



Media Publicity Policy

Amendment History

Date	Version	Author	Details of Amendment
01/02/2020	1	Jayne Thorpe-Negbi	Initial Release

General Statement

ICTS UK Ltd. recognises the importance of addressing adverse media attention or publicity about the Company itself, its clients, and the Security industry in general.

The Company's policy is to ensure that as part of its normal induction and training programmes, all Company representatives are made aware of the need to report any service related issues that may attract adverse media attention that may impact on the reputation of the Company and therefore on the reputation of the industry in general, to the appropriate Manager.

Customer complaints are processed according to the Company's documented procedures and are kept confidential to relevant Company representatives only.

Should any member of staff be involved in any incident or event that attracts media attention (positive or negative) they are reminded that all communications with the media are to be authorised by the Business Assurance Manager or their appointed spokesperson.

Employees are also reminded that they **are not authorised to make any statements on behalf of the company or client** to the media **nor are they permitted to answer any questions about the company or clients**; any comments made by the employee are of their own expression and not those of the company or clients, and the employee **must ensure that this is clearly understood by the media**.

The company have appointed Jayne Thorpe-Negbi to be the authorised spokesperson for the business and any requests for comment should be directed to Jayne **by email only jayne.thorpe-negbi@icts.co.uk**.

Jayne will, in association with the ICTS UK Ltd. Board of Directors and where appropriate the client, prepare a statement that may be communicated in a press release or through other media. This policy will be reviewed on an annual basis.

Date: 01 February 2020
Andy Kynoch
Managing Director