

BRISTOL INTERNATIONAL APPOINTS ICTS TO SECURITY ROLE

Aviation specialist will deliver professional and friendly service to passengers

Bristol International Airport (BIA) has selected aviation specialist, ICTS, to deliver its security requirements from January 2010. The award follows an intensive tender process involving several major UK security providers and will help to improve the airport experience for passengers.

Today's announcement is the latest in a series of measures designed to improve facilities and services at BIA. Last week an agreement was signed with Pedersen Airport Hotels to develop an on-site hotel with up to 250 rooms. This followed the award of the tax and duty free concession to the UK's leading duty free operator, WDF, in August and the appointment of a new cleaning contractor, Sasse, in June. Construction of the new Western Walkway, which will reduce the need to bus passengers to and from aircraft, is now well underway and is scheduled for completion before May next year.

ICTS already has a presence at BIA, providing security services for Continental Airlines and TUI (which operates under the First Choice and Thomson brands). The group also operates at airports throughout Europe, including Frankfurt and Paris Charles de Gaulle, and employs over 1,000 people.

At BIA, over 150 staff are employed to deliver security services, implementing Department for Transport regulations governing the search of passengers and baggage. At peak periods, BIA operates seven security search channels, with a further five proposed as part of the airport's future development. Additional job opportunities with ICTS will be created in line with the anticipated growth in passenger volumes.

Paul Davies, Operations Director at Bristol International Airport, said:

We are delighted that ICTS will be playing an increased role at BIA, delivering a first-class service to passengers.

It is vital that airport security complies with an understandably strict regulatory regime, but that does not mean customer service should be compromised. Every outbound passenger must pass through security, so the people delivering this service play an important role in shaping the overall airport experience. We must ensure we provide a service that is both professional and friendly.

Shaike Rozanski, Managing Director of ICTS (UK), said:

ICTS is delighted to be awarded the contract for provision of security services at Bristol International Airport. We have been providing services to airline clients at the airport for the past three years and welcome the opportunity to develop our relationship with the airport team.

We believe we can address the ever changing challenges in aviation security while ensuring a high level of service for passengers.

In August 2007 BIA invested £3.2 million to extend the terminal s security search area in order to ensure more rigorous security requirements did not result in increased security queues. In July 2008 a fast-track security option, Fly Thru, was introduced, allowing passengers to pay £5 to by-pass the queue for security (but not the search itself), a benefit previously only available to those travelling business class.

The new security contract will commence in January 2010. All existing security staff will have the option of transferring to ICTS under the TUPE regulations.

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