



# CATSA NEWS

OCTOBER 2004

## CATSA EMPLOYEE ORIENTATION PROGRAM

When CATSA News sat down to talk with Louise Charbonneau, Manager of Organizational Effectiveness about CATSA's first employee orientation session, her energy and enthusiasm about this project and its launch were unmistakable.

"When I started my new position back in June 2004, I had many hats to wear. The employee orientation program was very important to me because I knew it would be beneficial for our employees."

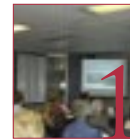
"The program was created because CATSA's Senior Management Committee believed that a rapid and comfortable transition into the CATSA work environment is important. This program was first intended for new employees but in developing it, it was decided that it should be mandatory for all CATSA employees to attend."

CATSA held its first employee orientation session on September 17<sup>th</sup> 2004. The objective of this

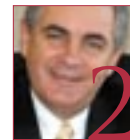
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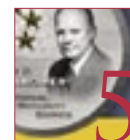
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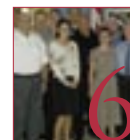
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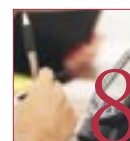
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## MESSAGE FROM THE PRESIDENT AND CEO



In my last message I wrote about the September 11 anniversary and the progress Canada has made to enhance air transport security since the terrorist attacks. Unfortunately, in the new era in which we live, there are more than just anniversaries to remind us of how the world has changed in three short years. I am thinking of two events in particular.

First, the terrible tragedy in the Russian town of Beslan, where 1200 school children were taken hostage and many later killed. Second, and often forgotten in the wake of Beslan, were the two Russian aircraft that were hijacked this past August. Chechen women wearing explosives boarded separate planes departing from Moscow's Domodedovo Airport and triggered the bombs in flight and brought down two jets within three minutes of each other, killing 90 people.

These two incidents should serve as reminders to us all that in this post-September 11 environment, terrorism is here to stay for the foreseeable future. Looking back at the hijackings in particular, we need to remind ourselves of the critical role we play in air transport security. Events like those described above can happen anywhere and at anytime and we need to remain vigilant to ensure we do our part to prevent these tragedies from happening in our own country.

From CATSA's perspective we are always looking to improve how we do our job. With that in mind, over the coming weeks and months, you can expect us to announce some enhancements to our screening procedures and processes. As we consider improvements to security screening, it is important to ensure that current operating procedures are being followed. Indeed, it is by building on our current practices that we can best enhance the security of the travelling public.

One of those current practices that is critically important to follow involves the procedures regarding Explosives Detection Trace (EDT)

testing and the handling of boarding passes. By excelling at our mandate and responsibilities we lay the foundations for improvements, through the addition of more layers of security. However, each new layer is only effective if the other layers have been properly applied, in other words we are only as strong as our weakest link.

As we go forward with new initiatives or new equipment, it is important for all stakeholders to keep these thoughts in mind as we work to make Canada's aviation security the best in the world. 🇨🇦

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

## CATSA EMPLOYEE ORIENTATION PROGRAM

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session was to give an overview of CATSA's mission, vision, mandate and raison d'être to the employees.


Over 30 employees, from General Managers to Administrative Assistants, attended the first session. It proved to be a great success and the feedback from the employees has been very positive.

Sandra Entwistle, Best Practices Analyst, joined CATSA in March of this year and attended the first orientation session. "One of the reasons that I attended the session, even though I have been with CATSA for six months, was because I was interested in seeing what information would be provided and be a guinea pig for the organizers and provide them with feedback."

"A lot of the information that was given at the session would have been very beneficial when I started at CATSA. Even though I've been working at CATSA for a while now, it was a good briefing and helped answer some of the questions I had about the organization. Senior Management provided a "who's who" in the organization as well as an explanation of how the organization functions."

"It provided a good overview of what we do and how the different


entities within CATSA interact," says Sandra.

Neena Parbhakar works as a Business Systems Advisor and joined CATSA in July 2004. Being a new employee, she also thought very highly of the session. "The information session was very interesting. We were provided with a lot of useful information and it was a good opportunity to put names to faces." 

CATSA'S VP AND CFO,  
MICHAEL J. MCLAUGHLIN  
GETS NATIONAL  
RECOGNITION



CATSA News is pleased to announce that Michael J. McLaughlin, CATSA's Vice-President and Chief Financial Officer has recently been recognized by the Society of Management Accountants of Canada for his significant contributions to the Society, the profession of management accounting and the community at large. The Society has granted him the prestigious designation of Fellow of the Society of Management Accountants and may now use FCMA after his name.

Congratulations, Mr. McLaughlin, for this well-deserved recognition and designation! 

## CATSA AT THE 13TH ACI-NA ANNUAL CONFERENCE AND EXHIBIT IN HOUSTON, TEXAS

Ian S. Mackay, CATSA's newly appointed Vice-President of Operations attended the 13<sup>th</sup> Annual Airports Council International-North America (ACI-NA) Conference and Exhibition on September 19<sup>th</sup> 2004 in Houston, Texas.

CATSA News sat down with Mr. MacKay to discuss his experience attending this conference. Here is what he had to say:

"More than 2,000 aviation executives from across the continent met over three days at



the Houston George R. Brown Convention Center to discuss important air transport challenges and opportunities in the current aviation environment.

This year's conference, *Airports: Shaping the Future of Travel and Trade*, included key programming sessions on airport security, aviation capacity, airline restructuring, air cargo development, air service strategies, and passenger processing initiatives.

Also attending the conference were Mark Duncan, CATSA's Executive Vice-President and Chief Operating Officer and CATSA's Chairman of the Board, Mr. Brian Flemming. Mr. Flemming attended the conference as keynote speaker.

Mr. Flemming's speech was very well received by the conference attendees. He spoke about CATSA's role in the new environment of air security as well as the challenges we face going forward.

One of the main issues that was discussed at the conference was the use of private sector service providers. The United States recently completed five pilot projects using private sector



Ian S. MacKay, CATSA Vice-President of Operations.

service contractors for the delivery of screening services. The US is moving ahead to expand this program and offer it to airports that are interested.

There was great interest in CATSA's screening model. Mr. Steven Van Beek, Executive Vice-President of the ACI spoke very positively of CATSA and our use of private contractors.

It was very interesting to see how the United States faces many of the same challenges that CATSA faces. In the field of security, it's important that we work interdependently with other countries such as the US and help resolve the issues that we all face on a daily basis." 

## VIEW FROM THE US: TOM HODGE ATTENDS SECURITY CONFERENCE

Tom Hodge, CATSA's Director of Projects, Office of the Executive Vice-President, attended the 2004 Dwight D. Eisenhower National Security Conference in Washington, DC on September 14-15, 2004.

The conference was part of a Security Series put on by the Eisenhower Institute. The theme of the conference was *National Security for the 21<sup>st</sup> Century – Balancing Our Essential Requirements*.

The panels, which led discussions on various topics on security related issues, were made up of leading security thinkers, policy makers and strategists in the US and from around the world.

According to Mr. Hodge, "It's important for CATSA to attend conferences like these in order to increase our knowledge of the complex and globalized world that we live and work in and how it relates to terrorism."

"This conference gave me a much deeper understanding of the evolving national and international responsibilities




Tom Hodge, CATSA Director of Projects, Office of the Executive Vice-President.

and expectations in order to be successful in security screening. I gained a greater appreciation of the challenges in developing national security and defense strategies and in implementing them," he says.

According to Mr. Hodge, attending this conference was a good way to put CATSA's role into perspective and to understand just how important it is that we consistently do our job well. It's very easy to come to work day in and day out and do a good job but we often lose perspective and the sense of the

importance of our job. Everyone should sit back and reflect on the fact that we play a significant part in helping to prevent terrorism and making aviation travel a safer place.

The discussions that were held at the conference can be viewed on the conference's website.

Readers are encouraged to view the live webcasts at <http://www.eisenhowerseries.com/>. 



## REGIONAL MANAGERS' TEAM MEETING IN OTTAWA

CATSA regional managers held meetings in Ottawa on September 21-23, 2004.

One of the main objectives of these meetings was to give Mr. Jacques Grilli, Director of Screening Operations, the opportunity to meet the entire regional team, given that he only assumed his new responsibilities this June.

Mr. Grilli briefed the regional managers on their main functions as well as how they relate to CATSA's mandate. The emphasis was on the role of regional managers in managing screening services at their designated airports. The president and chief executive officer, as well as the vice-presidents, also had the opportunity to address the regional managers and talk about where

CATSA is heading in the coming months.

Another main focus of the meeting was to review all operational issues both from the regional as well as the headquarters perspective. They reviewed CATSA's recent re-organisation, how it affected the role of regional managers, as well as how to foster better communication.

CATSA's regional managers are the main point of contact for all stakeholders at airports across the country, particularly for our service providers. It is very important that they meet on a regular basis to discuss current issues that they face and exchange ways of addressing these challenges.

As a result of last June's reorganization, three new general manager positions were created in order to facilitate better communication between the regional managers and CATSA Headquarters.

The new general managers are: Mr. Jim Doucette, General Manager for the Pacific region, Mr. Dave Smith, General Manager for Central Canada and Mr. Guy Bernard, General Manager for Eastern Canada.

CATSA News would also like to welcome four new regional managers who have recently joined the team. Mr. Bill Hughes, who, prior to joining CATSA, worked for 30 years at the Peel Regional Police is responsible for Terminal 2

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## OLIVE COTE'S UNFORGETTABLE FIRST DAY AS A PBS OFFICER

Mrs. Olive Cote, who is employed by Aeroguard at the Saskatoon Airport, vividly remembers her first day as a pre-board screening (PBS) officer as if it were yesterday.

"I was on my way to work and I was very nervous because I was starting a job in a field that was completely new to me. Not long after arriving at the airport, we had to evacuate because there was a bomb threat on one of the flights to Toronto," she says.

Police were everywhere and all Olive kept thinking was "Is this the way it is going to be every day? I can't handle this kind of stress!"

Thankfully for Mrs. Cote, that kind of situation was not something that happened on a daily basis. It was an adjustment for her to transition into her new job, but given that she has been working as a pre-board screening officer for over 16 years, it has clearly been a successful one.

Even though the flow of traffic and some of the screening procedures have remained consistent since Olive first started as a PBS officer, one thing that sticks out the most in her mind since CATSA's creation is the change in the training required to become a screening officer.

"When I started working as a pre-board screening officer over 16 years ago, the training requirements were not as extensive as they are now. When I went in for my interview, they hired me on the spot, I watched videos for a couple of hours which weren't very informative. After watching the videos, I had to fill out a questionnaire with 10 questions, which the person who had hired



PBS Officer Olive Cote.

me helped me complete and I started working right away," she says.


"Back then, since Canada's economy was doing really well, a lot of people travelled. I worked the afternoon shift and we had the same number of travellers going through as we do today, but only two of us were working at the checkpoint. We had set rules to

follow back then as well, however, so many more things were allowed in carry-on baggage at the time," she says.

"The one thing that I enjoy the most about my job is that I get to work with people. I'm a people person and as a PBS officer you have to interact with passengers all the time, you direct them, and talk to them on a regular basis."

"I really enjoy meeting people from all walks of life. From Hollywood stars to people from different countries, it's always interesting to meet new people. Most of the passengers are travelling for vacation so everyone is in a good mood. Often times, passengers talk to us and it's really interesting to hear their stories, where they are from and where they are going."

"I love my job and I look forward to coming to work every day!"

CATSA News would like to thank Mrs. Cote for her time and commitment to her job. 

## REGIONAL MANAGERS' TEAM MEETING IN OTTAWA

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and 3 at Pearson as well as the Toronto City Centre and Buttonville airports.

Mr. Grant Quinlan joined CATSA on September 24<sup>th</sup> and is the Lead Regional Manager at Pearson Airport in Toronto. Grant came to CATSA from Transport Canada and prior to working at TC, had a long and successful career in the RCMP.

Henri Dion joined CATSA as Regional Manager for the Montreal-Trudeau and Mirabel Airports. His extensive experience working in the RCMP for 36 years has proven to be very beneficial to CATSA.

The newest addition to the regional team is Mr. Dennis Lazaris. Mr. Lazaris joined CATSA on September 27<sup>th</sup> and is responsible for airports in the province of Quebec (excluding Montreal-Trudeau and Mirabel). He came to CATSA with experience working in the security field at casinos throughout the province of Quebec.

CATSA News would like to welcome these new players to the regional team and wish them the best in their new jobs! 🇨🇦

## 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)**

