



Q2 2023 NEWSLETTER

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MESSAGE FROM THE CEO

INTERNATIONAL SECURITY OFFICERS DAY 24/7

Dear ICTS Family,

Today, on International Security Officer Day, I wanted to take a moment to express my deepest appreciation and gratitude to each and every one of you. It is with immense pride that I stand before you as the CEO of this special company in which I started my journey just like many of you – as a security agent in Frankfurt more than 30 years ago. I have never forgotten those days and they continue to shape my perspective and fuel my commitment to you and our shared mission.

As we go about our daily tasks, safeguarding lives and ensuring the security and well-being of our clients and the clients of our clients, it is important to reflect on the profound impact each of you has on the world. At the heart of it all, we must remember that one life represents an entire universe. The work we do together, day in and day out, has the power to make a difference and to protect what matters most.

I want to commend all of you for the dedication, professionalism, and deep commitment you demonstrate. Your tireless efforts, combined with your investment in honing your skills and knowledge, are what truly set our company apart. Our reputation for delivering quality service is built on the foundation of your expertise, your passion, and your genuine desire to keep people safe.

But it is not just your skills that make us unique; it is the spirit you create within our company. We are not merely colleagues; we are a family. As such we should support one another, celebrate each other's successes, and lift each other up during challenging times. The sense of camaraderie and the bonds we have formed are the bedrock of our company culture, and they are what makes our workplace a truly special environment.

Today, I want to personally thank you for your extraordinary contributions. Your commitment to excellence and your pursuit of our collective mission is ICTS' biggest asset. Your professionalism, attention to detail, and willingness to go above and beyond are what will keep us successful. Please know that I see you, I appreciate you, and I am immensely grateful for your dedication.

Thank you, from the bottom of my heart, for being an integral part of our exceptional team. Together, we will continue to make ICTS a proud family and the world a safer place.

With heartfelt gratitude,

Oren Sapir
CEO
ICTS Europe



NEW CONTRACTS & ACTIVITIES

RECORD BREAKING Q2 WITH THE SURGE OF SEASONAL FLIGHTS

The recent surge of seasonal flights has sparked remarkable growth in business activity within our Aviation Divisions across the ICTS Europe Group.

“Airlines have been working towards fully restoring their networks post-pandemic, and as a result, we are anticipating the busiest summer ever. Our teams are committed to providing services of the highest standard to meet the increased demand. We understand the importance of ensuring a smooth and enjoyable travel experience for passengers during this peak season and we are focused on providing top service to our clients”, said Ronen Remetz, Executive Vice President, of ICTS Europe.

A snapshot of recent activity:

Delta Air Lines introduced new routes from Dusseldorf, Stuttgart, Berlin, Geneva, and London Gatwick Airports. An additional flight was added from Reykjavik to Detroit, a new daily seasonal flight was inaugurated from Edinburgh to Atlanta, and seasonal activities resumed at Athens, Copenhagen, Prague, Stockholm Arlanda, Venice, Lisbon, and Nice Airports as well as the big hubs. Our ICTS services are supported by the APM FLEX pre-screening method that has been recently introduced for Delta at several European locations.

We welcomed new seasonal flights for **United Airlines** at Rome, Shannon, Barcelona, Berlin, and Stockholm Arlanda Airports, and had the pleasure to welcome United back to Porto, Ponta Delgada, Reykjavik, Palma de Mallorca, Naples, Nice, and Venice Airports, as well as securing an increased number of flights from other locations.

American Airlines introduced an additional circa 3,000 seasonal flights just in Europe to their yearly flight schedule and announced flight changes to a year-round service from Dublin to Dallas Fort Worth and from Lisbon to Philadelphia.

Air Canada also resumed their transatlantic services with seasonal flights from Athens, Barcelona, Dublin, Edinburgh, Lisbon, and Venice Airports.

All our other valuable airline clients have also either resumed or introduced new flights to their summer schedules.

“On behalf of the ICTS Europe Group, I take this opportunity to wish our clients a very successful season.

I would also like to thank my ICTS colleagues across the Group who have worked hard putting plans in place in support of what will be a great summer for Aviation”, added Ronen Remetz.



ICTS IRELAND WINS HBS CONTRACT AT T1 AND T2, DUBLIN AIRPORT

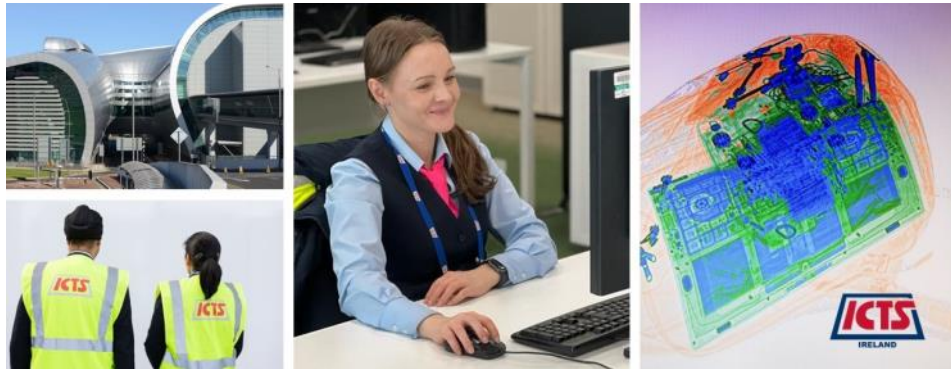
The daa Group, which manages Dublin Airport, has awarded ICTS Ireland the contract for the provision of Hold Baggage Screening (HBS) services at Dublin Airport's Terminals 1 and 2.

“We have had the privilege of working for Dublin Airport since 2003 and are delighted to be given the opportunity to continue delivering a first class HBS service at Terminal 1 and from Autumn 2023 also, Terminal 2.

“It is an exciting time for us in Dublin as the airport gets ready for the busy summer season. We are fully committed to playing our part in supporting daa with their improvement plan for Dublin Airport passengers” said Fiona McElroy, Divisional Director – ICTS Ireland.

This summer, 44 airlines will fly from Dublin Airport to some 190 destinations in 39 countries. More than 1.5 million extra seats have been added across the airport's route network, which is 6% higher than last summer.

Alan Dutt, Executive Director – Aviation, ICTS UK & Ireland said, **“We take this opportunity to thank the daa Group for once again putting their trust in ICTS. We look forward to a continued strong and successful collaboration.”**



ACTS SELECTED SECURITY PROVIDER TO MEMPHIS INTERNATIONAL AIRPORT

ACTS Airport Services, Inc., ICTS Europe's subsidiary in the US, has partnered with the City of Memphis as the selected security provider for Memphis International Airport (MEM).

As of May 1, 2023, ACTS officially became MEM's partner in delivering customer service, vehicle gate checkpoints and gate guarding, access control and inspections of vehicles and personnel. ACTS is also responsible for staffing the exit lanes to control access from sterile areas to public areas and conducting perimeter patrols.

The ACTS Team has put in a lot of effort to ensure a smooth transition from the incumbent supplier. Sam Juchtmann, Chief Operating Officer ACTS Airport Services, is excited about working with MEM and supporting the evolving needs of the airport. To assist the contract implementation at MEM, ACTS has welcomed an additional 50 security guards, as well as 5 supervisors and 2 managers.



Overall, this partnership between ACTS Airport Services, Inc. and Memphis International Airport (MEM) represents a commitment to enhancing safety and security at Memphis Airport and providing excellent customer service to the travellers and staff.

This start-up is the 6th airport security contract ACTS Airport Services has been awarded since December 2019 and is consistent with ACTS' strategy to continue expanding our Airport Services business.

ACTS EXTENDS PARTNERSHIP WITH THE CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT AUTHORITY

ACTS Airport Services is proud to share our extended partnership with the Charlotte Douglas International Airport Authority (CLT) as the selected security services provider. This award is in addition to our current partnership with CLT to provide Traffic Management Services, since 2021.

Start-up commenced June 1, 2023 with the ACTS Airport Services support and transition team with Chief Operating Officer, Sam Juchtman leading the way with our Compliance team, human resources and experienced managers from other ACTS airport operations on site. ACTS' unique and comprehensive approach to start-ups ensures smooth operational transition and embeds the ACTS security and compliance culture in our new operations from day one.

With this new service offering to CLT, ACTS will provide security of exit lanes, access control, and loading dock inspections. ACTS is committed to providing a best-in class service by not being just another vendor, but a *vested* partner. This start-up is the 7th airport security contract ACTS Airport Services has been awarded since December 2019.

ICTS FRANCE EXPANDS PRESENCE AND SERVICES AT PARIS ORLY AIRPORT

ICTS France is delighted to add two new airline clients to its portfolio, Eastern Airways, and Azul Aereas Brasileiras S.A.

Since 14 April 2023, ICTS France has been responsible for the provision of travel document verification services to Eastern Airways flights from Paris Orly to the UK. This was soon followed by the signing of a new contract with Azul Aereas Brasileiras at Orly Airport.

As of 27 June 2023, ICTS teams will be responsible for securing Azul's daily flights to Viracopos International Airport in São Paulo, Brazil.

“We welcome both airlines to our client base and value the opportunity to work with them. We look forward to supporting their respective business strategies”, said Sofiane Jouini, ICTS France Director at Paris Orly Airport.

ICTS France already provides services to Air France, French Bee, Blue Bird, Transavia France, Vueling Airlines, Pegasus Airlines, and La Compagnie at Paris Orly Airport.

ICTS FRANCE STARTS NEW SECURITY CONTRACT AT LYON AIRPORT

Lyon-Saint-Exupéry Airport, has awarded ICTS France its security services contract. ICTS France has been entrusted with the crucial task of delivering security services at the airport, encompassing Hold Baggage Screening, vehicle searches, and airport staff searches. Commencing on 1 June 2023, the contract launch has proven to be a success. To support our expanded team, a dedicated office has been set up at the airport.

ICTS France is currently operational at 11 airports across France, including Lyon-Saint Exupéry Airport which is France's fourth busiest airport in terms of passenger numbers (over 8.5 million in 2022).



ICTS IN CYPRUS IS AWARDED NEW SERVICE BY HERMES AIRPORTS

Following 13 years of ongoing successful collaboration with Hermes Airport securing both Larnaca and Paphos Airports, ICTS Cyprus is proud to have been awarded an additional contract, this time for the provision of car park security services at Paphos Airport. The ICTS Team will manage traffic, and secure the parking facilities in accordance with Hermes' access policy and public parking terms and conditions. The contract started successfully on 1 April 2023.



The General Manager of ICTS Cyprus, Panagiotis Fistedis, commented: **“I am delighted with this new contract. Over the years we have built a solid partnership with Hermes Airports, achieving 100% compliance and exceeding AvSec industry and EU regulatory security standards. Operational excellence and the dedication of our teams is what has enabled us to expand our business.”**



ICTS ITALY PROVIDES SERVICES TO GLOBAL LOGISTICS LEADER, DHL AT PISA

On 1 June 2023, ICTS Italy started to provide cargo x-ray screening services to DHL at Pisa International Airport (PSA). ICTS Italy has been working with DHL since September 2020 when DHL opened a new facility near Milan Malpensa Airport. Since then, ICTS' service provision has expanded to include Rome in December 2022 and now, Pisa.

“The smooth operational start at Pisa Airport for DHL demonstrates just how familiar and experienced our teams are with DHL and its processes. We are delighted to support DHL's growing business”, said Monica Salomoni, Operations Manager, ICTS Italy.

ICTS as a Group provides cargo screening services to DHL at various locations in Spain, the UK, and Italy.

SNIFFER DOGS PROVIDE ADDITIONAL LAYER OF SECURITY AT THE 2023 SPANISH GRAND PRIX

DHL, Formula 1's official partner, entrusted ICTS Spain's Canine Division with the provision of search dogs at the Formula 1 Grand Prix on 4 June in Barcelona.

“I am honoured that ICTS was chosen by DHL for such a high-profile event. Our dog teams were recognised for their efficiency and swiftness in conducting the security sweep prior to the start of the racing”, said Mr. Xavi Noriega, ICTS coordinator of the K9 Unit, ICTS Spain.



ICTS Spain's Canine Division was established in 2016 and since then, it has built an impressive portfolio of both Cargo (Aviation) and Maritime Clients, which include WFS, UPS, DHL, and Creuers del Port de Barcelona, to name but a few.

Jose Espinosa, Security Manager, ICTS Spain added, **“All of our Handlers and their dogs were recently certified by AESA. I take this opportunity to congratulate them for achieving this top certification.”**

NEW CONTRACT FOR ICTS ITALY IN ROME

Norse Atlantic Airways expanded its international presence with the launch of a new route from New York (JFK) Airport to Rome Fiumicino (FCO) Airport. The inauguration of this flight took place on 19 June 2023.

Norse Atlantic Airways is a new airline that offers affordable fares on long-haul flights, primarily between Europe and the United States. The company was founded in March 2021.

ICTS Italy is delighted to welcome Norse Atlantic to Rome and to be appointed as their preferred security provider. **“It is exciting to start working with such a new company and to be part of their business growth. We wish them well and look forward to supporting the airline with their daily flight from Rome”**, said Monica Salomoni, Operations Manager, ICTS Italy.



NEW CONTRACT FOR ICTS FRANCE

ICTS France was successful in winning the tender for the provision of catering security services for JetBlue Airways at Paris Charles de Gaulle Airport's Newrest catering facility. Our Team secures the airlines' US-bound flights, in accordance with JetBlue Airways' security requirements, and in compliance with local and US regulations. This new contract commenced successfully on 30 June 2023.

“We are delighted to have been selected as JetBlue Airways' preferred security provider. As a Group, ICTS Europe has worked for JetBlue at a number of locations around Europe and we look forward to establishing a successful business relationship here in Paris too”, said Amir Weisblat, Commercial Director of ICTS France.

ICTS CYPRUS CELEBRATED AND SUPPORTED THE 50TH ANNIVERSARY OF THE CYPRUS PORTS AUTHORITY

On 22 June 2023 the Cyprus Ports Authority (CPA) marked its 50th anniversary with a celebratory concert at the Old Limassol Port.

ICTS Cyprus had the pleasure of supporting the happy event by providing a team of security personnel and a Canine Security team. Together, they oversaw the smooth running of the event which attracted over 5,000 people.

“The presence of our Teams played a crucial role in maintaining safety and order throughout the celebration. The President of the CPA and the Head of the Presidential Guard thanked ICTS for its professionalism, cooperation, and support, from the beginning and duration of the concert. We wish the CPA another 50 years' and more of success!”, said Panagiotis Fistedis, Managing Director of ICTS Cyprus.

ICTS Cyprus has been providing security services to the Cyprus Ports Authority since 2020.

ICTS Europe as a Group has been responsible for the provision of security services to ESA's headquarters and operational sites in 7 countries in Europe for over a decade.



GLOBAL DATA CENTRE GIANT CHOOSES ICTS IRELAND

Our Data Centre Security Division has welcomed a global Data Centre client to its Irish portfolio. Since April 2023, our ICTS Ireland team is responsible for the provision of security guarding services at 18 locations to the north and south of Dublin.

Fiona McElroy, Divisional Director – ICTS Ireland said, **“We are honoured and thrilled to have been selected as the security provider for this highly advanced and critical data centre. This contract is a testament to our team's expertise and dedication to providing the highest level of security for our clients' most valuable assets.”** As a Group, ICTS secures 46 locations across 4 countries for this Data Centre giant. With the commencement of this new contract in Ireland, ICTS welcomes 225 new employees to our ICTS Ireland team.

Jo Johnson, HR Business Partner Projects – ICTS UK & Ireland wrote, **“The mobilisation phase was complex but a great success overall. This was down to experience, sheer hard work and the ‘can-do’ approach of our teams. Colleagues from across multiples areas of the business have been working in Dublin since 14 March 2023 and are still providing support today, ensuring the smooth transition of the service provision to ICTS Ireland.**

Our HR and Compliance Department flew teams out each week to conduct engagement meetings, collect ID documents, offer support and answer questions from the staff who transferred across to us. Our H&S teams have been carrying out risk assessments and vital checks on all sites and this will continue for a few more weeks. Payroll has worked tirelessly, ensuring that all staff are paid correctly and on time. It really has been all hands on deck, and a tremendous team effort. A big thank you goes to all the Support Teams.”

“A special mention also goes to our operational teams from Ireland, the UK and the wider ICTS Europe Group. Their contribution has been greatly appreciated and instrumental to the success of the contract”, added Fiona McElroy.

NEW PARTNERSHIP WITH GAMA AVIATION

ICTS UK & Ireland has formed a new partnership with Gama Aviation – a global aviation organisation.

“We are delighted to have made a formal agreement with them to provide staff for their VIP passenger, hold baggage and inflight supplies screening at their Glasgow facility. Having already provided security training for Gama in Glasgow and Aberdeen it was the natural next step for us. This has allowed ICTS to expand their footprint on the Glasgow Airport campus as we look to expand our portfolio of aviation clients in the area” writes Calum Willins, Aviation Security Compliance Manager— Glasgow Airport.

ICTS SECURES THE REOPENING OF THE EUROPEAN SPACE AGENCY'S HISTORIC HEADQUARTERS

We congratulate the European Space Agency (ESA) on the grand opening of their renovated and expanded premises in the heart of Paris. CESG, a subsidiary of ICTS France specializing in the provision of corporate security services, had the honor to secure the unveiling of ESA's headquarters on 11 April 2023.

“The event was a great success and ESA's new state-of-the-art site has been meticulously restored. Since the beginning of our partnership, 15 years ago, we have been privileged to work at ESA's two Parisian sites. We wish ESA all the best in their new premises”, said Christophe Pedron, Operational Director, CESG.

ICTS Europe as a Group has been responsible for the provision of security services to ESA's headquarters and operational sites in 7 countries in Europe for over a decade.



CSR ACTIVITIES



ICTS DEUTSCHLAND SCORES GOALS FOR A GOOD CAUSE

On 3 June 2023, ICTS Deutschland participated in the FraPort Airport Cup Charity Football Tournament.

This yearly event is organized and hosted by FraPort, owner of Frankfurt Airport. The ICTS Deutschland football team was made up of our passenger screening personnel.

“It was a fun day with a great atmosphere and good weather for football. Although we didn’t make it to the final, we are glad that we were able to support this charity tournament. Besides the good cause, it is also a great social and team building event which brought together all the organisations which work at Frankfurt Airport”, said Hamid Kahloon, Business Development Manager Airport Security, ICTS Deutschland.

ICTS Deutschland has been operational at Frankfurt Airport since 1992.

TREES PLANTED FOR EARTH DAY

ICTS UK & Ireland has made a donation to the National Trust’s Plant a Tree fund which will see the planting of 23 trees to mark Earth Day (22 April).

Earth Day is a global annual event that is celebrated on April 22nd each year to demonstrate support for environmental protection. The event serves as a reminder of the importance of environmental conservation and encourages people and companies to take actions to protect and preserve the Earth.



FAMILY FUN AT LONDON HEATHROW AIRPORT

In a remarkable display of camaraderie and community spirit, Heathrow Airport staff, business partners and their families came together in record numbers for the highly anticipated Annual Family Day event held on Saturday 17 June 2023 at the Virgin Hanger.

The event aimed to foster a sense of unity and appreciation for the employees and their families. It provided an opportunity for everyone to unwind, bond, and create cherished memories outside the workplace ahead of the busy summer season.



Joe Bernasconi, ICTS Station Manager at London Heathrow Airport said, **“Thank you to Heathrow Airport for arranging such a great day. ICTS was responsible for the provision of security services on the run-up and duration of the event. However, many of our Teams were also in attendance with their families enjoying a lovely day out.”**

ICTS JOINS THE CELEBRATIONS OF KING CHARLES AT FRANKFURT

In honour of King Charles III’s Coronation and Official Birthday, the British Consulate in Frankfurt invited dignitaries and organisations to a celebratory event on 27 June 2023. Our Operations Manager - ICTS Deutschland, Mesut Mujedini, was in attendance, representing the ICTS Europe Group.

“I was delighted and very honoured to have been invited to such a special event”, said Mesut Mujedini. **“It was a great opportunity to meet many people, including members of the diplomatic community - the Consuls General of Bosnia, Herzegovina, and Montenegro, and Government representatives. It was pleasing to hear that many of the guests were familiar with ICTS Deutschland and ATSG Airport Terminal Solutions GmbH, and our expertise”,** added Mesut Mujedini.



ICTS Deutschland, founded in 1988 and a wholly-owned subsidiary of ICTS Europe, is a provider of aviation security services working for a number of airlines, airport operators, Government entities as well as the European Space Agency (ESA). ICTS Deutschland operates across six airports across Germany and offers a range of security services including passenger screening, hold baggage screening (HBS), aircraft search and guarding, as well as catering and cargo security services.

ATSG, a fully-owned subsidiary of ICTS Deutschland established in 2019, provides aviation specialised services that are provided at Munich and Frankfurt Airports to various airlines.



ICTS EUROPE SYSTEMS UPDATE



SMART WINGS

We are excited to announce that Smart Wings have recently signed up to our Global APIS Service, for the submission of APIS on an Ad hoc basis. ICTS Europe Systems specialises in supporting carriers with last minute operations, VIP flights, changes in routing, diversion and in location where a robust DCS is not available.

APIS- Advanced Passenger Information System-is a program used by various countries to collect and process data on passengers who are traveling across international borders. By providing advance information on our passengers before they arrive at their destination, Smart Wings are now able to collect and transmit passenger information to the appropriate authorities before the flights depart. This ensures a smoother and faster check-in process for passengers and helps us to comply with government regulations on border security.

Founded in 2004, Smart Wings is a Czech airline that provides a range of services to passengers across Europe. Wings operates a wide range of routes across Europe, connecting passengers to some of the continent's most popular destinations, such as Paris, London, Barcelona, and Rome.

PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY
CONTROL & TRAINING
APRIL–JUNE 2023 ACTIVITIES

1 LEARNING

- APM-Flex passenger prescreening courses were conducted in Lisbon, Rome, Stuttgart, Berlin, London Gatwick, and Geneva.
- Lead Agent Course and a Supervisor Qualification and Certification Program were conducted in Geneva for 3 lead agents and 2 supervisors, who will support Geneva station in implementing TSA-regulated airline security for Delta.
- A Supervisor course was conducted in Lisbon from 17-21 April for twelve Supervisor candidates from Italy, UK, Ireland, Sweden, Spain, Germany, and Portugal.
- A Train-the-Trainer Course was conducted in Lisbon from 25-28 April. The eight participants are experts in various security disciplines, such as airline, airport, K9, and data-center security.

2 APM-FLEX

APM-FLEX, the novel passenger prescreening method for Delta, was implemented in Q2 in Geneva, London Gatwick, Dusseldorf, Rome Fiumicino, Lisbon, and Berlin airports, with close support and assistance from the PQCT. Thus, within two years, ICTS has completed APM-FLEX implementation at 17 airports.

APM-FLEX audits were conducted by the PQCT in Venice, Madrid, Barcelona, Frankfurt, London Gatwick, Munich, and Paris CDG airports.

The close support and monitoring of all aspects of APM-FLEX by the PQCT continue to maintain the high quality of this security service.

3 E-LEARNING

The PQCT surveyed all ICTS subsidiaries to assess the necessity for E-Learning modules and development priorities on the E-Lectio platform. The first topic will be dedicated to ICTS Europe to benefit HR departments, new hires, potential clients, and similar.

4 QUALITY & ISO CERTIFICATIONS

The information security management system of ICTS Europe (HQ) was recertified in June for ISO 27001.

A PQCT audit was conducted at Dublin station in June.

5 PQCT CIRCULARS AND E LEARNING MODULE

PQCT 04.2023: Explosive Devices in USB Drives

PQCT 05.2023: E-learning Survey

PQCT 06.2023: Breach of Airport Perimeter by Pro testers and the Security Relevance

PQCT 07.2023: Catering Truck Search

A module on “Prevention of Harassment and Aggressive Behavior at the Workplace” was designed and provided to ICTS Belgium and CTSN in the Netherlands upon their request.

AWARDS & RECOGNITIONS



ICTS (UK) LTD ACHIEVES ANOTHER TOP SIA ACS SCORE

We are thrilled to announce that ICTS UK has once again achieved an outstanding Security Industry Authority Approved Contractor Scheme (SIA ACS) score of 143 out of the maximum score achievable of 145 points. This follows the SIA ACS audit which took place over four days in May 2023 during which the auditor visited our London Headquarters and several ICTS' sites of operation within the Corporate, Data Centre and Healthcare sectors.

The comprehensive audit encompassed seven key areas: Strategy, Service Delivery, CRM, Financial Management, Resource Management, People, and Leadership. The auditor conducted meetings with our clients as well as personnel occupying diverse roles throughout the company.

Ashley Fernandes, Executive Director – Corporate Security, ICTS UK & Ireland commented, **“We are delighted with our score and audit report. Our success is testament to the cumulative hard work and dedication of our people who are supported by our mature and embedded management systems.**

It was pleasing to note that the auditor referred to ICTS as certainly having ‘that WOW factor’. It was noted that our teams ‘from top to bottom and side to side worked towards the common goal in collaboration and with total support of each other’.”

This is the eighteenth year that ICTS UK has been part of the SIA’s Approved Contract Scheme.

DELTA AT LONDON HEATHROW WINS STATION OF THE MONTH AWARD

Our ICTS Team at London Heathrow Airport is delighted that its service provision has contributed to Delta Air Lines at London Heathrow being crowned ‘Station of the Month’ for May 2023. This award recognises teams who have achieved the highest overall performance score in various categories.

An extract from an email received from Delta Air Lines’ Station Manager (LHR) to our ICTS Team: **“Congratulations to all of you for being Station of the Month for May. A huge amount of work has gone on to achieve this award from every one of the Delta team. It’s not always the smoothest of operations when we experience, cancellations, diversions, late inbound, etc. but due to the huge amount of work you do, you have accomplished this accolade. I cannot tell you how delighted and proud I am of everyone. Please share this wonderful news with your team, congratulate, and celebrate! Well done!”**



ICTS was also pleased to participate in Delta’s first Safety Day on 7 June 2023. This event is part of a new monthly initiative launched by Delta at Heathrow to promote a safety culture within the workplace.



CONFERENCES & EXHIBITIONS

ICTS SPAIN ENGAGES IN PANEL DISCUSSION AT MADRID DATA CENTRE CONFERENCE

On 26 June 2023, the Data Centre Conference held in Madrid, brought together key stakeholders from the data centre industry in Spain and over 14 Latin American countries. The primary focus of the event was to foster collaboration between the different nations in the development and establishment of new data centres.

Security emerged as a crucial topic during the conference. Recognizing the sensitive nature of data and the increased risks associated with cyber threats, the event aimed to shed light on best practices for ensuring both physical and cyber security within data centres.

ICTS Spain, an organization known for its expertise in security solutions, was invited to share insights with conference members. General Manager of ICTS Spain, Mr. Panagiotis Fistedis participated in a panel discussion on security, during which he emphasized the critical role *physical* security plays in the safeguarding of data centres. He compared the level of threats faced by data centres with those experienced in the aviation sector.

The event was jointly organized by Spain DC, an association representing leading data centres in Spain, and ICEX, a Spanish business organisation focusing on the promotion of foreign trade and investment.

Earlier this year, ICTS Spain became a proud member of the Data Centres Association of Spain (Spain DC). The Spain DC partner programme aims to actively promote collaboration between data centres and service providers, with the objective of driving growth within the data centre market.

LETTERS OF COMMENDATION



**April 1, 2023, Station Manager Belgium/
Sweden, Delta Air Lines;**

"I would like to sincerely thank all the agents of this DL140/141 turnaround of April 1st, carried out in 85 minutes. Full of passengers on departures and arrival, the teams were able to demonstrate great efficiency in their respective tasks with all the safety and security rules applied. Congratulations to all."

**April 25, 2023, Operations Service Manager,
Stuttgart Airport, Delta Air Lines;**

"...I wanted to thank you both again for ensuring such a successful audit with the TSA today. We know your team always displays a high standard of knowledge and professionalism, but today they raised the bar even higher! It's a real pleasure to be working with professionals such as yourselves and appreciate all your hard work and consistency in the processes."

I'd also like to commend D. E. for her phenomenal performance today, as you saw, she was the "lucky" chosen one to demonstrate processes at catering, catering truck search and aircraft search of all seat types and executed all tasks with perfection. Many thanks also to M. K. and H. K. for their really great work at the catering facility today. Same goes to ALL the agents on duty today and I ask you to please extend our sincere THANK YOU to everyone. Look forward to continue our great partnership with you... and many more audits to come 😊."

**April 23, 2023, General Manager – Athens,
Greece, United Airlines;**

"...Please send a huge, huge thank you to everyone Above and Below the wing for an amazing turn around. The team managed to successfully turn a very challenging flight in one hour and twenty eight minutes which is extremely impressive granted we were on a quick turn. Your efforts are greatly appreciated. Stay safe, stay United."

**May 4, 2023, Station Manager Lisbon, Delta
Air Lines;**

"Just to confirm that the new security procedure "APM Flex" has been successfully implement in Lisbon today. We will monitor the situation in the next days and we will take this time to adapt to the new procedure. Considering SECURITY, our main priority on each and every flight, the APM FLEX will certainly help to also offer a better customer service experience to our passengers. Thanks to ICTS Portugal and Monica for granting a smooth transition to the new procedure and for the operational suggestions."

**May 22, 2023, Regional Manager | Seasonal
Airport Operations – Northern Europe, United
Airlines;**

*"It's now a little over a week since our operation in KEF re-started. I want to say a big **THANK YOU**, to you and your teams for making this re-start a success. I truly appreciate all your efforts and your commitment to our operation. There are a few road bumps here and there, but I am convinced that we as a team will overcome those as well. Please share my sincere Thanks with your departments."*



May 22, 2023, feedback from passenger flying Delta Air Lines out of Copenhagen;

"...I am a very anxious claustrophobic flyer and I was really freaking out about flying alone on this trip. The kindness of the Delta staff was what got me through. I was crying before boarding and M. ... was absolutely spectacular at calming me. She is a true gem and deserves the highest praise for not only doing her job spectacularly well, but leading with kindness and compassion and embodying everything that an airline should aspire to give its customers - peace of mind, comfort, trust. I can't speak highly enough of her..."

May 25, 2023, Security Manager | Head of Security Ponta Delgada, SATA, an extract of an email received:

"I would like to thank and praise the performance of all ICTS teams yesterday, in the operation of SATA Internacional-Azores Airlines, bound for the USA. The level of performance and professionalism demonstrated by the teams was fundamental to the good results achieved, as observed by the TSA.

.. I would particularly like to highlight the performance of T.A. for its delivery in the implementation of procedures, and for the interaction and relationship established with passengers in the implementation of APM measures.

At the same time, in the context of the load, D.R., as usual, had an extraordinary performance in demonstrating the knowledge and articulating it.

It is with great satisfaction that we note the confidence these two employees demonstrated in security matters, as they are undoubtedly two professionals who are fully aware of the importance of their functions for the consistency of civil aviation safety."

June 16, 2023, Station Manager MUC/DUS, Delta Air Lines;

"Dear ICTS Team, The audit is concluded in DUS and you will get an official report from the auditor in the next days. I wanted to take the time to thank Mesut and his team for the great assistance and usual professionalism throughout these days and first month of DUS operation. Glad to be working with all of you."

June 18, 2023, an extract of an email received from a satisfied passenger flying Delta Air Line out of Athens;

"I am writing to praise the actions of two of your employees, J.K. and M...I had inadvertently left my credit card in the automated boarding pass machine and only noted the loss after passing through security. I then proceeded to the gate area and related my mistake to M., who immediately contacted the Delta check-in counter to determine if anyone had returned it there. ...she continued to inquire to see if the card had been returned and shortly before boarding she found me to let me know that it had been returned to airport security... The card is now back in my possession thanks to the really exceptional care and attentiveness of both Ms. K. and M....It is rare in my experience to have such dedicated, competent and capable employees and their efforts have been deeply appreciated.

June 20, 2023, International Purser, United Airlines;

"... I wanted to send a Bravo to the entire DUB station...I cannot express how proud I am with the DUB station. It's not just the gate staff but the cleaners and catering. The aircraft is often late coming in. But your team handles it well. They treat the crew with respect as well as our customers. They are always so welcoming and extremely helpful. Something that we lack in EWR. It is always a pleasure coming through Dublin. Please let your team and the vendors know they are truly appreciated."



**June 23, 2023, Customer Service Supervisor
ARN, Delta Air Lines;**

“... On behalf of Delta Air Lines I would like to thank all Menzies above wing agents, Menzies T5 DSM and of course all ICTS supervisors and agents for a job well done. Thank you for their flexibility, adaptability, positivity, and hard work . I am looking forward to their continued support through the weekend, as it will be the same situation. I am really proud of all of you and about the performance of today’s operation, the flight was dispatched 9 minutes early.”

June 29, 2023, an extract from a note of appreciation following a recent CAA inspection, received from the Manager – Compliance UK Airports of Virgin Atlantic;

“Great work from the teams and please extend my personal thanks”.

**June 29, 2023, International Lead Agent –
LHRCS, STC - Station Training Coordinator,
United Airlines;**

“I would like to bring to your attention a lovely compliment that one of our customers had for the agent G.C.. The customer was travelling with his family and had 20 Bags to check in and he and his family were very stressed and worried about all their bags and the whole check in experience in general due to their very many bags. The customer asked to speak to me when they had completed check in and he had nothing but praise for how G. C. had handled their whole check in process. He explained that she was very helpful, calm and professional and that made them feel more at ease with the whole experience. They were extremely appreciative! Good Leads Way! Way to Go G. C.!”

