

CATSA NEWS

NOVEMBER 2003

POINT LEADER CERTIFICATION

It is 3:30 in the afternoon and CATSA NEWS is trying to interview Guy Fortin. Problem is he's been in and out of his office twice in the past five minutes.

When he finally sits down in his office chair, he's holding a thin black and white document.

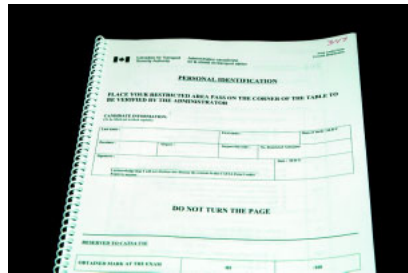


CATSA's General Manager of Certification Guy Fortin.

"I'm sorry. I was waiting for the delivery person from the print shop to bring me the blues. Here they are," he says, his eyes never leaving the document's cover page.

Guy Fortin is CATSA's General Manager of Certification and the black and white document is the new Point Leader examination.

"The implementation of this new examination is to the Point Leaders' advantage as well as the passengers and the air security system as a whole," says Mr. Fortin.



CATSA's Point Leader Test.

This new test aims to review and assess the competencies required of the Point Leaders.

"Point Leaders should not feel stressed by this exam. They shouldn't think of it as a test but as a refresher on training and techniques they have already acquired. This step is part of our continuous improvement and monitoring," he says.

Mr. Fortin even went out of his way to help Point Leaders access the

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MESSAGE FROM THE PRESIDENT AND CEO



In this issue of CATSA News, you will find articles about two critically important issues — technology and training. In particular, there is a piece about biometrics, a technology that uses the physical features of an individual, like fingerprints, for identification purposes. The other article is about the importance of training and certification of point leaders.


For me, the best way to understand the importance of training and technology is to think of a human body. Training is the heart and mind containing the necessary information to ensure the vitality and growth of the system while technology is the arms, legs and eyes that interpret the information and help move the system forward. Just like a healthy body needs its different parts to function, good passenger and baggage screening requires that both training and technology work together to provide a leading air transportation security system.

On the technology side, CATSA is working towards including biometrics on ID badges. A person accessing a secure area would then have an ID badge and a biometric identifier instead of a PIN. Traditionally, biometric identifiers include physical characteristics, like fingerprints, hand prints, an eye's iris/retina, even a face, to identify the person. Today however, almost anything goes — the veins on the back of your hand, your nail bed (the skin under your fingernails), even the way you walk. Regardless which physical trait is used, the same process is followed. A sample of the physical characteristic, say your fingerprint, is taken and a computer transforms the data into digital information which is then stored as a master sample. Once this is done, your identification card is linked with the digital information in the computer. So the next time you want to go through a secure door to a restricted area, you will be required to wave your ID badge and put your finger on a scanner that will compare your fingerprint with the master sample stored in the computer. If the two are identical, the door will unlock and you can pass through.

While biometric technology is fairly new, its use is expanding at an incredible rate. In fact, at CATSA headquarters, we use a biometric

fingerprint system to access our offices. While this and other technologies are impressive and continuously evolving, they are only tools. That is why we invest so much in training and certification, to develop the mind and the judgment of screening officers.

For example, CATSA has developed a new certification test for point leaders. This is an important step in cementing CATSA, service providers and screening officers as credible and professional, given the important role point leaders play. Point leaders must set the example, they must know the Standard Operating Procedures (SOPs), they must know the technology and people who work under them. They must set standards of comportment and behaviour and demonstrate the highest principles of professionalism.

At CATSA, we believe that by ensuring a well trained mind, we can ensure the best use of the technology, which will improve the security of the travelling public. 

Jacques Duchesneau, C.M.
President and Chief Executive Officer

RICHARD MARCHAND, CATSA'S PRESIDENT AND CEO FOR THE DAY

"He should be in anytime now," says CATSA's President and CEO Jacques Duchesneau who's waiting in one of his office chairs for CATSA's Acting President and CEO. To someone visiting CATSA, this situation may be confusing. To CATSA staff, it's the beginning of a memorable experience.

Minutes later, a young man in a sharp olive green suit makes his entrance. Following a series of warm welcomes, he introduces himself.

"Hello, I'm Richard," he says. Following the introductions, he heads towards his new desk. Richard is CATSA's President and CEO...for the day.

"We put together this new program to give exceptional people who have been through a lot of personal challenges and have given so much to their community, a chance to experience a different environment, in this case, the corporate environment," says Mr. Duchesneau.

When Mr. Duchesneau met Richard at a children's hospital in Montreal, he knew he wanted him to have this experience.



CATSA's President and CEO Jacques Duchesneau with CATSA's President and CEO for the day, Richard Marchand.

"Richard has a heart of gold. He helped so many children in that hospital, through his friendship and endless fundraising activities," says Mr. Duchesneau.

Richard also remembers very well the day he met Mr. Duchesneau.

"When I met Mr. Duchesneau at the hospital, we began talking and he explained to me this new idea and asked if I would like to be him for a day. When I found out he was the President and CEO of an organization, I said yes," he says smiling.

Now sitting in his new office, Richard is the perfect picture of corporate power, except for the yellow, red and blue bead necklaces displayed in contrast with the wooden desk.

"This is for you," he says, handing the blue and red one to a CATSA

employee. He then proceeds to explain what makes these simple beads on a string priceless.

"I make those to help raise money for the sick children, to help them get the help they need to get better," he continues. Last year, Richard raised more than \$2000 through the sale of his necklaces for the *Téléthon Opération Enfant Soleil*, a Québec-based telethon dedicated to raising funds for sick children.

Richard remembers being sick himself at a young age. Richard has Down Syndrome. He knows how a helping hand can make all the difference in the world.

"I have been very lucky because I have a great mother who loves me very much and has always taken care of me and believes in me," he says.

Madame Marchand, who accompanied her son on this special day, is outside the office chatting with CATSA employees, letting her son conduct the business at hand.

Although Richard admits having been nervous and a little scared

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RICHARD MARCHAND

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Richard Marchand receiving his CATSA access pass from Corporate Security Manager John Stalker.

when he first entered the CATSA offices, it seemed by mid-day that the nervousness was long gone.

"Aren't Presidents supposed to sign things? I want something to sign," he says skimming through documents left on the desk for his reading.

Following a tour of CATSA Headquarters and a lunch with Mr. Duchesneau, Richard says he wouldn't mind moving to Ottawa for a job like this one. He even suggests moving in with Mr. Duchesneau.

Hearing these words, Mr. Duchesneau sighs in satisfaction.

"This is exactly the point of our new program, to allow those special people to live something that they wouldn't have the chance to experience otherwise. We wanted to give them back a very small portion of what they give of their time and effort to help others," he says.

And who is a better person to have this opportunity than Richard Marchand.

"Richard is a brilliant young man who will go a long way. Few 25-year-olds have accomplished what he has already accomplished. And when you look into his eyes, you know there's more good things to come," says Mr. Duchesneau.

"When I think of my work, I feel good because I'm helping friends. A friend of mine passed away last year. He had brain cancer. I was very sad. I feel I need to continue helping my friends who are still alive today," says Richard.



Richard Marchand in his office.

And he is not one to run out of ideas.

"I was thinking of beginning to collect pennies from everywhere and everyone and giving them all to next year's telethon for my friends at *Enfant Soleil* and where I'll also say some words in honour of my friend in heaven," he says. 🙏

PL CERTIFICATION

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resources they need to help them pass the examination.

"Point Leaders are now allowed to bring home a copy of the Standard Operating Procedures (SOPs) so they can study during off-duty hours. Previously, the SOPs could not be taken out of the airport," says Mr. Fortin, who considers CATSA's Point Leader test a certification process to ensure the best Point Leader staff across the country.

"Certification is found in so many professions: teaching, engineering, dentistry, and now pre-board screening (PBS). The certification is to ensure that, as professionals, the subjects are meeting or exceeding the requirements of the job," he says.

All Point Leaders are required to write the test. The examination will be administered during the month of November at CATSA regional centres and/or pre-determined airports. Service providers will provide exact dates and locations to their Point Leaders.

In preparation for the test, Mr. Fortin says Point Leaders should review their usual functions including the mentoring, coaching and supervision of screening officers, on-the-job training, start-up and shut-down procedures of equipment, alarm resolution procedures, customer service, and administration. 🙏

BIOMETRIC TECHNOLOGY: AN ANTIDOTE AGAINST TERRORISM

Consider biometric technology your daily dose of vitamins. You're not sure what's in them but you know they're good for you.

The events of 9/11 have changed air transportation security forever. Governments around the world began taking their vitamins by reinforcing their security systems with something called biometrics.



Fingerprint Recognition.

Biometrics identifies and authenticates a person's identity by measuring a physical characteristic such as fingerprint and iris recognition. A fingerprint and eye iris is made out of miniscule points. Biometrics identifies these points within the picture and measures distances between them. Numbers are attributed to these

measurements. The system must recognize those numbers to grant area access to the person.

Today, biometrics is perceived by aviation security experts around the world as an effective tool to help reduce and hopefully eliminate the threat of terrorism.

Canada is among the world leaders in the implementation of biometrics and CATSA is leading the way. CATSA is currently working on the launch of its first pilot project using biometric technology for the identification of all airport personnel accessing secure areas at airports such as PBS officers, air crew and maintenance personnel. Canada Customs and Revenue Agency and Citizenship and Immigration Canada have developed together with their U.S. counterparts a biometric-based program, Nexus Air, which uses biometric technology instead of paper identification to confirm a passenger's identity.

Across the border, Little Rock Airport in Arkansas installed more than a hundred Bioscrypt fingerprint readers to limit access throughout the airport. In Europe, London City Airport has deployed terminal-wide biometric security measures for all employees. Amsterdam's Schiphol Airport introduced an iris scan for

priority passengers at passport control.

"Biometrics is an effective way to ensure the accurate identification of the person seeking access to a secure area because it is not based on what you have but who you are," says Kevin McGarr, CATSA's Director of Security Pass and Access Control.



Iris Recognition.

"Biometric technology eliminates PINs, passwords or usernames found in conventional access control systems. There are problems with such systems. A PIN can be stolen, given or even guessed. With the biometric technology, the only way a person can be granted access is if he/she is that person. And that eliminates the loopholes," says Mr. McGarr.

CATSA's first pilot projects on biometric technology will take place at Vancouver and Montreal International Airports.

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BIOMETRIC TECHNOLOGY

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"We will be testing the fingerprint technology and the iris scan technology simultaneously at both airports to see which one is favorable with airport employees," says Mr. McGarr. All employees having access to a secure area within the airport will be subject to biometric screening.

Mr. McGarr points out that CATSA has been researching biometric technology for over a year because its implementation required a great deal of study and consultation with CATSA's stakeholders.

"This technology is so new that we had to work from scratch. It is very important to do this in partnership with our stakeholders, especially the airport authorities. We're getting there, slowly but surely," he says.

CATSA's pilot projects are set to take place in the coming months. 

CATSA'S FIRST EMPLOYEE RETREAT: A SUCCESS

n October 22, 2003, CATSA held an employee retreat at Ottawa's Lone Star Ranch. The retreat's objective was to provide CATSA employees with a better understanding of the organization as a whole, celebrate our accomplishments and allow staff to provide input into CATSA's long-term goals.



CATSA Staff at our first employee retreat.

"I think the retreat was a great success. It was wonderful to see everyone come together and share their dreams and vision for CATSA. We're lucky to have a group of people who are so passionate about what they do. This passion was obvious throughout the whole day," said CATSA's President and Chief Executive Officer Jacques Duchesneau.

The day's activities included group discussions on CATSA's roles and responsibilities followed by presentations from the various CATSA divisions.


But the highlight of the day was the evening's final event. CATSA invited

Ms. Jackie Pflug, a survivor of 1985's EgyptAir Flight #648 hijacking, to share her experience and offer some insight into the importance of air security. Ms. Pflug was shot in the head and left for dead on the airport tarmac.



From left to right: CATSA's President and CEO Jacques Duchesneau, Member of the Retreat Organizing Committee Jackie Roy, Motivational Speaker Jackie Pflug and CATSA's Vice-President and Chief Operating Officer Mark Duncan.

"As a survivor of such a tragedy, I appreciate what organizations such as CATSA are doing for the air security industry. It takes courage, determination and passion to beat terrorism. I believe these qualities are present in the people here today," said Ms. Pflug.

CATSA would like to thank Ms. Pflug for her words of inspiration and motivation and all CATSA employees for demonstrating dedication and team spirit throughout the day. 

PBS SUPERVISOR HEDY GHATTAS, AN EXAMPLE OF LEADERSHIP

"I'm happy. I'm very happy." One would never guess from Hedy's excited voice that she just finished an 8-hour shift at one of Vancouver International Airport's pre-board screening (PBS) checkpoints. Her secret: Passion for her job.

"I have a job that allows me to make a difference in someone's life on a daily basis. I have the chance to affect the way PBS officers feel about their job and in turn, how travellers feel about their travelling experience," says Hedy.

She's referring to her role of mentor and coach as a PBS supervisor at the airport.



PBS Supervisor Hedy Ghattas explaining procedures to PBS officer Imelda Cabilin.

"The best thing you can offer a team is encouragement and positive feedback. When you make a point of verbalizing positive feedback to a team, it brings out the best in them. They become confident in what they do and develop a

positive attitude towards their job. This positive attitude is then transferred onto the travellers," she says.

Julie Barber is one to know. Having passed by Hedy's checkpoint a month ago on her way to catch a flight home to Portland, Maine, Ms. Barber says she has never seen such good customer service in her many years of travel. Her experience was so pleasant she emailed CATSA to let us know.

"In all my years of travel, I have never been treated with such respect and kindness. Hedy is a great example of exceptional customer service and a source of pride to Canada," she says.

Hedy remembers Julie. Although she's glad for the kind words, she insists customer service is a team effort.

"When I'm at a checkpoint, I always make sure that everyone working with me is happy to be at work. I care about how they feel because I know this will reflect the way they will go about their job. PBS is a job that is based on personal contact. When the officers are happy, they naturally greet passengers with a smile. And witnessing this circle is so satisfying," she says.

It summarizes what Hedy's mother taught her a long time ago, and what, in turn, she's trying to teach her team.

"My mother always told me that it is important to treat people the way you want to be treated, with respect and courtesy. I love my team and I respect each person who passes through my checkpoint. PBS is a job full of responsibilities. It needs not only skill but commitment, and through encouragement comes commitment and love for what you do," she says.

Ruby Gahir, a PBS officer who works with Hedy, says she is always there for her team and is a great example of good customer service.

"Hedy is a very good person at heart. She is patient and great at solving problems. She always communicates with her team members and is great at customer service. She takes her time to explain procedures to the travellers and they definitely appreciate that," says Ruby.

CATSA would like to thank Hedy for her dedication and commitment to her job. Thank you Hedy. 🙏

CATSA'S ADVERTISING CAMPAIGN




There's a knife on its side at the bottom of this briefcase.

You may not have noticed it, but our screening officers are expertly trained to spot any potential weapon or suspicious-looking article.

We're the Canadian Air Transport Security Authority (CATSA), and it's our responsibility to oversee key areas of air travel security. We're a newly-formed government agency made up of some of the most knowledgeable and experienced air transport security people in the country. From business travellers to backpackers, families to flight crew, we inspect everyone with the same degree of thoroughness. In addition to rigorous screening of both passengers and baggage, other measures we've taken include:

- purchasing and installing advanced explosives detection systems at airports;
- implementing new state-of-the-art screening equipment and techniques;
- introducing new, universal standards for screening at all designated airports.

We've also put hundreds more screening officers on the ground, and RCMP officers on selected flights.

It is CATSA's mission to provide professional, efficient and courteous service to travellers in Canada, and we're committed to ensuring ongoing improvements in the future. 

Media Inquiries

If you receive an inquiry from the media about CATSA or any security-related matters, please direct them to CATSA's Director of Communications

Renée Fairweather at (613)

998-4527

or Communications Advisor

Marianne Keriakos at

(613) 998-0311.

Feedback

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www.catsa-acsta.gc.ca