the best in the New Year - may it be a fantastic one.





GADI SHAMNI—EXECUTIVE VICE PRESIDENT NORTH AMERICA, ICTS EUROPE

Dear friends, precious ICTS family,

2020 was of course a huge challenge that proved it's not simply the load that breaks you, rather, it's the way that you carry it.

Seeing the ways our people - management and employees, alike - have coped with the unprecedented challenges, has given me great confidence that we can, and will, come out of this crisis stronger. And the brilliant light we bring, through our initiatives and resolve, will surely overcome 2020's shadows, leaving them retreating behind us.

Wishing you all a happy and successful new year.



MOSHE TSABARI—EXECUTIVE VICE PRESIDENT PRODUCT DEVELOPMENT, ICTS EUROPE

This year will forever be remembered for the Covid-19 pandemic and the subsequent global crisis. It has been an exceptionally challenging emergency that has impacted all of us, both on a community and individual basis.

As soon as the pandemic broke, we came together to directly address the emerging crisis. Following careful analysis of the situation, we worked tirelessly to develop professional solutions against the backdrop of the virus and the tough financial hits our clients – in particular within the air transport industry – endured due to Covid-19.

With an increasing number of countries starting to roll out the vaccine, the industry has gradually begun to regain ground. Yet, to successfully emerge from the pandemic, we must be vigilant, uphold the values we stand for, work together to achieve our long-term vision, and never stop innovating, to ensure we maintain our position as industry leaders.

More than anything, we continue to value the trust that employees have shown in our company, and managers have shown in their outstanding employees

Working as a coherent group, we shall succeed!

I wish everyone a Happy Holiday. Keep healthy and keep safe.





RONEN REMETZ—EXECUTIVE VICE PRESIDENT GLOBAL AVIATION, ICTS EUROPE

As 2020 winds down, I hope you all stay healthy and safe and look after yourselves, your families and friends.

This has been a year like no other, but I think we should all look to the future with confidence. ICTS is resilient, creative and able to meet and overcome challenges. We have demonstrated this over the past months, and we will continue to do so with determination going forward.

More than 20 years ago, ICTS adopted the phrase “rising to meet tomorrow’s challenges” as one of our mottos, and never has it been more fitting. So let’s “rise” and “meet the challenge”.

All the best for a Happy and better New Year 2021.



SHAI MEIRAV—EXECUTIVE VICE PRESIDENT GENERAL SECURITY, ICTS EUROPE

As we approach the end of this extraordinary year, I wanted to thank all the extraordinary ICTS people who worked so hard to get through the challenges of 2020.

This will be my 26th Christmas with the ICTS family and I have never been prouder. The way we were this year - selfless, tireless, resourceful – makes us stronger than we’ve ever been. I wish us all good year-end festivities with our families and friends, with as much closeness as prudence will allow.

Stay safe and healthy, keep smiling and I look forward to seeing you all, in person, next year.



UDI BECHOR—EXECUTIVE VICE PRESIDENT BUSINESS DEVELOPMENT & DIAGNOSE, ICTS EUROPE

This holiday season is unlike any other - rounding off a year unlike any other!

Throughout this season, and as we move into a new (and hopefully better) year, we wish you all moments of peace amid the difficulties, connections with your family and friends even if they can’t be there in person, the warmth of memories from holidays past, and wonderful glimpses of the joy that lives on beneath the surface.





BOAZ DERHY—VICE PRESIDENT CORPORATE GENERAL SECURITY, ICTS EUROPE

Dear Colleagues,

It is the time to thank all of you for your hard work, support and bravery in overcoming the difficulties and challenges the ICTS Europe Group faced in 2020. Your cooperation at all levels is very much appreciated!

I look forward to continuing our common efforts to recover and fulfil our hopes and vision for 2021.

Season's Greetings and best wishes for a safe and healthy 2021 to you and your families.



SHAIKE ROZANSKI—VICE PRESIDENT COMPLIANCE, ICTS EUROPE

What's in a word? This year has seen so many seismic events that Oxford Dictionaries has expanded its "word of the year" to encompass several "words of an unprecedented year" to reflect the "ethos, mood, or preoccupations" of the past 12 months: Pandemic, Coronavirus, Covid-19, Immunity, Zoom, Lockdown, and more. Dictionary.com's People's Choice for 2020 is "Unprecedented".

Among all these important words of the year, we like the resonance of "Resilience" the most; for the rest we'll go for the old and proven: "Compliance" - PQCT wishes all our colleagues of ICTS Europe, and to their families, health, hope, and happiness. And this: Resilience.



HARIS POPAJA—REGIONAL DIRECTOR, SCANDINAVIA & ICELAND, ICTS EUROPE

Dear Colleagues,

Wishing you and your loved ones a Happy Holiday and New Year.

I hope your holidays are filled with joy. I wish you a healthy, happy and successful New Year.

Stay safe.





DAMIEN FLYNN—GENERAL MANAGER, ACTS

As we enter the Holiday Season, ACTS is reflecting on the challenges of 2020, while looking to 2021 with optimism. Flight activity has steadily risen and we are hopeful this will continue, and accelerate, as the vaccine is rolled out. Even in the downturn we have continued to add new business and strengthen relationships with our key customers, building trust through shared experience of challenges.

I am extremely proud of the professionalism and teamwork displayed by all ACTS management and employees over 2020, which has positioned the company for success in 2021. We regrettably had to bid farewell to many employees in 2020 – we thank them for all their contributions and wish them all the best in their next career moves.

Most of all this year, our thoughts are with the people who have been directly impacted by COVID-19 – loss of loved ones, prolonged illness and job losses or change.

I would like to wish everyone across the ICTS Europe Group Happy Holidays and the very best for a happy, safe and healthy 2021!



DEAN LOVRIC—PRESIDENT & CEO, A.S.P. SECURITY SERVICES

As another Holiday Season approaches us, our A.S.P. Security Services family would like to take this opportunity to wish ICTS and their loved ones all the best during this holiday season with much health and happiness in the year ahead.



ADAN MORIK—GENERAL MANAGER, CTSN GROUP

Looking back at the past year, I am proud to say that CTSN marked the beginning of a new era with the win of the contract at Schiphol Airport. I am proud of the entire team who have made this possible. The cumulative effort of many people demonstrates true dedication and teamwork! I look forward to carrying this team spirit and the power of the CTSN family into 2021.

Wishing you a healthy, happy, and prosperous 2021. Warm season's greetings from CTSN.





LINDA BOEIJEN—GENERAL MANAGER, DIAGNOSE NETHERLANDS

2020 was a difficult year, but personally I feel blessed that my family, friends and loved ones have remained healthy. Dealing with any crisis is hard, challenging, frustrating and stressful, but the Covid crisis gave another dimension to this. This crisis touched the heart of our organization, affected our private lives and there is hardly anyone in this world who didn't have to deal with it, one way or another....



I am very proud on our teams who continued their work and who understood the difficult situation we were in. They remained loyal, helpful and understanding and tried to think 'outside the box' to make the best of it. It is amazing to work in a company with such dedicated people. That's why I strongly believe that; yes, the Covid crisis pulled us backwards, but it is going to launch us into something great!

I wish you all happy holidays with the most important thing in your lives: your loved ones. Let's look forward to 2021, when we will grow stronger!



L-R: Guy Peters and Eddy Schauvaerts, Managing Director, ICTS Belgium

GUY PETERS—OPERATIONAL DIRECTOR, ICTS BELGIUM

2020 will definitely go down as a year to remember. Not only for the pandemic, but also for the resilience and resolve our colleagues have shown in the face of great uncertainty - remaining steadfast and maintaining morale from one lockdown to another.

Change is, of course, inevitable, but here at ICTS Belgium we embrace it as we work to become better than before. The arrival of a vaccine, which passes through our ICTS checkpoints every day, provides much needed promise for the future. It brings hope for growth and prosperity both at a company and individual level.

Take good care of yourselves, colleagues and ICTS family.



ERIK JUST—GENERAL MANAGER, ICTS CZECH

Only skilled, confident and positive people make a difference. These are characteristics of ICTS people.

I have no doubt that the ICTS family will come out of this crisis stronger than ever before.

2021 will bring new beginnings for ICTS and for the entire world.





NIKO PAPATRECHAS—GENERAL MANAGER, ICTS DEUTSCHLAND

For all of us, the year 2020 was certainly - both professionally and personally - an unforeseen, and in many ways also a stressful challenge. I would like to express my deepest thanks to my entire team in Germany, who has continuously demonstrated flexibility and professionalism under extremely difficult conditions.

Further, I do hope that we will celebrate many more long service anniversaries together. This year marked 30 years' service of Marina Casado Criado based in Frankfurt Airport and 25 years' service of Dagmar Berchtold and Juliana Uen based in Stuttgart Airport.

ICTS Deutschland wishes all ICTS families worldwide a blessed holiday season and above all, a healthy New Year 2021.



JEAN-BAPTISTE THELOT—EXECUTIVE VICE PRESIDENT ICTS EUROPE & GENERAL MANAGER, ICTS FRANCE

Passengers are back in Terminal 2E (photo's taken on 10th Dec.)! Even if the closing of most of Paris Charles de Gaulle's Airport's other terminals contributed to this "crowd", these are the first signs of recovery of air traffic. Let's hope for crowds of passengers in airports for 2021.



CHRISTOS MANIATOPOULOS—CHIEF EXECUTIVE OFFICER, ICTS HELLAS

2020 has been a difficult year...However, it has also taught us resilience and how to become stronger and more innovative.

2021 will actually be the real challenge for ICTS. It will offer an opportunity for us to put into practice all these lessons learnt. It will also allow us to reflect on the importance of human interaction and our impact on the environment.

2021 should also be a year of remembrance of all the people who have suffered at the hands of the pandemic. We take pride in the efforts of our Key Workers and are deeply grateful to them.

From all of us here in ICTS Hellas: the warmest wishes for 2021 and the years to come!





ANDY KYNOCH—MANAGING DIRECTOR, ICTS UK & IRELAND

On behalf of the UK and Ireland team, I would like to wish everyone across the ICTS network a very Merry Christmas and a wonderful New Year.

2020 has certainly been our *Annus Horribilis* but what has been clear to me, is that the company has maintained its strength, unity and commitment not only to our customers but our ICTS family too.

Unity is getting us through this and we all look forward to a brighter 2021 when in 12 months' time we can hopefully look back and call it our *Annus Mirabilis*.

Take care, stay safe.



MANUEL JOAO—GENERAL MANAGER, ICTS PORTUGAL

Dear All,

2020 will be always remembered as a very challenging year, during which our lives and businesses were impacted as never before. Despite all of this, we have shown resilience and courage, we have continued to work hard and as a team. I am pleased to say that we have won a key customer in Portugal: TAP Air Portugal.

Let us feel proud of what we have achieved and take some time to enjoy the holiday season. I wish you a Merry Christmas and best wishes for a prosperous New Year on behalf of ICTS Portugal! Looking forward to a successful year for the entire ICTS team.



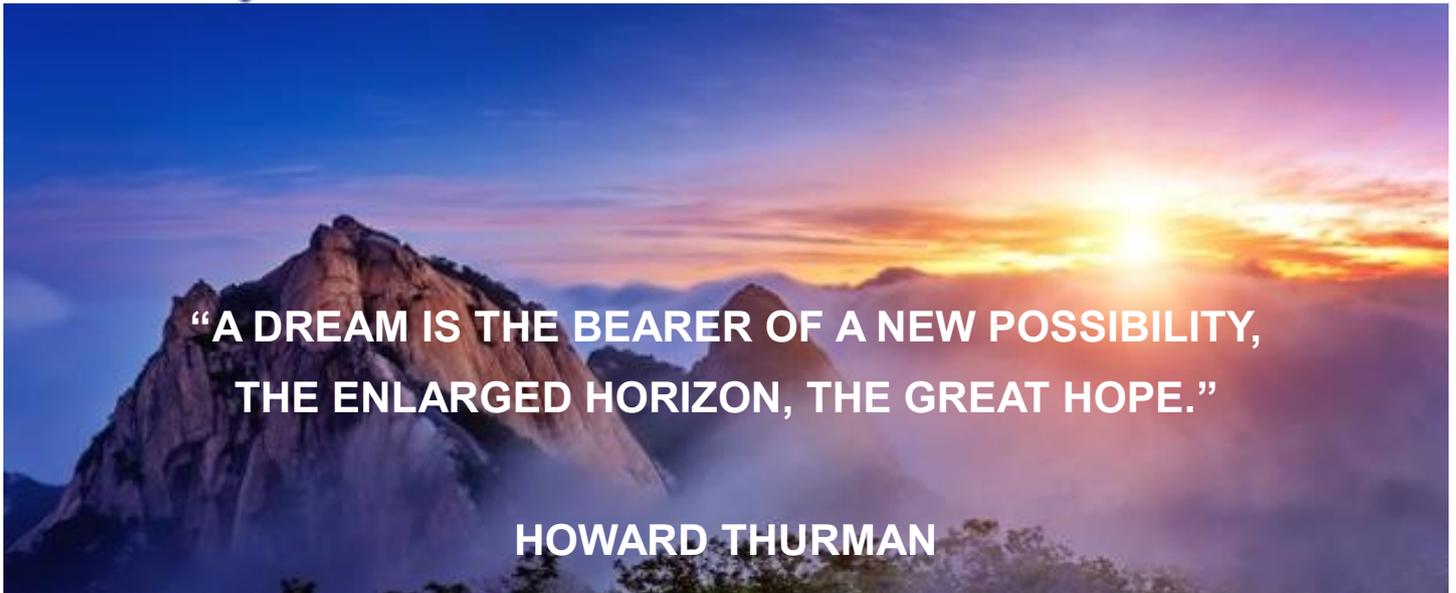
GEORGINA INCHAUSTI—BARCELONA AIRPORT MANAGER, ICTS HISPANIA

Not even in our worst nightmares had we dreamt of a year like 2020 ... a year in which we ended up guarding a Christmas tree in the port of Barcelona whilst thinking about guarding all those planes that will land in 2021 ... stay safe and healthy to welcome 2021!!!!





Quote of the week



**“A DREAM IS THE BEARER OF A NEW POSSIBILITY,
THE ENLARGED HORIZON, THE GREAT HOPE.”**

HOWARD THURMAN

Howard Washington Thurman was an African-American author, philosopher, theologian, educator, and civil rights leader. As a prominent religious figure, he played a leading role in many social justice movements and organizations of the twentieth century.



SOME FESTIVE CHEER



NOTE FROM THE EDITORS:

Our thoughts are with our colleagues and their families who have lost loved ones, and we wish all who have contracted Covid-19 a speedy recovery.

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. We would like to thank you for your contributions and support.

Look after yourselves, be kind to others and remember that you are not alone in this crisis. Best wishes for 2021.



Roberta Puccinelli Sher—
Communications
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