



Q4 2023 NEWSLETTER

SUMMARY

MESSAGE FROM THE CEO	3
NEWS	4
CORPORATE SOCIAL RESPONSIBILITY	9
ICTS EUROPE SYSTEMS UPDATE	11
PQCT NEWS	13
AWARDS	15
EXHIBITIONS	16
PUBLICATIONS	17
ACTIVITIES	17
LETTERS OF COMMENDATION	18

MESSAGE FROM THE CEO



Oren SAPIR
CEO
ICTS EUROPE

Dear Friends and family of ICTS Europe,

As the year 2023 drew to a close, I find it paramount to reflect on the journey we have embarked upon together, a journey marked by both challenges and triumphs.

To Our Cherished Clients:

First and foremost, I extend my deepest gratitude to each of you. Your unwavering loyalty and support have been the cornerstone of our achievements. It is because of your trust in us that we have reached the heights we are at today. Your continuous engagement fuels our commitment to excellence and innovation.

A Year of Challenges and Growth:

2023 was indeed a year laden with challenges, particularly in navigating the rough waters of inflation. However, it was also a year where we witnessed significant growth, particularly in the sectors of aviation and general security. Our steady growth amidst these challenges is a testament to our collective strength and adaptability.

Continuous Development and Innovation:

We are proud to have continued developing new tools for our employees and innovative products and solutions for our clients. Creating value remains at the forefront of our mission. Our ultimate goal is to be not only the best service provider in our field but also an exemplary employer. We strive to offer services that surpass market standards and foster a work environment that does the same.

Looking Ahead:

As we look to the future, we are excited to explore new markets, delve into new subsectors, and introduce cutting-edge technologies. These advancements will not only enhance our existing offerings but also pave the way for standalone solutions. We are acutely aware that our clients and employees are the backbone of our success, and for this, we are immensely grateful.

Wishing You All the Best:

I extend my warmest wishes to you and your loved ones. May the coming year bring health, happiness, success, and prosperity to all.

Thank you for being an integral part of our journey. Here's to a prosperous future, together.

Warm regards

Oren Sapir
CEO
ICTS Europe

2023: A YEAR OF SIGNIFICANT GROWTH FOR ICTS EUROPE

In 2023, ICTS Europe witnessed significant growth in business activity, with key developments across various sectors.

Aviation Security Airlines focused on continuing to restore their networks post-pandemic, resulting in ICTS experiencing its *busiest* summer ever!

- Delta Air Lines launched new routes from Dusseldorf, Stuttgart, Berlin, Geneva, and London Gatwick Airports.
- United Airlines introduced new seasonal flights at Rome, Shannon, Barcelona, Berlin, and Stockholm Arlanda Airports.
- American Airlines notably added approximately 3,000 seasonal flights in Europe to their annual schedule.
- Air Canada resumed transatlantic services with seasonal flights from Athens, Barcelona, Dublin, Edinburgh, Lisbon, and Venice Airports.

ICTS welcomed new and renewed **Airport** clients / businesses, including Rotterdam The Hague Airport, Memphis and Charlotte Douglas International Airports, Lyon-Saint-Exupéry Airport, Dublin Airport (T1 & T2), Marseille Provence Airport, Clermont-Ferrand Auvergne, and kickstarted 2024 with the renewal of its contract with Hermes Airport for the provision of a range of security services, including passenger screening, HBS, Access Control, Cargo and Mail, CCTV and patrolling at Paphos and Larnaca Airports.

Corporate Security

Our General Security Division expanded its activities across many countries including Canada, Cyprus, France and The Netherlands. Among the services provided are access control, guarding, CCTV services, management of the Security Control Room, and patrolling.

Data Centre Security

The Data Centre sector experienced remarkable growth this last year. The ICTS Europe Group currently provides security services to over 100 Data Centre locations across 7 countries.

Viridian, our ICTS operational management solution won the “Special Contribution to Improving Resilience through Innovation” Award at Data Centre World in London.

Public Transport and Maritime Security

ICTS Germany expanded its presence in the Public Transport Sector, by signing new contracts with Deutsche Bahn AG and Cologne Public Transport Authority (Kölner Verkehrs-Betriebe, KVB AG).

ICTS Spain strengthened its position in the cruise liner industry.

Canine Security

ICTS Cyprus launched a new Canine Security Division.

International exhibition and conference centre, London ExCel, appointed ICTS UK for the provision of canine security services.

Overall, 2023 was marked by an expansion of diverse business activities and extensive collaboration within the ICTS Europe Group.



Click [here](#) to watch the video

MARSEILLE PROVENCE AIRPORT RE-APPOINTS ICTS MARSEILLE-PROVENCE AS ITS SECURITY PARTNER

ICTS Marseille-Provence is delighted to continue providing security screening services for passengers, personnel, and cabin baggage at Marseille Provence Airport, a service ICTS has been providing since December 2011.

“The continuity of our partnership with Marseille Airport highlights our commitment to maintaining high standards in airport security. I am very proud of the collective effort of our team and take this opportunity to applaud their hard work, commitment, and professionalism”, commented Jean-Baptiste Thelot, General Manager of ICTS France and Chairman of ICTS Marseille-Provence.



“We look forward to supporting Marseille with their new ‘Airport Heart 2024 Project’, which will see the construction of an extension linking the older part of the airport with the new. This Project will enhance the overall passenger experience.

ICTS provides airport security solutions at ten airports across France.

CLERMONT-FERRAND AUVERGNE RE-SELECTS ICTS FRANCE AS ITS SECURITY PROVIDER

ICTS France has been re-awarded the security services contract with Clermont-Ferrand Auvergne. Since September 2018, ICTS France has been responsible for the provision of access control for passengers, airport staff, vehicles, and hold baggage screening services.

“We are extremely proud to secure this prestigious contract for a further term”, said Jean-Baptiste Thelot, General Manager of ICTS France. “This award follows a recent win of the security tender at Marseille Provence Airport. To be recognized as the preferred airport security provider by both Clermont-Ferrand and Marseille Airports is a testament to our capabilities as security providers. We look forward to continuing our partnership and to providing the highest level of safety and security to our valued clients and passengers.”



ICTS EXPANDS BUSINESS WITH KUWAIT AIRWAYS AT FRANKFURT AND BARCELONA AIRPORTS

Kuwait Airways has chosen ICTS Deutschland and ICTS Spain as its security providers at Frankfurt and Barcelona Airports.

1 October 2023 marked the start of a new service provision to Kuwait Airways at Frankfurt International Airport. ICTS Deutschland is now also responsible for the provision of catering security services to the airline's flights to Kuwait City.

"We already provide aviation security services to Kuwait Airways at Frankfurt, and we are delighted at the opportunity of expanding our responsibilities to include catering security", said Marina Casado Criado, Station Manager at Frankfurt Airport, ICTS Deutschland.



This was followed by the inauguration of a new direct flight between Kuwait City and Barcelona Airports on 31 October 2023.

The cooperation between ICTS Spain and Kuwait Airways started in 2018 with the provision of airline security services to the airlines' seasonal flights to Malaga. This was followed by the introduction of a year-round service to Madrid Airport in June 2022.

"It is exciting to be part of the airline's strategy to expand its network of destinations. This expansion not only signifies the growth of ICTS Spain's business but also contributes to the increased connectivity and accessibility of air travel for passengers between Kuwait and Spain", said Georgina Inchausti, Regional Manager of ICTS Spain.

The ICTS Europe Group also provides aviation security services to Kuwait Airways at Paris Charles de Gaulle, Nice, Athens, Rome Fiumicino, Milan Malpensa, Munich, and Manchester Airports.

EXPANSION OF SERVICES WITH QATAR AIRWAYS



ICTS Deutschland is proud to announce that Qatar Airways has expanded its security services contract to include cargo security services for flights operated from Munich Airport. This new service started in mid-November 2023 and complements the existing aviation security services provision.

"We have been providing security services to Qatar Airways commercial passenger flights since October 2021. It gives us great pleasure to be entrusted with this additional service", said Gabriel Nicodin, ICTS Deutschland Station Manager at Munich Airport.

Qatar Airways currently operates 2 daily commercial passenger flights and 4 weekly cargo flights to Munich.

2023 NFL GAMES IN FRANKFURT AND LONDON



The US National Football League (NFL) touched down in London and Frankfurt as part of the NFL International Series games.

ICTS UK and ICTS Deutschland were pleased to support Virgin Atlantic by delivering security services to the airline's charter flights used by the NFL teams.

ICTS UK provided off-site check-in services to the Atlanta Falcons team who played on 1 October at the Tottenham Hotspur Stadium located in north London.

"ICTS UK annually provides support to NFL games in various capacities. This includes the provision of customer services at gates, conducting documentation checks exclusively for NFL teams, and assisting with the movement and escorting of baggage from hotels to the airport, ensuring the security of the NFL teams' belongings. We eagerly anticipate the opportunity to continue providing our assistance to next year's NFL games", said Manuel Pombo, Divisional Director Aviation England, ICTS UK.

This game was followed by two more games at the Frankfurt Stadium on 5 and 12 November 2023 between the Miami Dolphins and Kansas City Chiefs and between the Colts and New England Patriots.

"NFL International Series provided us with a great opportunity to showcase our ability to provide ad-hoc security services in support of high-profile international sporting events. Virgin Atlantic's Airports Development & Change Lead expressed her gratitude for the great cooperation", said Mesut Mujedini, Operation Manager of ICTS Deutschland.

ICTS SWEDEN PROVIDES AD-HOC SERVICES TO LA COMPAGNIE

Stockholm hosted the 2023 NHL Global Series featuring four ice hockey teams: Toronto Maple Leafs, Detroit Red Wings, Minnesota Wild, and the Ottawa Senators. This event took place between 16 and 19 November at the Avicii Arena in Stockholm.

ICTS Sweden, in collaboration with ASE Handling, played a significant role in delivering ad-hoc security services to La Compagnie, a French boutique all-business-class airline, by supplying baggage security services to the charter flights used by the Detroit Red Wings.

"Ice hockey is one of Sweden's most popular sports. Fans from across Sweden descended on Stockholm to watch some of their favourite teams in action", said Adnan Cejvan, Station Manager of ICTS Sweden. "We received very positive feedback from La Compagnie on a job well done. The collaboration with ASE Handling was very successful and well received".

ICTS Sweden was established in 2005 and has been providing aviation security services ever since to various clients among which, Delta Air Lines and United Airlines.



ICTS GERMANY STARTS PILOT WITH DEUTSCHE BAHN AG AT MUNICH

ICTS Germany, ICTS Europe's General Security Division in Germany, has commenced another pilot with the national railway company of Germany, Deutsche Bahn AG (DB).

This pilot, which started on 1 December 2023, sees ICTS Germany delivering patrolling security services on board the trains and on platforms at Munich's railway station. Following the success of the pilot, the ICTS team will grow further in the region, enabling a wider spread of operations across Bavaria.

"Three years ago, we formulated our ICTS Germany business growth strategy by defining three main market segments: Public Transport, Critical Infrastructure, and Data Centres. Since then, the company has doubled in size and experienced robust growth in these sectors, especially in Public Transport (not only with DB). Currently, we have approximately 650 guards working under various DB contracts. The services we deliver vary from reception services, canine security patrols, to security surveillance on trains and at railway stations", said Andreas Stauder, Managing Director of ICTS Germany.

ICTS Germany's initial contract with DB commenced three years ago in Berlin and has since expanded into 8 regions in Germany and is set to extend, to a 9th region in Germany at the start of 2024.

Looking ahead to June 2024, ICTS Germany is gearing up to deploy a significant number of security guards to support the European Football Championship taking place in Germany. With a large number of football fans expected to utilize public transport during the Championship, ICTS Germany aims to ensure the safety and security of passengers and infrastructure.

DIGITAL REALTY JOINS ICTS' GROWING DATA CENTRE PORTFOLIO

1 January 2024 marked the start of a brand-new contract for ICTS Hellas with Digital Realty, one of the leading data centres in Greece. ICTS Hellas is responsible for the provision of security services to Digital Realty's facilities in Athens, Greece.

"We are delighted with this new partnership with Digital Realty and to expand our footprint within the Data Centre sector. We are committed to sharing our expertise, and delivering top-quality services which make a difference", said Stelios Chrysomallos, CEO of ICTS Hellas.

ICTS Europe has been a trusted security partner to numerous data centres for over a decade. Our teams secure over 100 data centre sites across seven countries.



DE BAZAAR EXTENDS ITS CONTRACT WITH CTSN

CTSN started the New Year with the good news that De Bazaar has extended its contract with ICTS Europe's Dutch subsidiary.

CTSN has successfully been responsible for the provision of Security and First Aid services to De Bazaar since 2010. The Bazaar is a large indoor market with over 1,200 retail outlets, located in Beverwijk (North Holland).

"Congratulations to the entire team at CTSN for their dedication and hard work in maintaining a high standard of service provision over the years. Long-standing partnerships like this are a testament to the trust and satisfaction of both parties involved. Here's to continued success and collaboration between CTSN and De Bazaar", said Menno Stornebrink, General Security - Business Unit Director of CTSN Group.



'THE FLIGHT OF LOVE' SUPPORTED BY ICTS CYPRUS

ICTS Cyprus is proud to contribute once again to the Flight of Love event which took place on 1 November 2023 at Larnaka International Airport.

This event, organized by the Mediterranean Flight Safety Foundation (FSF-MED) and TUS Airlines, allows special children to experience what it is like to travel by air.

Our ICTS Team in Cyprus provided an especially calm and slow security screening process for the 100 or so children who were accompanied by their families and carers. Exposing the children to the sights, sounds and routines of airport environments helps reduce their anxiety.



“At ICTS Cyprus we care about the wellbeing of all passengers. We take every opportunity to contribute to meaningful initiatives and to make a difference to the communities in which we operate”, said Panagiotis Fistedis, General Manager of ICTS Cyprus.

ICTS CYPRUS SUPPORTS CHILDREN IN NEED



On 9 December 2023, ICTS Cyprus had the pleasure of supporting the ‘No Child without a Teddy Bear’ event organized by the Pancyprian Volunteerism Coordinative Council at the AEK Arena - Georgios Karapatakis football stadium in Larnaca, Cyprus.

Football fans, including ICTS Cyprus staff members, visiting the stadium were invited to donate a toy teddy bear to children in need.

“It was heartwarming to be part of this initiative and to witness such a large turnout of fans and the huge numbers of teddy bears donated. Together we made a positive impact on the lives of many children, fostering a sense of community and collective responsibility”, said Panagiotis Fistedis, General Manager of ICTS Cyprus.

CTSN PLANTS TREES FOR A GREENER AND HEALTHIER WORLD



In 2023, CTSN initiated a new project that aims to enhance the fast-growing CTSN business and personal growth of its employees by establishing five core areas that reflect the company's values. To comply with these standards, every CTSN employee will be trained to focus on personal growth, optimize cooperation, and effectively represent the company and its identity.

For each employee who completes the training, a tree will be planted either in The Netherlands or abroad in support of different (re)forestation projects. In 2023, the company planted approximately 200 trees, and in 2024, the aim is to plant an additional 800 trees.

With this initiative, CTSN sets an excellent example of how businesses can integrate personal and professional development with environmental consciousness, creating a positive impact both internally and externally.

ICTS CYPRUS SUPPORTS THE MARGARITA LIASIDOU FOUNDATION

During the festive season, ICTS Cyprus was pleased to donate food vouchers to the Margarita Liasidou Foundation in Paphos, as contribution to the Foundation's Christmas event.

The Foundation offers accommodation and services to adults and children with special needs.

“All of us at ICTS Cyprus will continue to support the Margarita Liasidou Foundation. We are grateful for the valuable work the Foundation does in Paphos”, said Panagiotis Fistedis, General Manager of ICTS Cyprus.



ICTS CYPRUS BRINGS GIFTS TO CHILDREN IN HOSPITAL

ICTS Cyprus closed the year 2023 with another charitable event on 22 December, a team of volunteers from ICTS Cyprus visited the children's oncology department at the Nicosia-Markariou Hospital and brought gifts to the children undergoing treatment. The ICTS team gave each child a personalised gift.

“We would like to express our gratitude and appreciation to the team from Paphos Airport, who organized this initiative and to our team of volunteers who supported this event and the many other CSR events we held throughout 2023. Giving back to the communities in which we operate is central to our business strategy”, said Panagiotis Fistedis, General Manager of ICTS Cyprus.





ICTS EUROPE SYSTEMS UPDATE

REGULA AND ICTS EUROPE SYSTEMS AUTOMATE AND ACCELERATE PASSENGER ID PROCESSING IN NEW TECH COLLABORATION

Regula, a global developer of forensic devices and identity verification solutions, and ICTS Europe Systems, a leading provider of technology-based solutions to the global travel industry, partnered-up to provide multifunctional passport readers that have completely transformed operational efficiencies and the subsequent passenger experience across many European airports.

- Hundreds of millions of air passengers every year
- ID processing time reduced to just 3 seconds per document
- Significant decrease in human workload

[Regula 7029](#) is a compact yet powerful device which is used to read and verify travel documents at check-in and boarding on flights from Europe to the USA. This direction is an important one for ICTS Europe Systems and its customers, so selecting the best identity verification (IDV) vendor to enhance the passenger and air carrier experience was imperative.

Deploying Regula 7029, ICTS Europe Systems has successfully decreased the time allocated for processing documents. Leveraging this new solution, it takes only three seconds to scan and verify one ID. This reduces the overall time that passengers spend checking in and boarding at the gate. Plus, Regula 7029 is allowing ICTS Europe Systems to automate identity document processing, which addressed a core need of reducing human workload.

“The whole project, starting from purchase to integration, was straightforward and smooth thanks to the great technology, collaboration and ongoing support we have with Regula. Pairing Regula hardware with TravelDoc online verification system and our suite of core capabilities has driven down processing times for each document based on accuracy and the exceptional first time scan rate – all in a very short period of time. Using Regula 7029 for passenger ID verification gives us the required speed and quality to keep improving the overall experience for both air carriers and passengers,” says Jason Spencer, Commercial Director at ICTS Europe Systems.

“We share a long-established relationship with ICTS Europe Systems, and over the years have cooperated on a number of projects. Collectively, we are always aiming to continue and expand our collaboration for the benefit of airlines and travelers everywhere. Our R&D in identity verification solutions, both hardware and software, is rooted in our 30+ years of expertise in forensic research and document examination. Having scrutinized innumerable types of IDs from every corner of the world, we know what to pay attention to when verifying a document, so we enable our solutions to do it with unrivaled precision,” says Maris Kaminskis, Executive Director at Regula Europe.

AIR SÉNÉGAL

Air Sénégal S.A is live and operational with TravelDoc, bolstering their departure control system. This dynamic integration is enabling the airline to achieve streamlined staff operations and fine reductions.

Based in Dakar, Air Senegal connects both regional and international destinations. TravelDoc seamlessly integrates with airlines across Africa (in fact, anywhere in the world!) as it can navigate diverse regulations and languages.

TravelDoc leads the way when it comes to quickly and accurately validating that passengers possess the correct documentation for their journey. Discover the power of TravelDoc [here](#).



TRAVELDOC SHOWN IN CHINA AT THE AIRPORT EXHIBITION ATTENDED BY OVER 4.000 EXPERTS (NOVEMBER 14, 2023)

ICTS Europe systems was recently invited to present the TravelDoc solution to thousands of aviation professionals attending the Inter Airport China Exhibition held in Guangzhou, China.

The tradeshow - which was hosted by Inter Airport Ex Group in partnership with the UK Department for International Trade (DIT) - allowed us the opportunity to showcase our cutting-edge TravelDoc solution to the market.

TravelDoc enables airline staff to quickly, accurately and comprehensively check passengers' travel documents for a seamless and efficient travel experience.

Every year, these events draw in thousands from across the aviation space to enhance collaboration and innovation, in this case, especially for those based in China.

Jason Spencer, Commercial Director at ICTS Europe Systems, said; "The event was an excellent opportunity to demonstrate our aviation security expertise and TravelDoc solution to the aviation market. But more importantly, we attend these exhibitions to exchange ideas with like-minded travel security enthusiasts, to learn first-hand about customers' challenges, and remain at the forefront of the latest advancements across the aviation sector.

If you would like to learn about how TravelDoc can simplify and optimise your passenger security processes, click [here](#) to speak with one of our experts today.



PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY
CONTROL & TRAINING
OCTOBER–DECEMBER 2023 ACTIVITIES

1 TRAINING AND PROFESSIONAL ENRICHMENT

- Two Supervisor Courses were conducted by the PQCT in London and in Gallarate, Italy, with 20 participants from the UK, Italy, Portugal, Greece, and Switzerland.
- A Cargo X-ray Screener course was conducted by the PQCT in Switzerland.
- A video conference, with the participation of 25 ICTS managers, among them many training managers, discussed the most effective use of PQCT circulars, best practices for briefings, and the enhancement of staff alertness.



2 ISO 21001 CERTIFICATION FOR THE PQCT

The PQCT achieved the ISO 21001 certification for compliance with the ISO standards for Educational Organizations' Management Systems. The certification applies to all aspects of training and will benefit the ICTS subsidiaries in many ways.



3 APM FLEX

A milestone in implementing APM-FLEX passenger pre-screening was introducing the method in London LHR, as the 18th APM-FLEX station. Further expansion of APM-FLEX is planned for 2024.

4 ANNUAL MEETINGS WITH DELTA AND UNITED CORPORATE SECURITY

Annual meetings with the Corporate Security departments of two major US airline clients of ICTS, DELTA and UNITED demonstrated the PQCT's contributions to the high quality of ICTS services and the outstanding collaborations with its clients.

5 PQCT CIRCULARS - MAIN TOPICS

- Tools Used by the Staff of Airlines' Catering Providers.
- For TSA Regulated Training, Only PQCT Material Permitted.
- Guidance: Revised procedure for the pre-screening of passengers traveling together with TSA Selectees, as a family unit.
- Guidance: Prevention of Hiring Staff with Potential for Insider Threat.
- Updated KPI Reporting - Inspections of Catering Security Product Quality Control & Training CONFIDENTIAL PQCT Activities – ICTS Newsletter, Q4-2023 Page 2 of 2.
- Insights for Security in the Aftermath of the Oct. 7th Massacre by Hamas.
- Hamburg Airport Closed after Armed Person Drives Through Gate.
- Incident at a Delta Check-in October 19th – Actions by a BDO.
- CWARE2 Annual Training.
- Enhanced Security Worldwide on the New Year's Eve 2023-2024.





THE PRODUCT QUALITY CONTROL & TRAINING DEPARTMENT: WHO ARE WE

The Product Quality Control & Training Department, also known as the PQCT, is a corporate entity of ICTS Europe. The PQCT is responsible, among others, for developing and designing security methods and processes, analyses, procedures, training material, professional guidance and support, maintaining the ICTS Quality Manual, and inspecting and monitoring some aspects of the quality of ICTS services.

The PQCT staff comprises three specialists and reports to the Vice President for Compliance: Ilan Weinmann, PQCT Director; Enno Geissler, ICTS Europe Training and Quality Manager; and Monica Zottarelli, Senior Trainer and Auditor.

PQCT FACTS & FIGURES FOR 2023:

Learning Events Delivered

24

Comprising Supervisor, Lead Agent, Trainer, APM-FLEX, and other courses.

Audits Conducted

11

To measure compliance with regulator, client, and our own high expectations.

Circulars Issued

21

To share Group intelligence and disseminate operational updates.

Training Participants

220+

From a variety of locations and disciplines within the ICTS Europe Group.

Special Event Investigations

3

To challenge the effectiveness and test the resilience of our solutions in real time.

Specialist Reports

5+

Detailed professional guidance on a range of quality, training and compliance issues.

AWARDS



CESG AND ICTS UK & IRELAND RECEIVE ECOVADIS SILVER MEDALS

CESG is awarded and ICTS UK & Ireland is re-awarded the EcoVadis Silver medal in recognition of their sustainability management system, with particular focus on the following four themes: environment, labour and human rights, ethics and sustainable procurement.

Christophe Pedron, Operational Director, CESG (a subsidiary of ICTS France specialised in the provision of general security services) said, “This certification highlights our CSR commitment and is part of our Group's strong desire to ensure the wellbeing and professional fulfilment of our employees by promoting diversity and inclusion while limiting our environmental impact. I thank our teams for their dedication and contribution to this success!”

Andy Kynoch, Managing Director, ICTS UK & Ireland added, “Collaboration is key to shaping a more sustainable future for all. As a large organisation, we hold the responsibility to operate in ways that minimize our environmental footprint while supporting our stakeholders.”

In 2023, ICTS Germany also gained the EcoVadis 2023 medal.

CESG and ICTS, together with hundreds of thousands of other companies, have partnered with EcoVadis to collaborate on sustainability. EcoVadis provides a common platform, universal scorecard, benchmarks and performance improvement tools that enable and promote business sustainability. For more info.: www.ecovadis.com

VIRIDIAN RECEIVES SILVER AWARD AT THE SECURITY FIRE & EXCELLENCE AWARDS IN THE UK

Viridian received the Silver Awards at the Security Fire & Excellence Awards which are held in the UK every year. The award was received for the Security Software Product or Software as a Service Innovation of the Year.

This marks Viridian's third award after receiving Security Today's 2022 New Product of the Year Award and Data Centre World's 2023 Special Contribution to Improving Resilience through Innovation.

Viridian has also been shortlisted for the UK OSPA's (Outstanding Security Performance) for the Outstanding New Security Product. Winners will be announced in February 2024.



AEROWORK WINS GOLD AT THE 2023 MOZAÏK HR ECONOMIC INCLUSION AWARDS

Congratulations to Aerowork, an association of which ICTS France is a founding member, for winning the Gold Award for its equality, diversity and inclusion recruitment policies at the 2023 Mozaïk HR Economic Inclusion Awards.

“This is a tremendous achievement of which we are very proud. It's evident that the commitment and efforts of all of Aerowork's members have made a significant impact. This award also highlights the importance of building an inclusive workforce. Here is to our continued success in promoting diversity and inclusivity and creating a fulfilling professional environment for everyone”, said Jean-Baptiste Thelot, Managing Director - Aerowork and ICTS France.

ICTS France is one of the founding member organisations of Aerowork which was established in 2022 with the aim to promote job opportunities within the aviation sector, in particular at Paris Charles de Gaulle and Paris Orly Airports.



EXHIBITIONS

ICTS ATTENDS SPAIN'S DATA CENTRE ASSOCIATION AGM

ICTS Spain was pleased to attend Spain's Data Centre Association's (Spain DC) third Annual General Meeting. This event, which took place between 18 and 19 October 2023 in Barcelona, brought together key players from the hi-tech and data centre sectors to discuss the main trends and challenges facing the industry.

“These meetings are crucial for sharing knowledge, staying updated on the latest developments and networking. We had the chance to listen to the issues the Data Centre industry is facing both in Spain and the broader region. Security remains high on the agenda for the data centre community”, said General Manager of ICTS Spain, Mr. Panagiotis Fistedis.

The Spain DC partner programme serves as a catalyst for driving growth within data centres by encouraging cooperation and synergy between organisations and service providers.

ICTS Spain is the only security company to be a member of Spain DC. It currently provides security services to 2 major data centres across Spain.

The ICTS Europe Group has been a trusted security partner to numerous data centres for over a decade. Our security teams operate in over 100 data centre sites across 7 countries. Our emerging technologies and strategy shape the global security landscape and make a difference in the environments in which we operate.

[Contact us](#) to find out more about our ever-expanding solutions and to find out how we can redefine your security.



ICTS UK PARTICIPATES AT THE DATA CENTRES IRELAND 2023

ICTS was delighted to attend DataCentres Ireland 2023 on 22 November, 2023 in Dublin.

The exhibition and conference serve as a valuable platform for professionals and companies involved in data centre infrastructure, management, and related technologies to network, share insights, and showcase innovations in the field.

Peter McGowan, Strategic Client Director for ICTS & Ireland said, "Ensuring a top-tier physical security setup is essential for data centres given the crucial nature of their operations. Our data centre clients rely on us to deliver a holistic approach to security. In many cases, we have supported our clients through the life cycle of a data centre – starting from the construction phase and extending through to operations."



PUBLICATIONS

ICTS UK & IRELAND FEATURED IN THE AOA MAGAZINE

"Highly Trained Security Staff will be Instrumental to the Success of Next Generation Security at UK Airports" –Alan Dutt, Executive Director Operations (Aviation & Corporate Services) for ICTS UK & Ireland, provides his insights on page 37 of the Autumn edition of the AOA magazine.

Read more [here](#).



ACTIVITIES



ICTS FRANCE HOLDS ITS TRADITIONAL FOOTBALL TOURNAMENT

On 14 December 2023, ICTS France held its annual Football Tournament. A total of 12 Teams, made up of colleagues from across ICTS France, CESG, and Aeria Airport Services, enjoyed a fun afternoon of football.

"Thank you to all the players who made this annual event so successful. The tournament not only fosters a friendly, competitive environment, but also helps to promotes teamwork and a sense of community", said Jean-Baptiste Thelot, General Manager of ICTS France.

LETTERS OF COMMENDATION



October 4, 2023, Lead Security Agent, Paris CDG, American Airlines;

"I would like to thank Mr. D.M. for his professionalism. It is more than a pleasure to see Malik's interaction with 'sensitive' passengers (elderly, suspicious passengers, angry passengers...). M. has shown empathy, courtesy, altruism, which sometimes helps defuse a tense situation. Thank you to him for his daily work and his unlimited involvement."

October 16, 2023, Station ISC, Paris CDG, American Airlines;

"I would like to thank you, on behalf of American Airlines, for your dedication and initiatives taken these last days. We have faced multiple irregular operations with changes, and very early arrivals. You had to reorganize shifts, have agents coming in very early, and extended shifts. All went so smoothly that it felt like normal operations. You went above and beyond on October 14 when still at home, you checked the arrival time of the extra section, discovered it was arriving earlier than scheduled, and had agents come in earlier. At 5h25, our aircraft arrived with a security team present. We, the security team, are ever so grateful to rely on you to that extent. So 'MERCI' for always going the extra mile to ensure the safety of our passengers,

November 8, 2023, Security Leads' Team, Paris CDG, American Airlines;

"A., I would like, on behalf of American Airlines and more specifically the security department, to congratulate you on the extremely careful search of the rear AA45 truck carried out last Monday. Thanks to your vigilance, your professionalism and respect for procedure, you detected an object hidden in the upper part of the neon inside the vehicle. It was certainly not a prohibited item, but your excellent work proved that any area could be used to conceal any item. This example will be used for distribution to the entire team. Bravo and a big thank you for your involvement."

November 11, 2023, Station Manager - Barcelona, Spain, Delta Air Lines;

*"I would like to share with you our scores in November 2023, we finished this month with the highest scores of this year in customer service. We had a top score in the Net Promoter Scores (**likelihood to recommend Delta**), in the **"airport employee interaction"** and in **"moments that delight"**. We also had a high score during the entire year in **"boarding success rate"**, that means we started boarding on time on more than 80% of our flights. Kindly please share these results with all ICTS agents during the morning briefings, so all of them can receive our THANK YOU for their hard work. THANK YOU for your continuous support, we truly appreciate it!"*





November 18, 2023, Delta Air Lines Station Manager Athens, Greece;

“What a better email I could have received for the handling our flight today despite safetrac outage. We appreciate your effort handling this flight successfully, an effort which has not been unnoticed. All teams worked together to make sure we have a SAFE operation first of all.”

November 30, 2023. Following is a note of appreciation from a passenger flying Emirates on November 26, 2023 from Athens International Airport. The ICTS supervisor provided assistance to the passenger who lost her jacket at the security checkpoint;

“... she called around and found that there was a jacket available at the security scan at the lower level. She escorted me back to the security scan at the lower level, where my jacket was found...I want to thank the ICTS security agent S.Z. that helped me immensely through this. It speaks highly of the helpful nature and the support from the Athens airport security staff...my pleasant experience at the Athens Airport.”

December 7, 2023, Sr. Regional Director Germany, Netherlands, Austria, Kuwait Airways;

“I would like to express my sincere appreciation to both of your colleagues, Mrs. A. B. and Mrs. E. R. S. (FRA station). Both staff are an amazing growth and essential tool for our company. Their affability, professionalism as well as interaction with passengers and employees are unique and remarkable. We are happy to keep both of them with us and our Team, as they are priceless and flawless. On each flight they show us their outmost formation of themselves and do their best to achieve the maximum. We are proud having both team members on our flights and looking forward to a very fruitful relation.”

December 21, 2023, Delta Air Lines at Athens Station expressed their appreciation to two ICTS employees for their dedicated service delivered during the past season by giving them a flight ticket.

