



MARCH 2005

## Founding Chairman of CATSA Says Good-bye

**As CATSA's first Chairman of the Board, Brian Flemming has been instrumental in shaping the organization. Mr. Flemming completes his term on March 31, 2005, and has decided to move on to new challenges.**

Born in Halifax, Nova Scotia, Brian Flemming received a Bachelor of Science degree at Saint Mary's University and a Bachelor of Laws from Dalhousie Law School. He also earned a Master of Laws degree in public international law at University College London and was awarded the prestigious Diploma from The Hague Academy of International Law.

A member of the Nova Scotia and Ontario Bars, Mr. Flemming spent his early working career in the practice of law and as a lecturer. He was made a Queen's Counsel in 1977. He then moved on to a distinguished career in both business and

public service. From 1976-1979 he had the honour of working for his "favourite Canadian", the Rt. Hon. Pierre Trudeau as Assistant Principal Secretary and Policy Advisor to the Prime Minister. Over the years, he has served on several public commissions and the Boards of numerous agencies and Crowns, including, the Canada Council for the Arts, the Canadian Institute of International Affairs, the Institute for Research on Public Policy and the Canadian Broadcasting Corporation, to name but a few. Before his appointment to CATSA, Mr. Flemming served as Chairman of the *Canada Transportation Act Review*

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Brian Flemming at *Living with Risk* Symposium in 2004

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## Message from the President and CEO

**CATSA was created less than three years ago, but in this short time, we have built an organization that we are all proud of.** We have gone from an embryonic to an integral organization in record time. CATSA has bold and resolute men and women whose contributions will not be forgotten. One of these employees was Lorrain Audy, who recently passed on.

Lorrain, who everyone affectionately called Larry, joined CATSA in January 2003 as the Director, Internal Affairs and Ethics. He developed CATSA's Code of Ethics and Conduct. As a result of internal restructuring, Larry was transferred to Corporate Affairs in July 2003 and was a key person in the creation and development of our Security Communications Centre. He will be fondly remembered as a

dedicated, conscientious, sincere man with integrity. Faced with illness, he demonstrated courage and determination, thus remaining true to his nature to the end. We pay him a final farewell and thank him. We offer Johanne, his wife, and his children our deepest sympathies.

Another key person in the creation of CATSA whose departure I must mention, although of a completely different nature, is Brian Flemming, our Chairman of the Board. Brian has decided to not seek another term.

Mr. Flemming was appointed on April 1, 2002, as the first Chair of CATSA's Board of Directors. Together with his Vice-Chair, Ghislaine Richard, and a handful of Transport Canada employees on assignment, Brian set out to build the corporate structure that would create this organization. He galvanized a diverse collection of individuals into a strong, functional and motivated Board of Directors.

Under his quiet, confident leadership, CATSA 'flew' through the start-up phase. After handing over the Corporation's management reins to me, Brian focused on bringing CATSA to the attention of the Canadian security establishment and to the global security community. CATSA is indebted to him for his dedication and his significant contribution to making it the thriving security organization it is today. We say good bye to Brian with great regret but I know all his CATSA colleagues join me in wishing him the very best in his future endeavours.

Brian, we would just like to let you know that we greatly appreciate all the work

that you have done. You got CATSA off the ground and you have left your mark here. On behalf of all CATSA employees, the millions of travelers who have enjoyed safe flights and on my own behalf, I just wanted to say thank you and well done!

Jacques Duchesneau, C.M.

President and Chief Executive Officer

## New Board Member



On February 14, 2005, Transport Minister Jean-C. Lapierre announced the appointment of Ms. Josée Goulet to CATSA's Board of directors. Ms. Goulet, of Montréal, Québec, brings to the Board a breadth of experience in business administration, industrial relations, marketing, and human resources. Ms. Goulet is currently the Chief of Marketing Services for Bell Canada and sits on several Boards including Alimentation Couche-Tard. Ms. Goulet began her 20-year career at Bell Canada as an engineer before moving into the sales and marketing areas of the company. Between 1994 and 1998 Ms. Goulet served in several vice president positions before becoming President of Bell Distribution Inc. in 1999, President of Bell ActiMedia Inc. in 2000, and President of Bell Quebec in 2001. Ms. Goulet was recognized by the Globe and Mail's Report on Business as one of Canada's "Top Forty under Forty" in 1996. Ms. Goulet holds a Bachelor's degree in electrical engineering, a Master's degree in business administration, and a 21st Century Fellowship at Cambridge University, England.

# Biometrics Make the Day!



Sera Paktunc from CATSA at RAIC Day

## The RAIC Deployment Conference, co-sponsored by CATSA and Transport Canada, was held on March 3–4, 2005 at the Delta Hotel and Conference Centre in Ottawa.

It was important for CATSA to meet with delegates from all Class 1 and 2 airports, the Canadian Airports Council Security Committee Members and Transport Canada representatives to increase their knowledge of the complexity of the RAIC Project and Deployment.

Ian Mackay, CATSA's Vice-President, Operations, gave the welcoming remarks. Then Rob Durward, CATSA's Director, Operations Support, summarized the project and mandate given to CATSA by the Minister of Transport for the attendees.

Following a presentation of the RAIC project and debriefing on the overview, objectives, accomplishments and status of the trials, Neil Drachenberg, Kelowna Airport Fire and Security Chief gave a presentation on the operation of the T-Dar (Tailgate Detection, Alarm and Recording) System.

Mr. Durward introduced the deployment manual that includes the project scope, business processes, RAIC Equipment and site surveys. Raynald Bernard, Executive Vice-President of Unicom, and his team demonstrated the process and equipment required for enrolment. All attendees were enrolled and received a RAIC Day Smart Card. CATSA is the first in the world to use the iClass Smart Card that stores two biometrics.

The following morning began with a presentation of the RAIC Extranet site that is in the last stages of development. Airport Authorities will be able to use this tool to research the program and ask questions. Following this presentation, Transport Canada's Jean Barrette, Director, Security Operations Branch, spoke on regulatory issues and concerns.

The conference concluded with discussions on various topics and a Q&A period.

RAIC Day was very positively received by all who attended. CATSA has offered to set up a technical day for those airports that would like to get more technical detail, with the integration to the airports access control system.

"This conference gave everyone a much deeper understanding of the national deployment plan and what we need for this project to be successful. Working in partnership with the airports will make the process smoother for everyone

***CATSA is the first in the world to use the iClass Smart Card that stores two biometrics.***

involved. I think we all now have a greater appreciation of the challenges involving deployment," said Mr. Durward. ■

# Sharing Experience and Expertise: Finding Best Practices



Mark Duncan and international delegates at the Symposium

**The Annual Invitational Aviation Security Screening Symposium 2005 took place on February 16–18 in South Africa** at the Bakubung Lodge in the Pilanesberg National Park. Jacques Duchesneau and Mark Duncan attended on behalf of CATSA. There were delegates from 10 countries plus a representative from ICAO (International Civil Aviation Organisation).

The theme of the symposium was Finding Best Practices and the proceedings incorporated knowledge about best practices from a variety of sources. The symposium was intended to help foster dialogue, awareness and connectivity between aviation authorities. As hoped, the topics led to very open and spirited debates. The wealth of information the various delegates brought was invaluable and contributed to constructive discussions

on how to improve air transport security screening. The symposium highlighted how important it is for representatives from different nations to meet, share and contribute to best practices.

Keynote speaker, Rohan Gunaratna, kept the audience spell-bound during his speech entitled Protecting Aviation: The Continuing Threat by Al-Qaeda and its Associated Groups. South Africa's Minister of Transport, Mr. Jeffrey Radebe, spoke eloquently on the need for learning from partner countries in order to avoid making the same mistakes.

Co-chair of the Symposium and CATSA's President and CEO, Mr. Jacques Duchesneau, said, "I believe we significantly increased the knowledge of delegates in areas relating to the training of security screening personnel, sharing and exchange of information on best practices for security screening

and reviewing past, present and future screening methods."

CATSA acted as the Secretariat for the conference and worked in tandem with the South African Civil Aviation Authority (SACAA) to ensure things ran smoothly. The venue turned out to be exceptional and the hospitality of the SACAA was friendly and welcoming.

Mr. Jörg Mendel, Director, Aviation Security from Germany's Federal Ministry of Transport, Building and Housing who also attended the previous symposium. He commented, "I want to congratulate SACAA for co-hosting this event. I really believe that countries must share their experiences and expertise to advance security screening. This was a world class event!" ■

## Kudos to Hamilton Airport Screening Officers

CATSA received this message from a satisfied passenger.

"Hello. My name is Lesley. I recently visited Hamilton airport on my way to Calgary on January 22–23. I would just like to send a word of thanks to the screeners and other security personnel there. I appreciated their courteous behaviour and was impressed by their dedication as some stayed the night at the airport during a snow storm so they would be able to work the next day. Their dedication, efficiency and helpfulness throughout a stressful time made my adventure worthwhile. (My family and I also spent the night.) So thank you".

Congratulations to the staff at Hamilton Airport. Keep up the great work!

# Awareness Campaign Focuses on Increasing PBS Throughput

Pack right ... enjoy your flight! Faites bien vos bagages... et profitez de votre vol!

For more information on how to pack for your next trip, visit our Web site at [www.catsa-acsta.gc.ca](http://www.catsa-acsta.gc.ca) or call 1-888-294-2202.

Si vous avez des questions concernant la préparation de vos bagages lors de votre prochain voyage, on vous invite à visiter notre site Web au [www.acsta-catsa.gc.ca](http://www.acsta-catsa.gc.ca) ou à composer le 1-888-294-2202.

Travel security is not #1 priority. Together, we can make your travel experience more secure and hassle-free.

Votre sécurité est notre principale priorité. Ensemble, nous pouvons faire en sorte que votre voyage se déroule en toute sécurité et sans tracas.

Canada

## The last edition of CATSA News featured the Weather Network Campaign as part of CATSA's major public awareness campaign.

Along with the vignettes, CATSA is working on various projects to help better prepare passengers when travelling during the busy Spring Break season.

Our ad appeared in newspapers across the country in March. Interactive ads were also featured on newspaper and travel websites.

As a pilot project, CATSA placed posters in Park N' Fly buses in Toronto.

CATSA collaborated with the Department of Foreign Affairs and International Trade on placing an ad in its Bon Voyage, But publication that is distributed to over 1 million Canadians who receive their passports every year.

CATSA is working closely with hotels in major cities across the country where concierges are handing out pamphlets to travellers heading to the airport, as well as with the Association of Canadian Travel

Agencies (ACTA) to distribute pamphlets at travel industry trade shows.

By making the travelling public aware of the dos and don'ts of air travel, travellers will be better prepared when they arrive at the airport and will have a more

pleasant experience at the screening point. In addition, raising awareness will help decrease the number of intercepted items and increase throughput at pre-board screening checkpoints across the country. ■

## Teamwork is Key: Thunder Bay Point Leader Tracey Price

"Treat every flight like you are getting on it," says Tracey Price, Point Leader at Thunder Bay International Airport.

This 19-year veteran has witnessed many changes in how passengers and their belongings are screened at Thunder Bay International Airport (YQT). Following in her mother's footsteps, a former screening officer herself, Tracey started straight out of school.

Throughout her career, Tracey has consistently observed the necessary qualities of an effective screening officer: these include being vigilant, reliable, attentive and patient. She points out that many new screening officers and applicants don't realize the amount of training they need. "There is so much you have to know," she says. "We make it look easy to the public even though it often isn't."

Tracey has noticed improvements in performance thanks to CATSA's training. She credits this to the various levels of hands-on training each screening officer receives that thoroughly prepare them for each aspect of their job. As Point Leader, Tracey enjoys the training aspect of her responsibilities and looks forward to working with new team members.

So what is Tracey's advice to passengers going through the pre-board screening checkpoint at YQT? "Arriving early is so important," she advises. "Give yourself a lot of time to avoid any delays."

"The most important thing when working with the public is to work well as a team." Tracey Price's positive and appreciative attitude towards her job make her an invaluable asset to the Aeroguard and CATSA teams.



## Founding Father of CATSA Says Good-bye

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Panel. Mr. Flemming has also served on the Boards of a number of major private sector companies and was the principal in several business ventures.

In recognition of his commitment and service to Canada, Mr. Flemming was made a Member of the Order of Canada in 1989 and was awarded the Canada 125 Medal in 1991.

Mr. Flemming was appointed April 1, 2002, as the first Chair of the CATSA Board of Directors. Together with his Vice Chair, Ghislaine Richard, and a handful of Transport Canada employees on assignment, Mr. Flemming set out on the daunting task to create the corporate structure to deliver the important mandate handed to him. All to be done in CATSA time! Under his quiet but confident leadership, CATSA sailed through the start-up phase. He galvanized a diverse collection of individuals into a strong, functional and motivated Board

of Directors. After handing over the reins of the day-to-day management of the Corporation to the President and CEO, Jacques Duchesneau, he focused his attention on bringing the CATSA brand to the attention of the Canadian security establishment and to the global security community.

It is with regret that CATSA says goodbye to Brian Flemming. We are indebted to him for his dedication and significant contribution in making CATSA the thriving security organization that it is today.

Following his retirement from CATSA, Mr. Flemming will continue to write his popular column for the Daily News in Halifax, consult on broad transportation issues and continue his advocacy for the Arts and other non-profit organizations in his community. Brian Flemming makes his home in Halifax with his wife of 42 years, Janice. He is the proud father of two adult children, Ann and Mark.

Best wishes, Brian! ■

## 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)



CATSA is dedicated to providing services to the travelling public in both official languages