



CATSA NEWS

JANUARY 2004

THE REALITY OF AIR TRANSPORT SECURITY TODAY

Contrary to the conventional wisdom, enhancements to air transport security in Canada did not begin after September 11th, 2001, nor have they stopped since then, rather there have been ongoing improvements made to the system over the years.

For example, in the wake of the 1985 Air India incident where over three hundred people were killed — the majority of them Canadians — the Government of Canada took concrete steps to enhance air transport security.

Provisions were put in place at our airports to match passengers and their luggage on international flights, a move not taken in many other countries until some years later, including in the United States.

In addition, the mid 1980s saw the Canadian government upgrade its security system for airside/airport employees by

requiring all potential employees undergo background security checks. Other countries have only recently introduced a similar system.

Other examples abound. Curb-side check-in of baggage is not permitted in Canada. This practice was suspended in the United States after 9/11, however, is now beginning to be re-introduced. Friends and family have not been allowed to meet arriving passengers at their arrival gate in Canada for many, many years. This practice only ended in the United States after 9/11.

In Canada, the government's response to the events of 9/11 was swift. It committed \$2.2 billion to enhancing security, with \$1.9 billion going to CATSA.

We have introduced a new training program for all pre-board screening officers in Canada.

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MESSAGE FROM THE PRESIDENT AND CEO



We at CATSA are faced with enormous responsibilities. Meeting the expectations of these important responsibilities could not be possible without the immeasurable commitment and dedication of staff, stakeholders, screening contractors and their employees, the screening officers.

As we begin this New Year, I would like to thank everyone for their continued commitment and dedication to air security and I look forward to working with you on the projects awaiting us in 2004.

Indeed, after several decades working in the security industry, I have come to realize one truth: Great challenges make for great rewards. This past year was a challenging one at CATSA. As President and Chief Executive Officer of a Crown Corporation, mandated to keep Canada's skies

secure in these times of ongoing threats to the aviation industry, every day is a challenge and meeting each challenge is a rewarding experience.

In the past two years, Canadians have seen and experienced many changes in the aviation industry, particularly when it comes to security. Enhancements include CATSA's deployment and installation of new screening equipment for carry-on and checked baggage. Passengers also experienced the benefits of CATSA's unique multi-level training program which is triple the duration of previous programs and includes components on professional customer service. In addition, we designed and delivered a unique new uniform for screening officers across the country.

One of the main challenges for the coming year will be the implementation of the new contracts for security screening. CATSA does not play a role in determining whether or not an individual screening officer is retained by the new provider. Successful bidders who replace existing service providers are required to make offers of employment to sufficient numbers

of CATSA certified screening personnel of the existing contractor in order to carry out their new responsibilities.

CATSA will also be working with airports on enhancing security in restricted areas by implementing its newest responsibilities, Non-Passenger Screening (NPS) and the Restricted Area Identification Card (RAIC). (See CEO interview on page 4 for more information).

This past year was a team success for CATSA and all those who work in the air security industry. We look forward, with your help, to meeting the challenges of 2004.

Happy New Year! 🇨🇦

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

THE REALITY OF AIR TRANSPORT SECURITY TODAY

Continued from page 1.

Every officer has taken and passed the new course. Moreover, we have contracted for an additional 800 screening officers across the country. In fact, our training program is second to none. In order to become a CATSA certified screening officer, individuals will have to undergo nearly 200 hours of training, which is nearly double the requirement in the U.S.

We have deployed advanced explosives detection systems at major airports across Canada. Screening officers have been trained and certified on the new equipment.



We continue to work closely with the RCMP, coordinating the program that places armed officers on selected domestic and international flights.

We are paying the additional policing costs at major airports in Canada in the wake of 9/11.

We are also enhancing security in the restricted areas at airports. In addition to background security

checks, people who have access to planes, including caterers, cleaners and re-fuelers will be issued enhanced passes with biometric identifiers. In addition, these same people will be subject to random screening.



We are working cooperatively on all of these programs with airports, airlines, the U.S. Transportation Security Administration and other key stakeholders. At the same time we are looking at our future requirements, ensuring that Canada is always on the technological cutting edge when it comes to air transport security.

These are some of the concrete steps CATSA and the 4,000 contract screening officers across the country are taking to enhance air security in Canada. This is the reality of air transport security in Canada. 🇨🇦

RFP

Last August, CATSA NEWS informed you that CATSA would be seeking to enter into new contracts for security screening services through a process called Request For Proposals (RFP). The RFP was issued in October and the results were recently announced.

Since assuming responsibility for security screening in December 2002 from the airlines and private security firms, CATSA has done a thorough evaluation of passenger and baggage screening.

The new contracts contain strong transition components to manage any change in service providers. Successful bidders who replace existing service providers are required to make offers of employment to sufficient numbers of CATSA certified screening personnel of the existing contractor in order to carry out their new responsibilities.

It is important to note that CATSA does not play a role in determining whether or not an individual screening officer is retained by the new provider. This decision remains the sole responsibility of the service providers. 🇨🇦

INTERVIEW WITH CATSA'S PRESIDENT AND CEO

With the start of the New Year, CATSA NEWS interviewed CATSA's President and CEO, Mr. Jacques Duchesneau, for a look back at the past year and at what is in store for 2004 at CATSA.



CATSA's President and Chief Executive Officer, Jacques Duchesneau.

CN: Mr. Duchesneau, how would you describe your first full year at CATSA?

JD: This year has been, for me, a very challenging and fulfilling one. I feel honoured to be the leader of such a successful corporation. It has been a great year for CATSA from many aspects, including the successful implementation of a number of security programs. There is a great team of people working at CATSA and a strong cooperative effort between CATSA and its stakeholders that has grown and

prospered throughout this past year.

CN: What would you consider the highlights for CATSA this past year?

JD: In 2003, CATSA had many firsts. We introduced our Distance Learning Training Program, we installed new state-of-the-art screening equipment. We introduced new uniforms and two ad campaigns. This past year proved to be a successful one for the air security industry and CATSA played an important role in this success.

CN: What factors contributed to this success?

JD: We succeeded in implementing several key aspects of our mandate thanks to a number of parties including our stakeholders, screening contractors and their staff who make it all come together at the checkpoints. In just over eight months, more than 600,000 prohibited items were intercepted at screening points across Canada. A month ago, PBS officers in Edmonton detected and intercepted pipe bombs in a passenger's carry-on. This is success. Success at CATSA is achieved when passengers are

safe when they fly and when terrorists are deterred. Because of the constant threat, CATSA has to be one step ahead.

This year was a team success and I look forward to an even better 2004.

CN: What do you envision for next year at CATSA?

JD: I see the next year as a challenging year for CATSA. We have big projects ahead of us. Our main one for the coming year will be the implementation of the new contracts for security screening services. Last fall, security firms were invited to bid on CATSA's Request For Proposals (RFP). New screening contracts will be in place as of April 1st, 2004. With these new contracts, CATSA will be able to offer even more efficient and cost-effective services while continuing to provide top notch security. Our mission is to protect the public by securing critical elements of the air transportation system as assigned by the government. In order to realize our mission, we must work together on continuous improvement. These new contracts will allow us to further enhance air security in Canada.

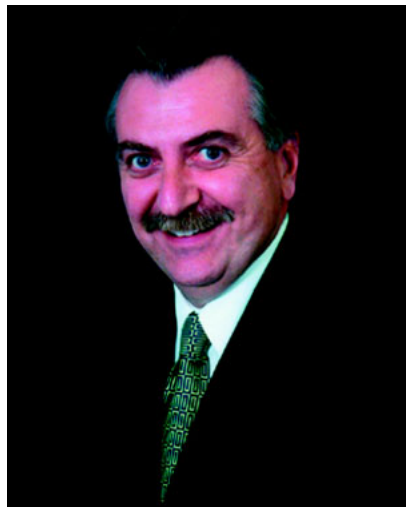
CATSA will also begin to implement its newest responsibilities, Non-Passenger Screening (NPS) and the Restricted Area Identification Card (RAIC). We will be working with the airports on enhancing security by screening airport workers who require access to the restricted areas. We will also be working with the airports on the RAIC program that will include biometric identifiers embedded in restricted area passes.

CN: What message would you like to give to stakeholders, screening providers and their PBS officers for the beginning of this New Year?

JD: I would first like to thank our stakeholders — airports, airlines, screening contractors and screening officers for their cooperation and effort and wish all our stakeholders a healthy and prosperous New Year. These past two years have been challenging in the air industry. Through it all, we stood strong, guarding Canada's gates to the sky. Because of constant threats, screening officers must stay focused on their daily tasks at all times. In air security, there's no room for mistakes. A terrorist only has to be right once to succeed. We have to be right all the time. 🇨🇦

THE HONOURABLE TONY VALERI, NEW MINISTER OF TRANSPORT

CATSA is pleased to welcome the Honourable Tony Valeri as the new Minister of Transport. Minister Valeri was elected to the House of Commons in the general elections of 1993, 1997 and 2000 and represents the riding of Stoney Creek, Ontario. He was appointed Minister of Transport on December 12, 2003.



The Honourable Tony Valeri

Minister Valeri is a senior member of the Government, sitting on major Cabinet committees including: Operations, Priorities and Planning, Domestic Affairs, Canada-U.S, Security, Public Health and Emergencies, and Expenditure Review.

Prior to his appointment as Minister of Transport, Minister Valeri was an active member of the House of Commons. He was appointed Parliamentary Secretary to the Minister of Finance in July 1997 and completed his term in September 1999. He also served on the Standing Committees of Finance, Liaison, Industry, Environment and Sustainable Development, and as chair of Government Operations.

Before entering federal politics, Minister Valeri was President of the Canadian Financial Group Ltd. In 1976, he earned a Bachelor of Arts (Economics) degree from McMaster University.

Minister Valeri was born in Hamilton in 1957 and lives with his wife Terri and their two children in Stoney Creek, Ontario.

CATSA reports to Parliament through the Minister of Transport. Please join CATSA NEWS in welcoming our new Minister! 🇨🇦

TWO NEW REGIONAL MANAGERS JOIN THE CATSA TEAM

CATSA is pleased to introduce its newest Regional Managers, Mr. Julien Flowers and Mr. Owen Andrusiak. Mr. Flowers and Mr. Andrusiak join the CATSA team with valuable knowledge and extensive experience in the field of air security.



Regional Manager Julien Flowers.

A former Manager of Safety and Security and Regional Manager of Security and Emergency Preparedness for Transport Canada at Montreal-Pierre Elliott Trudeau International Airport, Mr. Flowers says he is happy to join CATSA.

"I'm very happy to be part of CATSA's team as it provides me with a new experience in air security. It's a new orientation, a new and interesting voyage. I was very impressed by the work CATSA has done until now. There are still so many goals to accomplish and I am glad to contribute my experience to help make these goals a reality," says Mr. Flowers.

Mr. Flowers works at Montreal's Pierre Elliott Trudeau International Airport, while Mr. Andrusiak is

responsible for the Ottawa region including Kingston.

Mr. Andrusiak, who was Manager of Operations Research at CATSA and prior to that Airport Manager in North Bay, says the role of a Regional Manager is comprised of many facets.

"We deal with day-to-day operations. We are facilitators. We must always keep our eye on the ball, and make sure that everything is working properly. You have so many players at an airport, essentially working on the same goal, which is providing passengers with a safe environment while travelling. We work to facilitate communication between those different players and CATSA", says Mr. Andrusiak.



Regional Manager Owen Andrusiak.

Mr. Flowers agrees that the role of a Regional Manager is one with many demands. "Our role is very complex. There's so much to do. We have to split our time between many projects such as daily operations, answering the numerous questions and emails

related to the different issues between an airport and CATSA's headquarters. Every day is different. We must interact with the screening contractors, Transport Canada and other stakeholders. It takes a certain personality to execute such demanding tasks," he says.

"The qualities of a Regional Manager are: dedication, mobility, open-mindedness, availability 24 hours a day, and the ability to be proactive. We're playing the roles of firefighters at times. Whenever there's a fire, small or big, the Regional Manager has to react. In order to do a good job, you have to be available, react in a timely manner and always keep in mind that you represent a big organization. It's important for the Regional Manager to take that role very seriously," says Mr. Flowers.

Mr. Andrusiak says the best aspect of his new position is being involved in the hands-on activities at an airport.

"I like the day-to-day environment of an airport. It's a very stimulating and fulfilling environment. I'm looking forward to the challenges," he says.

"We hope, through our work, that we can contribute to CATSA being recognized as an organization renowned for its professionalism, excellence and dedication at serving the Canadian public," says Mr. Flowers. 🇨🇦

INTERVIEW WITH OTTAWA PBS OFFICER CAROLE CLOUTIER

After four and a half years working as a PBS officer at the Ottawa Macdonald-Cartier International Airport, Carole Cloutier says she still enjoys waking up in the morning to start another day of work.



PBS officer Carole Cloutier.

"I love working in PBS. I love working with the public and the new state-of-the-art equipment. I like the security aspect of my job, to feel that I'm playing a role in protecting travellers. I take my job very seriously and always remember why I'm here, which is to do my job the best I can. I try to leave my personal life at home and follow the principles set by Aeroguard and CATSA. And most importantly, when I am faced with a problem at the checkpoint, I deal with it right away.

Carole worked at the airport throughout the holiday period and says all operations went very smoothly.

"The Christmas period went very well. It was busy but passengers

were cooperative. During the period following the New Year, we had a lot of passengers on connecting flights returning home from their holidays. Many passengers were tired and sick," she says.


When faced with such situations, Carole tries to stay on top of the situation. She says PBS can definitely get stressful and that the only way to succeed in this job is to always have a positive attitude.

"When I am faced with a situation where a passenger is cranky or impatient, I always keep myself in check and try to understand the situation. I remind myself that we are here to help people and inform them of the procedures they need to follow to help us provide them with the best screening service before they board a flight," she says.

According to Carole, the alert in the US created more public awareness regarding the importance of enhanced security measures.

"I believe passengers were expecting us to be stricter and more rigid. Most travellers are more cooperative than before. I believe they understand and appreciate our role much more than before," she says.

And when asked to describe her role, Carole proudly states what she strives to accomplish every day.

"We work on making passengers feel safe boarding the plane. Our job is very important. We're the last line of defense and we must work on ensuring that this line is impenetrable at all times." 

IMPORTANT TRAINING ANNOUNCEMENT

Please note that effective January 1, 2004, trainees who are not registered for a course by the specified date in the LMS database will not be permitted to attend the course. This new policy will be strictly enforced in the New Year. In the interim, scheduling coordinators are required to enroll their students before the course begins and are responsible for ensuring that the student has met the pre-requisites for the course. If you are unable to meet the enrollment time frame, please contact Galaxy's Training Coordinator at (613) 230-8099 or CATSA's Helpdesk at (613) 949-0666. For assistance with the enrollment process, please refer to the scheduling Coordinators' User Manual. This is a requirement for data integrity and training history in the LMS database.

CATSA'S NEW AD

CORRECTION

In last month's CATSA NEWS story 'Regina Airport, A Day After the Grey Cup', the incorrect service provider was recognized. It should have been Aeroguard. We sincerely apologize for this error and would like to thank Aeroguard and their Regina staff for the outstanding service provided on the day following the Grey Cup.

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

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

 Canadian Air Transport Security Authority / Administration canadienne de la sûreté du transport aérien



The Canadian Air Transport Security Authority (CATSA) is responsible for overseeing key elements of air transport security across Canada.

One of CATSA's priorities has been to establish consistent national standards for all pre-board screening officers.

Some of the enhancements CATSA has implemented to date include:

- tripling the number of training hours required for screening officers
- establishing a consistent program to evaluate and certify trainers of screening officers
- creating regional training centres across the country

It's all part of CATSA's mandate to make Canada's air security system the best it can be.

Here's how you can help:

Before you fly, find out what items are not permitted in your carry-on and checked baggage. For this and other information, including tips on how to make your pre-boarding experience as smooth as possible, visit www.catsa-acsta.gc.ca. And enjoy your next flight.



Canada