



# CATSA NEWS

FEBRUARY 2004

## CATSA ANNOUNCES NEW SCREENING CONTRACTS

**O**n January 22, the Canadian Air Transport Security Authority (CATSA) announced new contracts for security screening services at Canadian airports, effective April 1<sup>st</sup>, 2004.

Since assuming responsibility for security screening in December 2002 from the airlines, CATSA has done a thorough evaluation of passenger and baggage screening. As a result, a Request for Proposals (RFP) for screening services was issued by CATSA in October 2003. The evaluation of those bids involved extensive analysis of technical and financial information. The entire process was overseen by independent auditors.

"These new contracts represent another important step in the evolution of security screening in Canada and the delivery of services to air travellers. We have raised the bar on how we do business by including stricter

requirements and guidelines for performance and customer service," said CATSA's President and CEO Jacques Duchesneau.

For the purpose of the RFP, bidders were invited to submit proposals for 6 different groups of airports. The successful bidders are indicated next to each group:

- Toronto (Pearson, Toronto City and Buttonville airports) – GARDA OF CANADA.
- Pacific (British Columbia) – SECURIGUARD SERVICES LTD.
- Ontario (other than the three Toronto airports) – AEROGUARD EASTERN LTD.
- Prairies (Alberta, Saskatchewan, Manitoba, Yukon and NWT) – AEROGUARD INC.

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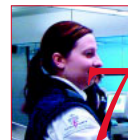
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## MESSAGE FROM THE PRESIDENT AND CEO



In the last issue of CATSA NEWS, I indicated that one of our main challenges for the coming year is the implementation of new contracts for security screening. I am happy to report that the Request for Proposals (RFP) process was an efficient and effective one. The successful bidders were announced on January 22, 2004. (See Page 1 for the complete release).

The new contracts include stricter requirements and guidelines for performance and customer service. 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.

Featured in this month's CATSA NEWS is CATSA's new RFP for training services, in which we

are seeking bids to assist in the training of screening officers, and in maintaining and enhancing the associated technical equipment.

We are very fortunate to be part of improving Canada's air transport security industry at a time when state-of-the-art technology and sophisticated training programs help us remain a step ahead in the fight against terrorism. This month's feature piece in CATSA NEWS, serves to highlight Canada's unique approach to civil aviation security.

*'The History of Pre-board Screening in Canada'* takes us back three decades to the beginning of air security in Canada when pre-board screening (PBS) consisted of physical searches followed by the installation of the first Canadian Airport Security System in 1981. (See Page 3 for complete story).

Today, we have much to be proud of, including the enhancements made in training, screening equipment and in the addition of Aircraft Protective Officers on designated flights.

Acknowledging that our industry has no margin for error, CATSA is making every effort to give screening providers and their staff the best training and equipment available to perform their duties.

Indeed, it is important, in this time of change, to re-emphasize the significant role service providers and their staff play in what we do. It is through strong relationships that we will be successful in the pursuit of our common goal, which is safeguarding Canada's skies and gaining passengers' confidence in the Canadian air transport security system. 🇨🇦

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

# THE HISTORY OF PRE-BOARD SCREENING IN CANADA

Canadians who travel by plane know the current state of air transport security. But what few Canadians know is its history and how we got to where we are today.

Canada's civil aviation security program started in 1972. The principal threat was regarded to be hijacking. Back then, Transport Canada (TC) owned, operated or subsidized over 100 airports and was responsible for the implementation of the national airport policing and security program.

This program included a wide range of elements ranging from the coordination of airport policing, physical and structural security, purchase of pre-board screening equipment, access control systems and training.

The only aviation security legislations that existed were the *Foreign Registered Carrier Regulations* and the *Domestic Air Carrier Regulations*. Air carriers had to submit their security plans or programs to the Minister.

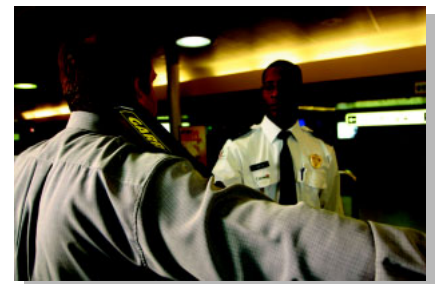
Air carriers were responsible for the screening of passengers and goods transported on commercial aircrafts. The focus,

in earlier days, was to screen passengers and their carry-on goods, looking for items such as knives, guns, and things that could be used to hijack an airplane. Consequently, training programs and materials were modest in nature. Black and white X ray machines and an early version of walk through and hand held metal detectors were part of the initial pre board screening (PBS) system.



The 1985 bombing of Air India flight 182 and bombing at Japan's Narita Airport were a major turning point in the history of civil aviation security in Canada and around the world, which prompted the Prime Minister of the day to order a formal review of the entire civil aviation system.

Recommendations from the review included the elaboration of the legislative and enforcement structures; the augmentation of police presence at airports; the implementation of background checks of people and the development of the *Access Clearing Program*. The first *Canadian Airport Security System (CASS)*, which included card access and closed circuit television, was installed at Dorval International Airport in 1981.



A task force comprised of both industry and government representatives identified the need for training of security professionals which led to the development of a training program for PBS officers. This new training requirement was supplemented by the creation of a certification and designation regime administered by Transport Canada.

Unfortunately, the rash of terrorist activities such as Pan

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## CATSA ISSUES TRAINING RFP


**O**n January 23, CATSA issued a Request for Proposals (RFP) for national training and certification for security screening personnel.

We are asking bidders to assist us in key services such as the development, the scheduling and the delivery of training courses as well as the maintenance and enhancement of associated technology.

This is especially important given screening officers require formalized knowledge, unique training and specialized technical skills to perform their duties.

CATSA has taken an integrated approach to the development and implementation of a world-class comprehensive training, certification, validation and continuous improvement program that encompasses many levels of proficiency.

CATSA's National Training and Certification Program is aimed at providing complete and consistent training through progressive levels of instruction, including on-the-job training and certification.

We expect to award the training contract by March 3, 2004. Services will be supplied to CATSA as of April 1, 2004. 

## CATSA'S PUBLIC AWARENESS CAMPAIGN: A GREAT SUCCESS

**C**ATSA's newest ad in its public awareness campaign features screening officers from Group 4 Falck in Toronto. It has been featured in CATSA NEWS as well as national newspapers and magazines. This ad generated great interest and positive feedback from the public.


"Our December campaign went very well. The hits on our website went up 50%. The volume of intercepted items decreased in relation to the increased passenger volume during the holiday period," says CATSA's Vice-President of Corporate Affairs, Randall McCauley.

In preparing for the upcoming Spring break, CATSA's ads will appear in Westjet magazine, EnRoute magazine, as well as national newspapers and other magazines starting in February.

"Just like the holiday period, Spring break is a very busy time for airports, airlines and screening officers. We want to make sure that all air travellers are aware of what they can and can't bring on the plane," says Mr. McCauley.

According to Mr. McCauley, public awareness is key to


providing effective and efficient screening service across Canada.

"In the past 8 months, over 600,000 items have been intercepted. If you assume that every prohibited item takes one minute to resolve at the checkpoint, that's around 10 000 hours of lineups at the checkpoint. If we can better inform passengers, we'll save time and make screening more efficient. That is an important goal of our ads." 

## CATSA ANNOUNCES NEW SCREENING CONTRACTS

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- Québec – SÉCURITÉ KOLOSSAL INC.
- Atlantic (New Brunswick, Nova Scotia, NFLD/Labrador) – SHANNAHAN'S INVESTIGATION AND SECURITY LIMITED.

All contractors are obligated to provide screening services with CATSA certified officers. 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'S BOARD OF DIRECTORS HOSTS *LIVING WITH RISK* SYMPOSIUM

In January 19-20, CATSA's Chairman of the Board of Directors, Mr. Brian Flemming, hosted a symposium in Ottawa entitled *Living with Risk*. Mr. Flemming was pleased to welcome representatives from countries around the world including Australia, the U.S. and the U.K.



CATSA's Chairman Brian Flemming with National Security Advisor to the Prime Minister Rob Wright.

The purpose of this symposium was to help ignite creative reflection on how security policy makers should be thinking about risk, its nature and the need to assess and manage actual or perceived risk.

Discussions focused on issues related to future security challenges such as airport screening and emergency preparedness. Also discussed were the future approaches and solutions that could be generated and implemented using new or modified policies, processes, partnerships and technologies, as well as methods for predicting and assessing risk.

"This conference was unique in that it brought together leading private and public sector security experts to discuss not only the nature of the air security risks we face, but possible ways to confront those risks in liberal democracies," said Mr. Flemming.

Mr. Flemming emphasized the importance of building robust public security while preserving civil liberty, a combination that is crucial not only for the ultimate good of the people but for the security of world democracy.

Rob Wright, National Security Advisor to the Prime Minister of Canada noted that "Canada had a very proud history in defining its national interest and securing it".

General John Gordon, Assistant to the U.S. President and Homeland Security Advisor, talked about the nature of the current threats, the need for a strong coalition and what preventive measures we need to enhance security.

Dr. Robert Solow, professor at the Massachusetts Institute of Technology (MIT) and a Nobel Laureate in Economics (1987) introduced his speech by giving the economic cost of September 11<sup>th</sup> events and its impact on the U.S.

economic growth. He followed his presentation with multiple topics relating risk and its influence on today's economy.



Mr. Flemming at the Ottawa Symposium.

Public authorities throughout the democracies of the world have been working to refashion government to respond more effectively to the new security challenges. This is being done by addressing vulnerabilities, maintaining public confidence and by forging new forms of cooperation amongst governments and public and private sectors. It is hoped that the dynamic discussion and unique ideas shared at the symposium can contribute to an evolving security policy and that future work can build on the momentum generated by the event. 

## NEW REGIONAL MANAGER IN VANCOUVER

ATSA welcomes our new Regional Manager in Vancouver, Richard Bannister. Mr. Bannister comes to us with extensive experience in policing and security inspection.

Prior to joining CATSA, Mr. Bannister was a security compliance inspector in the Aviation Security Department at Vancouver International Airport where he fulfilled a number of roles for the airport authority.



*CATSA Regional Manager in Vancouver, Richard Bannister.*

Mr. Bannister looks forward to applying his skills and experience to his new position at CATSA.

"I'm excited about the challenges and opportunities ahead. I am particularly interested in seeing the integration of advanced technology with the enhanced level of screening service. I am eager to be one of the main links between CATSA and our

stakeholders, to feel part of the thrust taking place at the airports to improve aviation security," he says.

Mr. Bannister hopes to contribute to enhancing air security. And according to him, the best way to do so is to build on Canada's leading aviation security system.

"CATSA is developing programs that continue to build on the strong air security foundation already in place. Canada always had a strong base and whatever is built on this foundation will make our system even better," he says.

According to Mr. Bannister, the main focus now is to ensure that the public is aware of the new measures in order for them to cooperate with CATSA's efforts.

"CATSA is diligently working on numerous public awareness campaigns, signs at checkpoints, pamphlets and videos highlighting the new security measures. Passengers need to know what we are doing and how they can help in making Canada's skies secure," he says. 🇨🇦

## PRE-BOARD SCREENING IN CANADA

*Continued from page 1.*

Am 103 at Lockerbie with an increase in the use of explosives devices to commit acts of hijacking and the threat of sabotage through the introduction of explosive devices on board aircraft became the new focus of the aviation security program and resulted in increased efforts around the world for more research and development in explosives protection and detection systems.

There was also a significant improvement in the X-ray, moving from monochrome black and white X-rays with an increase of dual energy or colour system as well as the introduction of sophisticated bulk and trace detection equipment. This provided better detection and the ability to differentiate between organic and non-organic items.

With the creation of CATSA after 9/11 a whole new system was put in place, one that is in constant evolution and commensurates with today's security. 🇨🇦

*We would like to thank Jean Barrette, Director of Security Operations at TC, for his valuable input and contribution to this feature piece.*

## ON THE ROAD WITH PBS OFFICER JANICE KIELLY

Janice Kielly says her current job as a pre-board screening (PBS) officer with service provider Shannahan's Investigation and Security Limited brings out her strongest asset, her people skills. And what better place to demonstrate that asset than at St. John's Airport checkpoint.



*PBS officer Janice Kielly at St. John's Airport Checkpoint.*

"St. John's Airport is the perfect place to meet people from around the world and from all walks of life. A lot of people travel from St. John's: business people, students, and many tourists in the summer. To be a good PBS officer, you need people skills. You have to be courteous and know how to talk to people. I'm a people person and that helps me a lot," says Janice.

According to her, customer service is one of the most important aspects of her job. Although she always believed in exceptional customer service, she says that CATSA's training helped emphasize that point.

"CATSA's training program focuses on customer service. Since we've had the training, the relationship between screening officer and passenger is more courteous, friendly, and professional; passengers are taking us and our job seriously," she says.

Janice says that one factor that has helped in the screening of passengers is the installation of the new state-of-the-art screening equipment and CATSA's new uniforms.



*St. John's PBS officer Janice Kielly.*

"The new equipment is what allows us to provide the best screening service possible. It helps detect more prohibited items and makes both the passenger and PBS officer feel safer and that our air security system is in good hands. CATSA's uniform contributes to the enhancement of a professional screening service by having a consistent look across the

country. Both the equipment and the new uniforms make us feel more important and motivate us to come to work and be proud of what we do," she says.

CATSA NEWS would like to thank PBS officer Janice Kielly for her contribution and for a job well done. 🇮🇪

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

# CATSA'S SECOND AD



Canadian Air Transport  
Security Authority

Administration canadienne  
de la sûreté du transport aérien



**ALL SCREENING OFFICERS ARE IDENTICAL,  
THANKS TO CATSA'S RIGOROUS TRAINING.**

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](http://www.catsa-acsta.gc.ca). And enjoy your next flight.



Canada