



Q2 2024 NEWSLETTER

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NEWS

ICTS EUROPE'S AVIATION SECURITY DIVISION EXPERIENCES A SURGE IN GROWTH

The start of the summer season has been exceptionally exciting for ICTS Europe, as the Group has experienced a notable surge in airline and airport activities. Following a robust increase in flights throughout 2023, the airline industry continues to witness steady growth in 2024.

ICTS Europe has welcomed over 60 seasonal flights from the major US carriers - Delta Air Lines, United Airlines, and American Airlines - across 26 European locations, in 13 countries, resulting in over 15,000 additional flights being secured by our teams. This increase comes in addition to their already extensive year-round flight schedules, highlighting the growing demand and expanding operations within the industry. This positive trend reflects a busy outlook for the coming months and holiday season ahead.

Air Canada, and our other airline clients also either resumed or introduced new flights to their summer schedules.

To support this growth, ICTS Europe has recruited and trained over 600 new staff members. This substantial addition to our workforce ensures we can maintain the highest standards of service and security amidst the rising activity levels.

This business growth marks a significant milestone for ICTS Europe, underscoring our commitment to enhancing travel connectivity and meeting the rising demands of international travellers. Our ability to manage and integrate these additional seasonal flights seamlessly into our operations demonstrates ICTS Europe's operational efficiency backed by mature and embedded management systems. ICTS Europe is proud to remain at the forefront of Aviation Security and is delighted to support the thriving sector.



DELTA AIR LINES AND ICTS EUROPE EXPAND TRANSATLANTIC PARTNERSHIP

Delta Air Lines expands its transatlantic footprint with the resumption of a daily seasonal service from Shannon, Ireland (SNN), and the introduction of a new daily seasonal service from Naples, Italy (NAP), to John F. Kennedy International Airport (JFK). ICTS has been awarded the contracts for providing enhanced security services at both Shannon and Naples Airports.

Delta relaunched its Shannon Airport-JFK route on 23 May 2024 following a hiatus since 2019. ICTS already provides security services to Delta at Dublin, which has seen a surge in summer flights to key destinations such as Atlanta and Detroit.



On 25 May 2024, Delta and ICTS Italy celebrated the inauguration of Delta's new direct service from Naples. ICTS Italy, already secures Delta at Milan, Rome, and Venice Airports. The airline has experienced a surge in summer activity with new routes between Rome and Atlanta, New York JFK, and Detroit, three new flights between Venice and New York's JFK, and two new flights to Atlanta.

In addition to these developments, summer activities have resumed at Prague, Copenhagen, Nice, Berlin, Munich, Stuttgart, Athens, Reykjavik, Lisbon, Barcelona, Stockholm, Geneva, Zurich, Edinburgh and London Gatwick Airports. Over 5,600 flights are expected during the course of this summer season. The implementation of the APM-Flex system will ensure an enhanced efficiency and security for passengers, marking a significant advancement in air travel technology.

"We are excited to extend our collaboration with Delta Air Lines, supporting their transatlantic services with our top-tier security solutions. The implementation of the APM-Flex system across all Delta locations underscores our commitment to ensuring a seamless and secure travel experience for all passengers. Here's to a great summer," said Ronen Remetz, EVP, ICTS Europe.

APM-FLEX

The ground breaking passenger pre-screening method is now implemented at all Delta-ICTS location in Europe.

APM-Flex is the most advanced passenger security pre-screening method, developed in cooperation between Delta and ICTS. APM-Flex builds upon the accumulated experience in various pre-screening methods, combined with the advanced ICTS Unique CPM technology. This enables streamlined processing, enhanced security and passenger service, and an overall better travel experience.

ICTS looks back with great satisfaction at the milestones of APM-Flex implementation in Europe:

2014: The first version of APM was developed and implemented at ICTS-Delta operations.

2020 – 2021: The first version of APM-Flex was developed and pilot-tested.

April 2021: APM-Flex approved by TSA and Implementation began.

Between April 2021 and May 2024, the APM-Flex rollout was completed at all Delta-ICTS European locations.

The great advantages of APM-Flex have already been experienced by more than 6.5 million Delta passengers departing from 24 locations on more than 32,000 flights.

In the future, APM-Flex will enable further flexibility and options for adaptations, thanks to the modularity of procedures, processes, and CPM technology, which adapt to changes in a dynamic threat environment.

UNITED AIRLINES SELECTS ICTS TO PROVIDE SECURITY SERVICES AT MALAGA AND TENERIFE AIRPORTS

United Airlines has selected ICTS Spain to provide security services at Malaga and Tenerife Airports, further strengthening their partnership. ICTS Spain, already a trusted security partner to United at Barcelona, Madrid, and Palma de Mallorca Airports, is excited to expand its operations to these new locations.

The non-stop seasonal daily flight to Newark Liberty International Airport (EWR) started at Malaga Airport on 2 May 2024. This was followed by the launch of a thrice-weekly seasonal flight from Tenerife South Airport to EWR on 2 June 2024.

To support these new operations, ICTS established a new office in Tenerife and recruited and trained new personnel to ensure a seamless transition and high-quality service delivery at both locations.



This expansion coincides with a busy period for ICTS Europe, including additional flights at Porto, Portugal; Athens, Greece; Rome, Italy; and Reykjavik, Iceland, to name a few, as well as increased seasonal flight activities and schedules across various United Airlines' European locations.

With the addition of Malaga and Tenerife Airports, ICTS Group now provides enhanced security services to United at 26 airports across 12 countries.

ICTS EUROPE AWARDED SECURITY CONTRACTS FOR NEW AMERICAN AIRLINES LOCATIONS

ICTS Europe has been awarded the security contracts for three new American Airlines seasonal locations: Nice, France (NCE), Copenhagen, Denmark (CPH), and Naples, Italy (NAP). These new nonstop services to Philadelphia commenced with Nice in May, followed by Copenhagen and Naples in June. The ICTS teams in each country have been preparing diligently for the successful start of American Airlines operations. American management thanked the teams for the "flawless execution" of the start ups and good performance !

Seasonal operations have also began from other European locations, including Athens, and Venice, with an increase in flights during the summer schedule at Amsterdam, Paris Charles de Gaulle, Dublin, Rome and Madrid.

"We are thrilled to expand our partnership with American Airlines to these new locations and to support their comprehensive global network expansion in Europe. Our teams are dedicated to ensuring the highest standards of security and service as we launch operations in Nice, Copenhagen, and Naples. We extend our best wishes to all our teams and look forward to a successful year", said Ronen Remetz, EVP, ICTS Europe.



NEW CONTRACT FOR ICTS SWEDEN WITH AIR CANADA

ICTS Sweden has been awarded a new contract to provide security services for Air Canada at Stockholm Arlanda Airport. This partnership will enhance the security of Air Canada's bi-weekly flights to Toronto Pearson International Airport and the three weekly flights to Montréal–Trudeau International Airport. The collaboration began with the inauguration of the first flight on June 13.

"We are proud to extend our security services to Air Canada, a leading international airline," said Adnan Cejvan, Station Manager of ICTS Sweden. "Our team is committed to maintaining the highest security standards for all passengers traveling through Stockholm Arlanda."



ICTS has been partnering with Air Canada for over two decades. This new contract marks a significant expansion in ICTS Sweden's operations at Arlanda Airport and further strengthens the long-standing relationship between ICTS Europe and Air Canada. Additionally, we welcome back the seasonal flights to Athens, Edinburgh, Nice, Venice, and Manchester and look forward to serving these routes throughout the summer.

ASP LAUNCHES OPERATIONS AT WINNIPEG INTERNATIONAL AIRPORT



ASP, ICTS Europe's subsidiary in Canada, is excited to announce the successful launch of our services at Winnipeg International Airport on April 1st. Our offerings include information desk management, roving customer assistance, and efficient baggage and cart handling, underscoring our commitment to enhancing the passenger experience.

Our customer service extends to proactive engagement with travellers, wayfinding assistance, and support for accessibility and irregular operations. Additionally, our baggage handling and cart services contribute to a positive and seamless experience throughout the airport.

"This smooth transition was achieved through the hard work and dedication of our entire team. We are honoured to be part of making Winnipeg International Airport a more welcoming and efficient travel hub.

We thank the Winnipeg Airports Authority (WAA) for their support and hospitality during the transition period. We value our partnership with WAA and are dedicated to contributing to their success. Thank you to everyone who played a role in this achievement. Let's continue to set new standards for excellence in airport services.", said Delal Mharbi, YSB Operations Manager, ASP Inc.

ACTS AVIATION SECURITY EXTENDS CONTRACTS AT KEY AIRPORTS

ACTS Aviation Security is pleased to announce the extension of two pivotal contracts. Kicking off the contract awards, ACTS has successfully renewed its partnership with the Allegheny County Airport Authority, continuing its vital security operations at Pittsburgh International Airport (PIT). Since June 2021, the ACTS team has been at the forefront of ensuring the safety and security of passengers and staff alike. Their duties, ranging from access control to patrolling and employee screening at checkpoints, have set high standards for airport security.

Continuing the good news, ACTS's unwavering dedication to security excellence, was rewarded by renewing its relationship with the Kenton County Airport Board. This extension is a testament to a fruitful collaboration that began in December 2019, with ACTS providing security services at the Cincinnati Northern Kentucky International Airport. This partnership underscores ACTS's commitment to maintaining the highest levels of safety and operational integrity.

As ACTS continues to expand its footprint in the aviation security industry, these achievements mark significant milestones in its journey toward setting high standards in airport security.



ICTS FRANCE SECURES NEW CONTRACT AT PARIS BEAUVAIS AIRPORT

ICTS France has commenced a new contract with SAGEB, the airport operator at Paris Beauvais Airport (BVA). This agreement marks a significant step in enhancing the security infrastructure at one of France's busiest airports, which serves approximately 8 million passengers annually. ICTS France will be responsible for a comprehensive range of security services at BVA. These include:

- Hold Baggage Screening
- Passenger and employee screening at checkpoints
- Vehicle inspections for entry into security areas

Additionally, ICTS France will provide welcoming services to passengers at the central security checkpoints. This initiative aims to enhance the passenger experience by assisting them with the screening process and efficiently guiding them through the security lanes.

"We are delighted to have begun our operations at Paris Beauvais Airport and look forward to a fruitful partnership with SAGEB. We welcome our new team members and are committed to ensuring the highest standards of security and service for all passengers and staff at BVA," said Cindy Dejardin, Operations Manager of Beauvais Airport, ICTS France.



ICTS MARSEILLE-PROVENCE BEGINS SECURITY SCREENING AT ISTRES MILITARY TERMINAL

As of April 30, 2024, ICTS Marseille-Provence has begun providing security screening services for passengers and cabin baggage at Base Aérienne 125 Istres, a major French Air and Space Force base located northwest of Marseille. These services are conducted within the passenger terminal, which is part of the Armed Forces hub at the base and is designed to accommodate up to 100,000 passengers annually.

ICTS Marseille-Provence extends its congratulations to everyone who contributed to this significant achievement.



ICTS FRANCE EXPANDS AVIATION SECURITY SERVICES WITH NEW CONTRACTS

ICTS France has significantly expanded its operations through a series of new contracts, enhancing its presence in the aviation industry.

At the end of May, ICTS France began providing comprehensive security services for Corsair's new direct route from Paris Orly (ORY) to Montreal (YUL). This marks the beginning of several new collaborations in June to ensure the safety and security of passengers and aircraft.

ICTS France secured new agreements with two major airlines, Saudi Airlines, and Etihad Airways, to provide security services from Nice Côte d'Azur Airport (NCE). This included overseeing Saudi Airlines' thrice-weekly flights to King Khalid International Airport (RUH) in Riyadh, starting on June 7, and managing Etihad Airways' bi-weekly direct flights between Nice and Abu Dhabi (AUH), which launched on June 15.

Additionally, starting June 5, ICTS France began overseeing security services for NEOS Air flights departing from Basel-Mulhouse Airport (BSL/MLH) to Tel Aviv's Ben Gurion Airport (TLV).

With the new contract at Paris Beauvais Airport, ICTS France is further solidifying its position as a key player in the aviation security industry, supporting safe and secure travel for millions of passengers annually.



ICTS HELLAS STRENGTHENS ITS PRESENCE IN GREECE WITH NEW CONTRACTS AND RENEWALS

ICTS Hellas has achieved a remarkable first half of the year across its aviation, maritime, and general security segments through strategic expansions and contract renewals.

Aviation Sector:

The most recent achievement is the acquisition of a new client, reflecting its growth trajectory in Greece. Norse Atlantic has awarded ICTS Hellas a three-year contract for the provision of access control and aircraft security services for flights departing from Athens International Airport (AIA).

Moreover, ICTS Hellas has successfully renewed contracts with several key aviation clients, showcasing strong partnerships and trust within the industry. The renewals include:

- **Aegean Airlines, Bluebird Airways, Turistik Hava (Corendon Airlines), Wizz Air, and Air Transat.** These airlines have renewed their contracts with ICTS Hellas, ensuring comprehensive security solutions at Athens International Airport.
- **SkyServ Cargo** in Athens and Heraklion: These contracts include security services such as landside and airside guarding, reception, screening, and FX protection.

Maritime Security:

In the maritime security sector, ICTS Hellas has extended agreements with:

- **Igoumenitsa Port**, providing access control, foot and vehicle patrols, screening, CCTV control, and K9 bio-detection services.
- **Port Authority of Kos**, adhering to ISPS standards for passenger and luggage access control.

General Security Services:

Additionally, ICTS Hellas has reaffirmed its commitment to general security services by renewing contracts with:

- **Athens Concert Hall**, providing guarding, patrolling, CCTV control, and reception services.
- **Kafea Terra Food & Drinks**, offering guarding, vehicle patrolling, and CCTV control services.
- **Ministry of Migration and Asylum**, covering various locations across Greece with access control, foot patrols, and reception services.

"We are proud to announce the significant progress made across our aviation, maritime, and general security segments in Greece. These milestones are a testament to the trust our clients place in us and our dedication to maintaining the highest standards of safety and service for both clients and employees. We look forward to continuing to serve as a reliable partner in ensuring the security and well-being of all our clients and their operations", said Christos Maniatopoulos, Chief Executive Officer of ICTS Hellas.

ICTS ITALIA COMMENCES SERVICES FOR SINGAPORE AIRLINES AT ROME FIUMICINO AIRPORT

ICTS Italia has commenced its service provision for Singapore Airlines at Rome Fiumicino Airport as of May 1st. The ICTS teams are now responsible for securing the airline's aircraft and extending their operational presence beyond their existing services at Milan Malpensa Airport.

Monica Salomoni, Aviation Manager at ICTS Italia, expressed her enthusiasm about the new partnership. "We are excited to add Singapore Airlines to our list of aviation clients at Rome Fiumicino Airport and to enhance our presence in the aviation sector," she said.



WELCOMING VIRGIN ATLANTIC'S NEW ROUTE FROM MANCHESTER TO LAS VEGAS

ICTS UK's Aviation Security Team was delighted to welcome Virgin Atlantic back to Manchester Airport on Sunday 2 June 2024 for the start of the airline's seasonal flights to the USA. The Team is responsible for the provision of aircraft guarding and passenger screening for the airline's three weekly direct flights to Las Vegas.

ICTS UK has a long-standing partnership with Virgin Atlantic, having been awarded the airline's national contract for Aviation Security services back in April 2015. They currently provide security services to the airline at London Heathrow, Edinburgh, and Manchester Airports.



ICTS FRANCE SECURES US PRESIDENTIAL AIRCRAFTS IN PARIS



From June 1 to June 17, ICTS France played a crucial role in ensuring the security of the US presidential aircrafts at Paris Orly and Charles de Gaulle (CDG) airports. In collaboration with the US security team, ICTS provided comprehensive guarding and assistance services, safeguarding the aircrafts throughout the US President's first state visit to Paris.

Congratulations to the entire team for their exceptional performance in ensuring the seamless execution of this high-profile security task.

ICTS UK SECURED BRITISH AIRWAYS AT LONDON HEATHROW AND GATWICK AIRPORTS

ICTS UK is thrilled to have been re-selected by British Airways for the provision of security services at London Heathrow Airport as well as being awarded the contract for the provision of security services at London Gatwick Airport. ICTS UK is delighted to have the opportunity to strengthen our partnership with British Airways.

ICTS WINS OUT-OF-GAUGE CONTRACT AT LONDON GATWICK AIRPORT



Saturday 1 June 2024 marks the start of a brand-new contract for the ICTS UK Team at London Gatwick Airport: the provision of out-of-gauge services.

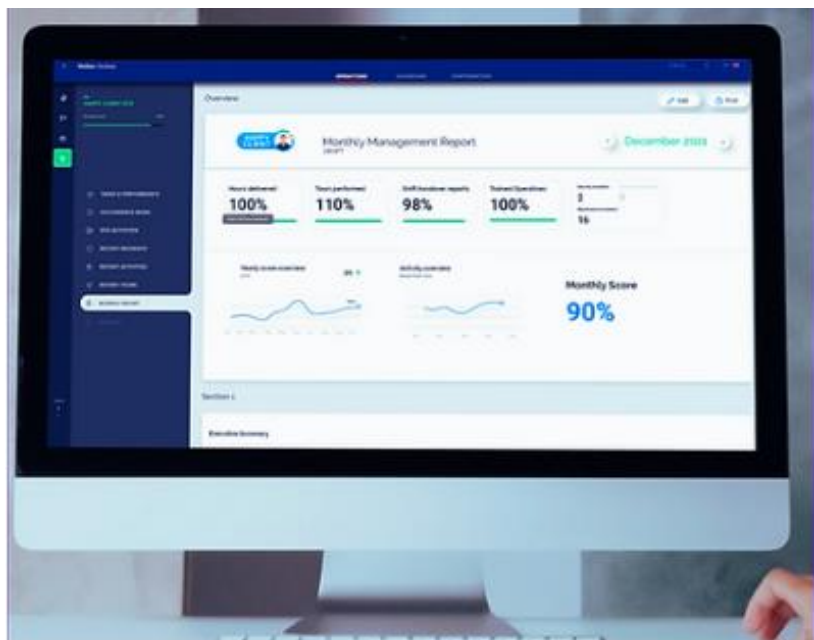
VIRIDIAN EXPANDS TO ACADEMIC SECTOR

Viridian, ICTS' award-winning security operations management system, was recently installed at the United Colleges Group (UCG) Euston Campus.

This installation marks Viridian's first expansion into the academic sector, showcasing its versatility and effectiveness beyond data centres.

ICTS UK has been providing comprehensive security services to UCG since 2015, ensuring the safety and security of students and staff across seven campuses.

Viridian is deployed in over 50 sites in 6 countries.



ICTS GERMANY EXPANDS SECURITY OPERATIONS WITH PROMINENT AUTOMOTIVE AND LOGISTICS COMPANIES

ICTS Germany, the ICTS Europe General Security Division in Germany, has expanded its operations through several high-profile contracts in the automotive and logistics sectors. This strategic move underscores the company's commitment to enhancing safety and security for its clients across diverse industries.

Vitesco Technologies, a producer of drive elements for electric cars, has appointed ICTS Germany to secure its key manufacturing sites in Nuremberg and Limbach-Oberfrohna. ICTS will provide comprehensive security services including patrols, reception management, mobile controls, event security, and mail room operations.

VW Ludwigsfelde: At the VW Ludwigsfelde plant, which plays a crucial role in Volkswagen's supply chain, ICTS Germany has secured an assignment to provide patrol and mobile control services through a dedicated team.

Hermes Fulfilment, part of the Otto Group, is a major player in the logistics sector, operating one of the largest mail-order services globally. ICTS Germany will oversee the security of Hermes Fulfilment's logistics centres, providing reception and control services to ensure the secure handling and distribution of goods.

ICTS Germany continues to strengthen its presence across key industrial domains, offering tailored security solutions that meet the unique needs of its clients. These new contracts reflect ICTS Germany's expanding presence and its commitment to delivering top-tier security services in the ever-evolving landscape of global business operations.



CESG PROVIDES SECURITY SERVICES AT A PRESTIGIOUS INTERNATIONAL TENNIS TOURNAMENT

CESG, a subsidiary of ICTS France, has played a crucial role at a prestigious international tennis tournament by ensuring the safety of all attendees.

In recent weeks, CESG's dedicated team of professionals diligently safeguarded spectators and participants. The event, renowned for its decades-long organizational excellence, inspired CESG, reaffirming its commitment to delivering unmatched security solutions. CESG's expertise and vigilance were instrumental in creating a secure environment where everyone could fully enjoy the thrilling matches.

"We are proud of our teams' outstanding professionalism and dedication in facing each challenge with excellence," said Thomas Desplanques, General Manager of CESG. "Their efforts have ensured a safe and enjoyable experience for all spectators and sports enthusiasts."

CESG extends heartfelt thanks to its staff and partners whose contributions were pivotal in making this event successful. This success is promising for CESG, which will also provide security for the upcoming Olympic and Paralympic Games in Paris, as the company's Events and Sports branch is experiencing significant growth.



CESG STARTS NEW PARTNERSHIP WITH MIKE AGENCY



CESG is pleased to announce a new partnership with Mike Agency aimed at enhancing our close protection capabilities for critical missions.

Mike Agency is a renowned expert in close protection services and has been trusted with the security of the last four heads of state. In collaboration with Mike Agency, CESG will now provide a specialized team of highly trained security officers.

"This partnership aligns seamlessly with the shared values of CESG and Mike Agency, reflecting our commitment to premium service and security excellence," said Thomas Desplanques, General Manager of CESG. "Together, we are poised to meet diverse security needs with professionalism and unparalleled proficiency."

ICTS BELGIUM SUPPORTS THE ITALIAN EMBASSY IN BRUSSELS

In May, ICTS Belgium started a short-term contract to provide security services to the Consular Chancellery at the Italian Embassy in Brussels. ICTS security officers are responsible for security screening visitors to the embassy.

On July 1, 2024, the former Chancellery was abolished and replaced by the newly established Consulate General of Italy in Brussels. ICTS Belgium was pleased to offer security services throughout this transition process.

ICTS Belgium received positive feedback from the client: "We take this opportunity to thank you, your staff, and the ICTS company for your always kind and consistent collaboration and flexibility. Regarding the ICTS staff serving at the Consular Chancellery, we have received very good feedback, which we are pleased to share with you."



ICTS UK CELEBRATES EARTH DAY BY PLANTING TREES TO PROMOTE ENVIRONMENTAL CONSERVATION

As a company, ICTS UK is committed to sustainable development. ICTS UK is proud to continue its partnership with the UK's National Trust to mark Earth Day this year (22 April). In support of this important occasion, ICTS UK will be donating 24 trees to be planted in 2024.

This initiative not only underscores ICTS UK's dedication to combating deforestation and climate change but also reflects their ongoing commitment to environmental stewardship and conservation efforts. Together with the National Trust, ICTS UK aims to make a positive impact on the environment and inspire others to join them in protecting our planet for future generations.



ICTS CYPRUS ENGAGES IN ENVIRONMENTAL AND COMMUNITY SUPPORT INITIATIVES

ICTS Cyprus has long been committed to Corporate Social Responsibility (CSR), integrating sustainable and ethical practices into its core operations. By actively engaging in environmental conservation and community support, ICTS Cyprus not only upholds its values but also makes a substantial difference in society.

One of the recent initiatives was a collaboration with Robinson Hotel, joining forces for a beach clean-up event on 24 April 2024. The clean-up was initiated by Robinson Hotel, and ICTS Cyprus was pleased to participate and make a positive impact on environmental protection. The teams successfully collected 20 large garbage bags of waste, making a tangible difference on the coastline.

This was followed by renewed support for the Margarita Liasidou Foundation in Paphos during Easter this May. By purchasing handmade Easter candles crafted by children with special needs, ICTS Cyprus helped to fund the foundation's vital programs.

"ICTS Cyprus takes pride in supporting these initiatives and looks forward to contributing to similar charitable efforts in the future.

A big thank you to everyone involved for your invaluable work!", said Panagiotis Fistedis, General Manager of ICTS Cyprus.



ICTS EUROPE SYSTEMS UPDATE

NEW MONTHLY BLOG SERIES LAUNCHED IN Q2

In Q2, we launched a new blog series focusing on a handful of the very latest travel rules our team has loaded into the TravelDoc rules database.

Harry Owen, TravelDoc's Product Solutions Manager, authors these monthly blogs as a way of keeping the travel sector feeling confident that we have them covered when it comes to ever-changing international immigration regulations.

April 2024



May 2024



June 2024



SUCCESSFUL LAUNCH OF MULTILINGUAL WEBSITE

We have completed the first phase of a project to make our website multi-language. Our aim to assist our customers from countries across the world in accessing our content and product information so they get a true understanding of how we can support them.

The translations for 9 languages – English, Portuguese, Brazilian Portuguese, Traditional Chinese, Simplified Chinese, Arabic, French, Dutch and Spanish – have been completed and are live; however, we have now begun the second phase with our superbly talented and multi-lingual experts to thoroughly refine the messaging to optimise it for non-English audiences.



ICTS EUROPE SYSTEMS CONFIRMS UPCOMING USER GROUP EVENT FOR TRAVELDOC CUSTOMERS

ICTS Europe Systems is excited to be back this year connecting and learning face-to-face with our customers in London, UK, on Tuesday 17th September 2024.

Customers will receive an inside look at the latest TravelDoc developments and additional offerings from our comprehensive suite of travel solutions, including Global APIS and PassBoard.

At the one-day event, our experts will share their expertise on topics such as:

- > changing industry landscape
- > upcoming product developments
- > peer TravelDoc usage
- > the "AI Factor"

Events like these are vital to engage with our valued customers and enable them to simplify compliance, prevent fines and improve passenger experiences.

TRAVELDOC
BY ICTS EUROPE SYSTEMS

PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY
CONTROL & TRAINING
APRIL–JUNE 2024 ACTIVITIES

1 LEARNING AND TRAINING

The learning and training activities of the PQCT in Q2 benefited staff in all areas of ICTS Europe activity and comprised, among others, the following events:

- APM-Flex courses for managers of ICTS Deutschland and ICTS Czech.
- Participation and interventions in two workshops for Learning Management System (LMS) Referents. Twenty-five senior trainers and training managers attended the events to enhance the participants' qualifications to use the LMS effectively and efficiently.
- The PQCT conducted multiple security agents and lead agent courses plus OJT for United Airlines' new security provider in Tel Aviv. Senior trainers from Germany and the UK also supported the project, which eventually saw more than fifty new security agents certified.
- A senior PQCT trainer conducted a Supervisor course in Barcelona with the support of a veteran trainer of ICTS Spain. Eight new Supervisors were qualified at the end of the five-day event.
- The PQCT training manager conducted further professional enrichment workshops for ICTS UK trainers and ICTS Belgium Lead Agents.

2 APM-FLEX

Implementing the state-of-the-art APM-Flex passenger pre-screening method further progressed during the second quarter. In addition to all twenty-four Delta locations, it is now active at twelve United locations.

The PQCT leads many aspects of the APM-Flex design, training, monitoring, and performance analysis. Together with ICTS Systems, the PQCT is working towards further improving the features and quality of the CPM technology for the next-generation APM-Flex.

3 PROFESSIONAL SUPPORT / PQCT CONTRIBUTION

- Provision of mitigation guidance and procedures during an episode of CPM functionality slowdown.
- Assistance in the preparation of a maritime security tender response.

4 QUALITY AND ISO CERTIFICATIONS

- ICTS Europe headquarters successfully passed a surveillance audit by the SII, ICTS Europe's ISO certification body, for the ISO 9001 quality management standard and achieved recertification for its environmental- and information security management systems, as per the ISO 14001 and ISO 27001 standards.
- The PQCT facilitated SII audits of the ISO 9001 quality management systems at the Netherlands' K9 operations in Cyprus, France (including general security), and Italy. The latter also covered environmental management (ISO 14001). The certification of the ISO 27001-based information security management system in Cyprus was successfully renewed.
- The PQCT conducted six headquarter audits in Spain, the Netherlands, Belgium, Cyprus, Italy, and France.



5 PQCT CIRCULARS

- PQCT 04.2024 Notification Cutter Knife Detected in a Catering Container
- PQCT 06.2024 Directive – Introducing the Employee Welcome Pack and We Are ICTS Video

AWARDS

ICTS ITALY AWARDED GOLD MEDAL ECOVADIS 2024

ICTS Italia is proud to announce that it has been awarded the prestigious Gold Medal by EcoVadis, placing the company in the top 5% of all businesses assessed globally over the past year. This award reflects ICTS Italia's exceptional sustainability management system and its dedication to fostering transparency throughout its value chain.

EcoVadis, a globally recognized provider of business sustainability ratings, evaluates companies based on various criteria, including environmental impact, labor and human rights standards, ethics, and procurement practices.

“We are thrilled to receive the EcoVadis Gold Medal, which recognizes our unwavering commitment to sustainability and transparency,” said Monica Salomoni, Aviation Manager of ICTS Italia. “This award reflects the hard work and dedication of our entire team, particularly Melania Marguglio, whose leadership in quality and compliance has been crucial in achieving this honor.”



HERAKLION PORT AUTHORITY HONOURS ICTS HELLAS FOR OUTSTANDING SECURITY SERVICES



On 25 May 2024, the Heraklion Port Authority organized a ceremony to honour its partners. During this event, the Heraklion Port Authority celebrated its longstanding partnership with ICTS Hellas by awarding the organization for its exemplary security services. Since 2018, ICTS Hellas has played a pivotal role in ensuring the safety and security of the Port of Heraklion, a responsibility that was recognized with great honour.

Mr. Sotiris Karantzias, the Operation Manager of ICTS Hellas, proudly accepted the award on behalf of the organization. He expressed gratitude for the recognition, highlighting ICTS Hellas's commitment to maintaining top-tier security standards at one of Greece's busiest ports.

The ceremony underscored the vital role that ICTS Hellas has played over the years, providing essential security services that have contributed to the smooth operations and safety of the port. The award serves as a testament to the ongoing partnership between ICTS Hellas and the Heraklion Port Authority, marking a significant milestone in their collaborative efforts to uphold maritime security standards.

EXHIBITIONS

ICTS UK PARTICIPATES AT THE DATA CENTRE ALLIANCE

Thank you to The DCA – Data Centre Alliance for hosting a very informative and enjoyable 10X10 Data Centre Update and Networking event on 18 April 2024 at the Wren Suite at St Paul's Cathedral, London.

The event offered us the opportunity to discuss with other attendees ICTS' total (physical) security solution for Data Centres which includes the integration of security personnel, technology and canine services.



As a Group, ICTS security teams operate in over 100 data centre sites across 8 countries. Our emerging technologies and strategic approach shape the global security landscape, making a significant impact in the environments in which we operate.

CESG AT THE TOP SECU PROGRAM

Thomas Desplanques, General Director of CESG, had the honor of participating in the TOP Secu program, held in Paris, France, at the beginning of May. The event was organized by Virginie Cadieu, Director of the Security-Safety Division for Agora Managers Group.

During this program, Thomas Desplanques shared his experiences as a business leader on topics such as management, training, and recruitment in the security field. He highlighted how CESG stands out: "Through very regular quality controls, an extremely strong managerial presence... we support the client, and that's our expertise. We invest heavily in training."

Additionally, Thomas Desplanques presented CESG's ambitions for the next five years, aiming to bring added value to both CESG employees and clients.



ICTS IRELAND ATTENDS THE OSPAS

ICTS Ireland was pleased to attend the 2024 Ireland Outstanding Security Performance Awards (OSPAs) on 17 May in Dublin. This esteemed event, which celebrated excellence and innovation within the security industry, provided an invaluable opportunity to engage with industry leaders, share insights, and acknowledge remarkable achievements.

Our gratitude goes to the OSPAs for fostering a culture of excellence, and we were excited to be part of this dynamic and forward-thinking gathering which included a thought leadership summit and presentation event hosted by the OSPAs founder, Professor Martin Gill.





ICTS FRANCE SPONSORS RENCONTRES 2024

ICTS France proudly participated as a sponsor in the prestigious Rencontres 2024 event, hosted by L'Union des Aéroports Français (UAF) from May 22-24 in Toulouse, France.

This year's conference attracted over 600 professionals from across the aviation sector, reaffirming its status as a cornerstone event for industry stakeholders.

The three-day event provided a dynamic platform for key players in aviation to tackle vital issues, including enhancing safety roles and making airport employment more appealing. Discussions focused on improving working conditions and fostering an attractive environment for professionals in the industry.

"We are honored to support L'Union des Aéroports Français in their efforts to elevate and defend the interests of the airport community," said Christophe Miscopein, Chief Operating Officer of ICTS France.

"Our participation in Rencontres 2024 reflects our dedication to addressing the key challenges and opportunities that lie ahead for the aviation sector. We are committed to contributing to this evolving landscape."

CELEBRATING DIPLOMATIC MILESTONES IN FRANKFURT

On June 4, 2024, the U.S. Consulate in Frankfurt hosted a celebration marking the 248th anniversary of the United States and the 195th anniversary of its diplomatic presence in Frankfurt, Germany.

"I am honored to have been invited to represent ICTS Deutschland at this event. The atmosphere was delightful, and I had the opportunity to meet with professionals from the airport industry, including some of our existing customers.

Additionally, I made contact with the U.S. Consulate General's Diplomatic Security Services team, with whom we regularly collaborate on joint training and other relevant matters," said Mesut Mujedini, Operations Manager for Germany - Airline Security at ICTS Deutschland.

Congratulations to the U.S. Consulate on this remarkable milestone.



ACTIVITIES

EUROPEAN CHAMPIONSHIP TROPHY SECURED BY ICTS GERMANY

The European Football Championship winner's trophy made a special stop at Germany's Federal Ministry of Food and Agriculture (BMEL), a valued client of ICTS Germany since 2020. The ICTS team had the honor of guarding this prestigious trophy.

Our colleagues, passionate football fans, were visibly proud and grateful for the unique responsibility. Their extensive experience as BMEL's security service managers ensured the trophy's safety throughout its stay.

Client feedback, including a "thumbs up" and a heartfelt thank you, filled our team with pride, affirming their hard work and dedication. This event will remain a cherished memory for our colleagues and a source of pride and joy for ICTS Germany.

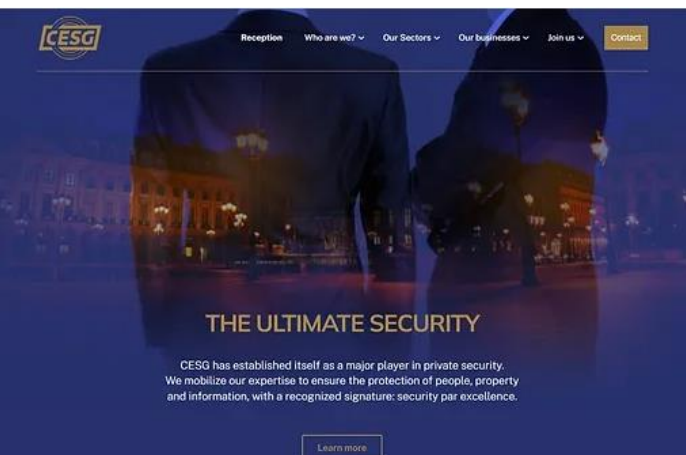


CESG LAUNCHES NEW WEBSITE

CESG (a subsidiary of ICTS France), is delighted to announce the launch a brand new website!

This initiative marks a crucial step in modernizing the CESG's image and demonstrates the desire for continued growth. Please visit our new website:

www.cesg.fr



ICTS GERMANY FRANKFURT BRANCH RELOCATES TO NEW OFFICES

ICTS Germany is pleased to announce the recent relocation of its Frankfurt branch to a new office. The new location offers modern facilities and improved accessibility while positioning the branch in close proximity to critical data infrastructure. This move reflects a strategic decision to better serve clients in these sectors. ICTS Germany looks forward to leveraging this prime location to further strengthen its service offerings and continue its legacy of excellence in security solutions.

As per 1 June, 2024 the new office is located at:

ICTS Germany
Hanauer Landstr. 324,
60314 Frankfurt
Germany
+49 69 255 737 00

Email addresses and telephone numbers remain unchanged.

LETTERS OF COMMENDATION



April 10, 2024, Operations Service Manager ARN, Delta Air Lines; Thank you for a very good start. We had a good first flight and as usually good cooperation. It is so nice to see so many familiar faces coming back this year.”

April 29, 2024, Accessibility Specialist and Operations Support, Winnipeg Airports Authority; “I wanted to send a note of gratitude to you and your team for the amazing support yesterday. I was on the floor most of the day and every time I saw an ASP staff they were working hard, servicing passengers and looked like they were enjoying themselves. Thank you for being so flexible with the last-minute plans.”

May 31, 2024, GM Security Compliance, Delta Air Lines; “...thank you so much for spending time with me to see the ICTS operation in MAD while I was visiting! You have a great team there and a particularly good up for the gate area. Not only did I get to observe it with you, but I got to experience it as a random/continuous selection when I left. The screener was very thorough, but friendly and professional, and efficient. He did a great job! Thank you for all you and your team do protect our passengers, people, and aircraft. It really is appreciated!”

May 14, 2024, Winnipeg Airports Authority; “Wanted to share that our ridership has increased since we have moved the program to ASP. Congrats to everyone who is working so hard to support the program.”

May 26, 2024, Coordinator – International Station Security MUC, American Airlines; “Thank you to each and every one of you for the fantastic job you did over the weekend. Your dedication, hard work, and teamwork were simply outstanding. The way everyone collaborated and supported each other was truly inspiring. We have an excellent team that works hard and works well together. Thank you once again for your hard work and commitment. Let’s keep this momentum going and continue to achieve great results together.”

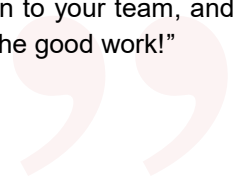
May 29, 2024, International Security & Training Manager, American Airlines; “...And thank you for all the hard work in NCE to help us ensure the team was all set up for day 1; we greatly appreciate it 🙏”

June 1, 2024, Station Manager Switzerland, Delta Air Lines; “Please extend our gratitude and appreciation to all in our teams for today's great operation. We welcomed our DL91 Atlanta flight back and sent the LAE JFK flight OT! Thank you again for all your do at Delta.”

June 6, 2024, Project Manager – Airport Transformation, United Airlines; “Adnan, Always a pleasure to work with you and your team (ARN). It was nice to see you these last couple days... Much appreciation to you, Haris and the exceptional ICTS group here locally.”

June, 2024, Following is a note of appreciation from a passenger to the CTSN Team at Rotterdam The Hague Airport (translation from Dutch); “I would like to compliment the airport staff. This morning, my husband suffered a cardiac arrest at the airport and was resuscitated. His survival was partly due to the prompt and effective actions of a doctor who was also in the queue at the check-in desk, as well as the swift response from the airport staff. I also deeply appreciate the attention and care extended to me, the handling of our luggage, and the provision of privacy screens. Although our holiday could not continue as planned, the most important thing is that my husband survived.”

June 13, 2024, note sent to the ICTS team at Athens Airport by the Vice President, Security Department, Norse Atlantic Airways; “Again, thank you for all your efforts and support during the inspection we had yesterday morning. Even though we are awaiting the final written conclusion from the US authorities, the TSA inspector was really happy with the performance ICTS did in regard our flight... Please forward our appreciation to your team, and hope to see you soon again. Keep up the good work!”



LETTERS OF COMMENDATION



June 14, 2024, Area Manager, Security - Northern Europe, American Airlines; “I had the pleasure of meeting and engaging with the ICTS AA dedicated team at ATH, during our TSA visit this Monday. Following on the compliments just communicated concerning the CPH start-up, last week, I was very positively impressed with the level of professionalism, experience and dedication of your ATH team.

Station Manager, Dora Theofilopoulou, was extremely helpful and supportive with the TSA inspectors, myself and Val. The team at CI, as well as all other team members engaged or observed during the visit to the ramp, aircraft, bag room and gate were all highly motivated, proficient and implemented procedures to the full satisfaction of the TSA inspectors, resulting in no violations of compliance issues.

Please kindly convey my sincere appreciation to Dora, Lead/SV Panagiota Manoussou, who accompanied us for our ramp, gate and aircraft visit, as well as, all the ICTS agents/team members who were directly engaged during the audit and performed so well throughout Monday’s visit. It was really an absolutely pleasure and privilege to witness them in action and they are one of the finest teams I have encountered among your organization in my many years...”

June 18, 2024, Operations Service Manager – CDG, Delta Air Lines; “On behalf of the entire Delta CDG team, I would like to sincerely thank you for your effective management during this strike day. The involvement of your agents, team leaders as well as your managers present on the ground that day was able to limit the disruptions, and we are very grateful to you. Their combined efforts greatly contributed to minimizing the effects of the industrial action on our operation”.

