



Q1 2023 NEWSLETTER



SUMMARY

NEW CONTRACTS & ACTIVITIES	3
CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES	6
OTHER NEWS	7
ICTS EUROPE SYSTEMS UPDATE	9
PQCT NEWS	10
AWARDS & RECOGNITIONS	11
CONFERENCES & EXHIBITIONS	13
LETTERS OF COMMENDATION	14

NEW CONTRACTS & ACTIVITIES

OVER THIRTY YEARS OF PARTNERSHIP BETWEEN DELTA AIR LINES AND ICTS EUROPE

Delta Air Lines has re-awarded ICTS Europe its pan-European contract for the provision of enhanced aviation security services at 26 airports across 15 countries in Europe.

“We are delighted to be recognized once again as the preferred security provider by Delta Air Lines. This outstanding achievement is testament to our performance, the dedication of our teams and our drive for innovation. In particular, the APM FLEX pre-screening method has been recently introduced at several European locations. This success confirms the ICTS Europe Group’s position as the main provider of enhanced aviation security services to the US carriers in Europe”, said Ronen Remetz, Executive Vice President, of ICTS Europe.

APM Flex is a combination of behaviour observation, passenger pre-screening specialized technique, and enhanced specific technology. This solution is due to be introduced across Europe throughout this year.

“In ICTS we have a partner which over the many years of collaboration has developed a deep understanding of our operations. Innovation, customer-centricity, and a forward-thinking mindset that are fundamental qualities which support secure and efficient operations and enhance customer service. ICTS’ qualities and commitment have proven them to be a valued service provider with whom we are delighted to further extend our partnership”, said Christine Marchand Pardo, Managing Director EMEA Airport Customer Service, Delta Air Lines.



For 2023, Delta has expanded its transatlantic services with the re-introduction of seasonal services and the launch of new destinations, among them, Berlin, Dusseldorf, Stuttgart, Geneva, and London Gatwick. The airline will be adding approximately 6,000 flights to its existing routes.

As a Group, ICTS has been working for Delta Air Lines since 1992.

AIR INDIA LAUNCHES DIRECT FLIGHT FROM MILAN MALPENSA

Air India restarted its direct Milan Malpensa to New Delhi Airport flight service on 1 February 2023. ICTS Italy is responsible for the provision of security services to the airline's four weekly flights.

"We are very pleased to welcome Air India back to Milan Malpensa after a break of approximately 3 years. It was a festive inauguration with dancing and music. We look forward to supporting the airline once again with the resumption of their European flight network", said Anna Zambelli, Operation Manager Malpensa, ICTS Italy.



ICTS GERMANY EXPANDS ITS PRESENCE IN THE PUBLIC TRANSPORT SECTOR

On 1 February 2023, ICTS Germany, the German General Security Division of ICTS Europe, started a new security contract with Cologne Public Transport Authority (Kölnener Verkehrs-Betriebe, KVB AG). ICTS Security personnel are responsible for the provision of guarding services and security patrol dog services for Cologne's vast bus and train network.

This win follows the recent security contract awarded by Deutsche Bahn AG, the national railway company of Germany, to ICTS Germany in North Rhine-Westphalia and the contract extensions in three other Federal states. It is the second contract award that includes K9 security services in less than 6 months.

The training of staff started in February at the newly established branch of the ICTS Academy in the city of Essen.

"We are delighted with our recent expansion of services within the German transport sector. ICTS has a solid management structure in place and the resources to implement services at short notice. The quality of our services is also down to the specialist training carried out in-house by ICTS Academy Germany GmbH", said Andreas Stauder, Managing Director of ICTS Germany.

ICTS CYPRUS STARTS NEW CONTRACT WITH ROBINSON CLUB IN CYPRUS

1 March 2023 marked the start of a new contract for ICTS Cyprus with Robinson Club in Cyprus. The contract is for the provision of access control, guarding and patrolling services at the Robinson resort in Alaminos, located on Cyprus' east coast (between Larnaca and Limassol).



Robinson Club GmbH, a subsidiary of TUI AG headquartered in Hanover, specializes in resort holidays within the premium segment worldwide. The resort in Cyprus opened its doors in June 2021 and is one of their latest additions.

"We are delighted to take over this new contract at the Robinson resort. Over the past years, our ICTS team in Cyprus has demonstrated its ability to serve multiple sectors: aviation, maritime, sites of critical infrastructure and more recently, the hospitality industry. I am very proud of our great team!", said Panagiotis Fistedis, Managing Director of Spain, SE Europe & Cyprus, ICTS Europe.

ICTS SPAIN: IN PERFECT SECURITY HARMONY WITH THE SYMPHONY OF THE SEAS

The 21 March 2023 marked the inauguration of the Symphony of the Seas, one of the world's largest cruise ship. Our specialist security team was there, in Barcelona, to welcome the first passengers on the first voyage of this celebrated vessel of the Royal Caribbean International fleet. ICTS Spain staff greeted passengers and carried out all mandatory security checks.

“We are proud that the first voyage of most celebrated cruise ship was secured by the world's most trusted security partners” said Georgina Inchausti, Regional Manager, ICTS Spain. *“Our mission is to secure international travel in a manner that ensures safety while creating a unique, positive experience for the passengers. We are thrilled that, again, our mission was completed successfully”*.



ICTS Spain has over ten years of experience in the cruise liner industry and has built an impressive portfolio of clients, which includes Norwegian Lines, Viking, Celebrity Cruises, MSC, Virgin, Azamara and others.



ICTS CANINE AGREE PROVISION OF FREDDs SERVICE TO WORLDWIDE FLIGHT SERVICES (WFS)

The ICTS Canine division in the UK, has recently begun a Free Running Explosive Detection Dog (FREDD) service with WFS. FREDDs screen cargo within the warehouse, offering a real time detection capability for screening cargo for explosives in an operational environment.

Rob Harris, Canine Training Manager – Aviation says *“It has been a pleasure to work with WFS implementing a canine capability to search cargo. We are looking forward to a progressive future with the team and are already planning further development.”*

Jillian Khan, WFS General Manager North says, *“This was our first implementation of FREDDs screening on site in the UK and the start-up with ICTS has been a great success. We have found ICTS to be very professional, supportive and flexible. We look forward to continuing to work together and growing this service provision throughout our UK operations as we continue to invest to ensure the safety and security of our staff, our customers and their assets, it's our number one priority.”*

ICTS FRANCE AVIATION PORTFOLIO EXPANDS WITH NORSE ATLANTIC AIRWAYS WIN

ICTS France has been awarded the contract for the provision of enhanced aviation security services to Norse Atlantic Airways at Paris Charles de Gaulle Airport.

The services are supported by ICTS France-developed technology called 'Quickturn', an innovative solution that provides airlines with real-time information on the service activities around the aircraft .

The inauguration of this new route connecting Paris CDG and New York JFK started successfully on 26 March 2023.

"ICTS France welcomes Norse Atlantic to Paris CDG. The ICTS Team is excited to be part of the airline's growth, and we look forward to building a solid partnership with the airline", said Pascal Bonnaventure, CDG Aviation Manager, ICTS France.

Norse Atlantic is a low-cost long-haul airline, founded in February 2021. The airlines' headquarters is in Arendal, Norway.



CSR ACTIVITIES

ICTS BELGIUM DONATES BLOOD TO THE RED CROSS

The Red Cross hosted its yearly blood donation event at Brussels Airport on 13 February 2023 which saw the participation of many ICTS Belgium staff members.

"It is rewarding to contribute to the community by donating blood and hopefully saving lives. The Red Cross can count on our support again next year!", said Isabelle de Bruycker, Aviation Supervisor, ICTS Belgium.



Maak je volgende afspraak op rodekruis.be
#geefvoorelkaar

OTHER NEWS

ICTS ITALY HAS ADOPTED THE UNITED NATIONS WOMEN'S EMPOWERMENT PRINCIPLES

As part of ICTS Italy's commitment to promoting gender equality and women's empowerment in the workplace, marketplace and community, the ICTS Team has pledged support of the United Nations Women's Empowerment Principles (WEPs).

WEPs in summary:

1. Establish high-level corporate leadership for gender equality.
2. Treat all women and men fairly at work – respect and support human rights and non-discrimination.
3. Ensure the health, safety and wellbeing of all women and men workers.
4. Promote education, training and professional development for women.
5. Implement enterprise development, supply chain and marketing practices that empower women.
6. Promote equality through community initiatives and advocacy.
7. Measure and publicly report on progress to achieve gender equality.

"We at ICTS Italy strive for a workplace that provides equal opportunities for both women and men. By adopting the WEPs we aim to create a healthy and diverse work environment and to foster women's engagement and productivity within the company", said Monica Salomoni, Operations Manager, ICTS Italy.

ICTS BELGIUM REMEMBERS THE BRUSSELS TERRORIST ATTACKS OF 2016



22 March marked the 7th anniversary of the devastating attacks on Zaventem Airport and Maelbeek Metro station in Brussels.

Seven years ago, on March 22nd, 2016, the world watched in horror as the unthinkable happened. Innocent people were targeted in a senseless act of violence, leaving a permanent scar on our society.

As we remembered this tragic day, we stand in solidarity with our colleagues at ICTS Belgium and the victims of these attacks. We remain committed to ensuring the safety and security of our communities and will continue to work tirelessly to prevent such tragedies from ever happening again.

Let us take a moment to remember those who lost their lives, and honour the bravery of the first responders and emergency personnel who worked tirelessly to help those in need. Together, we will continue to stand strong in the face of adversity and never forget the impact that these events had on our world.

ICTS ITALY JOINS THE ITALIAN DATA CENTRE ASSOCIATION

In February 2023, ICTS Italy became a member of the Italian Data Centre Association (IDA). IDA was launched in December 2022 to address regional growth and sustainability goals for Italian data centres. It is the first Italian association of data centre developers and operators and aims to increase recognition of the data centre industry in Italy. The association will provide guidelines, support, education, and upskilling for new technologies. It will also work to define standards and norms for the data centre community.

The inauguration of IDA took place in Peschiera Borromeo (region of Lombardy) on 16 March 2023. ICTS Italy, as a member, participated in this launch event and enjoyed the opportunity to network with experts from across the sector.

“The membership will give us a great platform to showcase ICTS’ capabilities as a leading provider of physical security services to the data centre community and it will enable us to gain invaluable insights into the latest trends and best practices”, said Luca Crevani, Operations Manager, General Security, ICTS Italy.

As a Group, ICTS Europe provides security services to over 80 Data Centres locations across 6 countries. Working together with its Data Centre partners, ICTS Europe developed Viridian, an all-in-one security operations management solution. Viridian is the ICTS tool to generate operational excellence and compliance, currently present in 50 sites.

You can read more about Viridian [here](#).

ICTS CELEBRATES INTERNATIONAL WOMEN'S DAY

Every year, March 8 is celebrated as International Women's Day. This day is recognised globally as a day to celebrate the achievements of women and to embrace equality. ICTS celebrated the many women of ICTS globally.

ICTS believes that all women and girls should have access to quality education so that they can thrive. Worldwide, an estimated 129 million girls are denied access to education, according to a recent UNESCO report.





ICTS EUROPE SYSTEMS UPDATE

BIG CELEBRATIONS OF ICTS EUROPE SYSTEMS AND NAVITAIRE'S COLLABORATION



In this quarter, we are welcoming 2 more airlines to go live with TravelDoc on the Navitaire GoNow system and 2 other airlines are in the test stage.

Navitaire System is a globally renowned provider of departure control services, offering an advanced suite of solutions that streamline the check-in and boarding processes, facilitate ancillary sales, and enhance the overall passenger experience. As a subsidiary of Amadeus, a strategic partner of ICTS Europe Systems, Navitaire is dedicated to delivering world-class service and innovation to its customers.

TravelDoc's collaboration with Navitaire began in 2018, and the integration went live in July 2022. Since the launch of TravelDoc on Navitaire, we have been steadily expanding our services with Navitaire's airlines. Our commitment to delivering exceptional service and reliability has enabled us to forge strong partnerships with Navitaire's airlines. As we continue to grow and expand our reach, we look forward to further strengthening our collaborations with the airlines and providing them with the highest standard of service and support.

VOLOTEA AIRLINES



We are excited to share with you that Volotea Airlines has recently expanded their partnership with ICTS Europe Systems Ltd by effectively utilising TravelDoc through the Navitaire DCS.

As a partner of ICTS Europe Systems since 2015, Volotea Airlines has been growing rapidly in the European aviation industry, becoming one of the fastest-growing independent airlines in the region in the past decade. With an ever-increasing fleet, expansion of routes, and seats offered each year, Volotea Airlines continues to demonstrate its commitment to delivering quality services to passengers across Europe.

PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY
CONTROL & TRAINING
JANUARY–MARCH 2023 ACTIVITIES

1 LEARNING

The PQCT conducted the following courses this quarter:

- APM-Flex courses were conducted by the PQCT in CDG, ATH, MAD, LHR, STR and GVA for 65 agents, supervisors, and trainers.
- Supervisor and TtT courses. Two Supervisor Courses were conducted in Frankfurt for a total of 17 participants of ICTS Deutschland.
- A webinar for APM-Flex Trainers was conducted online in March with 18 participants from various subsidiaries.

2 APM-FLEX

The PQCT closely collaborated with ICTS France and other stakeholders in organizing the application of APM-Flex in Paris CDG. The method was successfully implemented and is in use since the 16th of January, 2023. A complete overview of this extensive project will be provided next quarter.

The PQCT also actively helped the stations of ATH, MAD, GVA, NCE, STR, LGW, and BCN during the phase of APM-Flex implementation, both on-site and remotely.

3 PROFESSIONAL SUPPORT

The PQCT assisted ICTS France with preparing a security program for Norse Atlantic.

4 QUALITY, PQCT AUDITS & ISO CERTIFICATIONS

During Q1, the following ICTS subsidiaries passed successfully ISO certification or recertification audits of SII, the certifying body for the ISO standards applied at ICTS Europe: ICTS Germany ProTech and ICTS Germany Academy for ISO 9001; ICTS Spain was successfully recertified for ISO 9001 and ISO 14001.

A PQCT audit was conducted at MAD station.

5 PQCT CIRCULARS

PQCT 01.2023: Internal

PQCT 02.2023: Internal

PQCT 03.2023: The Seventh Anniversary of the 2016 Terrorist Attacks in Brussels.

AWARDS & RECOGNITIONS



ICTS EUROPE WINS THE DATA CENTRE WORLD AWARD 2023

We are incredibly proud to be one of the Data Centre World Awards 2023 winners.

Viridian, our platform to achieve operational compliance and excellence received the “Special Contribution to Improving Resilience through Innovation” award.

This award is for demonstrating through an approach a system that delivers a more resilient data centre.

You can read all about Viridian and how we achieve more resilient operations [here](#).

Schedule a [demo](#) to see Viridian live!

ICTS GERMANY RECEIVES ECOVADIS SILVER ACCREDITATION

ICTS Germany has been awarded the EcoVadis Silver Medal for its social, environmental, and ethical commitment.

EcoVadis is one of the world's largest and most reliable providers of corporate sustainability ratings. Four categories are assessed: environment, labour and human rights, ethics, and sustainable procurement. The assessment process is detailed, transparent and thorough. ICTS Germany joins, ICTS UK & Ireland and more than 90,000 other companies that have already been assessed.

With this certification, ICTS Germany, not only offers its clients the highest standards in Corporate Social Responsibility (CSR), but also continuously optimizes sustainable solutions in line with its social responsibility strategy.



“We are proud to have been awarded EcoVadis’ Silver Medal. This accreditation confirms that our company is playing an important role in shaping a better future for current and future generations through sustainable management. We will continue to work on improving ourselves as an organisation” explains Andreas Stauder, Managing Director of ICTS Germany.



ICTS SPAIN RECEIVES THE MEDAL OF HONOUR AWARD

On 2 March 2023, ICTS Spain had the great privilege of receiving the Medal of Honour Award from the Universidad a Distancia de Madrid (UDIMA). The award recognized ICTS' valuable contribution and commitment to supporting internships and employment opportunities for both undergraduate and postgraduate students during the 2021-22 academic year.

The award was presented by the Board of Directors and the Advisory Board of the UDIMA, a private online university based in Madrid, Spain. ICTS Spain's HR Manager, Tamara Rodriguez, received the award and was accompanied by David Perales, Head of Training and Quality, and Fernando Lopez, Administrative and Financial Director. In her 'thank you' speech, Tamara highlighted ICTS' commitment to quality training as a fundamental element in the professional development of our employees.

ICTS UK: MERIT WINNER AT THE INTERNATIONAL SAFETY AWARDS 2023

ICTS UK has been presented with an International Safety Award for protecting its employees from the risk of injury and ill health at work during the 2022 calendar year.

Now in their 65th year, the [International Safety Awards](#) recognise and celebrate organisations from around the world which have demonstrated to the satisfaction of the scheme's independent judges their commitment to preventing workplace injuries and work-related ill health during the previous calendar year. The awards also acknowledge organisations that have shown commitment to well-being and mental health at work.



Mike Robinson, Chief Executive of British Safety Council, congratulated ICTS UK on its success in winning an International Safety Award 2023 with a Merit: ***“The British Safety Council applauds ICTS on its achievement. The award is in recognition of its commitment and hard work to keep their employees and workplaces free of injury and ill health.*”**

The vision of British Safety Council is that no-one should be injured or made ill through their work – anywhere in the world. Achieving this requires more than complying with legislation; it means people committed not only to health and safety but also more and more to workplace wellbeing and impelling others to follow suit.”

“The health and safety of our teams and the environments in which we operate is of paramount importance and we are thrilled to have gained a ‘Merit’ for the second consecutive year” said Jayne Thorpe-Negbi, Executive Director HR and Compliance, ICTS UK & Ireland.

CONFERENCES & EXHIBITIONS



ICTS EUROPE PARTICIPATED AT THE DATA CENTRE WORLD 2023 CONFERENCE

ICTS Europe participated at the Data Centre World 2023 conference in London, which took place 8-9 March 2023.

It was an event with an incredible turn-out of over 10,000 attendees. During the event we conducted live demos of Viridian, our platform to achieve operational compliance and excellence, on our booth.

Our very own Peter McGowan, Divisional Director of Data Centres, also presented in the Design, Built and Physical Security Theater how we can "Regain sight of security threats".

Last but not least, Viridian was awarded with the "Special Contribution to Improving Resilience through Innovation" award as part of the Data Centre World Awards 2023.

We would like to thank the organisers for this incredible event.

LETTERS OF COMMENDATION



January 4, 2023, Station ISC & Security Instructor, Paris CDG American Airlines;

"We would like to congratulate you on your excellent work during the passenger search of the flight AA49 dated January 4, 2023. During a search, you found a prohibited object. You followed the procedures in place perfectly by reporting the incident to your security manager. We are grateful for your professional."

January 11, 2023, Station ISC & Security Instructor, Paris CDG, American Airlines;

"On behalf of American Airlines, I would like to thank you for your flexibility, availability, commitment and professionalism in our operations. We have been experiencing delays notably on December 24 and 26, then yesterday January 11. Each time we could count on you to ensure the safety of our flights and our passengers. We are aware that you are a very small team at the moment and that you are all the more solicited. It requires a personal sacrifice and personal reorganization. We are grateful to you. Thank you for everything you do every day."

February 17, 2023, Immigration Liaison Officer – Home Office International Operations (HOIO) – Berlin;

"...I wish to pass on my utmost thanks to your team working yesterday, especially as two of the denied boarding cases were not subject to an initial referral from us. My apologies that I did not get the name of your team member who phoned me but she was fantastic...And again my huge thanks to your excellent team, they are doing a fantastic job!..."

March 5, 2023, following a successful detection of 2 passengers carrying cannabis in their luggage by the ICTS team at CDG, the Security Manager at CDG of American Airlines sent the following note of appreciation:

"That is a good catch! Please pass on our congratulations and thanks to the gate searchers' team- R., N., D. & J."

March 29, 2023, Interim Head Of Site Services at Epsom and St Helier University Hospitals NHS Trust:

"I would like to take a moment to express my heartfelt gratitude and appreciation towards ICTS UK & Ireland at Epsom and St Helier University Hospitals NHS Trust for ensuring the continuous safety and security of our patients, relatives, visitors and staff which is truly commendable."

A special shoutout to Shani who has been nominated for employee of the month in recognition for her exceptional work and contribution for the Trust Organisation which is an inspiration. I was fortunate to present alongside P.G. and P.C. for this wonderful achievement!"

