

Corporate and Social Responsibility

Report

2022



CEO Statement

Why Corporate Responsibility is Important

To our stakeholders:

I am pleased to confirm that ICTS Italia reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption. In this second annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Events of the past few years have underlined the critical role that business can, and must, play in transitioning to a more sustainable future for all. The Covid-19 pandemic, climate change and more recently the invasion of Ukraine have all laid bare the complex, deepening challenges faced by our planet and its people and the need to accelerate our collective commitment to build a better, fairer world.

Against this backdrop, businesses such as ours can be a powerful force for positive change. One of the Company's primary assets is its ability to adapt and evolve, quickly developing new strategies to meet the challenges of an ever-changing business. Environmental and social goals must similarly change to be relevant to these new challenges. The ICTS CSR policy will be continuously reviewed to not only ensure consistency with ongoing strategy, but also to be a direct reflection of the Company's developing vision.

Our sustainability strategy does not stand alone. It cuts across our values – spurring innovation, building respect, protecting our integrity, demonstrating excellence, and fostering collaboration. To be an indispensable partner, sustainability must be an integral part of how ICTS Italia operates and is increasingly becoming a part of ICTS Italia's principal values.

In acting on this we are rethinking how we operate so that we can contribute to a promising future for our planet, as well as continuing to be an innovative partner for our customers. Additionally, we became members of the UN Global Compact, demonstrating our commitment to implementing universal sustainability principles and accelerating our progress on environmental, social and governance issues, including diversity, equity, and inclusion, within the day-to-day operations of our company.

We aim to contribute to achieving the U.N. Sustainable Development Goals (SDGs) through our strategic framework and our approach to sustainability. We have mapped our priority sustainability topics to the most relevant SDGs to our business. We know that by focusing on the things that matter the most to our business, we not only create business value, but also contribute to addressing some of society's most pressing development challenges. This report highlights our key initiatives and achievements, both within the organization, and with external stakeholders. It also looks ahead, highlighting our ambitions and commitments to becoming a force for sustainable change.

This report is our second one and it shares key results of our program and what ICTS Italia stands for. Our approach in social, environmental, and economic responsibility is to continuously improve our performance and share the results with our stakeholders.

Staying true to our values and focusing on our key themes will help us reach our strategic targets. Through our work, we also support the United Nations Sustainable Development Goals. I am proud of our achievements in 2021. Together with all ICTS Italia's employees, we stay committed to sustainable development.

Paolo Franceschini

ICTS Italia Srl

A handwritten signature in black ink, appearing to read 'Paolo Franceschini'.

Managing Director

June 14th, 2022

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1 ICTS Italia at a glance

Our mission is to be each client's most trusted partner by finding sustainable solutions and services with the right people, the right experience, and the right technology. We are a resilient and diversified business and have proven our ability to withstand market challenges.

ICTS Italia is a leading company in airport security and sensitive infrastructure sector. ICTS Italia is part of the ICTS Europe group, active since 1985 in 22 countries and 4 continents. ICTS Europe currently has over 18,000 employees working for an extensive list of customers in different businesses. It also boasts a department located in London, ICTS Systems, dedicated to the development of new, innovative, and functional technologies, aimed at improving the quality of the security service, thus responding to changing customer needs.

ICTS Italia was inaugurated in 1987 and is presently a leading security company, operating in two distinct sectors in close synergy, Aviation and General Security Departments.

Throughout the years, ICTS Italy has accumulated extensive theoretical and operational know-how. Coupled with its broad international experience, ICTS Italia is ideally suited to provide the client with a custom-made, high-quality product.

ICTS can respond to a large variety of security threats. The specific nature of each project dictates the assignment of team members. ICTS Italia employs experts in the fields of security, engineering, systems analysis, auditing, finance and economics, law, computer engineering, amongst other.

In August 2013, ICTS became part of Groupe Sofinord. Despite its impressive size, Groupe Sofinord is still a family-owned business, specializing 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 created a culture founded on core values of innovation, collaboration, excellence, integrity, and respect. In line with our culture, we are committed to sustainability initiatives that are key to our long-term strategy and benefit our stockholders, clients, employees, and communities.

There is always a better way. We look deeper, we find it, and we make it happen.

CLIENT FIRST

Our clients have chosen to work with ICTS; our duty is to serve them.

Meeting the needs (now and in the future) must remain our motivating drive

TEAM WORK

ICTS operational model is based on teamwork.

We must respect and support our colleagues. In service delivery, the frontline employee is as essential as a top level manager and must be valued as such.

INNOVATION

To retain clients, refine delivery and diversify services, we must adapt and be innovative.

Systems processes and technology must be continually appraised and improved.

INTEGRITY

Honesty and transparency are integral to our success as a business as individuals.

We must do what we say and say what we do, always.

2 Recognitions and Awards

At ICTS Italia, we are committed to doing our part as a global citizen to build a better future for us all by operating in a responsible and sustainable manner. We believe that by integrating sustainable practices into our business model, working towards positive social change, and providing transparent reporting on those practices and our progress, we will be best able to deliver long-term value to our stakeholders while promoting and developing our business, people, communities, and the world around us.

ICTS ITALIA SRL has been awarded a gold medal in recognition of sustainability achievement! To receive this medal, companies must have an overall score of 66-73.



In 2021, ICTS Italia Srl received Gold status from EcoVadis, a leading rating agency in corporate social responsibility and sustainable procurement. Obtaining this rating demonstrates ICTS Italia's continued commitment to further advance our sustainability goals.

3 ICTS Italia's Certifications

To ensure high quality, health and safety of our employees, environmental compliance, and to mitigate the related risks, we have implemented the following management systems. Through ISO and SA certification we can monitor the effectiveness of these systems.

- International Quality Management System ISO 9001
- Occupational Health and Safety Management System ISO 45001
- Environmental Management System ISO 14001
- Information Security Management System ISO 27001
- Social Accountability System SA8000

In addition to certified management systems, ICTS Italia's Responsibility program is steered through the following main policies, guidelines, evaluation and feedback processes:

- Code of Conduct
- Corporate Operations and Quality Guidelines
- Quality Manual and Integrated Management System Manual
- Risk Management Policy
- Standard Operating Procedure (SOP)
- Customer satisfaction surveys
- Employee satisfaction surveys
- Systematic employee introduction and training processes
- Social Performance Team
- Whistleblowing and Grievance channel
- Supplier audit process
- Supplier Code of Conduct

4 Approach and Governance

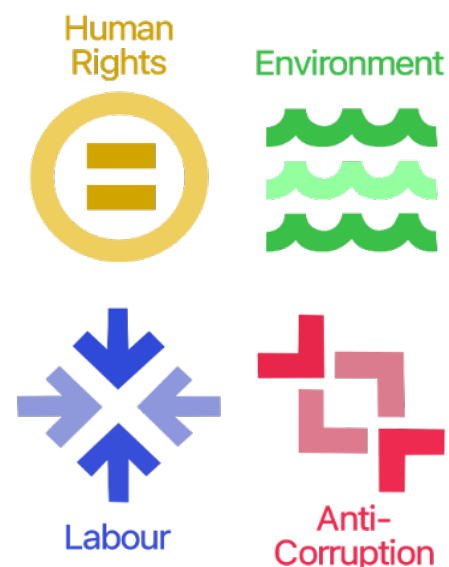
ICTS Italia is a member the United Nations (UN) Global Compact, a voluntary initiative of more than 13,000 companies whose CEOs have committed to implementing universal sustainability principles and to take steps to meet the UN SDGs. The 10 Principles of the UN Global Compact cover human rights, labor, environment, and anti-corruption. As a member of the UN Global Compact, ICTS Italia is committed to implementing universal sustainability principles and accelerating its progress on ESG issues, within the day-to-day operations of our company.

At the core of our efforts to enhance the sustainability of our enterprise are initiatives focused on safeguarding our people, minimizing our environmental footprint, and working to enhance our relationships and impacts on the society around us.

We have a robust sustainability governance structure in place to ensure that topics are managed at the highest level and that we continue to evolve our approach to sustainability.

This governance structure is responsible for developing and implementing our position on environmental affairs and sustainability more widely. This includes monitoring developments, sustainability trends and ensuring that our programs remain relevant, competitive, and compliant with governmental requirements.

Through our organized structure, we monitor and facilitate progress and ensure consistency with our strategy, goals, and reporting standards. Our governance bodies also establish and maintain relationships with external authorities, government agencies, regulatory bodies, industry representatives, customers, competitors, and other external parties while representing and protecting our business interests in the external environment.



4.1 Our Vision for Safe & Sustainable Business

The UN Sustainable Development Goals (SDGs) set a global framework to address society's most important challenges. We are aligned to these goals which form the foundation of our sustainability action.

Our shared mission is to work together to make the world a safer place, we reduce risk and enhance the safety of the critical infrastructure that modern society relies upon. Although our activity touches some of the SDGs, we are focusing our efforts on those where we make the most difference.

Our expertise will focus on creating a safe and sustainable economy by working net-zero emissions by 2050, building resilience of global supply-chains, and a responsible approach to using resources – whilst actively looking ahead at how we can achieve the SDGs in a safe way, underpinning this we will align our ways of working to our values.

People

We empower our people by creating a values-led, diverse, and inclusive culture with wellbeing at its heart and invest in everyone's future through learning and development.

Environment

We are committed to protecting our planet by reducing our environmental impact and promoting the conservation of natural resources.

Governance & Ethics

We safeguard the highest levels of professional standards and integrity throughout our governance structures and commitment to ethical business practices.

Embed a Sustainability Culture

Our sustainability vision is built on strong foundations of our values and culture. It is these that inform decisions we make, how we engage with our stakeholders and how we do business. Safety, ethics and compliance, diversity and inclusion are all embedded within this and essential to being a trusted partner.

Achieve net zero

The current climate crisis requires an urgent response, we are in a decade of action for the race to zero and both us and our stakeholders need to play our part. We will work to enable

commercially viable zero carbon energy, take urgent climate action to decarbonize our value-chains and support the achievement of sectoral net zero goals.

Responsible resourcing

Unsustainable production and consumption of resources is linked to environmental impacts such as climate change, pollution, and biodiversity, for us and our stakeholders more sustainable and circularity of resource use in global supply chains will be vital in supporting economic growth whilst reducing environmental impacts.

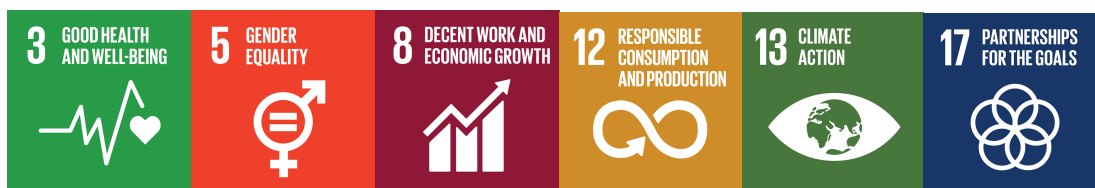
Build Resilience

Society depends on global supply chains for food, energy and healthcare and telecommunications for example, these are complex, interdependent, and global making them susceptible to uncertainties and disruption. For us and our stakeholders building resilience into infrastructure and business models to minimize disruption and manage uncertainties in global supply chains is critical to all our futures.

Leading with Integrity

In essence our goal is to achieve optimal profitability with high integrity. We aim to be at our best more of the time and recognize that we are all responsible for our own conduct and behavior. We seek to be more inspiring, more thoughtful, challenging, and supportive of each other. We seek to incorporate this into our everyday leadership practice.

At its heart our goal is to enable all employees to feel they have equal access to opportunities for skills and career development, and to feel that their voice is heard.



The following pages detail our progress towards addressing the 10 principles of the UN Global Compact.

5 Human Rights

5.1 Principle 1 and 2

Businesses should support and respect the protection of internationally proclaimed human rights

Businesses should make sure that they are not complicit in human rights abuses.

As a Security Company we believe that our direct impacts in relation to human rights are limited within our value-chain. ICTS recognizes that its employees are a vital asset to the organization, and it must ensure that the proper provisions are made for their health and safety. ICTS believes it is essential to implement every possible initiative to ensure the highest level of safety for its workers in all places where ICTS operates.

ICTS Italia commits to provide a safe working environment for the employees and to comply with human rights including the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the UN Global Compact.

We have robust set of policies and procedures that have Top Management-level oversight to ensure that employees are well protected as reflects ICTS's values and the minimum standards that we require to see reflected in local employment policies.

Our Anti-Slavery and Human Trafficking Policy is a public affirmation approved by our Managing Director and Top Management, that ICTS Italia is supporting and protecting internationally proclaimed human rights and confirms that ICTS is not complicit in any human rights abuses.



Our operating responsibly values are underpinned by our zero-tolerance approach to corruption, bribery, and fraud; our support for the elimination of all forms of forced labor and human rights violations; and an expectation that our suppliers operate by the same set of principles.

ICTS Italia is in the process of obtaining the SA8000 Certification. The intent of SA8000 is to provide an auditable, voluntary standard, based on the UN Declaration of Human Rights, ILO and other international human rights and labor norms and national labor laws, to empower and protect all personnel within an organization's control and influence who provide products or services for that organization, including personnel employed by the organization itself and by its suppliers, sub-contractors, sub-suppliers, and home workers. It is intended that an organization shall comply with this Standard through an appropriate and effective Management System. With these in mind ICTS Italia has created a Social Performance Team.

ICTS Italia's Social Performance Team has a mandate to ensure that the ethical health and supporting policies and practices are compliant with industry best practice wherever we operate. The SPT provides guidance on ethical matters, including speaking out/ whistleblowing, anti-bribery and anti-corruption, fraud, and conflict of interest including within the supply-chain.

5.2 Ethical and Disciplinary Code

Helps to ensure that we do things safely, ethically, and responsibly. This covers anti-bribery and corruption policies and procedures; whistleblowing mechanisms; approach to conflicts of interest; and ensures that we continually reach beyond simply fulfilling minimum requirements and obligations of legislation of the countries where we operate.



The company's senior management provides executive oversight and direction over the implementation and enforcement of the Code across all company operations. The management reviews and endorses activities including training and education, completion of compliance assessments and audits, and drives personal accountability through communication and awareness initiatives.

In the event we become aware of allegations or concerns of potential or actual violations of law or company policy, the Office of Ethics and Compliance will investigate the matter and, where appropriate, take disciplinary action and implement corrective measures to prevent future violations.

5.3 Sustainable Procurement Policy and Supplier Code of Conduct

As we have a deep concern for sustainability issues, we want our suppliers to share the same values and expect them to meet the same standards for ethics, labor rights, health and safety, and the environment that we set for ourselves.

We expect every supplier in our value chain to adhere to our Supplier Code of Conduct, which covers legal, social, environmental, and ethical topics. We are committed to qualifying and maintaining suppliers whose attributes and behaviors support our Corporate Social Responsibility principles and match our own safety and ethical standards.

The principles are anchored in internationally recognized standards, including but not limited to the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the UN Global Compact. Suppliers must always adhere to these principles.

The Supplier Code of Conduct is part of ICTS Italia policy on Corporate Social Responsibility (CSR). For ICTS Italia, CSR means that next to ensuring the company's profitability, we have continuous regard for the effects of the company activities on the environment, as well as the impact on people in and around the company. In practice, we strive to minimize the impact of our activities on the environment and to maximize our contribution to social welfare. We do so because we believe that as a company, we have a responsibility toward future generations.



One aspect of our CSR policy is supply chain responsibility. This means we not only take responsibility for the social and environmental impact of our own activities, but also take a critical look at the impact of all our business partners' activities. We do so to ensure that ICTS Italia is not part of or party to activities, wherever they take place, that do not adhere to certain standards of social and ethical conduct. Our suppliers can help us achieve this aim.

In 2021, we implemented a Supplier's Risk Management platform to improve tracking and compliance of our suppliers. As a result of the risk assessment, our managers maintain the discretion to review any suppliers marked as "high-risk." For suppliers that do not meet our standards, as spelled out in our policies, we will provide education, create a work plan, and hold them accountable to meet our requirements. Ultimately, if they cannot meet our policy or refuse to comply, we will identify and move our business to alternative suppliers.

Procedures on sustainable procurement are set out in our Sustainable Procurement policy. We will continue to assess our suppliers' performance and enhance our risk assessment tool to address ethical risks in our supply chain, including but not limited to our suppliers and intermediaries. Most of our suppliers' deliveries can be classified as local.

We acknowledge that every supplier operates independently, but we expect that all our suppliers agree and adhere to ICTS Italia's ethical standards for doing business. ICTS Italia is convinced that adherence to the Supplier Code of Conduct will contribute to the continuity of the relationships, as well as to a more sustainable society to the benefit of all.



We do not tolerate the use of child or forced labor, slavery, or human trafficking in any of our facilities or operations. Our principles on these topics are set out in our Anti-Slavery and Human Trafficking policy. We discontinue business relationships with any individual or company that does not follow the same standards. We are committed to periodically updating the present statement to reflect all the changes in business operations relevant to compliance efforts to address the issue of slavery and human trafficking in our supply chain.

We support the development of our suppliers through a process that includes constructive dialog and joint effort.

6 Labour

6.1 Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

ICTS Italia respects employees' rights of freedom of association and representation either through trade unions, works councils or any other appropriate forum. The concept is clearly expressed at paragraph 9 of ICTSs Code of Conduct.

Trade Union



6.2 Principle 4 and 5

Businesses should uphold the elimination of all forms of forced and compulsory labour

Businesses should uphold the effective abolition of child labour

ICTS Italia Srl is committed to providing a work environment that is free from human trafficking and slavery by promoting ethical employment practices. Safeguarding against modern slavery – Any human trafficking or modern slavery exploitation is completely incompatible with our values and ICTS Italia accordingly supports the elimination of all forms of forced and child labor.



Further, in all recruitment activity for staff we use independent 3rd party screening and background check vendors/authorities to validate and verify details of candidates. This ensures that we are not complicit in any identify fraud and validates personal details including age and whether they have the right to work.

We are committed to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-slavery and Human Trafficking Policy reflect our commitment to act ethically and with integrity in all our business relationships and to implement and enforce effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

6.3 Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation

Under our Equal Opportunities and Diversity policy, we promote equality of opportunity in all stages of employment (from recruitment through to departure) regardless of race, religion or belief, political opinion, color, ethnic origin, age, nationality, marital/parental status, sex, gender, sexual orientation, disability, or any other category that may be protected by applicable law.

ICTS encourages a working environment in which diversity is recognized, valued, and encouraged, appreciating the multi-cultural and diverse nature of the ICTS workforce and society in general. ICTS is committed to principles of fairness and mutual respect in which the concept of individual responsibility is accepted by all.

ICTS Italia is dedicated to being an inclusive place to work where everyone can make a difference and give their best.

One of our greatest assets is the diversity of our workforce.



ICTS recognizes that discrimination in the workplace in any form is unacceptable and, in most cases, unlawful. ICTS has therefore, adopted the Equal Opportunities and Diversity Policy to ensure that all job applicants and employees along with those who use our services are treated fairly and without favor or prejudice.

ICTS is committed to applying this throughout all areas of employment; recruitment and selection, training, development, benefits, rewards, promotion, and dealing with grievances and in its treatment of disciplinary issues.

The selection methods ICTS uses for recruitment will be related to the job requirements and the Company does not seek irrelevant qualifications. Applicants for employment are shortlisted/ selected solely based on their assessed capabilities.

We understand that we all have an obligation to respect and value each other and a responsibility to ensure that no discrimination of any kind is taking place. We believe that our employees are our most important resource and to provide the best possible service to our clients we want to attract, develop, and retain the most talented people from the largest possible pool of talent available. A responsible organization we will ensure that we comply

with the legal obligations intended to promote equal opportunities and incorporate best practice where appropriate.

In 2021 we have implemented a Career Planning Policy to provide a method whereby employees with management potential are identified by their department heads and afforded opportunities to increase their skill level so that there is available within the county a pool of employees with managerial talent capable of assuming broader responsibilities at a higher level.

ICTS Italia is committed to fostering an environment where employees feel confident about raising issues and concerns to reach clear resolutions that support, maintain and improve effective working relationships.



Additionally, ICTS Italia implemented a Grievance Policy and Procedure together with a Whistleblowing Policy and Procedure to establish an accessible and fair way to assist employees to raise individual complains and to have those complains resolved quickly and fairly and to assist employees to report suspected wrongdoing in the workplace, in the knowledge that their concerns will be taken seriously, and their confidentiality will be respected.

Many potential grievance issues can be resolved informally. The Company and its employees should always, where appropriate and possible, seek to resolve grievance issues at as local a level as possible and via informal methods in the first instance. Where an issue cannot be resolved informally it should be pursued through the formal procedures. This policy sets out a framework that will enable these issues to be dealt with promptly and fairly.



7 Environment

7.1 Principle 7

Businesses should support a precautionary approach to environmental challenges

We are committed to operating in an environmentally friendly and responsible manner. Our focus is on efficient and sustainable use of resources and materials, which is achieved through continuous improvements of recycling rates, waste management and energy intensity. We are committed to a proactive policy on environmental issues and to operating in an environmentally responsible manner. We comply with all relevant legal requirements to prevent pollution and reduce consumption of natural resources and materials.

We continuously develop and improve our processes to protect and preserve the environment. In 2021, no violations of environmental laws or regulations were identified in ICTS Italia's operations.



Our operations are certified with the international quality management system ISO 9001 and our Environmental Management System (EMS) is certified in accordance with ISO 14001 requirements. These standards demonstrate our ability to consistently provide services that meet customer and regulatory requirements. As such, the environmental friendliness of ICTS Italia's operations is highly interlinked with the environmental ambitions of our customers.

In order to contribute to sustainable use of resources, our environmental responsibility efforts also focus on energy efficiency and CO₂ emissions which are directly linked to global climate change. We consider these material because of the general urgent need to combat climate change and we want to proactively contribute to a solution to this global concern.

The two guiding principles of our environmental management efforts are: accepting responsibility and ensuring transparency. Accepting greater responsibility means going beyond the minimum legal compliance and voluntarily do all we can to effectively protect the environment.

To maintain our connection with nature, ICTS has made a special commitment to environmental protection, prevention of pollution, and environmental sustainability.

Our employees understand the importance of commitment and participate actively to achieve common goals. They are willing to assume responsibility and stand by the results of their actions. Clear and decentralized management of responsibilities allows sound decision-making.

Environmental awareness is promoted among ICTS staff at all levels. Management and employees communicate with each other in a concerted effort to improve environmental protection in all areas of the company.

The following are our key themes and risk priorities for the coming year and contain the action we will be taking. ICTS Italia commitment is to:

- We are committed to net zero by no later than 2050
- Continually improve our environmental performance by monitoring progress against targets and objectives on a regular basis
- Prevent pollution and reduce our impact on the environment
- Efficient use of water and energy
- Sustainable transport
- Monitoring reports of environmental near misses
- Raising awareness and training employees on environmental issues
- Working with clients and suppliers to encourage high environmental standards

7.2 Principle 8

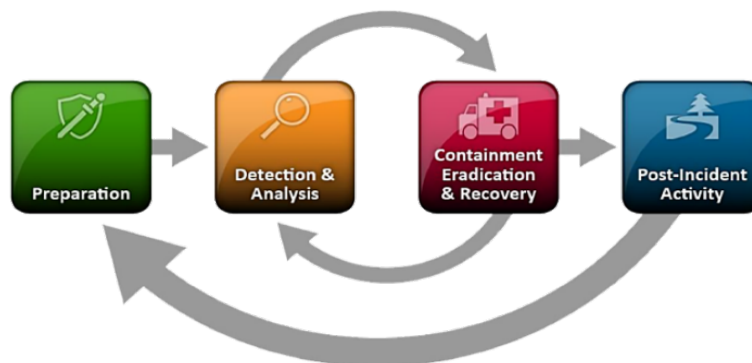
Businesses should undertake initiatives to promote greater environmental responsibility

Our Integrated HSE management system is consistent with the principles of continuous improvement and aligned with the international management systems standards and certified to ISO 14001 and ISO 45001.

Our primary environmental responsibilities are to ensure the implementation of environmental policies and procedures and deploy campaigns of environmental awareness.

To measure and monitor environmental performance there are a set of KPIs tracked by our HSE team, which include consumption of energy and water at ICTS offices, business travel by air, car or rail and, where possible, volumes of waste generated and disposal routes. This data is aggregated annually.

In addition to these indicators described we have an incident management and reporting system, that all ICTS employees have access to, via mobile and desktop applications, where they can log HSE incidents, near-misses, and concerns. Any incidents logged are allocated a risk rating which triggers workflows and notifications to HSE professionals and local management to respond and conduct investigations.



There are several live environmental initiatives that aim to measure our direct impacts, determine actions to address improvements and engage with colleagues to adopt more positive environmental behaviors:

- 1) Office environmental standards – We have set standards and goals against waste, energy, natural resource use and low impact travel. In the past year our offices were assessed against implementation of the principles enabling us to form a greater understanding of the level of environmental controls across the organization,

identify areas for individual and systemic improvement and found best practices to share.

- 2) Personal engagement – we have established a new training on environmental behaviors, called ‘Environmental Awareness Training’, with the aim of making environmental issues personal. Using awareness raising of global mega-trends in sustainability and environment reinforced by personal and practical changes that can be made on an individual basis.
- 3) Pandemic response – due to the pandemic response in early 2020 we have seen a partial shift to a virtual workforce. A ‘new ways of working’ initiative is being implemented that, among other goals, will reduce our overall carbon footprint by rationalizing our office footprint will and significantly reduced business travel and commuting. The absolute reductions in emissions achieved through this will be reinforced by efforts to reduce the emissions intensity of our reconfigured travel behaviors.

7.3 Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies

We operate a global environmental management system, certified to ISO14001, that states our commitment to making continuous improvements in the management of our environmental impact. Environmental awareness is a core topic and common mind-set throughout the organization.

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.

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 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.
- ICTS Italia has launched in 2020 a new program of digital reporting and paperless offices.

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.



ELECTRICAL & ELECTRONIC EQUIPMENT / Waste Electrical and Electronic Equipment



E-WASTE

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

Most of the equipment is sent to developing countries to raise funds to provide professionally refurbished IT equipment to schools, universities, hospitals and non-profit organizations. Used inkjet and laser toner cartridges are collected and recycled.

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



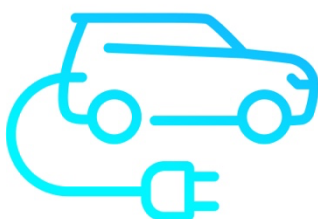
TRANSPORT

Employees are encouraged to use public transport or cycle to work, if possible.

ICTS ITALIA operates a fleet of 50 vehicles. These are a mix of cars and light vans predominantly used in core business operations. When vehicles are renewed, they will always be new vehicles benefitting from the latest EU emissions standards. There is a clear direction of travel towards cleaner cars. Diesel engines are being phased out in favor of petrol, and hybrids where possible.

There is likely to be further uptake of hybrid vehicles or CNG or LPG, and smaller petrol engines.

When the national charging infrastructure and local operational conditions allow there will be a move towards pure electrics.



electric car

Fleet management systems are in use requiring safety checks of every vehicle, on a smartphone app, at least once per month. This allows proactive monitoring of vehicle condition between services, awareness of tire condition, and prompt attention to any reported defect. GPS systems are also utilized that provide management data regarding vehicle use, to support safe vehicle operation.

Maintaining a safe, and environmentally positive vehicle fleet is a key plank in our business strategy and will continue to be proactively managed.

8 Anti-Corruption

8.1 Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery

ICTS Italia has adopted the 231 Business Model to demonstrate its strong anticorruption commitment. Good business ethics are integral to who we are and what we do, and our Anti-Bribery and Transparency Statement is at the heart of our efforts to operate responsibly.

This policy sets out our responsibilities, and of those working for us, in observing and upholding our zero-tolerance position on bribery, corruption and fraud; and provides information and guidance to those working for us on how to recognize and avoid and report suspicions of bribery, corruption and fraud.



The responsibility for compliance of this policy rests with the top level of management of the Company, which will exercise oversight, make assessments of risk, deal with decisions where potential for bribery exists, receive, and investigate reports of bribery and supervise the measures put in place to prevent bribery.

Anti-Bribery and Transparency Statement applies to all ICTS Italia employees, directors, consultants, contractors, agents and is communicated on at least an annual basis.

9 Action in Support of UN Goals and Issues

Through the action and commitment to the sustainability pillars defined, ICTS Italia aims to create value for our stakeholders, while responding to sustainability and societal challenges, including contributing to the U.N. Sustainable Development Goals (SDGs). In fiscal year 2021, Italia has revised and prioritized the SDGs where we believe we can have the biggest impact through our customers, employees, services, processes, and partnerships:

SDG 3 – Good Health and Wellbeing: Our people are the reason for our long-standing reputation for providing high profile security solutions. It is our ambition to educate and engage our people to reach their full potential and to create a safe and inclusive work environment in which they can continuously grow and succeed. We are driven to provide a workplace environment that does not affect the health or otherwise compromise the well-being of our workers. We use data dashboards and metric charts to monitor our performance as we continue to strive towards a zero incidents environment.

SDG 5 – Gender equality: A diverse workforce is critical to delivering on our strategy. In its commitment to gender equality, ICTS Italia tracks annual progress in gender diversity in leadership and the overall workforce. In addition, we perform regular pay equity reviews to close any gender pays gaps.

SDG 8 – Decent work and economic growth: The COVID-19 pandemic reinforced ICTS Italia' long-standing position to protect our people. Our legacy of continuous improvement in the health and safety, of our people will remain a key focus. Our long-term commitment to operate with zero harm is steadfast. We offer fair wages in compliance with all laws and regulations and respect labor rights. We draw from the local workforce and provide training and development for our workers.

SDG 12 – Responsible consumption & production: The growing customer demand for sustainable products and services and the scarcity of critical resources provide us with the opportunity to develop innovative and sustainable solutions that enable our customers to conserve natural resources and minimize waste in their operations.

SDG 13 – Climate action: Through the Paris Agreement, nearly 200 countries are committed to support climate action to reduce emissions and build resilience to climate change impacts, particularly in developing countries. We aim to reduce our operational energy consumption by improving our processes and services. We will pursue emissions reductions in our own operations, reinforce our Zero Harm commitments, progress towards diversity and inclusion targets, and continue to ensure our people access development and equal opportunities.

SDG 17 — Partnerships for the goals: The challenges we face in our value chain can only be addressed when stakeholders work together. Our social focus is on responsibly managing relationships with employees, customers, suppliers and others.

We are committed to making supply-chains more transparent and resource-efficient, providing real-time assurance and data driven recommendations to drive efficiencies through reduced water usage, energy efficiencies and for responsible supply-chains.

We will continue to engage with UN initiatives in support of action to tackle climate change.

WE SUPPORT



10 Progress on our sustainability goals

10.1 Ethics & integrity and Anti-competitive behavior

Human resources policies are aligned to human rights principles. Our Code of Conduct, Anti-Corruption, Bribery and Compliance Policy, describe our values and requirements to conduct business ethically.

In 2021, implemented various enhancements to our ethics and compliance program and introduced our ethics and whistle blower and grievance mechanisms.

10.2 Supplier sustainability practices

In 2021, incorporated into our procurement process a Supplier Code of Conduct. From 2022 onwards, almost all suppliers routed through our procurement function will agree to our Supplier Code of Conduct.

In 2021, developed our supplier's questionnaire that is completed by almost all suppliers onboarded through procurement. The questionnaire requests information on supplier policies and performance with respect to economic, environmental, human rights, data privacy, product safety, and working conditions.

10.3 Cyber Security & Data Privacy

ICTS Italia has established a well-defined Cyber Security strategy and adopted a robust set of policies, processes, tools, technologies, and training programs to address the evolving cyber threat landscape and protect our clients', employees', contractors', and partners' confidential and sensitive information.

10.4 Employee health, safety, & wellness

ACHIEVED:

- All ICTS Italia's sites are covered under our EHS Risk Assessment.
- In early 2021, launched a global EHS eLearning module for employees, which follows the introduction of our and EHS manual in 2020.

In 2020, we further strengthened our commitment to the health, safety and wellness of our employees in response to COVID-19 including: a Pandemic Management Task Force, guidelines for our employees on quarantine protocols, additional sick leave, vaccination support, increased health and wellness communications, and more.

- **EMPLOYEE PEACE OF MIND IS GOOD FOR EVERYONE'S FUTURE**

In 2021 ICTS Italia signed a partnership with BNL Wellmakers program.

The BNP Paribas Group's sustainability and wellbeing ecosystem in Italy offers products and services that are beneficial for employees and useful for the Company, to build a sustainable future together.

BNP Paribas makes available the experience of the Group's companies in Italy and of its Partners to involve employees in a path to be built together towards the achievement of the Company's sustainability objectives. A synergy of values and actions, which always see People and their well-being at the center, because the serenity of Employees is good for everyone's future.

10.5 Labor relations / Grievance Mechanisms

Each of our employees receives and must pass annual training and testing on our Ethical and Disciplinary Code. Topics covered in the Code include workplace behaviors (equal opportunities, human rights, privacy, and more), information and data security, business partners, conflicts of interest, governance (regulations, insider trading, political contributions), gifts and entertainment, and clients, sales and marketing.

We have a speak up culture and encourage our employees to raise concerns promptly through our whistleblowing and grievance mechanism to receive, investigate, and address any complaints.

11 Measurement of Outcomes

In this section we detail our progress towards addressing the 10 principles of the UNGC.

11.1 Working environment and employee health

ICTS Italia continuously seeks to proactively improve its safety performance through various programs and initiatives. Employees see importance in reporting Near Misses and Hazard Identifications to remove risk in the work environment. This will ultimately lead to a reduction in the number of incidents. Recognizing risk and modifying behavior contributes to improved worker safety.

All incidents are contained, investigated and corrective actions are implemented to prevent recurrence. These corrective actions are subsequently evaluated to make sure they have been effective. Our Managing Director personally conducts injury incident reviews. Following each review, safety alerts are shared with concerned workers exposed to such risks to help prevent similar incidents.

Our vision is for Zero Harm to people, the environment and those affected by our activities.

The principles underpinning this Zero Harm aspiration are simple:

- We believe everyone has the right to go home unharmed.
- All harm is preventable, and all incidents can be prevented.
- Everyone has a responsibility for their own health and safety, to protect the safety of others and be environmentally responsible.

We aim to achieve our Zero Harm aspiration by managing HSE across all our businesses in a structured and planned way, with strong and effective control measures for the significant risks.

Our policies and goals on health and safety are set out in our Health and Safety Statement of Intent. Adhering to the Health and Safety Statement of Intent is the responsibility of every worker, and that includes leadership. In addition, leadership is responsible to make sure the

policy is well communicated and implemented. ICTS Italia management leads by example, while educating and training workers through training programs and awareness campaigns.

11.2 Activity

One of the enablers to fulfilling our Zero Harm vision is managing risk in a planned, systematic way where HSE is at the heart of what we do. We have therefore simplified our safety and environmental systems into a consolidated HSE framework which forms an integral part of ICTS's corporate leadership policies and standards.

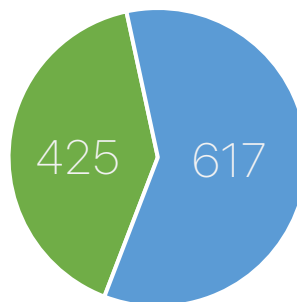


This includes:

- A management system (certified under ISO 9001, ISO 14001, and ISO 45001) to deliver excellence in environmental, health, safety and security performance, and meet required local, regional, international and business-specific compliance obligations and standards.
- Worker involvement at every level of the organization.
- Continual improvement towards our goals of operating with zero harm (incidents), achieving 100% compliance and reducing our environmental, health, safety and security impact.

11.3 Employees Year 2021

Employees by Gender
Total 1042



■ Female ■ Male

Employment type	Female	Male	Total
Apprentice			
Office workers and Agents	375	589	964
Supervisors	48	26	104
Managers	2	2	4
	425	617	1042

By Age - Female	<25	25-30	31-40	41-50	51-60	>60
Apprentice						
Office / Agents	31	55	169	85	31	4
Supervisors		1	16	20	11	
Managers			1		1	
	31	56	186	105	43	4

By Age - Male	<25	25-30	31-40	41-50	51-60	>60
Apprentice						
Office / Agents	57	104	215	127	76	10
Supervisors			10	14	2	
Managers					2	
	57	104	225	141	80	10

Seniority - Female	<1	1-3	4-6	7-14	14-20	>21
Apprentice						
Office / Agents	45	142	37	35	77	39
Supervisors			2	6	12	28
Managers				1		1
	45	142	39	42	89	68

Seniority - Male	<1	1-3	4-6	7-14	14-20	>21
Apprentice						
Office / Agents	82	260	89	95	37	26
Supervisors				5	11	10
Managers				1		1
	82	260	89	101	48	37

New hire – Female 2021	<25	25-30	31-40	41-50	51-60	>60	Total
Office / Agents	11	9	14	8	3		45
	65%	41%	21%	33%	20%	67%	34%

New hire – Male 2021	<25	25-30	31-40	41-50	51-60	>60	Total
Office / Agents	20	14	28	14	4	2	82
	68%	48%	29%	25%	43%	30%	40%

Turnover Female 2021	<25	25-30	31-40	41-50	51-60	>60	Total
Office / Agents	3	1	3	1	1	2	257
Supervisors		1	1	1			3
	10%	4%	2%	2%	2%	50%	3%

Turnover – Male 2021	<25	25-30	31-40	41-50	51-60	>60	Total
Office / Agents	4	5	3	2	5	1	25
Supervisors			1				1
	7%	6%	2%	1%	6%	10%	4%

We emphasize the well-being of our employees, and fair and ethical behavior towards all our stakeholders. We provide our employees equal opportunities and possibilities for further development. We also want to actively contribute to the sustainable development of our local communities.

ICTS Italia is committed to full compliance with applicable national and international laws and regulations, including the UN Universal Declaration of Human Rights, the UN Global Compact, the International Labor Organization (ILO), the Declaration on Fundamental Principles and Rights at Work. Our ethical principles are summarized in our Ethical and Disciplinary Code, which applies to all ICTS Italia employees regardless of the labor contract type. The Code outlines how we expect all ICTS Italia's employees to behave in their daily work and sets out the principles that help us make ethically sound decisions. It reminds us how we work with each other internally and with our external stakeholders. ICTS Italia's major suppliers, partners and consultants are also subject to the principles of our Supplier's Code of Conduct.

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

During 2020 ICTS Europe has developed a new Learning Management System platform. All staff have been able to attend several trainings on different topics, even during pandemic and lockdown times.

The courses were online, accessible by, and individually tailored to, every member of staff. On the LMS, in addition to mandatory/compliance courses, trainings about "Human Trafficking" and Environmental and OH&S Awareness are available.

The ICTS Health and Safety Manual, and DVRs, are key documents for promoting the ICTS values. Both are regularly updated to consider 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.

11.4 Staff Welfare

ICTS recognizes 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 organization.

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 recognized 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 organizations 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 behavior (in and outside of work);

- Quarterly anonymous surveys;
- One-to-one meeting
- 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 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 maximize their potential.

Staff development is intended to benefit individuals, groups, teams, and the organization 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.

11.5 Monitoring and evaluating performances

Constant dialogue with the employees is deemed the best way of securing a good working environment and preventing stress. The management therefore has a responsibility of monitoring the employees' well-being, both on a regular basis and through the yearly review meeting.

January 2021 saw the ICTS conduct its first 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 2021 we worked hard to try to improve our scores in all areas and mainly in the areas of Team Spirit and Communication.

11.6 Staff Development and Advancement Report

ICTS produces a staff development and advancement report 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.

11.7 Measuring our Environmental Objectives and Performance Indicators

The environmental impact of a security services company and our scope for reducing the carbon footprint is smaller in scale than in many other industries. Even so, we find that this is no excuse not to try. We have therefore adopted a green purchasing policy, in which environmental considerations are essential.

Therefore, the new printers, which have been leased consume considerably less power than other printers, and the supplies are sustainable. This applies not only to consumption but also disposal and transport of packaging.

We have also introduced a digital reporting system allowing a great reduction in the usage of paper and toner.

With regards to lighting, we chose low-energy solutions wherever possible, buying energy efficient light bulbs and purchasing electricity which primarily derives from wind power.

We have furthermore installed videoconferencing facilities to reduce CO2 emissions from travelling.

In 2022/23 we will work to establish an emissions reduction target aligned with the latest climate science.

In our induction training, we introduce all our employees to our environmental practices and incentives and encourage active participation for our common goals.

11.8 How we monitor and evaluate performance

Our performance measures (PM) include both leading and lagging indicators, which we will monitor. This performance information will be provided to the Senior Management team for review

Lagging Indicators:

- PM1: To Reduce Scope 1 Carbon Emissions by 5%

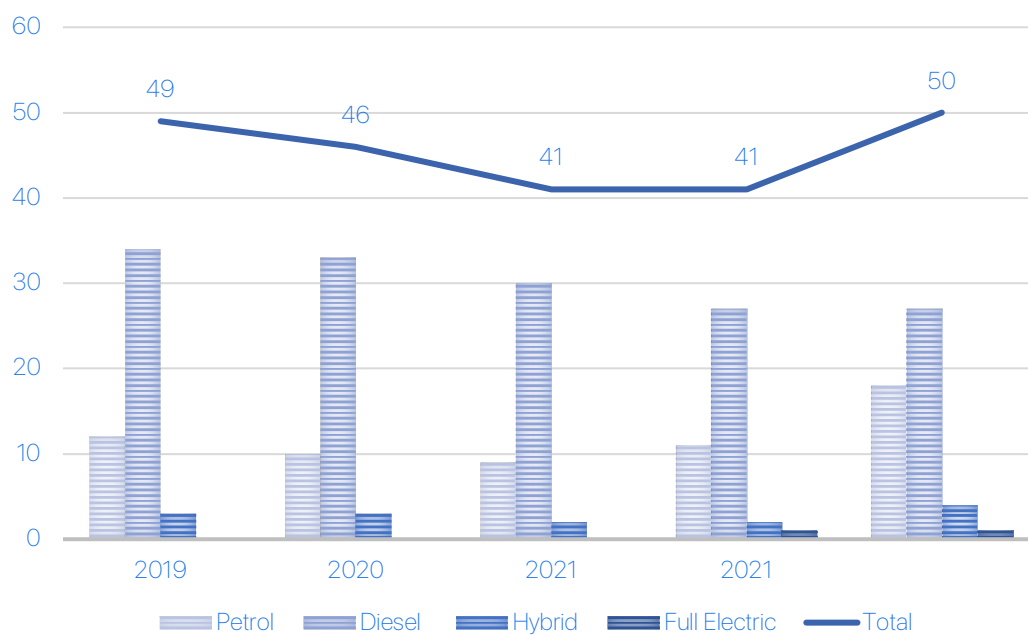
Leading Indicators:

- PM2: To Increase IT recycling by 2%.
- PM3: To Increase Confidential Waste recycling by 5%.
- PM4: To Increase the use of ICTS Water Bottles by 5%.
- PM5: To Score 100% in the 2023 ISO 14001 recertification audit.

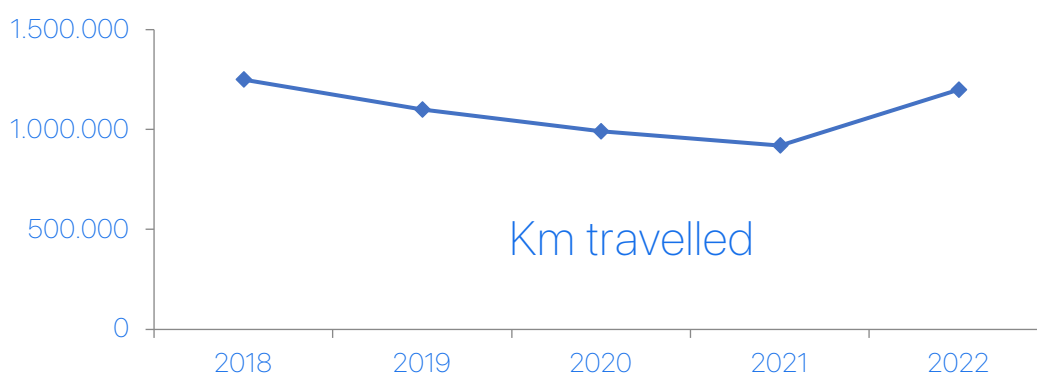
The CSR committee regularly informs the organization, which initiatives have been initiated.

11.9 General Statistics – 2021 Update

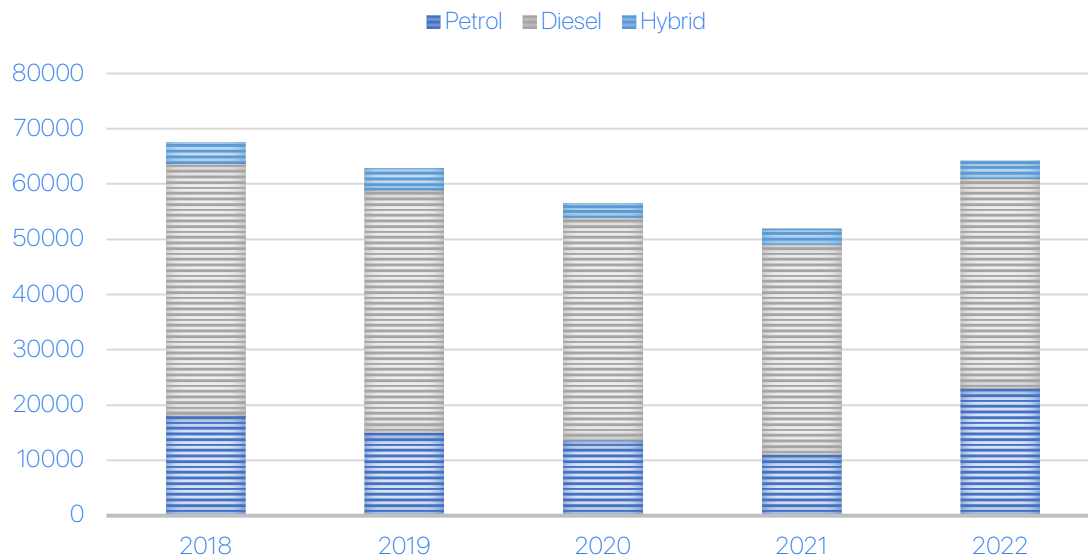
VEHICLES



VEHICLES	2018	2019	2020	2021	2021
Petrol	12	10	9	11	18
Diesel	34	33	30	27	27
Hybrid	3	3	2	2	4
Full Electric				1	1
Total	49	46	41	41	50

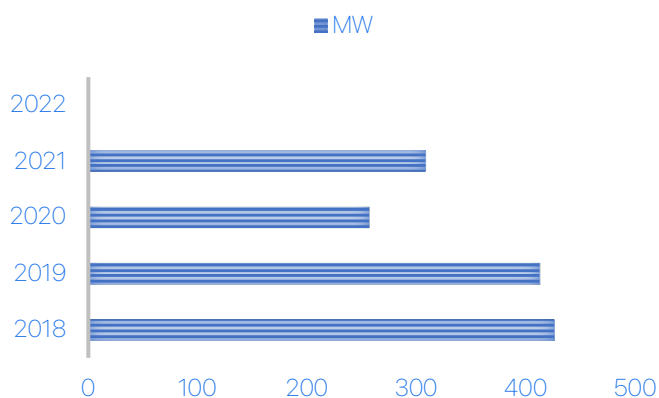


Fuel Consumption (Lt)



Fuel (Lt)	2018	2019	2020	2021	2022
Petrol	18.000	15.000	13.600	11.100	23.000
Diesel	45.700	43.900	40.300	38.000	38.000
HYBRID	3.900	3.900	2.700	2.800	3.200
Total	67.600	62.800	56.600	51.900	66.222

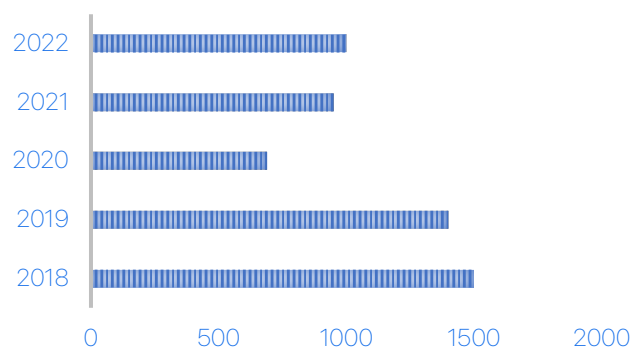
ELECTRICITY



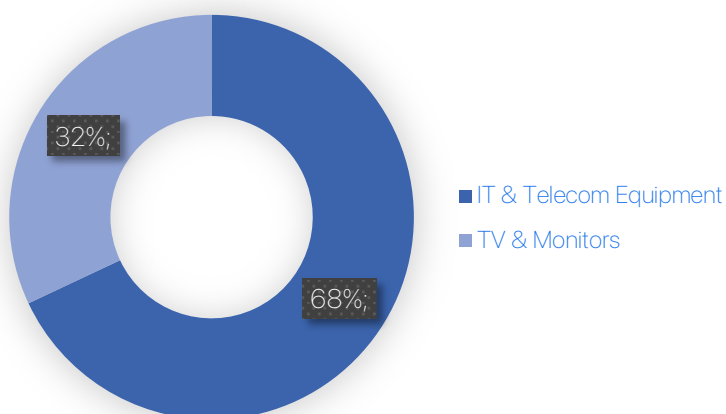
	KW
2022	307.982
2021	256.652
2020	412.139
2019	425.756
2018	425.756

PAPER STACKS

2022	1000
2021	950
2020	690
2019	1.400
2018	1.500



IT REICLED MATERIAL



11.10 SA8000

	2019	2020	2021
Child / Minor worker	0	0	0
NC, reports and communications regarding the presence of children or minors	0	0	0

	2019	2020	2021
Corrective actions	0	0	0

	2019	2020	2021
NC, reports and communications regarding the presence of forced labor	0	0	0

	2019	2020	2021
Incidents	0	0	0
Injuries while travelling	3	2	4
Injuries at work	23	16	23
Average injury days	36	59	22

	2019	2020	2021
Workers registered with the trade union	208	292	207

	2019	2020	2021
NC, reports or communications regarding discrimination	0	0	0

	2019	2020	2021
Holidays + leave (holidays + leave taken / vacation + leave accrued)	68%	73%	75%
Recourse to overtime (overtime performed)	190.127	157.635	175.197
NC, reports and communications regarding working hours	0	0	0
NC, reports and communications regarding overtime	0	0	0

	2019	2020	2021
Awarding of production bonuses	Yes	Yes	Yes
Persons under the minimum wage	0	0	0
Average net salary per person (including part-time)	18.620	11.671	21.897
NC, reports and communications regarding remuneration	0	0	0

12 Priorities for 2022/23

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.

During 2021 we have introduced a whistleblowing and Grievance mechanism, where employees are able to raise serious concerns, which they believe indicate malpractice or wrongdoing within ICTS Italia, without fear of being dismissed or otherwise disciplined or jeopardizing their position.

ICTS Italia operates a formalized and documented OHS management system that is certified to ISO 45001. The OHS management system is formed of a series of documents. Each document has a different purpose and expectation. ICTS's Management System is consistent with the principles of continuous improvement and aligned with the international management systems such as ISO 14001 and ISO 45001.

A key element of our HSE management system is our standard for proactive communication and consultation. Worker's participation is essential. For these reasons we have built a Social Performance Team where workers representatives take active part in company decision.

Additionally, there is an active program to obtain SA Certification by mid-July 2022. The program is applicable to all employees and contractors working on behalf of ICTS Italia.

Practical Training – over 1,000 of ICTS employees underwent safety training to address risks that they face every day whilst delivering services. Practical training was held in First aiders, Covid-19 and Fire.

No sanctions for environmental and socio-economic non-compliance issue were raised during the years.

12.1 Moving Forward

"Our objectives for 2022 are to reduce our carbon emissions and increase our recycling"

The following are our key themes and risk priorities for the coming year and contain the action we will be taking. ICTS Italia commitment is to:

- Continually improve our environmental performance by monitoring progress against targets and objectives on a regular basis
- Prevent pollution and reduce our impact on the environment
- Efficient use of water and energy
- Sustainable transport
- Monitoring reports of environmental near misses
- Raising awareness and training employees on environmental issues
- Working with clients and suppliers to encourage high environmental standards



Pushing for Success...

"Environment is no one's property to destroy; it's everyone's responsibility to protect"

--- DOCUMENT END ---

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