

A woman with glasses is seated on a train, looking out of a window. She is holding a document or book. The scene is dimly lit, with light coming from the window, creating a contemplative atmosphere.

Q3 2023 NEWSLETTER

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NEW CONTRACTS & ACTIVITIES

CTSN WINS TENDER FOR PROVISION OF SECURITY SERVICES AT ROTTERDAM THE HAGUE AIRPORT

1 October 2023 marked the start of a brand-new contract for CTSN at Rotterdam The Hague Airport. CTSN is responsible for providing a complete airport security solution which includes perimeter security, CCTV, surveillance, access control, passenger and staff screening, and hold baggage screening.

“This new contract, which follows a competitive tender process, is a significant achievement for CTSN. We look forward to demonstrating our capabilities and commitment to providing high-quality security services and an enhanced experience for passengers.

I am extremely proud of our CTSN team who has worked hard to ensure a smooth and successful transition of services from the previous contractor. We welcome our new colleagues to CTSN and wish our new team at Rotterdam The Hague Airport continued success as we embark on this new partnership”, said Mart Vergouwen, General Manager, CTSN Group.

“After a lengthy and complex transition process, CTSN has had a successful start on 1 October. Rotterdam The Hague Airport is looking forward to a successful partnership with CTSN in the years to come and to the continuation of a safe operation of the airport for our passengers, employees and assets”, said Mark Visser, Director Airport Operations, Rotterdam The Hague Airport.

Rotterdam The Hague Airport is the third largest airport in The Netherlands in terms of passenger numbers (circa 2 million per annum).

CTSN Group, a wholly owned subsidiary of ICTS Europe, was founded in 2003. CTSN has been working at Schiphol Airport since 2010, gaining experience in providing high-quality security services to the Airport and its customers.



ICTS CYPRUS OPENS NEW CANINE DIVISION

ICTS Cyprus has expanded and enhanced its service capabilities by opening a new Canine Security Division.

Since July 2023, ICTS Cyprus has been providing Explosive Detection Dog services to one of its clients' site. The dogs are trained by DiagNose Netherlands, a sister company of ICTS Cyprus, and are certified in accordance with local regulations.

“This is a tremendous development for ICTS Cyprus, and we are excited about this new and unique to ICTS in Cyprus service ,we can now offer our clients”, said Panagiotis Fistedis, General Manager of ICTS Cyprus.

DiagNose, a wholly-owned subsidiary of ICTS Europe, is currently operational in 9 countries with over 400 Dog Teams.



CTSN EXPANDS ITS PRESENCE IN THE DATA CENTRE SECTOR



1 July 2023, marked the start of a new contract for CTSN with NorthC, the market leader in regional data centres in the Netherlands. CTSN is responsible for the provision of access control and CCTV security services to 9 of NorthC's premises and will welcome a 10th location at the end of the year.

“A well planned and comprehensive mobilisation schedule has enabled a smooth transition of operations. We extend a warm welcome to the new employees who have recently joined us at CTSN.

This partnership will strengthen our national presence within the Dutch Data Centre community”, said Menno Stornebrink, General Security – Business Unit Director, CTSN Group.

CTSN has been securing data centres in the Netherlands since 2012. For the ICTS Europe Group, this new contract cements its position as European leaders, securing over 100 data centres in seven countries.

ICTS FRANCE STARTS A NEW CONTRACT WITH CORSAIR

ICTS France is delighted to have been awarded a brand-new contract for the provision of security services to Corsair at Paris Orly Airport. Corsair is a French airline headquartered in Rungis, France, and based at Orly Airport.

The contract started on 3 July with flights to Africa and Canada. Corsair will introduce additional flights from Paris Roissy Charles de Gaulle during this summer period. The ICTS Team is responsible for the provision of a variety of enhanced security services to Corsair flights from both Parisienne Airports.

The growth in activities at Orly Airport over the past few months is a positive indicator of the airport's successful development plans. With new airlines joining ICTS' portfolio, it showcases our ability to adapt to the changing needs of the aviation industry and to continue providing high-quality security services to our clients.

ICTS SPAIN SIGNS NEW CONTRACT WITH SHENZHEN AIRLINES

ICTS Spain has secured a 3-year contract for the provision of aviation security services to Shenzhen Airlines at Barcelona Airport. The inauguration of this new direct flight connecting Barcelona Airport with China's Shenzhen Bao'an International Airport, took place on 28 August 2023.



“Congratulations to ICTS Spain for securing this new contract and expanding the company’s relationships with airlines in Asia. Becoming the sole security services provider for Asian airlines at the airports of Barcelona and Madrid is a significant achievement and a testament to the trust and confidence these airlines have in our services”, said Panagiotis Fistedis, Managing Director of ICTS Spain.

In addition to Shenzhen Airlines, ICTS Spain provides aviation security services to Asiana Airlines, Air China, China Eastern, Singapore Airlines, Hainan Airlines, Korean Air and Emirates.

ICTS ITALY WELCOMES HAINAN AIRLINES TO MILAN MALPENSA AIRPORT

On 20 September 2023, Hainan Airlines, an airline of the People's Republic of China, launched its first direct flight from Milan Malpensa Airport to Shenzhen Bao'an International Airport.

ICTS Italy is responsible for the provision of security services to the airline's three weekly direct flights.

“We are delighted at the opportunity to expand our business with Hainan Airlines. We have been securing Hainan Airlines at Rome Fiumicino Airport since 2015 and are very pleased to have been selected as their security partner at Milan as well”, said Monica Salomoni, Operations Manager, ICTS Italy.

The ICTS Europe Group also provides aviation security services to Hainan Airlines at Berlin, Madrid, Dublin, Edinburgh, London Heathrow and Manchester Airports.



CABO VERDE RESUMES FLIGHTS FROM PARIS CHARLES DE GAULLE

After a three-year break due to the pandemic, Cabo Verde Airlines relaunched its passenger flight between Praia-Nelson Mandela (on Santiago Island in Cape Verde) and Paris-Charles de Gaulle Airport on 23 July 2023. ICTS France is responsible for the provision of security services to the airline's bi-weekly flights connecting Paris with the archipelago which lies around 500km off the west coast of Africa.

“We are delighted to welcome Cabo Verde Airlines back to Paris. We had the pleasure of working with the airline in the past and are pleased to serve the airline once again. We are confident that there will be another excellent and long-lasting cooperation between our two companies”, said Amir Weisblat, Commercial Manager, ICTS France.

AMERICAN EXPRESS RE-APPOINTS ICTS UK AS ITS SECURITY PARTNER

Many congratulations to the ICTS UK Team at American Express (AMEX) for being re-awarded AMEX's security services contract. This is the first time AMEX has worked with the same security provider for such an extended period (ICTS operations at AMEX started in 2017). This is testament to the excellent service provided by our Team.

A luncheon with the client and some long-serving staff members was organized to celebrate this renewal of contract.

EXCEL LONDON & ICTS REVEAL NEW CANINE DETECTION PARTNERSHIP TO FURTHER STRENGTHEN VENUE SECURITY

- Partnership to bring additional safety and security to London's largest event venue
- ICTS accredited to latest Home Office approved NCTAS-P standards
- Collaboration to benefit event organisers, exhibitors and visitors alike

ExCeL London, the capital's largest event venue, and leading security company ICTS UK & Ireland have joined forces to further enhance the venue's safety and security through its detection canine team.

International Consultants on Targeted Security (ICTS) boast more than 35 years' experience in the sector and are one of a handful of organisations accredited to NCTAS-P standards – a collaborative initiative between the Home Office, Counter Terrorism Policing and the National Protective Security Authority.



ICTS now works in partnership with ExCeL's own security personnel to provide both specialist detection, and general purpose dogs across its extensive event portfolio, as well as its 100-acre campus.

ExCeL's Head of Security Henry Havis, who also chairs the AEV's Security Working Group, said: **"The safety and security of everyone who comes to ExCeL London – be it event organisers, exhibitors, suppliers, staff or our four million annual visitors – remains our utmost importance.**

Since ICTS joined the team here at ExCeL we've already seen even further benefits to our operations thanks to their experience, professionalism, and passion for what they do. They have seamlessly integrated themselves into our security team, along with our stakeholders, local residents and neighbouring businesses, to ensure we have an even better 360 approach to everyone's wellbeing. We love having them as part of our team."



Andy Dodds, Divisional Director of Canine Services at ICTS, added: **"We're delighted to be a part of the ExCeL London team and to further enhance and develop their existing security measures. Despite it being a new partnership, we've been able to hit the ground running and have successfully overseen recent high-profile events such as the all-electric Formula E championship, and are looking forward to many more this year."**

For more information on ExCeL visit www.excel.london

For more information on our ICTS Canine Security Services see [here](#).

ICTS ITALY SECURES THE RYDER CUP

ICTS Italy had the pleasure of being one of the security partners at the 44th Ryder Cup, held in Rome between 29 September and 1 October 2023.

The Ryder Cup is one of the most significant golf events globally, where the best golfers from Europe and the United States compete, making it a highly anticipated and competitive tournament.

ICTS was proud to provide CCTV services and to manage the Security Control Room for the duration of the international event. ICTS Italy's involvement further solidifies our reputation as a trusted security partner for large-scale, international events.



DELTA AIR LINES CELEBRATES GOOD RESULTS AT BARCELONA AND ATHENS



At Barcelona Airport Delta Air Lines and ICTS Teams, paused from busy schedules to acknowledge and celebrate the good results of the summer season. Delta organised a raffle for staff which included 5 flight tickets as prizes.

In Athens, Delta also offered flight tickets to two ICTS staff members as a token of appreciation for their outstanding performance and support over the summer season.

ICTS is grateful for Delta's kind gestures which demonstrate the airline's commitment to recognizing and celebrating the hard work and dedication of its partners.

CSR ACTIVITIES

ICTS DEUTSCHLAND PARTICIPATES IN LUFTHANSA'S PARTNER DAY

On 17 July 2023, ICTS Deutschland joined Lufthansa and the airlines' other business partners, for a Partners Day, ahead of the summer peak season. Among the topics discussed were personnel levels, and how to improve passengers' experience. Our ICTS Deutschland Aviation Team presented its plans for this season as well as preparations for 2024.

Niko Papatrechas, Managing Director of ICTS Deutschland, emphasized the importance of optimizing staffing resources, driving digitalization and cross-utilizing employees with diverse skills across different airports. ICTS' experience gained at Zurich Airport, Switzerland, was shared with the forum.

ICTS Deutschland has been Lufthansa's service provider at Munich and Frankfurt Airports since 2019, providing document verification services to over 120 international Lufthansa daily flights.

CHILD AT SEA RESCUED BY ICTS CYPRUS EMPLOYEES

Whilst on duty patrolling the Larnaka Port, our Security Team noticed a young boy struggling in the water. Without hesitation, our Team rescued the 10-year-old out of the water and administered First Aid whilst the alarm was raised with the Police. The quick reactions of the ICTS employees prevented what could have been a tragic incident.

VOLUNTEERING DAY WITH THE WONDER FOUNDATION IN BRIXTON, LONDON

Team ICTS was delighted to join the WONDER Foundation's Volunteering Day on 11 August 2023.

ICTS colleagues from across our HR and Compliance, and Operational Divisions helped clean up, reorganise and redecorate areas of The Baytree Centre, a social inclusion charity for women and girls based in Brixton, London.



Jayne Thorpe-Negbi, Executive Director - HR and Compliance, ICTS UK & Ireland, said, **“We are in a privileged position to be able to make a difference and give back to the local community. Earlier in the year (on International Women’s Day) ICTS made a donation to The WONDER Foundation in support of the work it does with many inspiring organisations, such as The Baytree Centre. This summer, we were delighted to have the opportunity to carry on supporting the WONDER Foundation by volunteering our time to get The Baytree Centre ready for the start of the new academic term.”**

Julia Jockelson, Partnerships Manager, WONDER Foundation said, **“We are so grateful for our partnership with ICTS, who have supported our work this year not only through donations, but also by kindly volunteering their time and skills. Everyone deserves a safe, clean and dignified place to learn in, and now the women and girls who will attend Baytree this autumn have a bright, beautiful and inspiring space ready for them in the new academic year.”**

‘RACE FOR CURE’ SEES DELTA AND ICTS JOIN FORCES IN ATHENS

Kudos to Delta Air Lines and ICTS Hellas staff based at Athens Airport, who together supported the Alma Zois’ Breast Cancer Awareness fundraising event.

A team of approximately 60 employees from Delta and ICTS took part in ‘Race for Cure’, a 2 km walk round Athens. The team raised over 1,000 Euros.



“We are proud to support the Alma Zois organisation once again and to join our colleagues at Delta Air Lines, who were the main sponsors of the Race for Cure.

It is important to us to raise awareness of breast cancer and to support the #togetherwecanbeatcancer campaign. We look forward to contributing to future such initiatives”, said Mr. Christos Maniatopoulos, CEO of ICTS Hellas.



ICTS EUROPE SYSTEMS UPDATE

TRAVELDOC SMART APP SHINES BRIGHT:

ELEVATING THE 31ST WORLD UNIVERSITY SUMMER GAMES EXPERIENCE!

On July 28th, the grand inauguration of the 31st World University Summer Games, organized by the International University Sports Federation (FISU), unfolded in Chengdu, Sichuan, China. This prestigious sporting event continued its excitement and competition until August 8th, featuring a remarkable participation of 6,500 athletes hailing from 113 nations.

ICTS Europe Systems takes great pride in its role as a valuable contributor to Sichuan Airlines, facilitating a smooth and efficient check-in process with TravelDoc Smart App that ensured the successful return of university students to their home destinations worldwide.

MYAIRLINE REVOLUTIONIZES PASSENGER EXPERIENCE:

PARTNERING WITH TRAVELDOC FOR SMOOTH DOCUMENT CHECKS PROCESS



MYAirline, a dynamic Malaysian low-cost airline established in 2021, is making waves in the aviation industry. MYAirline primarily operates from KLIA2, the renowned low-cost carrier terminal at Kuching International Airport. In a significant move to enhance the passenger experience, MYAirline has partnered with TravelDoc as its trusted travel document check service provider on Navitaire.

This collaboration ensures that MYAirline passengers enjoy a swift and simplified travel document check process, exemplifying MYAirline's commitment to delivering top-notch services throughout their journey.

TRAVELDOC POWERS ISRAIR AIRLINES' SEAMLESS SELF CHECK-IN EXPERIENCE

We are thrilled to announce our partnership with ISRAIR Airlines. As the chosen travel document check service provider, TravelDoc is now seamlessly integrated into ISRAIR Airlines' website, offering passengers a swift and frictionless self check-in process. With our advanced technology and dedication to excellence, we are committed to enhancing the passenger experience and ensuring a hassle-free journey for all ISRAIR Airlines passengers.

PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY
CONTROL & TRAINING
JULY–SEPTEMBER 2023 ACTIVITIES

1 LEARNING

- Professional discussions: the PQCT held 10 online meetings with its referents in the ICTS subsidiaries to enhance the APM-Flex culture, the ISO management systems, and the use of the CPM technology.
- Roundtable discussion with the participation of managers, trainers, and supervisors of 6 ICTS subsidiaries, for discussing best practices of APM-FLEX enhancement, mainly in the areas of observation, passenger classification, and the security interview of different passenger types.
- Training: PQCT instructors conducted annual recurrent training for QAS Israel and a Supervisor skills refresher session for ICTS Switzerland.

2 APM-FLEX

- An APM-Flex audit was conducted in Dusseldorf.
- The PQCT issued 6 APM-Flex Bulletins, encompassing relevant procedures, situation descriptions, and briefing guidance, for enhancing the APM-Flex culture.
- The PQCT obtained the authorization of the TSA and United Airlines for its APM-Flex training program and training material.
- PQCT station visit for professional enhancement, comprising audit, training, assessments in Geneva and online for Barcelona.

3 PROFESSIONAL SUPPORT

- During the quarter, the PQCT provided professional support to the subsidiaries by means of steady communication on noteworthy events, provision of updated information material, forms or procedures, assistance during audits, sharing of best practices in operational areas, and guidance on the use of training tools.
- Semi-annual verification of access permits to Hawk, the voluminous learning management platform of ICTS.
- The PQCT helped ICTS Belgium in submitting a training package to the Belgian Aviation Security National Regulator, which has been authorized.

- The PQCT assisted in the investigation of two Catering Security events and devised corrective and quality enhancement measures. Among these, the PQCT initiated a Catering Security Campaign that will last through Q4-2023.

4 QUALITY, AUDITS, AND MANAGEMENT SYSTEM CERTIFICATIONS

- The PQCT facilitated audits by the SII, ICTS Europe's ISO certification body, in Greece, Denmark, Iceland, and Italy.
- PQCT Audits in Heraklion, Keflavik, and at Athens Piraeus Port
- ICTS Europe subsidiaries achieved certification renewals for ISO 9001 (Quality Management), ISO 14001 (Environmental Management) ISO 27001 (Information Security Management) and ISO 37001 (Anti-Bribery Management) standards.
- ICTS Europe Headquarters successfully upgraded its information security management system to the latest ISO 27001:2022 revision.

5 PQCT CIRCULARS AND E LEARNING MODULE

- PQCT 08.2023 Bulletin: The Eighteenth Anniversary of the 7-7 London Bombings
- PQCT 09.2023 Bulletin: Two Procedural Matters: Seals on UA Catering Trolleys & Systematic Search of Seats
- PQCT 09.B.2023 Bulletin: Two Procedural Matters; New UA Catering Trolleys
- PQCT 10.2023 Bulletin: Reminder for Some Catering Security Procedures
- PQCT 11.2023 Bulletin: The 22nd Anniversary of 911 and Other Notable Terrorist Events in September
- PQCT 12.2023 Bulletin: A Catering Security Event Investigation
- PQCT 13.2023 Bulletin: A second Catering Security Event Investigation

AWARDS & RECOGNITIONS

ICTS HELLAS' DIVERSITY & INCLUSION POLICY WINS GOLD



Congratulations to ICTS Hellas for receiving the prestigious Gold Award for its Diversity and Inclusion policy. This Award highlights ICTS Hellas' outstanding efforts in promoting equality, diversity, and inclusion in the workplace. The ceremony was organized by Boussias Events in collaboration with Diversity Charter Greece and took place on 18 July 2023.

“We are very proud of our accomplishment and for being the first Security company to have received this recognition. I take this opportunity to thank all our ICTS Hellas employees who make up the fabric of ICTS. We are proud of the environment we have created, one where everyone can thrive, contribute, and feel valued”, said Mr. Christos Maniatopoulos, CEO of ICTS Hellas.

AMERICAN AIRLINES CUSTOMER CUP WON BY ICTS HELLAS IN ATHENS

Congratulations to our ICTS Hellas Team at Athens International Airport for winning the American Airlines Customer Cup for the third consecutive time. This is a truly remarkable achievement which is a testament to the Team's dedication and commitment to providing outstanding services to American Airlines and its passengers.

The Customer Cup is a quarterly award and celebration organized by American Airlines to recognize stations that demonstrate the strongest performance in customer experience. This award goes to all the teams involved and contributing to achieving the Customer Cup, including security.

“Congratulations and many thanks to every one of you for your superb contribution to ATH (Athens) winning the Customer Cup once again this season, and for the 3rd time in a row!”, said ATH Customer Service Supervisor & International Security & Compliance Coordinator of American Airlines.

STOCKHOLM ARLANDA AIRPORT WINS DELTA'S STATION OF THE MONTH AWARD

Congratulations to our ICTS Sweden Aviation Team at Stockholm Arlanda Airport for winning Delta Air Lines' 'Station of the Month Award' for July 2023.

This Award recognises teams who have achieved the highest overall performance score in various categories.

An extract from an email sent from Delta Air Lines' Operations Service Manager in Stockholm to our Station Manager, Adnan Cejvan; **“Big thanks to your team for helping us give very good service to our customers. You have a great team here at ARN. I have been working with you for many years and this year it is an excellent team. Everyone is very helpful and always with a smile to share. Thanks for all help you are giving me to make the operation work.”**

A celebration to mark this accomplishment was held on 31 August 2023.

ICTS UK AVIATION SECURITY TRAINING PROVISION CLASSED 'OUTSTANDING' BY THE CAA

We are thrilled to announce that the Civil Aviation Authority (CAA) has granted our ICTS UK Aviation Security programs the prestigious 'Outstanding' classification for the third consecutive year. This recognition highlights ICTS UK's unwavering commitment to maintaining the highest standards in aviation security and ensuring the safety of passengers and personnel.

The CAA's assessment, conducted through a thorough and comprehensive review process, examined various aspects of our training programmes, in line with the CAA's *Aviation Security Training Quality Assurance Framework*. The outstanding classification highlights ICTS' excellence in implementing security measures, training protocols, and overall operational efficiency within the aviation sector.

Ceri Matthews, Head of Training – Aviation said, **“With this accomplishment, we solidify our reputation as a leader in aviation security, setting a benchmark for industry best practices. The classification reaffirms the dedication of our Training Teams across the UK, whose efforts have contributed to this commendable achievement.”**

ICTS UK is a [Civil Aviation Authority](#) (CAA) Registered Training Provider (#118).



2023 SECURITY & FINALIST EXCELLENCE AWARDS FINALISTS

On October 5, 2023, ICTS was named a finalist in multiple categories at the 2023 [Security & Fire Excellence Awards](#) which take place in the UK.

These nominations include Security Guarding Company of the Year (Over £30M Annual Turnover), Contract Security Team of the Year (x2), and Security Software Product or Software as a Service Innovation of the Year. This recognition is a testament to our commitment and to our teams' unwavering dedication, excellence and innovation.

Notably, our all-in-one security operations platform, [Viridian](#), has been shortlisted in the Security Software Product or Software as a Service Innovation of the Year category. [Viridian](#) has previously secured two awards from Security Today and Data Centre World 2023, making it an industry-recognized innovation.

The awards ceremony will take place on Monday, 4 December 2023, at the JW Marriott Grosvenor House in London, UK.



CONFERENCES & EXHIBITIONS

ICTS UK & IRELAND SPONSORED THE AOA SECURITY CONFERENCE 2023

On 27-28 September, The Airport Operators Association (AOA) Security Conference took place in York, UK. This premier event in the aviation industry, brought together AOA members - key stakeholders, security experts, and airport operators to discuss the latest advances in airport security.

As a sponsor and participant, ICTS UK & Ireland showcased its new security solutions, including Innereye, our innovative approach to transforming the future of X-ray screening.

Danielle Davies (Head of Compliance – Airports, ICTS UK & Ireland) joined a panel discussion on ‘Gender equity and inclusion for staff and passengers in aviation security’.

Alan Dutt, Executive Director – Operations (Aviation and Corporate Services), ICTS UK & Ireland, said, “Gender equity and inclusion is important to us—it fosters a safer and more diverse industry, promoting a broader range of perspectives and talents that enhance overall security measures and passenger experiences. We are delighted to have been part of this AOA Security Conference, which served as a vital forum for fostering collaboration among industry experts.

At ICTS, we believe in staying at the forefront of security innovation, and this conference provided a fantastic opportunity to exchange knowledge, insights, and best practices that ultimately lead to safer airports worldwide.”

ICTS UK & Ireland is a Corporate Partner of the [Airport Operators Association \(AOA\)](#).

PUBLICATIONS

E-LECTIO FEATURED IN TRANSPORT SECURITY INTERNATIONAL MAGAZINE

E-lectio, part of the ICTS Europe Group, is proud to be included in the Transport Security International magazine and to be given the opportunity to share their vision on the state-of-the-art computer-based security training for Airport / Transport Security Personnel.

Please click on the [image](#) to read the article.



LETTERS OF COMMENDATION



In July, 2023 the American Airlines team at CDG organized a breakfast for the ICTS CDG teams in thanks for all the hard work and efforts made in recent months upon the AA operation which is currently operating five daily flights. Station Manager CDG, American Airlines commented;

"It was a real pleasure to share breakfast with you all! Thank you to the entire ICTS Team for its commitment to American Airlines at CDG"

July 10, 2023, Athens, Greece, Delta Air Lines;

"I would like to express our appreciation for the safety behaviour of Ms. K. R. on flight DL241/08Jul. On the flight in question, there was an unsafe gap between the PBB and the aircraft. Ms. R. assisted us by politely advising passengers to be vigilant upon boarding and to ensure that they boarded the aircraft safely."

July 13, 2023, Nice, France, Delta Air Lines;

"BIG THANK YOU to everyone for your anticipation, your responsiveness, your cooperation and your efficiency in such a situation with a certain lack of personnel and equipment. Thank you for your support towards me and your availability to try to make my task easier, you succeed and I very much appreciate it."

This was followed with a note of appreciation from the Delta Station Manager at Nice:

"I don't have much more to add. A very big thank you to everyone for your valuable help with the 2 flights. #TEAMWORK #YOU ROCK"

July 16, 2023, General Manager Athens, United Airlines;

"You don't need me to tell you that it has been a long and demanding day, especially with the recent heat wave. I'd like to thank every single member of this team for their hard work, diligence and effort. We appreciate each and every one of you and your hard work. Again thank you for your efforts and for making today happen."

July 29, 2023, outstanding job done by the ICTS Team by assisting American Airlines at Reykjavik Keflavik Airport.

The ICTS SM at Keflavik Airport (Iceland) was contacted by AA at 18:00 hours on Friday, 28 July, regarding a diverted Flight from LHR that required security coverage overnight and full flight security operations the following day, 29 July. Within one hour, the ICTS Station Manager made all necessary arrangements for the security coverage AA was seeking.

ICTS Iceland was dully commended for their speedy assistance by AA Flight Operations Management HQ (DFW). ICTS provided full security coverage despite the fact AA has not operated at Keflavik since 2019. The AA flight departed on time on Saturday, 29 July.

August 5, 2023, Int. Service Director CDG, United Airlines;

"After this very long and difficult day in triage, I wanted to thank the ICTS team who gave its best and once again showed their involvement in our operations, their professionalism and their team spirit. Thank you all."



August 6, 2023, Seasonal Supervisor Stockholm, Sweden, Delta Air Lines;

"I wanted to take a few minutes to tell you how grateful I am of your team this year. They have been amazing! Starting with B., P., A., and L. Wow! They are always receptive to feedback and to try new ways to process and set up lines, or whatever new idea I can think of to improve our operation. I see the respect the team has for them as leaders, and it is refreshing to see how well they work together and complement each other.

The rest of the team are all hard workers, respectful, and they go out of their way to ensure that our operation runs safe, secure, and efficiently. Their interactions with our customers are friendly more like conversations which make our customers feel comfortable during the interviews. They are consistently on time to the lobby and the gate, and they work very hard on board to turn our planes as fast and as safely and possible.

I feel like this has been the best ICTS team that I have worked with in ARN and it all thanks to the great leadership they have. Thank you, Adnan, for making my job so easy! Forever grateful for all you do for our teams and for our customers!"

August 11, 2023, note of appreciation to various ICTS employees at Athens station, from the EMEA Regional team of Delta Air Lines;

"Thank you for your amazing contributions each day to the Delta operations. We appreciate you and what you do to serve our customers with kindness and handle their bags or assistive device with care and attention. You make a difference, and we want you to know it."

August 28, 2023, Coordinator – International Station Security MUC, American Airlines;

"I wanted to thank each of you for your exceptional, outstanding performance during the TSA Audit. Well done! Please know that your hard work and dedication did not go unnoticed! Your effort deserves huge applause and genuine appreciation not only from the TSA inspector but also from me. Keep up the excellent work!"

September 15, 2023, Security Lead CDG, American Airlines;

"On behalf of the CDG Security Team and Management, we would like to thank the entire ICTS team for their security awareness and vigilance when dealing with passenger C. on September, 10. More in particular we would like to express our thanks to BDP agent S. S. for his attentiveness when interacting with the passenger an ETD agent M. R. S. for an excellent performance searching the passenger at the gate. Thanks to their alertness and great teamwork, necessary steps were taken to prevent the passenger from boarding our aircraft. Thank you to the team for everything they do every day to keep our airline safe and secure."

September 18, 2023, Supervisor Airport Operations Nice, United Airlines;

"Just a few words to say a huge thank you to all of you for having so well prepared this audit. The TSA auditors were very pleased with all their observations in all aeras and different departments. This was a very successful audit with zero faults. Again thank you all very much. I really appreciate working with you all. We are an excellent team. Great works ! Bravo."

September 19, 2023, Following is a note of appreciation from United Airlines at LHR, to an ICTS employee who provided assistance to an out of service aircraft and assisted the engineers over a number of days while they fixed the problems;

"...a massive special thanks to our escort J. from ICTS, this guy was fantastic and was sorting out steps, ground runs, Airport ID's, tow-tractor and driver amongst other things and was a massive assistance to us, went well above and beyond and nothing seemed to faze him..."

September 24, 2023, Security Leads Team, CDG, American Airlines;

"Yesterday, American Airlines customer G. R. recognized BDP agent E. G. for her outstanding service by giving her this paper award. E. was working with me at the departure gate for AA49. In name of the entire security team, please express our gratitude to E. for her excellent work and good service."