



Case Study
**Organization of employees
at the ICTS company,
Airport Security**

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Company identity

- Name: ICTS (International Consultants on Targeted Security)
- Launch operations in **2017**
- Employees (2017) **450** persons
- Employees (current) **350** persons
- Provides **security services** to airlines, airports, seaports and marinas, mega-yachts, and organisations

The problem

About the services in Larnaka and Pafos airport

- The **absence** of a Collective Agreement
- The employees work for the minimum salary **without basic rights** (holidays, overtime, sick leave, medical care)
- Complaints about the **behaviour of senior officers** towards employees

Steps

- An appointment was arranged with the employer
 - To be informed of their intentions on the conclusion of a Collective Agreement
- Try to register the employees in the unions, so that the company could not argue that the employees do not wish to be organized
- The company did not appear willing to grant certain rights

Labour Dispute

- The Trade Unions declared a **labour dispute** (21/11/17)
- The Ministry of labour invited the two parties to a **negotiation**
- The company **did not refuse** to inform the trade unions
 - Otherwise we would have tried through Hermes Airports, who is their employer, or through government officials (safety of our country)

Demands

- 13th salary
- Holidays
- Overtime
- Sick leave
- Insurance coverage
- Salary scales
- Pay increase

Difficulties

- Difficult to contact the employees (cannot be disturbed during their work)
- We have asked both ICTS and Hermes to provide us with a room which employees can use during their break so that we can meet with them
- We contact them over the phone or outside the airport before the beginning or after the end of their shift

External assistance

- Hermes airports (managing company of the airports)
- Hermes Airports was also informed by the Ministry on the progress of the negotiations.
- Its role was critical as it can also intervene in relation to the staffing of ICTS.
- We managed to launch the negotiation and gain certain demands.

Result

- The demands were **accepted**.
- We insisted and as consultations progressed at the Ministry we managed to **win benefits** which the company was not even willing to discuss at the beginning of the process.
- The consultation was **effective**.
- The initial agreement is good but we **still have a lot to gain**.
- We are working on the agreement and we will **enhance the rights of the employees**.
- Our positions remain the same when it comes to better pay for employees, career progression, the recognition and appreciation of their work by the company.

Thank you.