



EUROPE

Q3 2024  
NEWSLETTER

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## ASP SECURES NEW SECURITY CONTRACT AT BILLY BISHOP AIRPORT

ASP Security, the ICTS Europe subsidiary in Canada, is thrilled to announce that it has successfully secured a new contract through a competitive bid process to provide security guard and traffic control services at Billy Bishop Toronto City Airport on behalf of Ports Toronto, effective October 20, 2024.

This exciting achievement follows closely on the heels of their successful launch at the Winnipeg Richardson International Airport on April 1, 2024, where they provide baggage handling and customer service support to the Winnipeg Airports Authority.



"The new contract at Billy Bishop Toronto City Airport not only enhances our existing customer service presence on-site, a service we have provided since 2017, but also underscores our commitment to organizational growth as a best-in-class security provider. This latest success is a testament to our growing reputation and the unique expertise that ASP brings to the table. As we embark on this new chapter, I am confident that our collective skills and experience will ensure a seamless transition and quickly demonstrate why we excel as a team" said Dean Lovric, President and CEO of ASP Security Services.

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## ICTS SPAIN SECURES MAJOR SECURITY CONTRACT WITH WFS

ICTS Spain has won a tender to provide comprehensive security services for WFS (Worldwide Flight Services), the largest cargo operator in Spain. This contract marks a significant expansion of ICTS Spain's presence in the cargo sector, as the company will now oversee security operations at multiple key locations.

Under the new contract, ICTS Spain has taken over security services at four cargo buildings operated by WFS in Madrid, including a new cargo facility. In addition, ICTS Spain will manage security for WFS's cargo building in Valencia, bringing the total number of cargo facilities under its supervision to five. The company is responsible for providing guarding, X-ray screening of goods, access control, and Explosive Detection Dogs (EDD) services.

"When ICTS Spain took over the contract at midnight on July 18, 2024, we assumed responsibility for more than 90 security guards, all of whom transitioned seamlessly from the previous contractor," said Panagiotis Fistedis, Managing Director, Spain, Med & SE Europe of ICTS Spain. "Before this tender, we had already built a solid foundation with WFS, providing X-ray screening and Explosive Detection Dogs (EDD) services for the past three years. We welcome all the new employees on board and are committed to ensuring the success of this contract."

This contract solidifies ICTS Spain's position as a major player in the Spanish cargo security sector, where it also provides services to other prominent operators such as ACL.



## ICTS GERMANY AWARDED ANOTHER CONTRACT EXPANSION WITH A LEADING INTERNATIONAL RETAILER

ICTS Germany is proud to announce the successful integration of an additional cluster, including 12 sites in North Rhine-Westphalia, Germany. This milestone marks a significant step forward in the company's expansion.

In a remarkable feat of efficiency, the ICTS team in Germany successfully mobilized and recruited a dedicated team of approximately 130 staff members within just four weeks. This swift effort ensured that all necessary preparations were completed on time, allowing operations to begin smoothly and effectively from day one. One of the highlights of the onboarding process was the personal outfitting of new employees, who received ICTS-branded bags with the slogan "Security to handle". The team hand-delivered the bags, symbolizing a warm welcome and the successful integration of new staff into the ICTS family.

The client was extremely pleased with our commitment and praised the consistent performance of ICTS Germany.

"We are proud to have reached this new milestone and look forward to working together successfully in our new locations! This is just the beginning - together we will continue to ensure the highest security standards and quality of service", said Andreas Stauder, Managing Director of ICTS Germany.

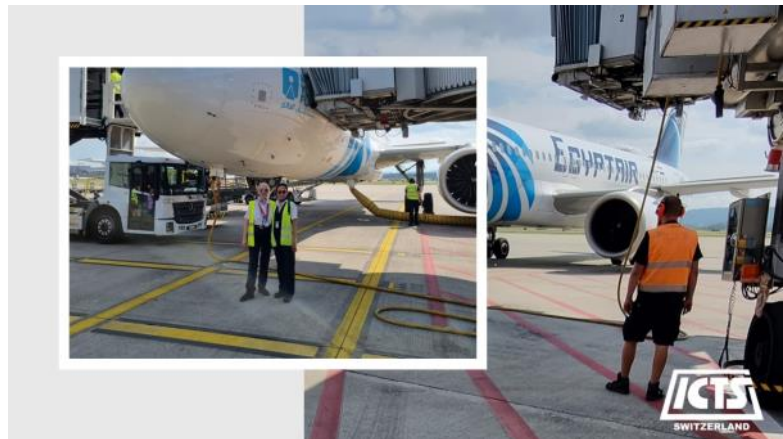


## EGYPT AIR LAUNCHES NEW FLIGHT OPERATIONS

ICTS Security Consultants Ltd., a subsidiary of ICTS Europe in Switzerland, is pleased to announce the start of operations with Egypt Air at Zurich Airport.

Egypt Air inaugurated its new flight operations on July 8th. The airline now offers three flights per week from Zurich Airport to Cairo. To ensure the smooth operation of these flights, ICTS Switzerland provides comprehensive security services, including catering, baggage sorting, and access control on the ramp and the front door.

In addition to this new route, Egypt Air continues its long-standing service from Geneva to Cairo, operating four times a week. This route, which has been in operation for 20 years, follows a year-round schedule for which ICTS has been providing security services for the past two decades.



## ICTS ITALY SECURES NEW T'WAY AIR FLIGHT FROM ROME TO SEOUL

On August 8, 2024, ICTS Italy celebrated the inauguration of a new T'way Air flight at Rome Fiumicino Airport.

T'way Air, a South Korean low-cost carrier, selected ICTS Italy to provide comprehensive security services for its direct flight to Incheon International Airport in Seoul, South Korea.

ICTS Italy welcomes T'way Air to Rome Fiumicino Airport and wishes them success with this new route.



## ICTS WELCOMES JUNEYAO AIR TO MANCHESTER



The ICTS UK Aviation Team is delighted to announce a new partnership with Juneyao Air. The airline's inaugural flight from Manchester to Shanghai took off smoothly on 1 July 2024, marking the first-ever direct flight between Shanghai and a UK city outside of London.

Juneyao Air operates three weekly flights on this route, utilising two state-of-the-art Boeing 787-9 Dreamliners for the flight journey which lasts over 11 hours. The ICTS team ensures top-tier security with the provision of door and ramp guarding services.

ICTS UK looks forward to a successful business partnership with Juneyao Air.

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## NEW SECURITY CONTRACTS FOR SUMMER 2024 AT MALAGA AND BARCELONA

ICTS Spain has secured two new seasonal contracts, strengthening security operations at Malaga and Barcelona airports during the busy summer period.

Starting June 1, 2024, Gulf Air appointed ICTS Spain to provide security services for its seasonal flights from Malaga Airport. ICTS Spain is responsible for access control, ensuring smooth transit for passengers traveling to Casablanca.

Similarly, Air Senegal contracted ICTS Spain to oversee security services at Barcelona Airport. This contract includes access control, hold baggage screening, and apron surveillance, with operations running two days a week throughout the summer.

“We are proud to partner with Gulf Air and Air Senegal to ensure the highest level of security for their passengers and operations during the summer travel rush. Overall, we had a highly successful summer across all ICTS locations in Spain, marked by expanded operations and new partnerships, including the opening of a new station at Tenerife South, which further enhanced our service offerings. We thank all our valued clients for placing their trust in us,” said Panagiotis Fistedis, Managing Director, Spain, Med & SE Europe, ICTS Spain.



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## ICTS UK SIGNS NEW DATA CENTRE CONTRACT IN WALES

We are pleased to announce that Vantage Data Centers has chosen ICTS UK as its security partner. Located in Wales, the Newport/Cardiff campus will feature three data centres upon completion, with two currently operational. This campus is set to become one of Europe's largest data centre hubs, meeting growing customer demand from around the world.



“The secure site meets the UK Government's highest standards, which is one of the many reasons that multiple blue-chip, high-growth companies are hosting their IT infrastructure here at one of the UK's most efficient data centres. We look forward to a long and successful collaboration,” said Alex Ursan, Regional Manager—Corporate Security, ICTS UK.

## EIGHTY STRAND RE-APPOINTS ICTS UK AS THEIR SECURITY PARTNER

ICTS UK is delighted to announce that we have been re - awarded the security services contract for Eighty Strand, an iconic corporate workspace in London, UK.

Since September 2019, the ICTS UK Team has been providing 24/7 security services to this prestigious location. The new contract also includes loading bay services.

"Eighty Strand is a prestigious corporate building with high-profile tenants. We are pleased to have retained the security and loading bay services contract and appreciate the ICTS Management's support in addressing staff welfare. We look forward to continuing our partnership with Eighty Strand," said Tom Shaw, ICTS UK Contract Manager of Eighty Strand.



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## ICTS UK SECURES THE 2024 HANKOOK LONDON E-PRIX

ICTS UK is proud to announce the successful security service provided by our Canine team at the Formula E season 10 double-header finale held at the ExCeL London on 20 and 21 July 2024. The emission-free race took place on a unique track that weaved through the inside and outside of the ExCeL London. Our Canine team, working alongside our colleagues at the ExCeL, played a vital role in ensuring a safe and secure environment for all attendees, participants, and staff.

Karyn Allen, Head of Canine Services, ICTS UK said, "It was a pleasure to support such an exciting and unique event and I take this opportunity to highlight the thorough and meticulous work of our Dog Team who worked closely with the wider security service. We look forward to supporting the ExCeL at future events and continuing to uphold our high standards."

ICTS' Explosive Detection Dog Team is accredited under the National Canine Training and Accreditation Scheme – Private Security Industry ([NCTAS-P](#)).



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## ICTS UK CANINE TEAM SECURES CHINCH CHAMPIONSHIP

ICTS UK's Canine Team was pleased to announce the successful security management of this year's Cinch Championship tennis tournament held between 17 and 23 June. Our Explosives Detection Dog Team, accredited under the National Canine Training and Accreditation Scheme – Private Security Industry (NCTAS-P), ensured a safe and secure environment for all participants and spectators.

The Cinch Championships is one of the most popular and longest-running events on the ATP Tour. Established in 1889 and held each June at The Queen's Club in West Kensington, it consistently attracts top singles and doubles players in men's tennis.



Our Canine Division has been supporting the LTA, the governing body for tennis in Britain, and the annual Cinch Championship event for numerous years now.

Ashley Fernandes, ICTS Executive Director – Corporate Security, commented "We are delighted to be supporting the LTA again for another year. The team has consistently worked hard to ensure we maintain our training, accreditations, high standards, and best-in-class service, so it is always great to see this rewarded when clients continue to put their trust in us."

## ICTS FRANCE PARTNERS WITH COEUR2BOUCHONS ASSOCIATION

ICTS France has partnered with the Coeur2Bouchons association, a national organization that supports people with disabilities by collecting plastic caps and lids.

By collecting and selling these plastic items to a recycling company in France, Coeur2Bouchons funds the purchase of essential equipment, such as wheelchairs, for individuals in need. The initiative also supports accessibility improvements in housing and vehicle modifications, helping to enhance mobility and independence for people with disabilities. Through this partnership, ICTS France reinforces its commitment to social responsibility and environmental sustainability.

Olivier Dumain-Liévin, Quality Referent of ICTS France, who played a key role in establishing this partnership, expressed his enthusiasm: "This initiative allows us to make a real difference in the lives of those who need it most. We're proud to support Coeur2Bouchons and contribute to improving accessibility for people with disabilities."

## ICTS IN CYPRUS SUPPORTS BEACH CLEAN-UP EVENT

ICTS Cyprus was pleased to once again participate in the recent Robinson Beach clean-up event, organized in partnership with Robinson Hotel and TUI. This marks the second time this year that ICTS employees have gathered to actively support this important initiative.

"A special thanks to Robinson Hotel for their exceptional coordination and hospitality. Contributing to a cleaner and more sustainable world is both rewarding and aligns with our values and commitment to building a better future. Congratulations to everyone for their hard work and dedication to creating a cleaner, more sustainable world!" said Panagiotis Fistedis, General Manager of ICTS Cyprus.



## ICTS HELLAS PARTICIPATES IN 16TH RACE FOR THE CURE EVENT IN GREECE



On Sunday, September 29, 2024, ICTS Hellas joined thousands of participants in Greece for the 16th annual Race for the Cure, a global event dedicated to raising breast cancer awareness, celebrating survivors, and honoring those who have lost their battle with the disease.

This year marked the fourth consecutive time that ICTS Hellas took part in the event. A total of 28 employees teamed up to support the cause, raising 500 euros for breast cancer research and support programs.

The Race for the Cure continues to be one of the world's largest and most impactful events in the fight against breast cancer, with ICTS Hellas committed to playing an active role in this important cause.

# ICTS EUROPE SYSTEMS UPDATE

## ICTS EUROPE SYSTEMS EXHIBIT AT WORLD AVIATION FESTIVAL

ICTS Europe Systems exhibited at the World Aviation Festival, held from October 8–10 in Amsterdam, Netherlands. The event brought together senior airline and airport executives, and focused on advancements in software, services, marketing, and distribution.

ICTS Europe Systems had the pleasure of showcasing their innovative solutions, including TravelDoc and other tools that provide airlines with unparalleled support. TravelDoc helps airlines simplify compliance with travel regulations, reduce fines, and enhance the passenger experience.

“What an incredible three days at the World Aviation Festival, where we made over 120 exceptional new connections. Throughout the event, we engaged in fascinating conversations, exchanged ideas, and laid exciting plans. We expanded existing partnerships and forged new ones. A big thank you to the entire ICTS Europe Systems team for your hard work, enthusiasm, and dedication,” said Jason Spencer, Commercial Director at ICTS Europe Systems.



## ICTS EUROPE SYSTEMS UPCOMING KEY INDUSTRY EXHIBITIONS ACROSS THE GLOBE

ICTS Europe Systems is gearing up for a busy season of exhibitions, participating in several key industry events over the coming months. These events offer prime opportunities to connect with partners, clients, and industry peers across the travel and aviation sectors.



### Future Travel Experience (FTE) Global Conference:

Join us from October 28-30, 2024 at the Long Beach Convention Center in California, USA, where ICTS Europe Systems will participate in the FTE Global conference. This event will bring together airlines, airports, tech vendors, startups, government agencies, and other major travel industry stakeholders under the theme of "Transforming Air Transport." Attendees can look forward to insights from inspirational speakers sharing strategies to drive innovation and future-proof the industry.

### Navitaire Customer Conference:

The annual Navitaire Customer Conference kicks off on November 5, 2024, providing a valuable opportunity for industry leaders to reconnect, explore new ideas, and discuss developments in aviation technology. ICTS Europe Systems is excited to engage with peers and showcase our advancements.



### 8th China Low Cost Carriers Summit 2024:

The China Low Cost Carriers Summit is in Shanghai on November 5th and 6th 2024. As the largest gathering of its kind in Asia, the event attracts low cost airline from across the region. Held once a year, the conference serves as a premier platform for industry professionals to network, collaborate, and exchange insights.

### GHI Annual Conference:

Finally, ICTS Europe Systems will be present at the GHI Annual Conference, the most significant global event for the ground handling industry, held in Barcelona from December 3-5, 2024. GHI's 2023 edition attracted nearly 1,000 stakeholders, including 110+ airline carriers and 70+ exhibitors from over 60 countries. This year's conference is expected to be even more impactful, offering unparalleled opportunities for networking and business development.



# PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY  
CONTROL & TRAINING  
JULY–SEPTEMBER 2024 ACTIVITIES

## 1 LEARNING AND TRAINING

The learning and training activities of the PQCT benefited staff in all areas of ICTS Europe activity in Q3 and comprised, among others, the following events:

- Active support and promotion of the ICTS ESelectio platform for efficient E-learning. Continuous cooperation and coordination with the ESelectio team for the creation, review, and issuance of new training modules.
- Six months after concluding a workshop for middle managers, the PQCT coordinated an evaluation of its effectiveness. The results confirmed the workshop's lasting usefulness for the participants' professional development. It also generated constructive suggestions which will be considered for future similar training events.

## 2 APM-FLEX

- The PQCT, in collaboration with ICTS Systems, further enhanced the existing capabilities of the CPM technology and contributed to the development, implementation and monitoring of innovative new features for the next-generation APM-Flex 2.0.

## 5 PQCT CIRCULARS

- PQCT 08.2024 Directive ESelectio CBT & Learning Modules
- PQCT 09.2024 Bulletin The July Anniversaries of Three Notable Terrorist Attacks in Europe
- PQCT 10.2024 Bulletin Monitoring Selectee Passengers
- PQCT 11.2024 Bulletin - Climate Protests & Terrorism Alert Olympic Games
- PQCT 12.2024 Bulletin-The Foiled Attack on Taylor Swift Concerts in VIE
- PQCT 13.2024 Bulletin- The Stabbing Attack in Solingen 23.8.2024
- PQCT 14.2024 Notification CPM Functionality Changes for Delta Air Lines Flights
- PQCT 15.2024 Bulletin - The 23rd Anniversary of September 11th - A Time to Remember and Remind Actively
- PQCT 16.2024 Directive Changes in CPM Functionality for Delta

## 3 PROFESSIONAL SUPPORT / PQCT CONTRIBUTION

- The PQCT connected with ICTS subsidiaries to assess the impact on CPM usage of a worldwide IT outage in July.
- Collaboration with ASP Security, ICTS's Canadian subsidiary, to improve and develop supervisor training.
- Analysis of KPI reporting and workload, and evaluation of alternative solutions for smarter data collection and streamlined process.
- Coaching, support, and provision of training materials to ICTS France, helping United Airlines to set up flights from Morocco. Review and approval of airside security training material for ICTS UK.

## 4 QUALITY AND ISO CERTIFICATIONS

- The PQCT facilitated an audit by SII, ICTS Europe's ISO certification body, of the information security management system of ACTS, ICTS' US subsidiary. This was the final audit in a cycle that resulted in the successful ISO 27001 recertification of ICTS Europe and eight subsidiaries.
- The PQCT supported ICTS Germany in the introduction of an environmental management system based on the ISO 14001 standard.

# AWARDS

## DELTA AIR LINES HONORS OUTSTANDING PERFORMANCE BY ICTS HELLAS EMPLOYEES

During a recent celebration, Delta Air Lines awarded flight tickets to three outstanding ICTS employees in recognition of their exceptional performance throughout the summer season. The recipients, including one Supervisor and two Security Agents, were commended for their dedication and hard work during this busy period.

"We are extremely proud of the commitment and professionalism displayed by these team members," said Theodora Theofilopoulou, Operations Manager Airlines at ICTS Hellas. "Their contributions have been instrumental to our smooth operations this summer, and their recognition is truly deserved."

## ICTS GERMANY AWARDED DIN ISO 45001 CERTIFICATION

In August 2024, ICTS Germany proudly achieved the prestigious DIN ISO 45001 certification, marking another significant milestone in its commitment to Health & Safety.

This international standard for occupational health and safety management recognizes the company's dedication to providing a safe and healthy environment for all employees across Germany.

By meeting the requirements of DIN ISO 45001, ICTS Germany sets new standards in employee welfare, underscoring its responsibility to its workforce, customers, and partners.

ICTS Germany is proud to have achieved this standard and is committed to maintaining these with passion and dedication to ensure the best conditions.



Die neue ISO 45001:2023

Internationale Norm für  
Sicherheit und Gesundheit bei der Arbeit



# ACTIVITIES

## A SUMMER OF SUCCESS AT ICTS MARSEILLE-PROVENCE

As summer came to an end, the ICTS Marseille-Provence team gathered to celebrate two significant milestones: the successful launch of screening inspections at Base Aérienne 125 Istres and the opening of the Cœur Aéroport at Marseille Provence Airport.

This was a wonderful opportunity to come together, share our achievements, and enjoy a moment of camaraderie. We spent a memorable time with our incredible team!

"Congratulations to our colleagues at ICTS Marseille-Provence for these outstanding successes and for the moments of sharing that highlight the team spirit and conviviality within ICTS. Keep up the great work!" said Jean-Baptiste Thelot, General Manager of ICTS France & EVP of ICTS Europe.



## **CESG SECURES WORLD'S BIGGEST SPORTING EVENT IN PARIS**

CESG played a pivotal role in ensuring the safety and security of this year's biggest global sporting event, held in Paris, France. Months of meticulous planning and commitment by the CESG team ensured that visitors and key sites remained secure throughout the competitions. To support this monumental task, CESG recruited and trained 200 additional security guards, not only reinforcing the team but also providing valuable first professional experiences to many young talents.

To celebrate this success, CESG organized an internal event for all employees and supervisors, recognizing their dedication and achievements.

"A big BRAVO to our agents and operational teams who made the largest global event of the year a tremendous success! Thanks to their dedication, millions of spectators enjoyed this unique event in peace. We are proud of the CESG team," said Thomas Desplanques, General Manager of CESG.

In addition, a big thank you to ICTS France for their exceptional work at Paris CDG airport, where their teams took the front line to manage the surge of tourists and ensure their safety throughout the entire event. Their enhanced security services at French airports were key to a smooth and secure experience for all travellers.



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## **A LOOK BACK AT ICTS GERMANY'S SUCCESS DURING UEFA EURO 2024 IN FRANKFURT**

From June to July, ICTS Germany in Frankfurt played a key role in ensuring safety and order during the UEFA EURO 2024 football matches.

In just five weeks, the ICTS team provided an impressive 35,000 hours of security services, including their specialized public transport behavior monitoring, along with 8,000 hours of regular services.

During the five match days hosted in Frankfurt, ICTS Germany deployed up to 178 staff members, demonstrating their meticulous preparation and ability to maintain peak performance, even amidst the intensity of match operations. What stands out most is that these efforts were carried out without any major incidents, a testament to the team's excellent coordination, dedication, and teamwork. ICTS Germany's smooth handling of this high-profile event highlights its professionalism and commitment to safety on a grand scale.

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## **ICTS HELLAS OFFICE RELOCATION ANNOUNCEMENT**

We are pleased to announce that as of October 17, 2024, ICTS Hellas has moved to a new location. Our new address is:

### **ICTS Hellas**

10 Agias Sofias Street  
15451 Neo Psychiko  
Athens  
Greece

Please note that all telephone numbers and email addresses remain unchanged.

This relocation reflects the continued growth and success of ICTS Hellas. With our expanding operations, the new office will enable us to enhance our services and provide a more dynamic, collaborative work environment. We look forward to continuing our commitment to excellence from our new premises.

# LETTERS OF COMMENDATION



**July 11, 2024, Freight & Mail Operations Manager, Skyserv Handling Services;** “I want to express our gratitude to all your team of Xray operators at Athens International Airport, who identify and stop dangerous undeclared goods within the loads they inspect. Scoot Airlines has made 2 publications on their global network to raise awareness about Hidden/Undeclared Dangerous Goods (DG), including photos and cases where our station has stopped and reported such items. Additionally Swiss, Air France-KLM and others have also thanked us for their reports we send them. A big thank you to everyone for their professionalism.”

**July 20, 2024, Duty Station Manager CDG France, AeroMexico;** “I am writing you this email which concerns Ms. J. N. on flight AM006/19JUL24. It was a special day at CDG following Microsoft's global IT problem. I wanted to send CONGRATULATIONS!!! This day like all the others, working with this professionalism, respect for procedure, self-control and authority for us is a real pleasure. That day once again she made the difference.”

**July 22, 2024, Station Manager, International ACS - Paris CDG, France, Delta Air Lines;** “On behalf of the entire Delta CDG team, I would like to thank you for your commitment, your availability and your flexibility during the management of the crisis that we experienced on Friday the 19th following the Microsoft outage which led to the cancellation of 8 flights out of 14.”

**July 24, 2024, Station Manager ATH Greece, Delta Air Lines;** “We would like to thank you and your teams for the support you provided to us during the challenging previous days. Please share this with your teams, some of you supervise more than one, and thank them on our behalf 😊.Your assistance, support and team spirit gave us the spark to keep climbing despite the difficulties 😊.

**July 26, 2024, General Manager Airport Operations CDG, France, United Airlines;** “Please find attached the report of the inspection carried out by DSAC Nord on July 16 and I am delighted that no non-compliance was noted. Please thank the entire team present today who contributed to the success of this inspection.”

**August 4, 2024, Security Leads Team CDG, France, American Airlines;** “A big thank you to all the teams: the agents and team leaders, who worked on August 2 and 3. These two days were particularly difficult in terms of operation: late cancellation, an additional flight, delays. You all did an excellent job and once again showed us your complete dedication to American Airlines. Thank you all for everything you do every day to keep our flights safe.”

**August 4, 2024, Representative of Air Transat at Nice, France;** “A little message of thanks for today's flight which was nothing exceptional but for which everything went smoothly thanks to your involvement and professionalism... @ICTS @S. B. very good work and thank you for your involvement and help for passengers with documentary difficulties.... Thank you everyone!”

**August 5, 2024, Security Leads CDG, France, American Airlines;** “I would like to congratulate Mr M. L. and thank him for his vigilance and his exemplary work. During the search of the front hold of flight AA754/151 5AUG 24, M. found an ice screwdriver. M. immediately informed the GSC AA present on the flight. Please forward this message to Mr L. with all our gratitude for his work.”

**August 11, 2024, Lead Security Agent, Paris CDG, France, American Airlines;** “ I would like to thank Ms. C. L. who yesterday went above and beyond her professional duties by assisting an American Airlines passenger who was feeling unwell. Thanks to L. for staying with the passenger, reassuring her and especially for keeping me informed.”





**August 15, 2024, United Airlines' Station Manager at Barcelona Airport, Spain** sent a complimentary note to congratulate the ICTS Team following a tweet received from a passenger flying out of Barcelona airport saying; "@united incredible work, organization and treatment by UA staff at the boarding of flight UA on 07/07/2024 in Terminal 1 Barcelona-El Prat."

**September 2, 2024, Regional Manager Seasonal Airport Operations, United Airlines;** "Dear A. and ICTS ARN team, I would like to express my sincere gratitude and appreciation to ICTS team and to you A. personally for your tremendous support to United Airlines Operations this season 2024. Its been such a pleasure working with you. It is ICTS ARN commitment, consistent efforts and dedication that greatly contributed to our success this season. Thank you for being a reliable business partner and we look forward to our next season and beyond."

This was followed with an note from the Seasonal Station Supervisor, Airport Operations, United Airlines;" Also from my side, I wanted to take the time to say thank you to you and the team for making the 2024 season here in ARN a success. Your dedication, flexibility and all your efforts in getting even better helped us reach our goals. We also appreciate how you A. reached out regularly and check how the team is doing as well as offering additional support if needed. Thank you!"

**September 4, 2024, Manager Airports operations LYS TLS NCE GVA, Air Canada** (original note in French); "The flights on September 1, 2 and 3 were challenging for Air Canada at the NCE station, as you have witnessed. Thank you very much for your assistance in organizing our operations during these three days.

I would also like to extend my warm regards to your teams. I was able to observe the dedication of many agents who went above and beyond their usual duties, especially over the course of these three days. I don't have contact information for everyone, so please pass along my message to them."

**September 5, 2024, Operations Service Manager LIS, Delta Air Lines** (original note in Portuguese); "On behalf of DELTA, please convey and record our thanks and appreciation to employee T. S. for the proactive approach, sense of responsibility and team spirit. These qualities are consistently demonstrated not only in his work and interactions with colleagues but also in his dedication to Delta. Most notably, we would like to commend his actions during the operation of flight DL273 on September 4.

**September 6, 2024 Operations Service Manager – Barcelona, Delta Air Lines;** "Please thank A. J. (ramp agent) for his attention and vigilance when he climbed into the hold of DL129/06Sep and observed a suspicious strange liquid. Fortunately, it was nothing major, but we want to thank you for your concern and attention regarding this possible incident that came to nothing."

**September 6, 2024, excerpt from an email from a passenger flying Delta Air Lines out of Barcelona Airport:** "I recently flew round trip on Delta.... I would like to praise your staff for their exceptional professionalism, assistance, and kindness on August 3rd as they helped me to take advantage of an opportunity to give up my seat on my flight home to Atlanta and have an extra day to spend with my grandchildren...I was amazed at how involved your staff was in navigating each step of the process, making the situation quite easy for a first-timer like myself.

R. at the Check In desk, was very sweet as she asked if I might be interested in a voucher for giving up my seat, and once I was considering the choice, she patiently explained what would occur at the gate, making me feel the process would be doable. I have flown Delta for much of my life and would like to commend you and your Delta staff in Barcelona for their dedication to their careers. I sincerely appreciate the role you and your staff play in making the Delta experience at the Barcelona airport quite pleasant!"

**15 September 2024, ATH Airport Services Officer | Airport Int'l Airport, Emirates;** "I am taking the opportunity to congratulate your teams for their effectiveness and professionalism to handle the second-in a row tail swap within the last 4 days. Their efforts are highly appreciated. The dedication shown to both tail swaps has not got unnoticed. Please share to all our big thank you and a well-done job to each and every one!"