



EUROPE



# Q1 2024 NEWSLETTER

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## JETBLUE SELECTS ICTS AT DUBLIN AS ITS PREFERRED SECURITY PARTNER

JetBlue has appointed ICTS Ireland as its preferred security supplier at Dublin Airport for the airline's two new daily flights to New York (JFK) and Boston. Since the inaugural flights on 14 March 2024, our ICTS team has been responsible for the provision of aircraft and ramp guarding services.

"We are delighted to expand our partnership with JetBlue in Ireland and look forward to also welcoming the US airline at Edinburgh Airport ahead of the busy summer season. ICTS has been working for JetBlue at London Gatwick and London Heathrow Airports since September and August 2021 respectively providing aircraft and catering security services" said Alan Dutt, Executive Director - Operations (Aviation & Corporate Security Services), ICTS UK & Ireland.



As a Group, ICTS Europe also secures JetBlue at Paris Charles de Gaulle Airport.

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## GIVAUDAN APPOINTS CESG AS ITS SECURITY PARTNER IN PARIS

Givaudan has selected CESG, ICTS Europe's subsidiary in France, to provide security services to two of its prestigious sites in Paris, including its headquarters near the Champs Élysées.

Givaudan is one of the most renowned leaders in the field of food flavours and fragrances for the luxury perfume industry. With more than 80 sites worldwide, Givaudan serves the world's leading luxury brands.

Givaudan's selection of CESG underlines the company's confidence in ICTS Europe's ability to provide unrivalled security services internationally tailored to their prestigious stakeholders.

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## NEW CONTRACT FOR ICTS HELLAS IN THESSALONIKI

ICTS Hellas is pleased to announce its most recent partnership with Sidenor Group, a prominent leader in the European steel production industry and Greece's largest steel producer.

Sidenor Group, a subsidiary of Viohalco Group, renowned for its holdings of leading metal processing companies across Europe, has selected ICTS Hellas to provide various security services for its plant in Thessaloniki, Greece, as well as for three of its subsidiaries located in different regions of Greece.

"We are delighted with this collaboration and look forward to working closely with Sidenor Group, leveraging our expertise and resources to ensure the safety and security of its premises in Greece. This collaboration marks the beginning of a promising journey towards mutual success and prosperity for both parties involved", said Stelios Chrysomallos, CEO of ICTS Hellas.



## **CESG PROVIDES SECURITY SERVICES TO A MAJOR EVENT IN PARIS**

CESG recently demonstrated its expertise by delivering security services at the prestigious art museum Petit Palais in Paris for a distinguished client during a grand event. A dedicated team of CESG security guards provided a safe and successful experience for all participants.

“We are delighted to announce that our services at Petit Palais were well received. Kudos to the entire team for their unwavering professionalism and outstanding dedication in ensuring the safety and security of the event”, said Christophe Pedron, Operational Director of CESG. “We are committed to delivering exceptional security solutions and look forward to continuing to set high standards in the industry.”

For more information about CESG and its comprehensive range of services, please visit <https://www.cesg.fr>



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## **SPECIALIST TRAINING DELIVERED TO THE CZECH MINISTRY OF DEFENCE & ARMED FORCES**

ICTS Czech, a subsidiary of ICTS Europe, has signed a contract with the Czech Ministry of Defence & Armed Forces to deliver suspicious behaviour detection training to the Military Police Protection Service.

This training programme is designed to equip participants with the skills to identify suspicious behaviour, enhancing security awareness. The training took place at ICTS Czech’s training facilities in Prague between March 11-14, 2024.

“We received very positive feedback from the Military Police Protection Service on the effectiveness of the training. We are dedicated to supporting the Czech Ministry of Defence & Armed Forces in enhancing their security capabilities”, said Erik Just, General Manager of ICTS Czech.

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## **ICTS ITALY EXPANDS ITS DATA CENTRE FOOTPRINT**



ICTS Italy has been contracted by Salute Mission Critical, a global provider of data centre services for hyperscale, colocation, and edge leaders, to provide security services to a leading data centre provider in Milan.

The partnership with Salute Mission Critical not only enhances ICTS Italy's reputation but also opens doors for potential future collaborations and opportunities. Furthermore, ICTS Italy's membership to the Italian Data Centre Association (IDA) reflects ICTS' commitment to maintaining industry standards and fostering collaboration within the Italian Data Centre community.

These recent developments signal significant growth for ICTS Italy in the data centre sector and lay a strong foundation for continued success and business expansion.

## ICTS UK & IRELAND STRENGTHENS INDUSTRY PRESENCE BY JOINING DATA CENTRE TRADE ASSOCIATION AS CORPORATE PARTNER

ICTS UK & Ireland is delighted to have become Corporate Partners of the [Data Centre Trade Association \(DCA\)](#) further expanding our positioning within the data centre sector.

DCA is a renowned association that brings together industry leaders, innovators, and experts to foster collaboration and promote best practices in data centre technology, infrastructure, and operations. By joining forces with DCA, ICTS aims to contribute its expertise and resources to drive the industry forward while staying at the forefront of emerging technologies and trends.



Steve Hone, CEO The DCA comments, “We are delighted that ICTS has become members of the Trade Association. Security is key priority for data centre owners and operators and will continue to be a key area of focus for many of our members. Going forward we look forward to collaborating with the ICTS Team in the UK and Ireland.”

Peter McGowan, Strategic Client Director, ICTS UK & Ireland said, “This collaboration aligns seamlessly with our mission to drive physical security advancements within the data centre ecosystem. As a corporate partner, we look forward to actively participating in initiatives, sharing our insights, and collaborating with other industry leaders to shape the future of the data centre landscape.”

As a part of the [ICTS Europe Group](#), we can implement a unique combination of technology and talent allowing our data centre clients to draw on our multi-national resources and expertise. The collaborative nature of our local, national, and international teams means they work seamlessly together to customise our services to meet our clients’ specific needs and requirements within a demanding environment.

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## ICTS SWITZERLAND JOINS THE DATA CENTRE SECURITY MARKET



ICTS Switzerland AG is thrilled to announce that it has been awarded a new security contract by Salute, a leading global provider of comprehensive and integrated lifecycle services for data centres. Via this contract with Salute, ICTS Switzerland will be responsible for providing security services to a major data centre in Zurich, Switzerland. This marks the second contract with Salute in the last two months for the ICTS Europe Group, reaffirming its role as a trusted security partner to sites of critical infrastructure.

ICTS’ services are supported by ICTS Europe’s award-winning product, [Viridian](#), an all-in-one security operations management solution. [Viridian](#) is a comprehensive platform developed to enhance decision-making processes and amplify team performance, thus fostering operational excellence and ensuring compliance across the contract.

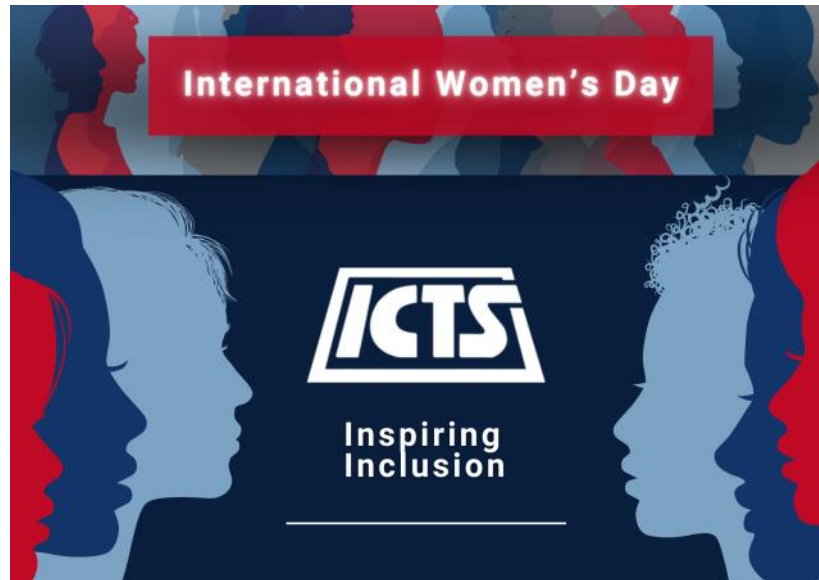
Currently, ICTS security teams operate in over 100 data centre sites across 8 countries. Our emerging technologies and strategic approach shape the global security landscape, making a significant impact in the environments in which we operate.

## ICTS CELEBRATES INTERNATIONAL WOMEN'S DAY

On 8 March 2024, ICTS celebrated International Women's Day.

This day recognizes the accomplishments and contributions of women worldwide. It is also a chance to reflect on the progress made toward gender equality and to continue striving for a more inclusive and equitable society.

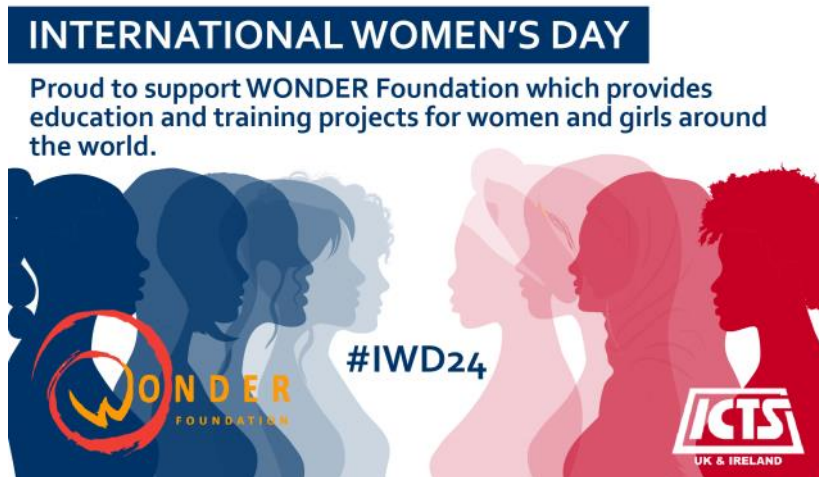
ICTS took this opportunity to honor the women within the company and highlight their achievements.



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## ICTS UK & IRELAND MARKS INTERNATIONAL WOMEN'S DAY (8 MARCH) WITH A DONATION TO WONDER FOUNDATION

ICTS is delighted to have the opportunity to support the WONDER Foundation again this year. To mark International Women's Day (8 March), recognised globally as a day to celebrate the achievements of women and to embrace equality, ICTS has made a donation that will support the charity, the mission of which is to empower women, girls, and their communities through access to quality education and vocational training. WONDER's goal is to equip women and girls with the skills and tools they need to transform their lives and exit poverty for good.



Jayne Thorpe-Negbi, Executive Director HR & Compliance said, "We are delighted that our corporate donation will assist the many projects undertaken by WONDER Foundation. WONDER partners with local women-led organisations around the globe to build a future where women are inspired, educated, and feel valued and significant. It is important to us at ICTS that we give back and make a difference."

"We are so grateful for this support from ICTS again for this year's International Women's Day 2024. Repeated support through donations and pro-bono volunteering allows us to drive effective, consistent impact with our partners. Thank you ICTS, for your consistent generosity and desire to reach more women and girls through quality education" said Julia Jockelson, Partnerships Manager with WONDER Foundation.

## CTSN CELEBRATES SECURITY OFFICER DAY IN THE NETHERLANDS

1 February 2024 marked the inauguration of the first national 'Security Officer Day' in The Netherlands. This day, initiated by the Dutch Private Security Sector, recognises the invaluable contributions of security personnel and highlights the importance of their work in keeping communities safe.

"Security personnel face numerous challenges every day, and it's commendable how our Team tackle them with integrity, a people-oriented approach, innovation and professionalism. Their dedication to mastering their profession and ensuring the safety and security of all stakeholders is truly admirable", said Mart Vergouwen, General Manager of CTSN Group. "We appreciate the contributions of our CTSN Team and we are pleased that there is now a special day dedicated to the collective celebration of our Security Officers!"

It was mutually decided to celebrate this day by supporting the Hoogvliegers Foundation and making a donation on behalf of our CTSN Security Officers. This charity allows sick or disabled children to go on an unforgettable adventure - to be a pilot for the day. CTSN is committed to giving back to its community and making a positive impact on the lives of others.



**Bedankt  
collega's!**



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## ICTS SUPPORTS LOCAL GRASSROOTS CHARITIES

Team ICTS was delighted to visit the Stoke Green Cricket Club in Slough on 13 January, to make a donation towards the running of the local youth hockey teams.

Senior Divisional Director, Virinder Singh, accompanied by colleagues from London Heathrow Airport, spoke to the community about the importance and the benefits of supporting the wellbeing and local community projects. It is important to ICTS to give back and to support local talent and organisations such as the Stoke Green Cricket Club, which are playing a vital role in inspiring and involving youngsters in sport and the community.

In addition, the ICTS Team donated bedding and care packages for families in need around London Heathrow Airport.

Kirsty Virdee, ICTS Operations Duty Manager at London Heathrow Airport writes, "On 26 February, the ICTS team attended Moorcroft School in Uxbridge which is part of the Eden Academy Trust that works with schools which provide education and support to children with special needs and their families. As part of that work, the school is also working to help families who often do not have the basic essentials that every family should have.

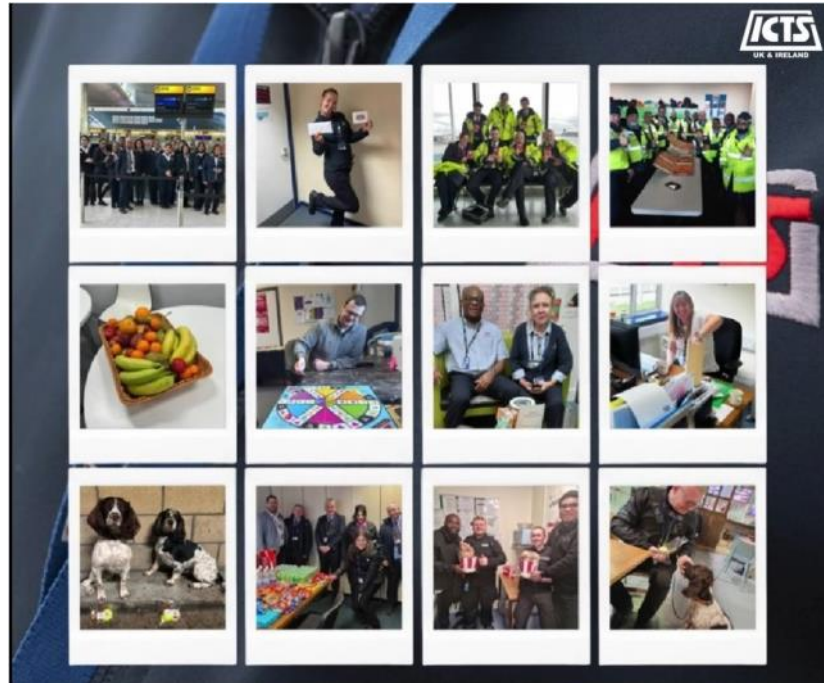
ICTS is dedicated to helping those within our local community of Hillingdon (near London Heathrow Airport) and we were fortunate to be able to provide bedding and care packages to the school so that they could be distributed to families who need them most. We are looking forward to doing more with the Eden Academy. It was so wonderful to meet some of the key team members and gain a valuable insight into the needs of many families and we were very privileged to be able to be part of providing some help."



## ICTS UK & IRELAND CELEBRATE EMPLOYEE APPRECIATION DAY 2024

On 1 March, we paused from our busy schedules and celebrated Employee Appreciation Day. The day was marked in many different ways across our different sites of operations throughout the UK and Ireland. From raffles, board games, team lunches, including doggy bags for our Canine companions to lots of doughnuts, our Teams enjoyed a token of appreciation from ICTS.

The success of ICTS stems from our teams. The sentiment one feels in the workplace has far-reaching implications for employee wellbeing, productivity, engagement, retention, teamwork, company culture, customer satisfaction, and innovation. Investing in creating a positive work environment is important to us. It is not only beneficial for employees' happiness and fulfilment but also essential for the long-term success and sustainability of ICTS.



## ICTS HELLAS SUPPORTS THE EMFASIS FOUNDATION

Emfasis Foundation is a non-profit organization dedicated to supporting individuals lacking permanent or sufficient housing.



On 21 March 2024, team ICTS Hellas was delighted to volunteer their time to undertake social street work in Athens. ICTS members from various departments helped distribute essential supplies such as food, personal hygiene products, and other necessities to support the Emfasis Foundation's mission.

Mr. Maniatopoulos CEO of ICTS Hellas, said, "It is imperative that collective action is taken to address the complex issue of homelessness. We at ICTS Hellas are committed to making a positive difference in the lives of those in need within our community and that every positive action matters".

## ICTS GERMANY'S APPRENTICES LAUNCHED A SUCCESSFUL FUNDRAISING CAMPAIGN

ICTS Germany's apprentices initiated an impressive fundraising campaign to support CRESO, a non-profit organization that provides social support to individuals and families facing material, social, and/or personal difficulties. With effort, commitment, and some support from headquarters employees in Potsdam, they successfully filled a bus with donations including clothing, tents, and hygiene products.

"Well done to the apprentices for this great initiative. I am very proud to have such dedicated apprentices. Helping those in need is crucial and they have demonstrated to themselves and the company that working together can make a big difference", said Andreas Stauder, Managing Director of ICTS Germany.

At ICTS Germany, corporate social responsibility is more than just a buzzword; it is a shared responsibility embraced by all employees. The apprentices' fundraising campaign shows that commitment and humanity are highly valued in the company and that everyone can contribute to making the world a better place.



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## TEAM ICTS RALLIES TO SUPPORT LOCAL LONDON COMMUNITIES

In a heartwarming display of solidarity, our Security Teams came together to support those in need by donating to the [Hammersmith and Fulham Food Bank](#), part of the [Trussell Trust](#) network of food banks. With food insecurity on the rise, this outpouring of generosity highlights the power of community to make a meaningful difference in the lives of others. From canned goods to non-perishable items, every ICTS contribution played a crucial role in providing much-needed assistance to families facing difficult times.

As a business, ICTS continues to explore ways to make a difference to the communities in which we operate and to support grassroots charities.

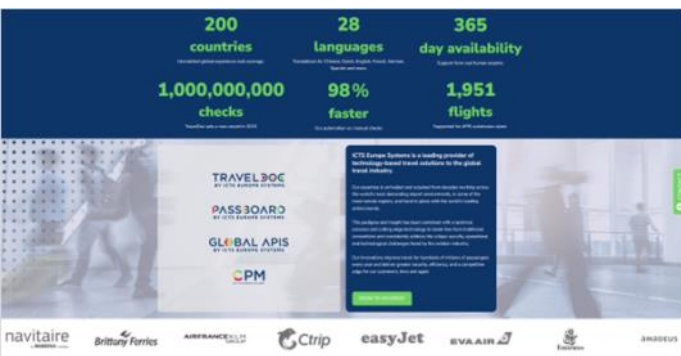


# ICTS EUROPE SYSTEMS UPDATE

## ICTS EUROPE SYSTEMS LAUNCHES REVAMPED BRANDING AND WEBSITE

In March, ICTS Europe Systems launched their new website with a refreshed feel to the brand, suite of solutions, and user experience.

Please visit [www.ies.aero](http://www.ies.aero) to see their new branding and market-friendly website!



## NEW COMMERCIAL TEAM

The newly established commercial team has been busy getting around to different industry events to meet new and familiar faces across aviation and maritime sectors.

Already this year we have been at the UK-China Business Forum (London, UK), Cruise Lines International Association “CLIA” Innovation Expo (Genoa, Italy), and the Passenger Terminal Expo (Frankfurt, Germany). Lucy Cai, our Account Manager for APAC, also flew out to meet customers Trip.com, TravelSky, Tigerair Taiwan, China Airlines, Eva Airways and STARLUX Airlines. It’s been a great start to the year engaging with our valued customers – both present and hopefully future!

## TRAVELDOC SOLUTION WELCOMES NEW BROCHURE AND NEW CUSTOMERS

Our brand new TravelDoc brochure has been released, detailing all of the features and positive outcomes for our customers and their passengers.

[Download the full TravelDoc brochure - ICTS \(ies.aero\).](#)

We are also proud to confirm that TravelDoc has been chosen by Brittany Ferries and Uganda Airlines as their solution of choice for automating passenger document checks.



## BUSY BLOGGING!

ICTS Europe Systems recently published an opinion piece on [Avoiding travel nightmares: The case for earlier document verification in the booking process.](#)

In other news, [TravelDoc could have prevented cruise ship carrying 1,500 passengers getting stuck in Spanish port over visa issues.](#)

Discover more in the full articles!

# PQCT UPDATE

COMPLIANCE, PRODUCT QUALITY  
CONTROL & TRAINING  
JANUARY–MARCH 2024 ACTIVITIES

## 1 LEARNING AND TRAINING

The learning and training activities in Q1 benefited staff in all areas of ICTS activity and comprised, among others, the following events:

- Supervisor course in Paris CDG, 29 Jan – 02 Feb with 9 trainees.
- Train-the-Trainer in Frankfurt, 16-19 January with 11 trainees.
- Managers Workshop, Gallarate, 26-29 February, 10 participants
- Certification of MUC airside coordinators.
- ATS/Electio: A training and awareness module about Prevention and Mitigation of Sexual Harassment was completed and uploaded onto the LMS in Q1.
- Active monitoring and support of the PQCT for the Cybersecurity training (CWare2).

## 2 APM-FLEX

APM-Flex is a highly successful passenger pre-screening method that gradually replaces previous ones. It is currently implemented in more than twenty locations in Europe for one of our major clients. By the end of the first quarter of 2024, another major client has also started implementing APM-Flex. The Product Quality Control & Training department, the PQCT, played a crucial role in the APM-Flex design, training, monitoring, and performance data analysis.

In March, the entire APM-Flex training package was revised, fine-tuned, and reissued in a user-friendly format.

The CPM system plays a central role in the operation of APM FLEX. The PQCT cooperated closely with ICTS Systems to survey the subsidiaries and improve CPM.

## 3 PROFESSIONAL SUPPORT

- Given the increased terrorism alerts, the PQCT conducted in Q1 a Security Alertness Campaign. The team called its contacts in 11 subsidiaries and emphasized the need to maintain vital alertness by conducting face-to-face briefings and demonstrating the presence of the security leaders in the security operations.
- The PQCT Training Manager provided inputs for an ICTS HR Conference workgroup concerning the future development and training of middle managers in the company. The middle managers' development project will become one of the most important ones in ICTS during the coming two years.
- The PQCT managers visited the ICTS stations of Barcelona, Lisbon, and Roma FCO to monitor and support passenger pre-screening activities and meetings with global clients.

## 4 QUALITY AND ISO CERTIFICATIONS IN Q1

- The PQCT facilitated the ISO 14001 audit by the SII, ICTS Europe's ISO certification body, in the United Kingdom.
- The PQCT Quality Manager assisted DiagNose Netherlands in a review of Internal Quality Procedures.

## 5 PQCT CIRCULARS ISSUE IN Q1

- PQCT 01.2024 Directive - Clarification of Employee Categories for CWare2 Training
- PQCT 02.2024 Bulletin- Brussels Attacks 8th Anniversary & the Role of BDOs
- PQCT 03.2024 Bulletin - The Crocus Hall Terrorist Attack, The Islamic State Of Khorasan, And The Increased Security Alerts In Europe
- PQCT 04.2024 Bulletin - ISIS Calls For "Lone Wolves" To Carry Out Ramadan Massacre of Christians and Jews Across Europe, US And Israel

# EXHIBITIONS

## ICTS EUROPE GROUP PARTICIPATED IN DATA CENTRE WORLD LONDON

ICTS Europe Group participated in Data Centre World 2024 held on 6<sup>th</sup> and 7<sup>th</sup> March at London Excel. We were delighted to showcase our all-in-one operations platform, Viridian, through live demos during the event. Viridian received the award for Special Contribution to Improve Resilience through Innovation at last year's event, highlighting its excellence.

Additionally, ICTS' canine security team provided security services at the London Excel where the exhibition and conference took place.

Thank you to everyone who joined us and to the organisers of [Data Centre World London](#).

Learn more about Viridian [here](#).



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## ICTS UK & IRELAND EXHIBITED AT SECURITY & POLICING 2024 (12-14 MARCH 2024)

ICTS UK & Ireland was pleased to exhibit at Security & Policing 2024, the official UK Government global security event, that took place between 12 and 14 March at the Farnborough International Exhibition and Conference Centre, Hampshire.

Organized by the Joint Security & Resilience Centre (JSaRC) of the Home Office, Security & Policing provided an excellent platform to engage in discussions about the most recent developments in enhancing national security and resilience. This event brought together prominent UK suppliers, Government officials from the UK and abroad, as well as senior decision-makers within the law enforcement and security sectors.

Our Explosives Detection Dog Teams, accredited to the Home Office NCTAS-P standard, provided the security screening at the venue both during the lead-up and for the duration of the event.



## JOIN ACTS AT BEHAVIOURAL ANALYSIS 2024

ACTS will be participating in the 6th edition of the Behavioural Analysis 2024, a 3-day conference exploring how criminal intent can be identified by behavioural indicators and non-racial profiling.

Sam Juchtman, Chief Security Officer at ACTS Aviation Security, will be speaking at the event. His presentation, part of the session on 'The Insider Threat', is titled: Behaviour Detection: is it effective for identifying rogue employees?

The event will be held in London from May 21 to 23 May at the Gtech Community Stadium.

For more information about the conference, click [here](#).



**MEET ONE OF OUR SPEAKERS!**

**Samuel Juchtman**  
former Head of Security, El Al Israel Airlines,  
Czech Republic & Chief Security Officer,  
ACTS-Aviation Security, Inc.,  
USA

**Behaviour Detection:  
is it effective for identifying rogue employees?**

**BEHAVIOURAL ANALYSIS 2024**  
21-23 MAY 2024 | GTECH STADIUM, BRENTFORD, LONDON

## ICTS HELLAS GOLD SPONSOR AT THE 11TH SECURITY PROJECT CONFERENCE 2024

ICTS Hellas was proud to be Gold Sponsor of the 11th Security Project Conference 2024, which took place on March 29, in Athens, Greece. As the sole event in Greece dedicated exclusively to physical security and related topics, it attracted top security professionals from across the country.

The conference provided attendees with valuable opportunities for knowledge-sharing, networking, and exploration of cutting-edge security trends. One of the highlights was a panel discussion featuring Mr. Nikopoulos Dimitris, Head of HR at ICTS Hellas, who provided insights into key HR challenges in the industry. This dynamic panel facilitated an open dialogue among thought-leaders, enabling the exchange of best-practices and the collective steering of the Industry's future direction.

Christos Maniatopoulos, CEO of ICTS Hellas, emphasized, "At ICTS Hellas, we consistently remain at the forefront of developments in the security sector. Our presence at the event underscored our commitment to shaping the future of security. Showcasing some of our most relevant services, our stand proved to be highly engaging and attracted many visitors who wished to discuss their security concerns with one of our experienced security professionals. In addition to sharing their expert knowledge with visitors, our expert staff also played an active role as participants in the key panel discussions held during this exceptional event."



# ACTIVITIES

## ICTS CELEBRATES 15 YEARS IN CYPRUS

On January 19, 2024, ICTS Cyprus hosted a gala event at the Galu Seaside in Larnaca to celebrate the company's 15th anniversary of operations on the island. The event brought together over 250 distinguished guests - including government officials, clients, partners, employees and friends of ICTS.

In his opening remarks, Managing Director Panagiotis Fistedis reflected on ICTS Cyprus' journey over the past decade and a half. He highlighted some of the company's proudest achievements - from consistent growth year after year, to numerous awards for service excellence, to the opening of new facilities at Larnaca and Paphos International Airports in line with increased passenger volumes.

The pinnacle of the evening was the ICTS Cyprus Awards ceremony, recognizing outstanding employees across nine categories - from passenger screening officers to maritime security guards to customer service agents. Each Role Model employee was called on stage to be presented with their award by the clients and the authorities separately for each category winner, to thunderous applause from the audience.

In his closing speech, Mr. Fistedis emphasized that the success of ICTS Cyprus over the past 15 years has only been possible thanks to the passion, dedication and hard work of their employees. He stressed the importance of continuing to invest in staff recruiting, training and development as the company moves into the future.

The night wrapped up with live music and dancing as all the guests celebrated both an exciting history and a bright future ahead for ICTS Cyprus. With new projects in the pipeline and a committed team behind them, the next 15 years look just as promising.



## ICTS CYPRUS CONCLUDES SUCCESSFUL TEAM-BUILDING

ICTS Cyprus recently concluded a successful team-building program in Troodos, Cyprus, with the goal of strengthening unity and teamwork among senior officers and administration colleagues.

The program emphasized the importance of unity and collective effort, aiming not only for success but also for stronger bonds, respect, and understanding among colleagues. Activities ranged from sports and sciences to arts, nature, traditions, and physical exercises, underscoring key aspects of communication, leadership, and mutual support.

"I would like to express my gratitude to the team for their enthusiasm and teamwork throughout the event. Facing challenges as a unified team with awareness and responsibility can lead to overcoming obstacles and emerging stronger. The program's focus on physical and mental well-being further emphasized a holistic approach to team-building, ensuring that each member is prepared to contribute their best", said Panagiotis Fistedis. "As the program concluded, it left behind a legacy of enriched relationships and a renewed commitment to shared goals and collective success. Thank you all!"



## CTSN GROUP HAVE MOVED OFFICES

CTSN Group, the ICTS Europe subsidiary in The Netherlands, has relocated. As of April 18, 2024, the new address is:

**CTSN Group**  
**Kruisweg 813 – Building 4**  
**2132 NG Hoofddorp**  
**The Netherlands**

The telephone numbers and email addresses remain unchanged.

This move enables CTSN to enhance its services and foster a more productive work environment.

# LETTERS OF COMMENDATION



**January 11, 2024, American Airlines;** “Great job of leading a group of exceptional customer care team members. All of the team members we interacted with are amazing...were highly professional, great patience and caring. Always trying to do what is right. I am certain that AA is fortunate to have your team providing the best Customer Service to our passengers and team members.”

The note was forwarded to the ICTS MUC team by the General Manager at Munich station for American Airlines who added; “Thank you for your dedication and performing our slogan “You: Are why we fly””.

**January 14, 2024, Station ISC Paris CDG, American Airlines;** “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 tuck carried out last Monday. Thanks to your vigilance, your professionalism and respect for procedure, you detected a suspicious item. 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.”

**March 14, 2024, Station Manager MUC & STR, Delta Air Lines;** “I would like to take this opportunity to thank you and your team for your outstanding performance today under the circumstances! ...We would love to thank the colleagues personally with a small letter and voucher.”

**March 14, 2024, Coordinator – International Station Security MUC, American Airlines;** “Dear LSA Leads! I wanted to say a huge thank you to all of you for your outstanding work today! Thank you for your hard work and dedication to making everything run smoothly. Your consistently delivering exceptional results makes the team stand out, and I am genuinely grateful to have you on board. Please keep up the fantastic work, and take care!”

**March 15, 2024, Supervisor Airport Operations Munich, United Airlines;** “I just wanted to thank your agents that stepped up yesterday during the strike day and assisted our team to get our customers to their families! Thank you for everyone that came on their normal shift and also who came extra to assist the operation!”

**March 31, 2024, Coordinator – International Station Security MUC, American Airlines;** “I wanted to express my gratitude for your hard work over the weekend. I particularly appreciate the fantastic job you did, especially yesterday with the delayed inbound flight. Your excellent work during this busy Easter weekend did not go unnoticed. Thank you for your dedication and commitment to ensuring a successful outcome.”