



**Oren SAPIR**  
CEO  
ICTS EUROPE

Dear ICTS Europe Family,

2024 has been another remarkable year, marked by the perfect combination that makes ICTS Europe exceptional: our dedicated employees and loyal clients working together.

To our clients, your continued trust and partnership form the foundation of everything we do – without you, none of our achievements would be possible. And to our employees, your unwavering commitment to excellence and passion for service make that trust possible. It's this powerful combination that drives our success forward.

What a remarkable year it has been for us. Once again, we've reached new heights together, setting records that showcase what we can achieve as a team. While we faced our share of challenges, the wins far outweighed them – all thanks to this winning partnership of exceptional employees and loyal customers.

It's the dedication, the extra effort our teams put in every day, the enthusiasm to do better, and the commitment to excellence – that continues to drive our success. Our clients trust us because they see this dedication in action, and we're determined to keep earning that trust every single day.

This year marked a significant milestone with our acquisition of FCS in the United States. Finding a company that truly matches our values and culture isn't easy, but in FCS, we discovered a team that shares our DNA and vision for the future. This partnership opens exciting new chapters for both organizations.

Looking ahead to 2025, we're setting our sights on an ambitious target: reaching more than €1 billion in annual revenue. But numbers alone don't tell our story. We'll continue pushing boundaries, fostering innovation, and empowering our teams to deliver exceptional service. When our clients place their trust in us, we'll move mountains to exceed their expectations.

On a personal note, I feel incredibly fortunate to lead this company. The privilege of working alongside such dedicated professionals and serving such loyal clients is something I never take for granted.

Thank you all for making 2024 extraordinary. Here's to reaching new heights together in 2025.

Your as always,

Oren Sapir  
CEO  
ICTS Europe

## ICTS Europe welcomes FCS (First Coast Security) to the family!



ICTS Europe is proud to announce the addition of FCS Security Services, Inc., based in Jacksonville, Florida. Since 1999, FCS has been a trusted provider of tailored security solutions, serving clients across 27 states and the District of Columbia with over 3,800 highly trained professionals.

What makes this partnership so exciting is how much we already share – from our values and development to our goals and aims for the future.

Both ICTS Europe and FCS have consistently been operated and managed (to the highest levels) by security professionals with decades of hands-on operational experience across almost every security role imaginable. We know what it takes to deliver exceptional services and deeply value the hard work and dedication behind it.

FCS shares our commitment to professionalism, integrity, and client-first service. Together, we bring a strong focus on skilled teams, innovative solutions, and a culture of excellence. FCS's expertise in the U.S. perfectly complements ICTS Europe's global reach, creating new opportunities to deliver even better security solutions and foster growth for our teams.

## American Airlines renews its longstanding partnership with ICTS Europe



American Airlines has once more endorsed ICTS Europe's capabilities by choosing us as its preferred security provider at 10 European locations. This decision continues a successful partnership that began in 1986.

The renewed agreement follows American Airlines' expansion at three new seasonal locations—Nice, Naples, and Copenhagen airports.

"The extension of our contract with American Airlines reflects the exceptional collaboration between our companies," said Ronen Remetz, EVP of ICTS Europe. "The decision to extend the agreement was influenced by the excellent performance and flawless start-ups at all three new stations as well as the strong partnership maintained across all locations. I take this opportunity to thank our teams for their professionalism and commitment."

Reflecting on the renewal, the Management Team of American Airlines stated, "ICTS Europe has shown consistent reliability and a strong commitment to our partnership. Working with a team who understands our needs and values our feedback has been key. Their support across both established and new locations has contributed to the success of our service delivery across Europe."

## United Airlines appoints ICTS as its security provider in Marrakesh



In October 2024, United Airlines launched a new direct flight connecting New York's Newark Airport with Marrakesh Menara Airport.

ICTS Maroc, a newly established subsidiary of ICTS Europe, has been awarded the seasonal contract to provide aviation security services for the three weekly flights operating between Newark and Marrakesh throughout the winter season, from October 2024 to March 2025.

"It is a great pleasure to expand our international presence and strengthen our partnership in Africa while having the opportunity to collaborate with United Airlines on this new route. ICTS has been a trusted partner of United for over 35 years.

We also want to extend our gratitude to the ICTS Europe PQCT Department and ICTS France for their support in providing a dedicated team to assist new staff during their on-the-job training," said Ronen Remetz, EVP, ICTS Europe.

## ICTS Portugal wins 3-year contract at Aerogare Civil das Lajes



ICTS Portugal has secured a 3-year contract to provide security services at Aerogare Civil das Lajes, located on Terceira Island in the Azores. Since November 2024, ICTS has been delivering a comprehensive range of security services at the airport, including checkpoint security for passengers, staff, and vehicles, hold baggage screening, access control, and guarding.

“Aerogare Civil das Lajes recently celebrated reaching 1 million passengers in 2024, marking a significant milestone for the region. We are thrilled to be part of this achievement. ICTS Portugal has had a long-standing relationship with the airport, providing cargo screening and airline security services for SATA – Azores Airlines since 2019,” said Manuel João, Managing Director of ICTS Portugal.

“This new contract highlights ICTS Portugal's continued growth, with notable achievements in the last quarter of 2024. In October, we also secured two new airline security contracts with EgyptAir and Kuwait Airways at Lisbon Airport. Looking forward to what the new year will bring, we are committed to continued growth and expansion,” Manuel João added.

## ICTS France secures contract renewal with Aéroport Toulouse-Blagnac



ICTS France is delighted to announce the renewal of its contract with Aéroport Toulouse-Blagnac for the provision of airport security services, effective November 1st.

With over two decades of partnership, this renewal highlights the strong and enduring relationship between ICTS France and Aéroport Toulouse-Blagnac. The achievement is a testament to the professionalism, dedication, and expertise of the company's operational and support teams.

To celebrate this milestone, the ICTS France team came together for a special gathering, marking the occasion with camaraderie and shared pride in their accomplishment.

ICTS France extends its gratitude to Aéroport Toulouse-Blagnac for their continued partnership and looks forward to upholding the highest standards of airport security.

## Cincinnati & Northern Kentucky International Airport extends its security partnership with ACTS



Cincinnati/Northern Kentucky International Airport (CVG) has extended its airport security services contract with ACTS for an additional year. The renewed partnership ensures ACTS will continue to provide security services including employee checkpoint screening, gate guarding, perimeter security, and terminal protection.

“The contract with CVG was ACTS’ first airport security contract when the company decided to expand our business by entering the airport security market in 2019. We are proud to continue our collaboration with this second contract extension, which serves as proof of our successful partnership and ongoing commitment to excellence”, said Sam Juchtman, President and Chief Security Officer of ACTS Airport Services. “We currently provide security services at six U.S. airports and will soon begin a new security contract at Minneapolis-St. Paul International Airport.”



ICTS Cyprus has extended its partnership with Hermes Airports Limited to provide passenger information services at Larnaca and Pafos International Airports. Under the new agreement, ICTS personnel will assist passengers with inquiries related to check-ins, ticketing counters, boarding gates, flight schedules, and other travel-related information.

The partnership with Hermes Airports began in 2017, when ICTS Cyprus started providing hold baggage screening, checkpoint screening for both passengers and personnel, as well as vehicle checkpoint inspections, access control, and surveillance patrols.

"We are proud to continue our collaboration with Hermes Airports and enhance the passenger experience with our dedicated services. Together, we aim to provide seamless operations, exceptional customer support, and innovative solutions that prioritize comfort, safety, and satisfaction for all travellers." said Panagiotis Fistedis, CEO of ICTS Cyprus.

## Atlas Edge Re-awards Security Services Contract to ICTS Europe Group



ICTS Europe Group is pleased to announce the extension of its security services contract with Atlas Edge, a leading European colocation data centre.

This renewed partnership will see ICTS expand its operations to include four new countries—Denmark, Belgium, Portugal, and The Netherlands—bringing the total number of sites covered to 14 across 10 European countries.

This contract extension reinforces ICTS's commitment to delivering high-quality, tailored security services while continuing its long-standing relationship with Atlas Edge. As a trusted partner, ICTS is dedicated to ensuring the highest standards of safety and security across all locations, further supporting Atlas Edge's growth and operations throughout Europe.

## ICTS Italy expands operations with new airline partnerships



As the year came to a close, ICTS Italy is proud to announce new collaborations with All Nippon Airways (ANA) and Oman Air, further solidifying its role as a trusted provider of aviation security services.

On December 3, ICTS Italy began delivering security services for ANA's newly launched direct route between Milan Malpensa and Tokyo Haneda, which operates three times a week. Shortly afterward, ICTS Italy started supporting Oman Air's direct flights connecting Rome Fiumicino with Muscat International Airport, offering four weekly services.

"Congratulations to both airlines on the successful launch of these new routes. We are proud to support their operations as they connect Italy with key international destinations. Reflecting on 2024, we've had an exciting and productive year, welcoming new clients and expanding our presence across all Italian locations. I would like to extend my heartfelt thanks to our clients for their trust and to our employees for their dedication and exceptional work," said Monica Salomoni, Aviation Manager of ICTS Italy.

## ICTS Hellas announces key project renewals and extensions for Q4, 2024



ICTS Hellas is delighted to announce a series of significant project renewals and extensions, reaffirming our commitment to innovation, excellence, and lasting partnerships. These agreements underscore our dedication to delivering exceptional results across various sectors and regions.

### Key Highlights

University of Peloponnese (Parts 1 & 4 – Tripoli/Patra): Renewed for a three-year term, starting on December 1, 2024.

Foundation of Research & Technology (FORTH): Extended for 2.5 years, beginning January 11, 2024, supporting advancements in groundbreaking technologies.

Port of Piraeus: A focused three-month renewal, from December 1, 2024, to February 28, 2025, maintaining seamless operations in this critical hub.

Peloponnese Project (Sparti – Part B): Secured a three-year extension, highlighting our long-term commitment to supporting regional development.

Sidenor Partnership: Renewed for an additional one-year term, further strengthening our collaboration with this key partner.

Igoumenitsa Project: A new one-year agreement commencing on January 1, 2025, with an option for an additional year, bolstering our strategic presence in the area.

These milestones highlight ICTS Hellas' unwavering focus on fostering trust and delivering value to our partners. We remain committed to providing innovative solutions and impactful results that drive mutual success.

Stay tuned for more updates as we continue to grow and build on these achievements.

## ICTS Hellas provides Ad-Hoc security services across Greece



ICTS Hellas has recently demonstrated its expertise by providing security services for several airlines operating ad hoc flights across Greece.

In October, ICTS Hellas supported Eastern Airlines during an urgent relocation, followed by assisting Delta Air Lines with a military flight operation in November. Also in November, the company ensured the security of a VIP flight for Air China from Athens Airport and another VIP flight facilitated by Skyserv from Heraklion Airport.

Further showcasing their versatility, ICTS Hellas covered Universal Aviation's private flights to Tel Aviv during August and September.

## Ryanair resumes flights from Paris Beauvais Airport



Ryanair, a valued client of ICTS France since 2019, has resumed its flights to the Middle East from Paris Beauvais Airport, following a temporary suspension due to political circumstances.

ICTS France provides comprehensive security services for Ryanair flights to Amman, which successfully recommenced on 5 December 2024. The Aviation Director CDG of ICTS France, alongside Ryanair's France Manager, were present on the inaugural day of operations to mark the occasion.

## ICTS France to secure Korean Air flights in Marseille



Korean Air has selected ICTS France as its preferred security provider for ad-hoc flights departing from Aéroport Marseille Provence during September and October 2024.

“Korean Air has been a long-standing client at CDG since 2011, and we are very pleased to be entrusted with providing services in Marseille. A big thank you to all our employees involved in this mission,” said Jérôme Morby, Operations Manager of ICTS Marseille.

## CESG signs new contract with TD Synnex



Following a successful bid, CESG has taken on the security of TD Synnex’s sites in Bussy-Saint-Georges and Chessy, located near Paris, France, as of December 1, 2024. TD Synnex is a key player in the supply chain sector and one of the world's largest distributors of IT-related technology products, services, and solutions.

Congratulations to Marc Fabbro, Christophe Pedron, and the operational teams for hitting the ground running!

## CESG secures De Beers Jewelry Event



On November 14, CESG ensured the security of an exceptional event held in Paris: a De Beers jewelry presentation for 20 VIP clients. Thanks to the professionalism and dedication of CESG’s agents, the event was flawlessly executed. The Beers Jewelry is known for creating the finest diamond jewellery.

The client’s feedback speaks volumes: “Thank you so much for your support yesterday. As always, the agents were fantastic, and everything went smoothly.” Kudos to the team for their remarkable work!

## ICTS UK features in The Airport Operator Winter 2024 edition



Alan Dutt, Executive Director – Operations (Aviation & Corporate Services) at ICTS UK & Ireland, has been featured in The Airport Operator, AirportsUK’s quarterly magazine. In his article, Alan delves into our innovative ICTS InnerEye solution, showcasing its potential to enhance airport security.

ICTS UK, in collaboration with the Department for Transport (DfT), has conducted successful trials of a groundbreaking security screening interface that merges cutting-edge artificial intelligence with the proficiency of human screeners. “This innovative system, which is five times faster than traditional screening methods, allows users to screen up to three images per second.” [Read more](#) (see pages 24-25).

## ICTS Europe's Parent Company Marks 50 Years



The parent company of ICTS Europe, Sofinord, recently celebrated its 50th anniversary. As part of the festivities, ICTS Europe proudly joined in honoring five decades of innovation, growth, and excellence, while reflecting on its own significant contributions to the group's remarkable success.

Over the past 50 years, Sofinord has established itself as a global leader in outsourced services, driven by the dedication and expertise of 35,000 employees across 25 countries. In 2024, the group reached a significant milestone, with annual revenue exceeding €1.5 billion.

The event also marked the start of a new chapter for Sofinord. It was announced that in September 2025, Patrick Thélot, the Founding President, will pass the baton to Jean-Baptiste Thélot, who will assume the role of Chairman of the Group. This transition promises to carry forward the passion and bold vision that have defined Sofinord's success over the past five decades.

A heartfelt thank you to all our employees for their invaluable contributions to this collective achievement. Together, we will continue to shape Sofinord's future with ambition, pride, and determination.

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# Viridian

Exhibiting at

## Viridian developments

This year, Viridian has made significant advancements, including its expansion into the academic and aviation sectors. We have also introduced innovative features to enhance functionality and efficiency. Key highlights include:

**Smart Wands:** These devices enable FNC tags to be scanned during patrols, with data seamlessly uploaded to Viridian, for areas without signal or phone coverage.

**Key Management Tracker:** This new feature has been successfully deployed to streamline key management / card processes.

**Companion App Enhancements:** The app now supports language changes, making it more accessible for diverse teams.

Stay tuned – more exciting updates are on the way!

Viridian is our proprietary tool that centralises all security activities and ensures compliance.

For more information or to request a demo, please contact Margarita Miltiadous at [margarita.miltiadous@ictseurope.com](mailto:margarita.miltiadous@ictseurope.com)



DATA CENTRE  
WORLD

Frankfurt

4-5 June

## ICTS Spain at the forefront of helping the citizens of Valencia



On November 4, ICTS Spain delivered essential supplies—including diapers, hygiene products, baby food, milk, and pet food—to Valencia, distributing them to those most in need.

This effort by ICTS staff was met with heartfelt messages of gratitude. A volunteer from the distribution center shared: *“Life can surprise you in the best ways, and this is one of them. Only truly special people make such a tremendous effort to help others. I am so proud to tell others of your achievement tomorrow. On behalf of those who received your generous help, millions of thanks.”*

The solidarity and commitment of our team have no limits. We will always be there to help, both professionally and personally.

Stay strong, Valencia.

ICTS Spain

## ICTS UK & Ireland sponsors Hemel Hempstead Town Youth FC



ICTS is delighted to sponsor the Hemel Hempstead Town Youth FC U14s team. We are proud to support these young athletes as they develop their football skills, teamwork, and sportsmanship.

Robert Ellis, ICTS employee and the Team’s coach commented, “Much like ICTS, our boys have a clear structure with a strong emphasis on teamwork to be successful. We are very honoured that ICTS have sponsored us this season and we hope to be as successful on the pitch as ICTS is off it!”

Best wishes to the team for their season. It is important to us to support grassroots charities and to make a difference in the communities in which we operate. This approach underpins our Corporate Social Responsibility agenda.

## ASP supports Toronto Refugee Shelter with winter donation



On November 7th, ASP, ICTS Europe’s subsidiary in Canada, made a meaningful contribution to the City of Toronto’s refugee shelter, donating clothing, winter jackets, shoes, and bedding. This shelter, where ASP also provides security services, received the donation with deep appreciation from both staff and clients as they prepare for the cold winter months.

The initiative was coordinated by the Security Director at the Toronto Downtown West Business Improvement Area and ASP’s Manager of Strategic Initiatives, reflecting ASP’s commitment to community outreach and support.





November 4th - Larnaca International Airport hosted the annual “Flight of Love” event, organized by the Flight Safety Foundation and TUS Airlines, offering special children a heartwarming opportunity to experience the joy of flight.

ICTS proudly supported this initiative by providing security screening services to ensure a safe and comfortable experience for the young passengers and their companions. Coordinating with other airport partners, ICTS arranged a dedicated security check corridor to facilitate smooth passage for all attendees.

Mr. Panagiotis Fistedis, Managing Director of ICTS Cyprus, emphasized ICTS's commitment to the cause, stating, “Every year, ICTS supports this process, ensuring that children pass the screening procedures safely and enjoy this beautiful experience with joy. We stand by all these people and wish them a good flight and good luck!”

ICTS shows its commitment to social responsibility and compassion by supporting initiatives that uplift children, believing that every child deserves the chance to dream!

## ICTS Hellas supports the Emfasis Foundation once again



On December 17th, ICTS Hellas team members stepped up in the spirit of giving, volunteering their time for social street work in Athens just in time for Christmas.

Partnering with Emfasis Non-Profit Organization, they lent a helping hand to those in need. Colleagues from various departments came together to package and distribute essential supplies—food, personal hygiene products, and other necessities—supporting Emfasis Foundation’s heartfelt mission to assist people experiencing or facing the risk of homelessness.

“This was our second time this year supporting this incredible organization, and it’s truly an honor to give back to the community. We feel humbled to contribute and remain committed to making a positive impact for such a meaningful cause,” said Christos Maniatopoulos, CEO of ICTS Hellas.

## CESG Moove: Sports and Team Spirit



CESG is proud to launch CESG Moove, a new initiative that combines sports sponsorship, community support, and exciting sporting events for CESG employees.

As part of this initiative, CESG has become a proud sponsor and partner of MPE – Ma Petite Entreprise, a project aiming to create a 100% French cycling team composed of small or medium-sized enterprises united by their love of sports and cycling. Their ultimate goal? Compete in the Tour de France 2030!

This partnership aligns perfectly with CESG’s values of teamwork, passion, and the pursuit of challenges. Through this initiative, CESG is also committed to organizing sports activities for employees, including introductory sessions and team challenges, fostering collaboration and well-being.

## ACTS Supports CLT and CVG Airports' CSR Agenda



ACTS was pleased to provide the security for the '2024 CLT Airport Runway 5K' running event on October 19th, at Charlotte Douglas International Airport (CLT). The ACTS team security-screened several thousand participants at the security checkpoints, ensuring a smooth process that allowed everyone to enjoy the annual race held on the airport's runway and taxiway. The event raised money for college scholarships which promote careers in aviation and job opportunities in Charlotte.

In a separate event, the ACTS team helped ensure the smooth running of the "Victory Block" activities at CLT on December 18th and 19th. Victory Block (a military leave program) allows soldiers and trainees from across the U.S. Army Training and Doctrine Command to spend the holidays with their families. Over 4,000 military personnel flew home via CLT. ACTS worked closely with CLT Landside Operations to maintain the seamless traffic flow of over 100 buses, ensuring timely arrivals for their flights.

Lastly, ACTS provided traffic and security assistance at Cincinnati/Northern Kentucky International Airport during the 'Honor Flight 2024'. This initiative offers American veterans who served in the Korean War and the Vietnam War the opportunity to visit the memorials in Washington D.C. and participate in ceremonies that pay tribute to their service, all free of charge.

ACTS is proud to support such a meaningful cause and contribute to honoring the veterans for their service.

# ICTS Europe Systems Update

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## ICTS Europe Systems: a strong presence at key aviation industry events



ICTS Europe Systems participated in several major industry events in late 2024, showcasing their innovative solutions and strengthening connections with key players in the aviation sector.

- 1. World Aviation Festival (8th-10th October):** Held in Amsterdam, the event provided a platform for ICTS Europe Systems to engage in thought-provoking discussions, share expertise in aviation technology, and connect with new and existing partners.
- 2. Future Travel Experience (28th-30th October):** At the Long Beach Convention Center in California, ICTS Europe Systems highlighted their TravelDoc solution, focusing on travel compliance and documentation, and initiated meaningful discussions with airlines and cruise lines.
- 3. 8th China Low-Cost Carrier Conference (5th-6th November):** In Shanghai, ICTS Europe Systems, represented by Lucy, engaged with industry leaders to promote TravelDoc's role in simplifying document verification for low-cost carriers, helping them enhance efficiency and reduce costs.
- 4. Navitaire Amadeus Customer Conference (5th-7th November):** In Salt Lake City, ICTS Europe Systems discussed challenges faced by airlines, particularly around immigration rules and check-in inefficiencies, and presented automated solutions to improve passenger processing.

"A heartfelt appreciation and shoutout to the entire team for their time, dedication, and unwavering commitment to excellence. Their hard work and collaboration at each of these events were instrumental in making them a success. The team's passion for innovation and customer-focused approach continues to drive ICTS Europe Systems forward in shaping the future of aviation technology. Thank you for your ongoing contributions!", said Jason Spencer, Manager of ICTS Europe Systems.

## Aviation authorities from China and ICTS Europe Systems meet for milestone collaborative talks



In a gesture of international collaboration, ICTS Europe Systems met delegates from Chinese aviation authorities to exchange insights and explore new ideas in the China aviation sector. This roundtable conversation with members of the Civil Aviation Administration of China (CAAC) and other prominent aviation stakeholders offered both sides a valuable opportunity to share expertise and discuss the future of aviation regulation and operations.

The meeting, held in London, UK on 19<sup>th</sup> October, was attended by representatives from the [CAAC](#), North China Regional Administration of CAAC, Chinese Academy of Civil Aviation Science and Technology, Civil Aviation Management Institute of China (CAMIC), Capital Airports Holdings Limited, Beijing Capital International Airport and the British Embassy.

Mark Homewood, Managing Director of ICTS Europe Systems; Will Rosie, Chief Technology Officer; and Cai Xuelin, Regional Key Account Manager of APAC, were in attendance. Will Rosie delivered a presentation highlighting ICTS Europe Systems' 30-year journey in security expertise, showcasing the company's evolution and extensive product portfolio geared for enhancing global travel.

The summit provided a platform for ICTS Europe Systems to introduce its automatic document check technology, [TravelDoc](#), which has already improved airline compliance and passenger experiences for airlines across Asia. The Chinese delegation expressed particular interest in how [TravelDoc](#) – which supports Chinese languages and is constantly updated with country-specific entry requirements – can help airlines avoid costly fines and repatriation fees, plus enhance passenger experiences.

"It was a real privilege to meet with our industry peers from the Chinese aviation sector," said Mark Homewood, Managing Director of ICTS Europe Systems. "We appreciated the chance to share perspectives on emerging trends and demonstrate how our technology is perfectly positioned to help Chinese Airlines and Airports to deliver significant growth in international travel."

The meeting was filled with a spirit of mutual respect, with both sides expressing deep appreciation for each other's efforts in promoting cross-border and cross-cultural exchanges. Delegates were particularly impressed by ICTS Europe Systems' ability to enhance passenger experiences and reduce airline fines, discussing the company's successful partnership with Ctrip and TravelSky as prime examples of effective international understanding and collaboration.

The delegation also discussed key trends in China's aviation sector, exploring potential collaborations with travel agencies, departure control system providers and airlines. With a proven track record of preventing compliance fines and enhancing passenger processing experiences, [TravelDoc](#) has already become a valuable tool in Asia, integrating with local departure control system, [TravelSky](#).

Both sides concluded the meeting with a shared commitment to continued dialogue and deepening the relationship between China and the UK. They expressed optimism about exploring new areas of cooperation and promoting more meaningful exchanges in the aviation technology sector.

As ICTS Europe Systems reports significant growth in its Asian operations, the company looks forward to more opportunities to share innovations that benefit the aviation industry worldwide, supporting over 1 billion travellers in 2023 with their travel document solutions.

## Product Quality Control & Training Department Some Essential Activities in October-December 2024



### 1. LEARNING AND TRAINING

The learning and training activities of the PQCT in Q4 benefited staff in all areas of ICTS Europe activity and comprised, among others, the following events:

PQCT instructors conducted a supervisor course for TSA-regulated security activities in Frankfurt, Germany. Twelve new supervisors from Germany, Spain, Italy and Greece graduated from the five-day event.

A course for internal auditors was held in Lisbon. The twelve candidates, representing nine subsidiaries, had a wide range of qualifications and expertise. The four-day training event included a hands-on, life-size audit exercise.

A senior PQCT trainer supported the ICTS subsidiary in Spain by conducting a three-day online "train the trainer" upskilling workshop.

The PQCT collaborated with the Eelectio team to provide GDPR training guidance on the LMS training platform to ICTS France.

A member of the PQCT ensured the department's continued input and support for the Group-wide middle management training program, an important project involving subject matter experts from many subsidiaries.

### 2. APM-FLEX

The PQCT worked with ICTS Europe Systems to develop improved statistics and other data collection and validation tools.

CPM technology features and quality have been further enhanced for the next generation of APM-Flex statistics.

Provision of guidance and support for the deployment of APM-Flex on United Airlines flights out of Berlin BER, Milano MXP, and Paris CDG.

### 3. PROFESSIONAL SUPPORT / PQCT CONTRIBUTION

Provision of guidelines for enhanced physical security of company offices, as well as for post-employment insider threat mitigation and exit interviews.

Assistance to two subsidiaries to investigate incidents and determine appropriate follow-ups and lessons learned.

Active participation of PQCT members in forum discussions and topical working groups during a workshop on Security Management Systems (SeMS) hosted by IATA, the International Air Transport Association.

Contribution to the formation of a consortium to carry out the CAESAR project as part of the EU-funded *Horizon* research program.





#### 4. QUALITY AND ISO CERTIFICATIONS

The PQCT facilitated an audit by SII, ICTS Europe's ISO certification body, of the quality management system of ICTS Europe Systems.

Conclusion of PQCT support of ICTS Germany's implementation of an ISO 14001-compliant environmental management system with the successful completion of the subsidiary's initial certification audit.



#### 5. PQCT CIRCULARS

PQCT 18.2024 Bulletin *The Envirotainer Event and The Necessity of Communication with The Client*

PQCT 19.2024 Directive *Measures for Generating More Accurate APM-Flex Statistics*

PQCT 20.2024 Bulletin *The Threat of Terrorism in December 2024*

PQCT 21.2024 Bulletin *Unusual Security Events Must be Promptly Reported to Clients*

PQCT 22.2024 Bulletin *The Magdeburg Christmas Market Attack*

### PQCT FACTS & FIGURES FOR 2024:

#### LEARNING EVENTS RUN

14

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

#### PQCT AUDITS

9

Measure compliance with client expectations and improve products and services.

#### CIRCULARS ISSUED

22

Share Group intelligence and disseminate operational updates.

#### TRAINING PARTICIPANTS

140+

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

#### SII AUDIT SUPPORT

13

For quality -, environmental-, and information security management systems



## ICTS Cyprus Gold Sponsor at Sanda Fight Night

ICTS Cyprus was proud to be the Gold Sponsor of Sanda Fight Night 5, which took place on Saturday, November 9, at ENAD Stadium in Agios Dometios.

Sanda Fight (or Sanshou) is a martial art that originated in China, blending elements of traditional Chinese fighting styles with modern combat techniques. Recognized as an official sport, Sanda is practiced by various organizations and events worldwide, with a growing presence in Cyprus.

ICTS Cyprus was honored to support this event and all its participants, contributing to the competition's success. Additionally, ICTS enthusiastically supported the organization's efforts to attract young people to sports, offering them the opportunity to discover and develop their skills through this dynamic and exciting experience.

## CTSN shares aviation security insights at ASIS International



On 10 October 2024, CTSN was pleased to contribute to the prestigious ASIS International event held in historical city of Middelburg, located in the southwest of the Netherlands. The host of the event, ASIS International, is the world's largest membership organization for security management professionals. The central theme of this ASIS event was "The Effects of World Events on Our Security".

The program covered a wide range of critical topics including Aviation security, Cybersecurity, Water management and Security-related preparations for the Paris Olympic Games.

Representing CTSN, Goran Radak, Auditor Quality & Compliance, delivered an insightful presentation on "Measures vs Events in Aviation Security". Sharing his extensive knowledge and 30 years of aviation security expertise, Goran Radak engaged the audience with a clear overview of current developments and emerging challenges shaping the future of aviation security.

This event, besides being an excellent networking opportunity, was a great moment to engage with other experts, relevant persons, stakeholders and companies within the Security field in the whole Benelux area.

## ICTS France at the UAF Congress



On December 2-3, ICTS France attended the 6th Annual Congress of L'Union des Aéroports Français (UAF), centered on the theme "Airport Crises." It was a wonderful morning of sharing and dialogue with key players in the airport sector, offering an opportunity to reflect on current events and the future of French and international connectivity.

ICTS France is honored to support L'Union des Aéroports Français (UAF) in its mission to defend and promote the interests of the airport community as a valued partner.



## ICTS Team at Berlin Wins UA Silver Safety Award

United Airlines has achieved silver level certification in its safety excellence program, with ICTS Deutschland, as part of the BER Airport Operations team, being recognized as a valued partner and service provider in this accomplishment. This prestigious award highlights the team's commitment to fostering a strong safety culture, delivering exceptional operational performance, and demonstrating leadership in employee safety and health.

"I am honored and delighted to announce that we have won the Silver Safety Award together! This achievement is a testament to the incredible teamwork and support from all our teams and colleagues at the Berlin station over the past few months. It highlights what we can accomplish when we work as one. As a team, we will celebrate this success together in 2025, marking a fantastic conclusion to 2024. Congratulations to everyone involved!" said Sead Odobasic, General Manager BER, Airport Operations, United Airlines.

"We are very proud of this award. We have been working with United Airlines since 2005 and have built a strong relationship over the years. I would also like to congratulate everyone involved and thank you for contributing to the safety and success of our operations," added Dimitra Ritsikalis, Manager Compliance Training & Quality, ICTS Deutschland.

## Commendations

**October 10, 2024**, Airport Service Manager Nice, American Airlines; "I just wanted to thank you again for the great season in NCE. You have passed all the numerous AA audits and more importantly have my trust since day one. I now understand the challenges of a seasonal operation and I know all the hours you have dedicated to American. Thank also to S., N., P., N. and N., they are real aviation professionals, and I look forward to work with them again next season, With much respect."

**October 21, 2024**, Air Transat Representative, Nice Airport; "The last flight took off on October 20, the 2024 season is over for Air Transat at NCE. ICTS: A big thank you for your constant presence and your vigilance in the face of flight security breaches. Thanks to you, our operations take place in a safe environment. Special mention to C.A., Alain, N., S. (congratulations for the recent interception of the fake passport), N. and the others. During the season, we observed an increase in attempts to use fake travel documents. We must increase our vigilance for next season. I have every confidence in you as collaborators! Thank you!.... see you next year! It was a pleasure to have you as colleagues."

**November 11, 2024**, the following note of appreciation was received from a client for an ACTS security officer working at Charlotte Douglas International Airport: "I would like to recognize an ACTS security officer for going above and beyond on 11/02/2024 to ensure the safety of our customers and employees...I appreciate the awareness that your officer displayed on that day. I am very grateful for the team that ACTS has put in place our location".

**November 14, 2024**, Station Manager Lisbon, Delta Air Lines; “In the past 3 days, we have had the security visit performed by our Regional Manager Security T. V. and A. C. with Internal Intelligence. The result is excellent, and once again, we have demonstrated the highest standards of security and compliance for DELTA in Lisbon. In multiple occasions, the auditors praised the work organization and professionalism of ICTS Portugal and they are definitely taking Lisbon as an example for other stations. This is not a coincidence, but the result of the daily dedication and professionalism delivered by your supervisors R. N. and N.T.. Please extend my gratitude to the entire Team and let’s continue to keep climbing.”

**November 26, 2024, Outstanding Observation and Action by an ICTS Behavior** Detection Officer (BDO) in Dublin. While conducting routine BDO duties at the United Airlines check-in at Dublin Airport, a BDO observed an individual displaying suspicious behavior, entering a restroom, and staying inside unusually long. The BDO alerted a nearby airport authority representative. Despite repeated knocks on the cubicle door, there was no response. The BDO informed their Supervisor promptly, and they contacted the Airport Police. They accessed the cubicle and found the man apparently suffering from a drug overdose. Thanks to the BDO’s swift action, the man received timely medical care. Though no security risk arose, the incident highlights exemplary BDO techniques and rapid response. The airline and Airport Police praised the ICTS BDO for their vigilance, communication, teamwork, and dedication.

**November 26, 2024**, Operations Service Manager Lisbon, Delta Air Lines; “On November 22nd we had a major irregularity, with a delay of more than 12 hours... We cannot fail to recognize and praise all those involved in the operation that day for the dedication, professionalism and willingness they showed in extending hours on end so that this flight could take place. Most, if not all, of them stayed at the airport for more than 10 hours and more than 18 hours. Without them, this flight would not have been possible, causing an even more negative experience for our passengers. Please extend our gratitude and thanks to the entire team, especially R.N. and N. T. for the way they always make themselves available, organize and coordinate these irregularities. We know that it's really not easy to manage resources in irregularities of this size, but they always manage and never give up!!! THANK YOU VERY, VERY MUCH! On November 22, as every day, the spirit of this team made the difference. BRAVO!”

**December 4, 2024**, following a presentation of our compliance program for security catering at one of our U.S. stations, we received the following comment from a Transportation Security Inspector (TSI) for the TSA; “Thank you all for the invite, through which we were able learn more about ACTS’ compliance program and the wonderful tools utilized to keep stations, people, and aircraft safe! Without a doubt, my TSI colleague and I believe ACTS is the best of the best. We appreciate the solid collaboration we have and hope you all enjoy the same partnership with TSA in other cities. I personally look forward to seeing the plans ACTS have now come to fruition in the near future. ACTS has great leadership and security agents!”

**December 12, 2024:** In the check-in lobby of a Frankfurt airport terminal, an ICTS Behavior Detection Officer (BDO) noticed two individuals repacking their luggage. While observing, the BDO spotted an item resembling a pistol in one of the bags. The BDO promptly reported this to the Supervisor, who notified the police. Upon their arrival, the police officers searched the individuals and their bags, determining that the item in question was a lighter designed to resemble a firearm rather than an actual pistol. Following the incident, the Quality Assurance Department of the Federal Police at Frankfurt Airport sent ICTS a letter of appreciation, stating: “An ICTS employee had made an observation relevant to Federal Police in the Terminal’s public hall, within the area serving US air carriers. The responsible Inspectorate wants to thank the employee again.”

**December 18, 2024**, Station Manager Munich, Delta Air Lines; “I wanted to reach out and thank you and the team for a great audit performance. G. was pleased with the Security processes and I appreciate you taking the time to walk with us during both audit days. The audit included aircraft and ramp access, catering search, check-in and gate security as well as training completion. The audit was completed with zero findings for Security. Special thanks to the team at the catering unit! Great job on the truck air conditioning search and finding the items stowed inside of that unit. Please extend our thanks and gratitude to the entire ICTS team!”