



September 2005

## Interview with Calgary Service Provider Servisair GlobeGround

**Calgary is just one of many airports where screening officers are coping with the demands of growing passenger loads. CATSA News recently spoke with its newest service provider. Calgary-based Servisair GlobeGround began working with CATSA in March 2005.**

The service provider tells CATSA News that it currently employs 225 screening officers and supervisors and plans to hire more.

DOUG MCILMOYLE, is the Manager of Airport Security Service.

**CATSA NEWS:** One nagging issue for screening officers is unruly passengers. How do you suggest screening officers handle those travellers?

DM: My advice is to be professional. Use your training in customer service to respond to the concern the customer is raising. Try to explain what you're doing and show courtesy. Generally, that comes back. We're aware that passengers are under strain when coming through the terminal building. Reality is there's no excuse for conflict to erupt at pre-board screening because people have to do their job. People have to do it properly, professionally. That's what we tell our staff. If a passenger goes beyond normal bounds, we have a process in place that involves a supervisor and point leader to offer support to the screening officer.

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**Servisair**  
**GlobeGround**

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## Message from the President and CEO

**For the past month, Mark Duncan, (Executive Vice-President and Chief Operating Officer at CATSA) and I have been travelling to airports across Canada as part of the *Sharing CATSA's Vision* tour.**

We have been meeting with screeners to express our appreciation for all their hard work and to solicit their feedback. We have been asking screeners to tell us what is working and what isn't, and to let us know how we can improve as an organization.

As we all know, terrorism is not static. The threats are constantly evolving and we need to evolve too.

These meetings have been very beneficial and important issues were raised, including working conditions such as

wages and benefits, the possibility of establishing an exchange program for screeners, and whether screeners will become federalized employees. Other issues included more specialized training, better communication about Standard Operating Procedures and Security Bulletins, French language training, and how to deal with unruly passengers. Last but not least, screeners told us they are proud of their work and I can tell you, I am also very proud of them. They have a tough job and I respect their professionalism and dedication.

A complete report containing comments and questions will be made available soon. We will continue to be active with service providers and our other airport partners to address these issues. Further questions and comments should be directed to service providers who will in turn forward them to CATSA. By working together, we will build a better system that enhances security while improving customer service.

On another more serious note, this month marks an important date, the fourth anniversary of September 11th. After 9/11, Canadians lost confidence in air security and it is for this reason that CATSA was created – to protect the public by securing critical elements of the air transportation system as assigned by the government.

For the past three and a half years, we have been successfully managing fear. We have been working very hard to ensure that the travelling public feels safe when they board airplanes. Statistics show that Canadians are traveling more.

Airport activity has finally exceeded pre-September 2001 levels.

As we fade away from 9/11, we cannot become complacent. The recent bombings in London remind us that the threat is still very real and very much alive. The more pressing challenge is to look ahead and build a long-term strategy. We must now concentrate on educating people about the realities of the terrorist threat in Canada, and how to prepare in the event of an attack.

As our country pauses to commemorate this anniversary, we will remember the innocent victims of 9/11 (USA), of 3/11 (Madrid), of 7/7 (London) and all those who have perished at the hands of terrorists. In honour of their memory, we need to learn from our past to be prepared for the future. ■

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

### *Sharing CATSA's Vision Tour*

August to September 2005

- Aug. 24 – Calgary
- Aug. 24 – Edmonton
- Aug. 30 – Montreal
- Sept. 1 – Toronto
- Sept. 2 – Ottawa
- Sept. 2 – Halifax
- Sept. 6 – St. John's
- Sept. 7 – Thunder Bay
- Sept. 8 – Winnipeg
- Sept. 8 – Regina
- Sept. 9 – Vancouver
- Sept. 9 – Prince George

# Sharing CATSA's Vision Tour: A Screening Officer's Perspective



Bill Roberts, Screening Officer at Ottawa International Airport

**When the date for the Ottawa stop was set, screening officer Bill Roberts circled Friday, September 2<sup>nd</sup> on his calendar. It would be his first opportunity to meet CATSA's President and CEO, Jacques Duchesneau.**

Mr. Duchesneau crossed the country and stopped at twelve sites in two and a half weeks. His visit to the nation's capital attracted 50 screening officers and representatives of service provider, Aeroguard.

Six-year veteran screening officer Bill Roberts said he was anxious to meet the CEO, a man he has admired for years for his dedication to security and law enforcement.

"I was very impressed at the fact that Mr. Duchesneau took the time out of his

busy schedule to go around the country and talk to the rank and file," said Bill.

Like his colleagues at other sites, Bill had concerns about his day-to-day work. Many of his own questions were raised by other screening officers. For example, a common theme across the board was unruly passengers and how to best deal with them.

The response from Mr. Duchesneau "Treat the customer with respect and courtesy. Often, that approach is enough to disarm disrespectful passengers. But nowhere in your mandate does it state that you have to be subjected to demeaning, disrespectful or dangerous behavior."

Bill offered this course of action.

"I think CATSA should help implement some kind of policy to make sure that

passengers arrive two hours prior to their flight for screening. Travelers are in a hurry. They try to rush through security without realizing the importance of the job we do. Often times this leads to unruly passengers. We have to remind ourselves to keep a smile on our face and make their experience as pleasant as possible".

Perhaps the most emotional part of the CEO's visit came at the very beginning, with the video. Bill urged all screening officers to take the time to view it.

"I hope that all screening officers view the compelling video. It really shows the importance of the job we do on a daily basis. It sure hit home for me."

While it was impossible for CATSA to visit all airports and meet all screening officers at the sites visited, a copy of the DVD that was shown during the presentations as well as a pocket calendar and CATSA pin were distributed to screening officers through the service providers.

Bill was especially grateful to CATSA for reminding screening officers that this is the Year of the Veteran, and like veterans, screening officers play a life-saving role.

He added, "I truly respect those who devote their lives to serving our country. Being in the security business, I know how important their job is. I also feel that my role is to protect our country." ■

# A Survivor's Story: The Hijacking of EgyptAir 648



Jackie Pflug

## A riveting new training module CATSA has introduced as part of its National Training Program for Screening Officers

CATSA had the privilege of working closely with Jackie Pflug to develop a sensitive and compelling training module about her experience and survival of a terrorist event that happened nearly 20 years ago. Jackie was a hostage on EgyptAir 648 – a flight that was hijacked while en route from Athens to Cairo and forced to land in Malta on November 23, 1985.

It's a touching and inspirational interview. Jackie describes her life before the hijacking. She describes her experience as a hostage which involved a deadly event – she was shot and thrown out of the aircraft and left for dead on

the tarmac. She speaks of her recovery from the injuries she sustained during the ordeal, and the challenges she faced in its aftermath.

The module is introduced and summarized by CATSA's President and CEO, Jacques Duchesneau. It will be used to sensitize Screening Officers and the air transportation industry about the impact of a terrorist event. As stated by Mr. Duchesneau in his introductory remarks, "This is a story that reminds us that we have a responsibility to make

air security our number one priority. It reminds us of how our work saves lives every day."

"CATSA is bringing Jackie's story to every Screening Officer in Canada through its National Training Program", says Glen Budgell, General Manager, Learning and Performance. "In fact", Glen continues, "The module will be offered as part of initial and on-going training programs. It has been piloted to a number of screening officers already, with astonishing feedback." ■

## Here are some quotes from Screening Officers who have taken the module so far:

"It was a very powerful and moving video ... I think a lot of us think it would never happen here – but it could."

"A very good video for communicating how important pre-board screening is as a profession and how much responsibility rests on (our) shoulders. It communicates the importance of maintaining vigilance and the need for dedication towards the job."

"...everyone should watch this video ..."

"...I never thought about how someone survives after this type of ordeal ..."

"...aftermath coverage (of 9/11) dealt with those who were left behind to mourn – this story was told by someone on the inside that survived the horror ...and although 20 years ago was told as if it was yesterday..."

"The message from CATSA's President has instilled a sense of pride in doing my job as a screening officer."

# Tips for Screening Passengers with Disabilities



## Tips for Screening Passengers with Disabilities

- Disability means “A physical, sensory, developmental, mental health, or medical functional limitation.” (*Canada Transportation Act*)
- Be sensitive to the passenger’s needs before conducting screening.
- Ask passenger if he/she needs assistance.
- Provide options for screening. (The passenger may stand or sit and have a physical search rather than with metal detection equipment, he/she also has an option of having the screening take place in private.)
- Treat passenger with respect and dignity while ensuring his/her comfort and safety; when physically searching belongings of a person with a visual disability, it is important to place all items where they were originally located.
- Always communicate with the passenger. A person with a visual disability will need to know what you are doing.

- Remember, you are a professional. Nonetheless, it is not a comfortable or pleasant experience for a passenger to be touched by someone they do not know.
- It is very important to have empathy for the passenger and to be sensitive that the screening is taking place in public.

## Keys of Communication

Focus on the passenger, not the disability = ‘person first’ principle.

Treat all passengers with courtesy and respect.

Speak clearly and directly to the passenger – not the person’s companion.

Ask questions that are necessary to complete screening, not questions about the person’s disability.

Maintain eye contact, particularly for persons with a hearing disability.

If the person has a visual disability, tell him/her what you are doing before you do it so he/she is not surprised by your actions.

Do not make any assumptions regarding the passenger’s ability.

## Calgary Service Provider Servisair GlobeGround

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**CATSA NEWS:** You mention conflicts that should not arise. In Calgary, what are some of the common issues you see?

**DM:** People do not always want to take the time to go through a proper security process because they’re rushing. Everybody is busy. People don’t understand why [screening procedures] are required since 9/11, which is unfortunate because we are trying to ensure we have a safe environment and we’re here to protect them.

**CATSA NEWS:** The relationship between Servisair GlobeGround and CATSA is still young. So far, what are your observations of screening officers in Calgary?

**DM:** We have very good, dedicated employees. People are working very hard under sometimes difficult conditions. We had a challenge when we went through the busiest summer this airport has seen in a number of years. Our security staff did an excellent job responding to the demands of the peak passenger travel. We’re currently below the optimal number of staff and we’re in the process of hiring. We’re just waiting for security clearance. But we’ve done an awful good job with the resources at hand, and it’s because of the hard work of our employees.

**CATSA NEWS:** So the numbers on the front line will increase?

**DM:** Definitely. We are currently trying to hire 25-30 new screening officers. We just had a new class graduate level 1 screening, and we’re very happy with the quality of employees we’ve brought in. ■

# Interview with Jacques Grilli, Vice-President, Operations



**Pierre Elliott Trudeau entrusted him with his life. So did Pope John Paul II.**

Retired RCMP officer Jacques Grilli spent 17 years – half his career as a Mountie – in charge of security for heads of state and international figures. He sees his newest job as a natural evolution in a life dedicated to security. “My job at the RCMP and at CATSA are very similar,” says Grilli. “There are lots of people to protect. Security and Operations have been my whole life.”

CATSA's newest vice president was appointed to head Operations on March 17, 2005. With 88 people in his department, plus over 4,000 screening officers and four major service providers, Grilli lays out his vision for his group. “We need to put people in a proactive mode, make them accountable, inform them, and give them the tools to respond,” he adds.

His most immediate goal is to expand the role of regional managers so that they are “not merely liaisons between CATSA and Airport Authorities. We need our regional managers to manage service providers and screeners. They have to have more responsibility. They need to be accountable for airport functions.”

Grilli joined CATSA when President and CEO Jacques Duchesneau, hand picked him to become Director of Law Enforcement in February 2003. Duchesneau describes his newest V.P. as “the bear of the CATSA's upper management team”, at a solid 240 pounds and just shy of six feet.

Grilli admits he's a big bear with a big appetite for high-tech toys. He is rarely without some type of gadget, be it his global positioning system, his personal digital assistant, his blackberry or his collection of digital cameras.

Apart from being techno-savvy, Grilli prides himself on being a hands-on operations man. “I know operations. I am not patient with bureaucracy. Change in our industry happens at breakneck pace. We need to keep up.” ■

## 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](http://www.catsa-acsta.gc.ca)**



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