



2018

Corporate and Social
Responsibility Report



Our Statement – Why Corporate Responsibility is Important

ICTS is recognised as a leading supplier of security, and related services in some of the most demanding and high-profile environments throughout the country.

One of the Company's primary assets is its ability to adapt and evolve, quickly developing new strategies in order to meet the challenges of an ever-changing business.

Environmental and social goals must similarly change in order to be relevant to these new challenges. The ICTS CSR policy will be continuously reviewed to not only ensures consistency with ongoing strategy, but also to be a direct reflection of the Company's developing vision.

To ensure CSR remains high on the ICTS agenda, a Corporate Responsibility Committee has been appointed. The committee has responsibility both for the ongoing review of policy, and also for the production of periodic reports which will highlight ICTS success in this key business area.

ICTS is committed to maintaining CSR activities at the forefront of its business practice.



Ashley Bancroft

Managing Director

ICTS (UK) Limited

5th January 2018

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1. Who We Are

ICTS UK & Ireland is one of the largest subsidiaries of ICTS Europe. With a 2017 turnover in excess of €400m, the ICTS Group employs some 12,500 employees in twenty-two subsidiaries across Europe, all of which are closely linked, sharing resources, information and goals. In the UK and Ireland alone, ICTS UK & Ireland has some 4000 employees. The turnover of ICTS (UK) Ltd was £97m in 2017.

In August 2013, ICTS became part of Groupe Sofinord. Despite its impressive size, Groupe Sofinord is still a family owned business, specialising in the delivery of reception, logistics and customer services. ICTS experience in security service delivery dovetails very neatly with Groupe Sofinord's portfolio and is well aligned with the Sofinord service ethos of Customer First, Teamwork and Innovation.

Since ICTS does not have shareholders to satisfy, company profits can be re-invested in the development and diversification of ICTS services.

1. 1 ICTS Operating Ethos

ICTS is committed to providing its customers with a quality service that meets their needs (throughout the entire contract period) and offers real value.

We achieve this by employing innovative approaches (often combining technology, canine and electronic systems) and by ensuring that all ICTS employees maintain the highest ethical standards in conducting business and services on behalf of and with the Company. ICTS adheres to published service principles, based upon three simple values:

CLIENT FIRST	TEAM WORK	INNOVATION	INTEGRITY
<p>Our clients have <i>chosen</i> to work with ICTS; our <i>duty</i> is to serve them.</p> <p>Meeting the needs (now and in the future) must remain our motivating drive.</p>	<p>ICTS operational model is based on teamwork.</p> <p>We must respect and support our colleagues. In service delivery, the front line employee is as essential as a top level manager and must be valued as such.</p>	<p>To retain clients, refine delivery and diversify services, we must adapt and innovate.</p> <p>Systems, processes and technology must be continually appraised and improved</p>	<p>Honesty and transparency are integral to our success as a business and as individuals.</p> <p>We must do what we say and say what we do, always.</p>



2. Marketplace

ICTS operates across a focused but broad range of sectors: Aviation, Airline, Financial, Corporate, Luxury Goods and Historical Royal Palaces, Transport, Stadia, Education and Healthcare, etc.

Environmental and sustainable ethics and objectives are increasingly becoming a common objective across the sectors.

The ICTS aim is to be the security provider of choice, delivering innovative solutions which complement its individual client business strategies.

2.1 Supporting Our Clients

In 2016 ICTS welcomed a new Clients Relations Manager for the Corporate and Public Sector Services to join the newly formed Client Relations Department, headed by ICTS' Managing Director, Ashley Bancroft. The Department's role is to create an open channel of communication, separate from operations, between ICTS' HQ and its Clients.

ICTS is committed to providing excellent services and supporting its Clients meets their goals. ICTS has become a member of the Institute of Customer Service and started working in partnership with the Chartered Management Institute to deliver CMI-accredited courses.

2.2 Our Suppliers

ICTS has a stringent approved supplier process in place, ensuring the highest quality and best value in all disciplines. All suppliers are regularly audited to ensure ongoing compliance with respective requirements.

3. Community

ICTS values the opportunity to give something back to society and the wider community.

Whilst 2016 saw an unprecedented number of Corporate Social Responsibility (CSR)-related fundraising activities take place across ICTS' sites of operations and a staggering £24,000 raised for charity, 2017 was marked by a steady number of fundraising activities, across most sites of operation.

Activities have been coordinated locally and have varied from local cake sales, hiking, boat building and racing, to the collection of wash bags and toiletries for cancer patients.

All events have been documented on Yammer, ICTS' internal social media network and via ICTS Newsletter, Viewpoint.

The number of charities supported has been vast and they have been selected by ICTS staff.

Some of the charities ICTS has helped in 2017 were:

- Macmillan Cancer Support
- Cancer Research UK
- St. Ann's Hospice
- Chestnut Tree House
- Sussex Life Centre
- St. John's Hospital
- Walking with the Wounded
- Shelter

3.1 Charitable Giving Scheme

ICTS promotes Charitable Giving; a scheme which enables employees to make regular donations to their chosen charity. Donations are automatically deducted from pay, both providing tax incentives and with all administration fees being paid by ICTS.

3.2 Military START Programme

Since its launch in Autumn 2013, the ICTS Military Service Transition Advice and Resettlement Training (START) programme has helped and advised over 250 soldiers and veterans through taster visits, bespoke visits (to meet individual's physical limitations), work placements, and most notably it has led to the employment of 71 ex-servicemen and women with ICTS in the UK.



“The scheme was introduced as part of ICTS UK’s Corporate Social Responsibility agenda and has been very well received internally, with our Clients and within the UK’s military community.

It allows us to support our servicemen and women and to add high calibre staff to our growing operations” said Ashley Bancroft, Managing Director, ICTS UK & Ireland.

4.Environment

Environmental awareness is a core topic and common mind-set throughout the organisation.

ICTS is committed to doing its utmost to preserve and respect the environment in which it operates. It is imperative that ICTS does not waste resources and that its equipment does not end up in landfills.

4.1 Paper Usage & Packaging Materials

- ICTS uses paper that is produced using ECF (Elementary Chlorine Free) Pulp, produced in mills that are ISO 9001 and 14001 certified and EMAS - Registered (EU's Eco Management and Audit Scheme)
- All paper is from well managed forests and sustainable sources
- ICTS does not print unless necessary and duplex prints whenever possible
- ICTS uses the reverse side of (non-sensitive) printed paper for taking notes
- All used paper is collected monthly and recycled by the Foremost Recycling Co
- Emails and electronic communications are not printed unless a physical copy is specifically required. This is supported by the following message added to email signatures: Please consider the environment before printing this email.
- Packaging material is re-used where possible and any waste is mechanically compressed on site before being collected for recycling.
- Administrative materials are ordered once a month to reduce vehicle usage and excessive packaging.

4.2 Water

ICTS has replaced water bottle dispensers with energy efficient tap-water filter units for both hot and cold drinks. We have greatly reduced bottle wastage and energy consumption by chilling/heating only the required amount of water each time.

4.3 Electrical & Electronic Equipment



WEEE - Waste Electrical and Electronic Equipment

ICTS' primary supplier of electronic equipment is responsible for the collection and environmentally friendly disposal of obsolete equipment.

The majority of the equipment is sent to developing countries to raise funds to provide professionally refurbished IT equipment to schools, universities, hospitals and non-profit organisations.

Used inkjet and laser toner cartridges are collected by **Computer Aid International** – a charity that recycles the items, raising funds to provide professionally refurbished IT equipment to schools, universities, hospitals and non-profit organisations in developing countries.

The graph (below left) shows the ICTS UK percentage of damaged or obsolete computer equipment recycled (or materials extracted).

The graph (below right) shows ICTS UK annual laser toner usage (Blue) and recycling (Green).



4.4 Power

- Energy efficient lighting is used in all offices
- Networked, multi-functional devices are used wherever feasible
- Air conditioning units have independent thermostats
- All lights, desk top computers, monitors and air conditioning are turned off at the end of each day

4.5 Transport

Employees are encouraged to use public transport or cycle to work. Car park spaces are strictly limited at its central London offices.

ICTS has encouraged its employees to cycle to work by signing up to the Government's Cycle to Work Scheme. ICTS has partnered with Halfords, a main provider of the Government Scheme, enabling employees to save up to 42% on retail prices. In addition, ICTS offices provide free, secure cycle parking and shower facilities for those cycling or walking to work.



Get in Shape this Year!

ICTS (UK) Ltd is running cycle 2 work scheme and our employees in the UK and the Republic of Ireland can now choose a brand new bike and safety accessories and save up to 52%

Our employees in the UK can apply via ICTS Benefits Gateway or via Halfords cycle 2 work scheme website at www.cycle2work.info.

cycle2work The ICTS employer code is: **ICTSC2W** **halfords**

Our employees in the ROI can apply via Benefits Gateway or via One 4 All website at: <http://www.bikes4work.ie/>

Top Reasons to get cycling:

- Regular exercise is great for fitness, de-stressing, improving your mood and keeping you healthy.
- Cycle to work and arrive more alert, with higher energy levels.
- Beat the traffic and rush - hour - get to work on time and forget the parking worries.
- Save money on bus/train/underground fares and on ever increasing fuel prices.

Restrictions: Your request will still be subject to HR & Payroll approval to ensure ICTS Comply with National Minimum Wage regulations.

5. Workplace

ICTS recognises the importance of valuing its employees, who are fundamental to its continuing success. It is, consequently, of critical importance that the Company continues to invest in the future of all its employees. The ICTS goal is to create the optimum working environment.

ICTS has invested in training schemes, providing staff with learning and development opportunities to enable them to reach their full potential.



During 2016 through to the end of 2017, all staff were offered 5 'Skillsoft' training courses. The courses were online, accessible by, and individually tailored to, every member of staff. Skillsoft hosts a wide range of training and development programmes from Microsoft Office skills to management techniques and effective interaction with customers and the general public.



ICTS has continued to work in partnership with the **Chartered Management Institute** to develop in-house training capabilities to deliver Level 3 training for all ICTS Supervisors and Level 5 training for all Duty Managers. The programme was launched in the first quarter of 2016 and since then a total of 59 CMI courses have been run by ICTS, 45 CMI Level 3 and 14 CMI Level 5.

ICTS is committed to maintaining and developing a safe environment and healthy workforce, respecting equality and diversity whilst embracing the highest standards of ethical behaviour.

The ICTS Health and Safety Manual, and Staff Handbook, are key documents for promoting the ICTS values. Both are regularly updated to take into account legislative changes and updated operating procedures. The ICTS appraisal system based on effective coaching and counselling, also aims to assist with clear and concise communication channels throughout the Company.

5.1 Communication



Social Media – Yammer (an internal social media network used by ICTS to improve communication with staff).

The number of staff registered and using Yammer has been on the increase since it was introduced in August 2015. Over 1,000 staff members are currently using Yammer. A series of campaigns have been run to encourage the take-up of Yammer, including the postage of promotional postcards to all staff members and the introduction of monthly competitions.



Social Media – LinkedIn - A new ICTS UK & Ireland LinkedIn ‘Showcase’ page was launched in April 2016. In line with ICTS’ strategy to improve communication via social media, all staff were invited to create LinkedIn profiles and ‘follow’ ICTS UK & Ireland’s Showcase page. Corporate and industry news has been shared weekly via LinkedIn.

Newsletter – ICTS continues to produce its quarterly staff newsletter, Viewpoint. Viewpoint has proved an invaluable two-way communication medium, enabling employees to share news and views, whilst keeping all informed of important corporate developments.

Viewpoint is supported by regular employee forums, enabling issues, and any specific areas of concern, to be discussed with management. ICTS is committed to providing its workforce with the very highest levels of service and support.

5.2 Staff Survey

November 2017 saw the ICTS conduct its fifth ever Company-wide annual staff survey, designed to provide the senior management team with a greater understanding of the opinions of our staff across the board on a range of issues. During 2017 we worked hard to try to improve our scores in all areas and mainly in the areas of Team Spirit, Communication and Reward Package Perception.

5.3 Employee Recognition Scheme

Small changes to the ICTS employee recognition schemes, “Employee of the Month” and “Employee of the Year” were introduced in 2016.

The criteria for the selection of the ICTS Employee of the Month and Employee of the Year changed slightly. Whereas previously the award was open only to ICTS Security Agents/Officers, Team Leaders or Supervisors. Under the changes, the award is now open to all ICTS staff members.

On some occasions, it will be possible to have more than one staff member awarded Employee of the Month, and on others, there may be no awards given. All staff members selected as Employees of the Month during 2018 will be nominees for the 2018 Employee of the Year award.

The aim of this scheme is to encourage and reward individual employees where accepted standards of conduct and performance have not just been met, but exceeded. Managers must consider the following factors before nomination:

- Innovation – the generation of creative, bespoke and cutting edge solutions for the benefit of clients and employees;
- Company champion – Behaviours demonstrated which enhance the reputation and brand of ICTS to clients, customers and members of the public;
- Efficiency – Processes, operations and wastage managed in ways which best support the needs of the business, of clients and employees;

- Customer partner – Working alongside our clients, listening to their needs, providing excellent service to best support them;
- Budget conscious – Behaviours which generate efficiencies which result either in increased profit for the business or cost savings for our clients;
- Accessibility – being available to customers, staff, and other key stakeholders in excess of usual requirements;
- Professionalism – Demonstrating the highest standards of service provision, individual behaviour and industry and legislative compliance.

Winners of the Employee(s) of the Month Award will receive:

- £100 (after tax) in their next salary payment (€125 if in ROI);
- a letter of commendation from the Managing Director of ICTS UK and Ireland;
- An Employee of the Month certificate for that month;
- An article about their achievements in the newsletter.

Winners of the Employee of the Year Award will receive:

- £1000 (after tax) (€1250 if in ROI);
- A letter of commendation from the Managing Director of ICTS UK and Ireland;
- An Employee of the Year certificate for that year;
- An interview in the newsletter

5.4 Staff Development and Advancement Report

ICTS produces a staff development and advancement report in order to inform ICTS employees of the development paths open to them and show real examples of how these opportunities have been used by their own colleagues.

5.5 Staff Welfare

ICTS recognises how important our personnel are, and that their welfare is essential in achieving our business goals. We believe that the wellbeing of all personnel must be our primary concern, and that investment in their welfare is also an investment in the efficiency and effectiveness of our organisation.

ICTS is committed to producing a caring and supportive environment which is conducive to the welfare of all employees and which enables them to develop towards their full potential. As part of our commitment to staff welfare, we ensure that activities associated with protecting, promoting and supporting the welfare of personnel are recognised as part of our strategic objectives and incorporated into all aspects of our work culture. This includes:

- The provision of a healthy work environment;
- Provision of mentoring and welfare support for individuals, as required;
- Ensuring all personnel are treated in a fair, sensitive manner;
- Raising awareness of staff welfare roles and responsibilities at all levels;
- Consulting with professional organisations regarding the advice, information and support we provide.

To achieve this, we have adopted a focused, multi-layered approach to staff welfare. At a corporate level, ICTS employs numerous mechanisms to promote and monitor employee welfare, through good times and bad.

Examples of these mechanisms include the provision of:

- Employee forums – providing employees with a relaxed and informal venue to discuss issues;
- Regular company newsletter – written primarily by the employees, for the employees;
- Gifts and awards on special occasions;
- Long service achievement awards;
- Special commendations for outstanding behaviour (in and outside of work);
- Professional Counselling;
- Mentoring

We understand the important role our management teams play in maintaining the welfare of our personnel. Our managers have a primary responsibility for the welfare of staff under their supervision. We expect our management teams to maintain an open, honest and communicative working environment, fostering and encouraging a happier and more motivated workforce.

ICTS is committed to staff development which applies to all categories of its staff. Staff development is important in order to enable individuals to carry out their duties effectively, to prepare them for changes that affect their roles, to equip them to meet the challenges and demanding objectives articulated in corporate plans, release creativity and enable them to maximise their potential.

Staff development is intended to benefit individuals, groups, teams and the organisation by encouraging the enhancement of skills, knowledge and practices and the use of structured reflection to enable personnel to identify ways of improving effectiveness of performance.

In 2015 an ‘Employee Hotline’ was introduced, a way for employees to raise matters of concern directly with the Business Assurance department. The ‘Employee Hotline’ continued to be used throughout 2017.

5.6 Staff Benefits

Benefits offered to Staff in 2017 included:

- Employee Assistance Programme, allowing staff to access free and professional advice on a range of subjects: personal, work, family and relationships, daily living and life events etc.;



- ICTS discount online shopping platform, allowing Staff to accumulate loyalty points which can be used for cash back or to buy additional items. ICTS staff can also get discounted cinema tickets;
- Discounted membership at Health Clubs;
- Childcare Voucher Provider (Sodexo);
- Discounted Travel/Holiday discounts.

6. Priorities for 2018

ICTS experienced an unprecedented growth across all aspects of the Business in 2015, 2016 and 2017. 2017 was a year in which ICTS further expanded its operational footprint to nearly 120 locations across the UK and Ireland. CSR issues maintained central to its strategy and this continues to be the aim for 2018. Outstanding progress has been made this past year and we wish to continue the momentum with teamwork and group collaboration.

Giving back to the local community

The focus for 2018 will be, as it was in 2017, on increasing the number of 'volunteer hours'. These hours are arranged by sites for staff to help out in the local community.

The Chartered Management Institute

ICTS will continue to work in partnership with the Chartered Management Institute to deliver Level 3 training to ICTS Supervisors and Level 5 training to Duty Managers (and above).

The Institute of Customer Service

Supervisor-level personnel and above will undertake 'First- Impressions' and 'Service- Management' (comprehensive and advanced customer service training packages designed specifically for supervisory and management personnel). The courses will be delivered by ICTS in partnership with the Institute of Customer Services.

Project Griffin

At the end of 2016 ICTS was accredited by the National Counter Terrorism Security Office (NaCTSO) to deliver Project Griffin training to its own staff.

Project Griffin's 'Industry Self-Delivery' scheme was launched in the spring 2016 by the NaCTSO as a terrorism awareness initiative for businesses. The aim of Project Griffin is to:

- Help understand the threat from terrorism to the UK
- Guide individuals on what to do if they find themselves involved in a terrorist incident or event that leads up to a planned attack
- Enable people to recognise and report suspicious activity

During 2018 ICTS will continue to deliver the above-mentioned training programme to ICTS staff members.

The Military SMART Programme

The Programme will remain central to our CSR plan.

ICTS Staff Survey

The Company will continue to conduct the employee survey on an annual basis, and the areas being surveyed will be the same every year. This will allow us to review our progress on an ongoing basis and measure the success of the initiatives we implement in response to the survey results.

The Company will continue to focus on ways to improve ICTS Staff Benefits.

Company documents will be reviewed and revised in accordance with ICTS vision.

Whilst the Company continues to grow, it will continue to look at ways of inspiring employees to engage and support the CSR policy through improved channels of communication and this include increasing its Social Media presence.

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All paper is from well managed forests and sustainable sources