



CATSA NEWS

DECEMBER 2004

PROMOTING AIR SECURITY AND SAFETY AT KEY EVENTS

In November, CATSA attended two very important aviation conferences in Vancouver.

Held in Canada for the first time, AVSEC World 2004's theme was "Aviation Security: It's Everyone's Business" and was co-hosted by the Vancouver International Airport. Senior industry representatives from around the world attended the 3-day symposium to discuss aviation security and hear from high level speakers including CATSA's

own president and CEO, Jacques Duchesneau.

CATSA also attended the 70th Annual General Meeting and Tradeshow organized by the Air Transport Association of Canada. Over 40 exhibitors networked with airlines, airport authorities, government officials and other key decision-makers. The Honourable Jean-C. Lapierre, Minister of Transport, was invited as a guest speaker at this year's event and

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Demonstration at AVSEC Conference.

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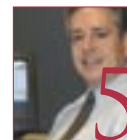
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MESSAGE FROM THE PRESIDENT AND CEO



We have again reached the time of year when we traditionally review our achievements and make resolutions for the coming year.

We can be proud of what we have accomplished. I have the opportunity to travel around the globe to promote CATSA and I am therefore able to compare our services to those offered elsewhere. We are definitely on par with other countries. Pre-board screening officers, executives and support staff are professional, committed and competent. Our equipment is state-of-the-art. Our training is adjusted, when required. The Canadian air transport security system has never been safer.

Since CATSA was created just two years ago, we have made great strides and Canadians are starting to notice. On November 13, 2004, the Winnipeg Free Press reported in an editorial:

"In Canada, we've invested more than \$1.8 billion to make our airports more secure. For those who travel a lot, that investment appears to be working. No one will ever say it's perfect, but thanks to CATSA and U.S. Customs, the

screening process here in Canada is a lot closer to perfect than the screening process at most U.S. airports."

Well done! This is what it means to be recognized as a world leader in air transport security. These compliments are meant for all of you. And you certainly deserve them. Keep up the good work. The path that we have chosen is filled with challenges and opportunities.


In 2004, we estimate that the number of passengers who will pass through our screening lines will exceed 38 million. At the end of October, nearly 650,000 objects had already been intercepted, including 506,000 sharp or pointed objects, 68,000 pepper spray containers and other dangerous objects, and 10,400 firearms, toy weapons and other miscellaneous objects, and thousands of rounds of ammunition, including bullets and grenades! Yes, our screening officers are busy. And they are effective.

It is difficult to measure how effective we are in preventing terrorist acts. Recently, I was reading that a terrorist group arrested in Spain was planning to bomb the Court House, after it abandoned the idea of attacking a plane *because airport security was too tight*. How many attacks have we prevented? Perhaps we will never know. We should remember, however, that intelligence reports indicate that Canada remains on the list of countries targeted by Al-

Qaeda. We must remain vigilant. There is no room for error.

Could we improve our system? Of course! In the area of security, it is not enough to just be effective; we must show that we are effective. If travellers leaving the screening line are impressed by the screening officers' professionalism, they feel that their security is in good hands. We are not naïve; we know that terrorists test our systems. We must also impress terrorists. As we saw in Spain, these systems can mean the difference between planning an attack and changing the target.

In addition, travellers must be treated courteously, services must be provided in both official languages and service quality must be consistent. Officers must conduct themselves in a respectful manner and have a neat appearance, work methodically, advise travellers how they can help us speed up service and ensure that when leaving, travellers have understood the reason for our intervention and that they feel more secure *because we intervened*.

Our resolution for 2005 should be: improving our client service. What a simple and effective way to become even better. 

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


CATSA RAISES PUBLIC AWARENESS OF TRAVELLERS


Throughout the month of December, CATSA ads in major newspapers across Canada will provide helpful tips for holiday season travellers.

As part of our public awareness campaign, CATSA targets peak travel periods to reach out to infrequent travellers who may not be familiar with the screening process and to educate them

on what to expect at pre-board checkpoints. One of the ways we do this is by placing ads in newspapers across the country in the weeks leading up to a busy travel period.

The "briefcase" ad noted in the spring issue of CATSA News still contains the eye-catching x-ray image revealing everyday work necessities inside an average-sized

briefcase but which now also includes useful information to help travellers prepare for their next trip. 

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



There's a knife on its side at the bottom of this briefcase. You may not have noticed it, but screening officers are expertly trained to spot any potential weapon or suspicious-looking article.

We're the Canadian Air Transport Security Authority (CATSA), and it's our responsibility to oversee key areas of air travel security, including screening of passengers and their belongings. Before you fly this holiday season, take note:

- CARRY-ON BAGGAGE must not contain any prohibited items. Items such as sharp and penetrating objects or any gun/weapon shaped objects, including toy guns, found in your baggage will not be permitted on board the aircraft.
- CHECKED BAGGAGE must also not contain any prohibited items. For details on what is prohibited in checked baggage and/or carry-on baggage, visit www.catsa-acsta.gc.ca.
- GIFTS should not be wrapped.
- CAMERA FILM should always be packed in carry-on baggage. Digital disks can be packed in any bag.
- FOOD should be packed in carry-on baggage.
- UNIDENTIFIABLE LIQUIDS will not be allowed past the screening point. Alcohol must be in its original container, with original seal intact. Home-made wine will not be accepted as carry-on baggage.

To learn more, visit our Web site or call 1-888-294-2202. And have a safe journey!



Canada 

A YEAR IN THE LIFE OF CATSA


The Honourable Jean-C. Lapierre, Minister of Transport, recently tabled CATSA's Annual Report in the House of Commons. The Annual Report, subtitled "Working Together", presents an overview of CATSA and its mandate, and a summary of its overall performance and accomplishments for the fiscal year 2003-04, including detailed year-end financial results.

Crown corporations such as CATSA have a statutory requirement to produce an Annual Report. Once it is tabled in Parliament, the Annual Report becomes a public document. CATSA mails out hard-copy versions of the report to its



stakeholders, business partners, and select government officials and departments. If you would like to receive a copy of our Annual Report, you can obtain an electronic

version on the CATSA website at www.catsa.gc.ca or be placed on our mailing list by calling CATSA at 1-888-294-2202.

The work on CATSA's 2005 Annual Report will begin in January. The theme for next year's Annual Report is "Anticipating the Unexpected", which was chosen by CATSA's senior management and Board of Directors. 


STAKEHOLDER COLLABORATION HELPS CATSA ACHIEVE IMPORTANT MILESTONE

The implementation of the Non-Passenger Screening (NPS) program at all Class 1 and Class 2 airports in Canada has finally been completed!

As per Transport Canada regulations, CATSA began the implementation of NPS at Canada's airports in February 2004. This program is part of the Government of Canada's commitment to enhance air security in Canada.

The success of NPS would not have been possible without the collaborative effort of everyone involved. Screening officers have been instrumental in making this program what it is today; they are truly the cornerstone of NPS. CATSA is also thankful for the continued cooperation and assistance of the CATSA Regional Managers, airport authorities, other

industry stakeholders and to all non-passengers.

Collectively, we must celebrate this success and recognize what has been achieved through teamwork and a sharing of expertise. With a strong foundation now established, the NPS program can focus on enhancing service delivery and operational effectiveness during the next year. 

MAKING A DIFFERENCE IN PEOPLE'S LIVES


CATSA News recently spoke with Elayne Sayney about her experience working as a point leader at the Whitehorse Airport. She gave a glimpse into her background as well as how she feels about her role as a point leader.

"I can't believe it's already been one year and eight months since I first became a pre-board screening officer. Time flies! And the best part of it is that I love my job more and more everyday. With a Master's degree in Wildlife Ecology and experience as a marketing manager for McDonald's, some may wonder why I am a Point Leader at the Whitehorse Airport. I find my job very fulfilling and I have gained a better understanding of what is happening in the security world," says Elayne.

In addition to her job as a Point Leader, Elayne plays the piano and the harp and is working towards her music teacher's degree. She acknowledges that juggling both may be challenging, but she enjoys her job as a Point Leader too much to give it up.

"A few days ago, an incident took place at the PBS checkpoint which

makes me so proud of our team. As the screening officers were preparing to screen the first flight of the day, a woman approached us and said that her young daughter was about to have a seizure. The team stayed very calm and was quick to clear out a safe and private area for the young girl and her mother. The woman was so grateful for our team's concern and consideration. Once again, everyone pulled together and helped make this situation easier for both of them. I'm so proud of our team! As we always say, we're the "A-team", and that's the way it has to be. Security has to be a team effort," says Elayne.

"I am so thankful for this job and the people I work with. I go to bed every night knowing that I have made a difference in protecting people's lives." 



Point Leader Elayne Sayney.

CATSA REGIONAL MANAGEMENT TEAM EXPANDS



We are pleased to announce the newest addition to our regional management team, Mr. Doug Pow. Doug joined CATSA on November 22, 2004 with an extensive background in airport operations. Previously, he worked for Air Canada and most recently he was the Senior Operations Manager for Aeroguard Company at Vancouver International Airport.

Doug will be responsible for the following airports: Regina, Saskatoon, Prince Albert, Lloydminster, Lethbridge, Medicine Hat, Fort McMurray and Grande Prairie.


Welcome to CATSA, Doug! 

PROMOTING AIR SECURITY AND SAFETY AT KEY EVENTS

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state-of-the-art technology and programs, such as the Restricted Area Identification Card (RAIC), Non-Passenger Screening (NPS) and our distance training technology. An interactive computer program allowed participants to test their ability to detect prohibited items in baggage. In addition, AVSEC conference attendees participated in an airport checkpoint demonstration by pre-board screening officers with x-ray machines and walk through metal detectors. These demonstrations gave conference

attendees a chance to experience what a screening officer does and gain a better appreciation of the challenges they face on a daily basis.

We'd like to give a special thank you to Miguel Churchill Browne, Vancouver PBS officer, for his great enthusiasm and contribution to the success of CATSA's participation at both AVSEC and ATAC. 



Booth at AVSEC Conference.

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

*Season's Greetings
and
Happy New Year
from:*

