

National Customer Service Week

This National Customer Service Week (5-9 October 2020) and we would like to highlight the importance of customer service within ICTS.

Read messages of appreciation from our clients which highlight how our teams are making a difference. It is our people who define our reputation as leaders in the Security Industry.



ICTS Anton
Security Officer

Attention to detail is important to us. We foster a workplace where employees are motivated and feel valued.

"On entry to the site the security officer was immaculately turned out. He was polite and offered the visitors log. The security officer was genuinely interested on who this stranger (Me) was and also interacted seamlessly with the site team. This is a welcome change to the sadly indifferent attitude portrayed by security at many sites."

- H&S Advisor

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ICTS Team ICTS,
Aviation Security Services

Every day is different and offers an opportunity for our teams to make a difference.

"We never thought something like Covid would affect our operation, Airline industry and of course personal lives to this extent. The BA team couldn't function without our partners and offer the same customer service without the ICTS security team. By being flexible, dynamic and always ready to support the ICTS T5 team have shown their true colours."

- Supplier Manager #NationalCustomerServiceWeek



ICTS Team ICTS,
Aviation Security Services

Our reputation is based on reliability and high standards, irrespective of whether the security service delivered is *ad hoc* or long-term.

"Please accept my thanks and appreciation on behalf of Air India for the wonderful staff and services provided. We look forward to working with ICTS in Scotland again!"

- Airport Manager

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ICTS Dumitru
Contract Manager

Contracts under our management are overseen by experienced and dedicated Managers.

"Thank you for your email and thank you so much for the efficient and professional way you have dealt with this, we really do appreciate it."

- Facilities Coordinator

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ICTS Team ICTS, Aviation Security Services

We forge a true partnership with our Clients and are there to support them through thick and thin.

"A massive thank you to your team today. A great example of their pride in working at the Airport and willingness to simply get stuck in."
- Security Compliance & Assurance Manager
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ICTS Declan General-Purpose Patrol Dog Handler

Our Canine Teams offer valuable layers of security to any contract, whilst providing reassurance to the general public. They provide a non-intrusive search capability, protecting premises and assets.

"This is not the first time that Declan has performed exceptionally well in his role, there are numerous incidents when he is on shift that he proactively identifies / supports our Security team."
- Security Coordinator
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ICTS Charlotte Drug Dog Coordinator

We pride ourselves in an open and friendly approach whilst delivering services which have an impact.

"..a pleasure to work with Charlotte, Freddy and Cooper yesterday. The advice and experience given in the process of Drug screening was very useful in how we deployed yesterday. The positive impact so far from HR, management, the Station Director, the Union reps and the staff and contractors on site has been great."
- Head of Security
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ICTS Greta Security Officer

Our Security Teams strike the right balance between providing excellent customer service and ensuring compliance.

"Greta has been very quick to adapt to new ways of working and communicating to our customers. Her communication skills are great: she strikes a perfect balance between humour and being firm around procedures and thanks to her skill to crack a joke with a customer she makes even tricky situations smooth. Greta is a pleasure to work with."
- Store Manager
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Thank you for making a difference.