



CATSA NEWS

SEPTEMBER 2004

RAIC: A BREAKTHROUGH IN AIR TRANSPORT SECURITY

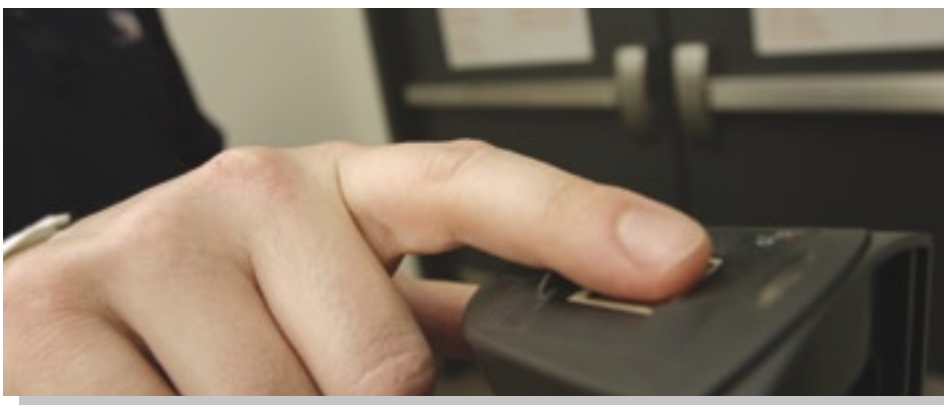
RAIC, a simple acronym for a complex high-tech addition to air transport security. RAIC stands for Restricted Area Identification Card and it will soon be replacing the Restricted Area Pass (RAP) of airport workers across the country. The new RAIC will, for the first time, include biometric identifiers – meaning pass holders will identify themselves with a fingerprint or the iris of their eye.

Operational trials for the RAIC program began on August 23, 2004 in Vancouver and on August 31, 2004 in Kelowna. Montréal-Trudeau and Charlottetown are next on the list for operational trials.

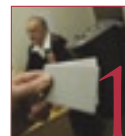
The RAIC is required for all airport workers who have access to restricted areas at major airports across the country. CATSA's introduction of biometrics will further enhance air transport security in Canada.

"The RAIC is unique in that it incorporates human biology and advanced technology to help reduce the risk of an unauthorized access to restricted areas. Biometric technology is used around the world by security and police organizations and now plays an important role in helping to keep Canada's airports and skies safe," said CATSA President and

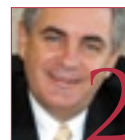
Continued on page 8.



Inside ...



1 RAIC: A BREAKTHROUGH IN AIR TRANSPORT SECURITY



2 MESSAGE FROM THE PRESIDENT AND CEO



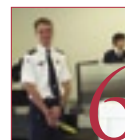
3 NPS, ALL GROWN UP



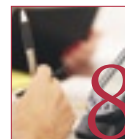
4 AIR TRAVEL, THE SAFEST MODE OF TRANSPORTATION?



5 INTERVIEW WITH PBS OFFICER LAURA JENKINS



6 SECURITY ENHANCEMENTS



8 CONTACT CATSA NEWS

MESSAGE FROM THE PRESIDENT AND CEO



With the 3rd anniversary of September 11, 2001 behind us, it is important to take time to reflect on the successes and challenges of the summer travel season. I believe that together we achieved many things during this very busy time and at the same time, face some challenges in the coming months.

This summer, CATSA announced it had intercepted over a million prohibited items at checkpoints across the country. Although this indicates the need for more public awareness on prohibited items, this large number is solid proof that screening officers across the country are doing their job.

The Canadian air security industry is constantly evolving and improving and CATSA is proud to be part of this skilled and talented circle of people whose daily focus is to ensure the quality of air

security services at airports across the country.

Although the events of 9/11 prompted major enhancements to air security and greater focus from governments on air security, Canada has always been aware of the importance of security. Having been one of the few to introduce passenger baggage matching in the late 80s and one of the first countries to explore the possibility of biometrics, Canada strives to ensure our security programs keep pace with technology.

In this edition of CATSA NEWS, we introduce our latest innovation, the implementation of the Restricted Area Identification Card at airports across the country. RAIC uses state-of-the-art biometric technology to further protect the access to restricted areas at airports. Similar in aim as the Non-Passenger Screening (NPS) program, the RAIC is yet another step in amalgamating technology and security to reinforce air security system.

This month, CATSA NEWS also takes a look at the past six months

since the implementation of the Non-Passenger Screening (NPS) program at airports across the country. One of CATSA's most challenging mandates, NPS has proved to be an asset in enhancing the security of restricted areas, through the screening of airport employees accessing restricted areas.

I would like to take this opportunity to congratulate our screening contractors and their employees, the screening officers, for this successful season. Even though it has been three years since the tragedy of 9/11, it is critical that we remind ourselves of the events of that day, so that we learn the lessons of history and strive to do our best every day to ensure it never happens again. Thank you to all our stakeholders who help us meet this challenge day in and day out. 🇨🇦

A handwritten signature in black ink, appearing to read 'Jacques Duchesneau'. The signature is fluid and cursive, with a large initial 'J'.

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

NPS, ALL GROWN UP

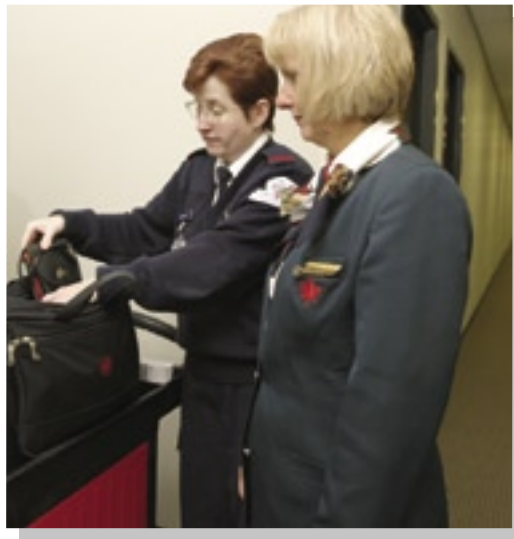
Mr. Maurice Murphy, CATSA's Manager of the Non-Passenger Screening (NPS) program, says he can now see the fruit of his labour at major Canadian airports where NPS is fully implemented.

NPS was first announced by the Minister of Transport in November 2002. Readers will recall that, as part of the Government of Canada's efforts to enhance Canada's air security system, CATSA was mandated to implement this new program at Canada's major airports. Since then, NPS has proven to be a successful and effective screening program designed to ensure the security of employees accessing restricted areas.

"NPS was not the easiest program to implement because it is the first of its kind in Canada. We were introducing a new concept to personnel who have been working with a security system that focused only on restricted area passes. Now, in addition to the passes, they have to be screened (on a random basis) with a hand wand the same way passengers are screened prior to boarding an aircraft. And that is an adjustment for them but well worth it," says Mr. Murphy.

Like any new program, NPS has raised some questions from screening officers and airport personnel concerning the reason behind the concept of the program.

"NPS focuses on the screening of the person and items that are being carried into the secure area to ensure that no prohibited items enter that area," says Mr. Murphy.



Non-passenger screening.

"NPS has nothing to do with an employee's security clearance but focuses on the items carried into the secure area. The NPS program is intended to complement the airport Restricted Area Pass (RAP)" he says. "Moreover, the program introduces new security measures on the ground that contribute to further enhancing passenger security in the air."

In order to provide the most effective screening possible, CATSA has implemented a new training program for the screening of non-passengers. This course is designed to provide experienced screening officers with the necessary background information about the different responsibilities RAP holders have at airports.

"There are various trades within an airport, from carpenters to maintenance personnel to pilots. What the training provides is background information on the tools carried by the workers and the different scenarios the screening officers may encounter," says Mr. Glen Pettinger, CATSA's Training Advisor.

Unlike PBS where 100% of passengers and baggage must be screened at checkpoints, NPS is a random process where workers who have access to restricted areas and their belongings are randomly selected for screening. And while PBS allows passengers to turn down a screening process as long as they don't board a plane, non-passengers, when randomly selected, must conform to the process in order to enter work in the restricted area.

Continued on page 8.

AIR TRAVEL, THE SAFEST MODE OF TRANSPORTATION?

There was a time when air travel represented a new generation, one open only to the brave and wealthy. Now, flying from city to city for work or vacation is common place. And, according to many experts, it is among the safest ways to get around.

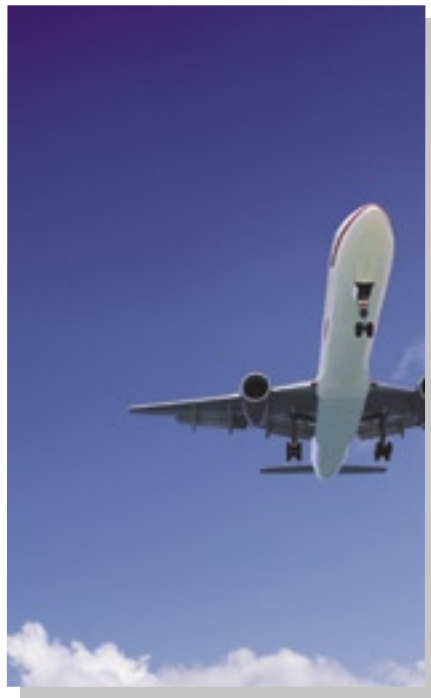
For over 80 years, aviation has been one of the keys to the development of Canada's largest cities and towns, to say nothing of the critical role it has played in developing Canada's far north. The growth of Canada's air transportation industry paralleled the expansion of the country through most of the twentieth century. Commercial air transportation now underpins Canada's industrial competitiveness.

For Canadians, air travel has evolved into mass transportation: only the personal car is used more often than aircraft when Canadians travel. The significant reduction in rail services across the country has also contributed to making air travel a dominant mode of choice for passenger travel.

According to the World Tourism Organization (WTO), Canada's air transportation system continues to rank among the safest in the world, which leads to increased travel to

Canada from overseas. According to the WTO, Canada is the tenth most popular destination for international tourists.


A 2001 report produced by the Canadian Press and research firm Leger Marketing indicates that 77% of the Canadian population believes air travel represents a safe mode of transportation compared to 84.6% thought so prior to the tragedy



of 9/11. This small difference in percentage leads us to believe that despite the events of 9/11, Canadians still have faith in their air travel industry. Eighty one percent of Canadians admit to not being scared when flying.

A recent survey of 55,000 people around the globe ranked Canada's airports among the world's best. The survey of fifty-four airports, commissioned by the International Air Transport Association, ranked Calgary International Airport as the second friendliest airport on the globe. Toronto Pearson International Airport ranked fourth in the survey for speed of check-in services. Vancouver was the second most improved airport worldwide. According to the survey, Canada has two of the ten best airports in the world.

The Air Transport Association of Canada estimates for every one million passengers that enplaned and deplaned annually, 6,000 jobs (direct and indirect) are created and nearly \$900 million in new economic activity is generated.

It is the job of CATSA, screening contractors and the screening officers on the front lines, to continue reinforcing the existing high level of comfort and safety Canadians feel towards their air travel industry. 

INTERVIEW WITH KITCHENER-WATERLOO PBS OFFICER LAURA JENKINS

Laura Jenkins is new to the world of security screening. She began her training in Hamilton back in March and then started working at the Kitchener-Waterloo airport for CATSA's screening contractor, Aeroguard, as a screening officer.

When she first started working as a screening officer, Laura could see the similarities between pre-board screening (PBS) and her previous job at the customer service desk at Mail Boxes Etc.

"Customer service is very important. Serving the public with a smile and respect makes any job much easier," says Laura.

"Passengers come through the PBS checkpoint and appreciate the job that we are doing. They feel even more secure when they receive great customer service and see that we love our job," she says.

Getting positive feedback is also important for Laura. She says her team receives many compliments from travellers every day, which in return, makes them appreciate their job even more.

And according to Laura, the friendly environment doesn't start at the screening checkpoint, it's everywhere in the airport.

"The moment you walk through the front door of the airport, the people are great. From the airline personnel, the cleaners, commissionaires, to the baggage handlers, everyone who works at the airport is wonderful". Laura adds that she works in a positive environment and she looks forward to coming to work every day.



Kitchener-Waterloo PBS Officer Laura Jenkins.

Laura was always interested in working in the security industry, particularly as a PBS officer. The one thing that makes her the happiest about becoming a screening officer is the wonderful team she works with.

"Everybody is great," says Laura.

"You know you can do your job even better when you have support from your other teammates."

On her first day of work, Laura was overwhelmed by the great welcome she received from her new co-workers.

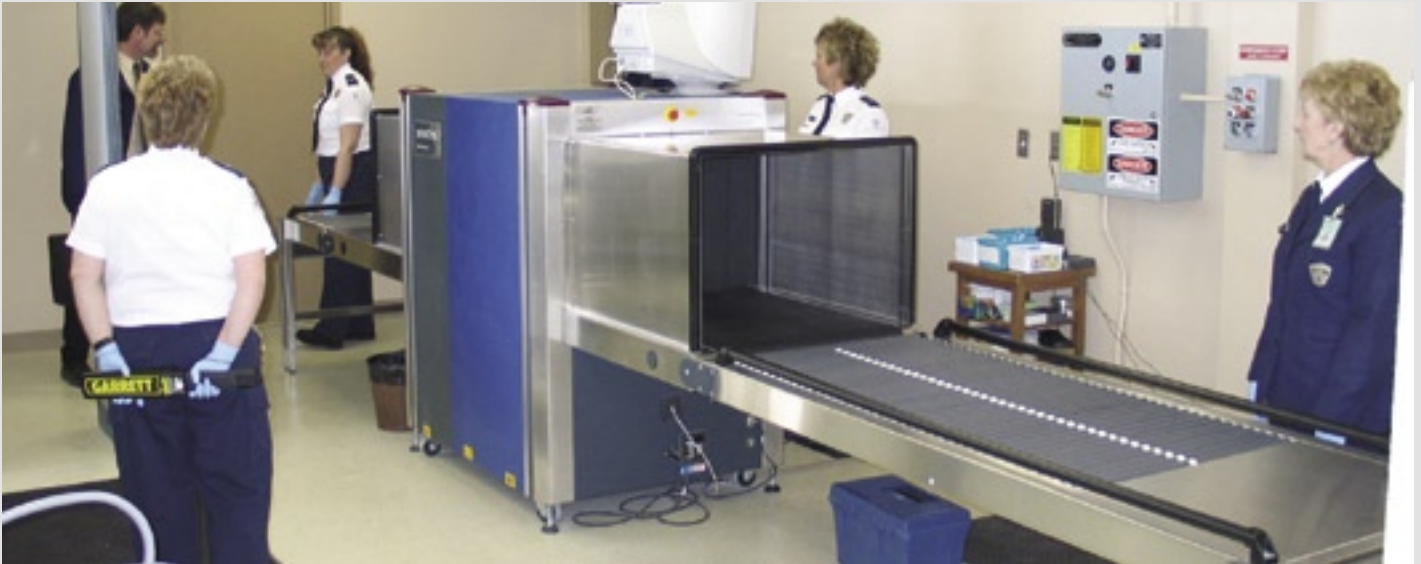
"When I first started working, everybody took me under their wing and helped me transition into my new position. They made me feel very welcomed."

When asked if she would recommend to anyone to become a screening officer, Laura was quick to answer.

"Definitely! For me, becoming a screening officer was the best opportunity that I've ever had. I could not ask for a better job. Knowing that I'm helping to protect the skies and that passengers appreciate the job I am doing, I could not ask for anything more rewarding. And there is never a dull moment. I feel like I have found my calling." 🦋

CATSA NEWS would like to thank Laura Jenkins for her time, dedication and passion towards her job.

Congratulations to all the screening contractors, project leaders and regional managers for their hard work and assistance in making the security enhancements successful. This collage features photographs from the following airports: Sandspit, Quesnel, Prince Rupert, Penticton and Stephenville.



HANCEMENT



CATSA NEWS will be featuring other airports in future issues.

RAIC: A BREAKTHROUGH IN AIR TRANSPORT SECURITY

Continued from page 1.

Chief Executive Officer, Jacques Duchesneau.

Biometrics identifies and authenticates a person's identity by measuring a physical characteristic such as fingerprint and/or iris recognition. A fingerprint and/or eye iris is made out of miniscule points.

Biometrics identifies these points and measures distances between them. Numbers are then attributed to those distances and stored on the RAIC.

Doors giving access to the restricted area will be equipped with biometric smartcard readers that can recognize either fingerprint or iris information. To access a restricted area you will be required to either have your fingerprint or iris scanned by a biometric reader.

"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 Rob Durward, CATSA's Director of Operations Support.

"Biometric technology eliminates PINs, passwords or usernames found in conventional access control 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 his or her fingerprint or iris matches the information stored on the card. We are confident this will eliminate these loopholes," says Mr. Durward.

Individual airport authorities will retain responsibility for the pass and for determining who has access to the restricted areas. Airport personnel using the RAIC will continue to be subject to the access control requirements defined by the airport authority as well as background security checks. 🇨🇦

NPS, ALL GROWN UP

Continued from page 3.

"NPS may take a little more time for workers to get to their workplace or an aircraft but it also means more security. That's the bottom line. At the end of the day, it's all worth it," says Mr. Murphy. 🇨🇦

Media Inquiries

If you receive an inquiry from the media about CATSA or any security-related matters, please refer them to **1-888-294-2202.**

Feedback

Please provide us with your feedback on this newsletter using our "Contact Us" section on our web site at: **www.catsa-acsta.gc.ca**

CATSA NEWS would like to take this opportunity to thank Marianne Keriakos for doing a great job on the production of CATSA News since November 2002. Once again, thank you Marianne and best of luck in your future endeavours!

