



August 2005

Staying Ahead of New and Emerging Threats: INTERSEC 2005

An important part of CATSA's strategic approach to aviation security involves staying steps ahead of new and emerging threats. In order to do this, we need to have the most current information on counter-terrorism techniques.

Michelle Malenfant, a CATSA Research Officer, did some information gathering at a special conference in the United Kingdom last June. INTERSEC – the journal of international security – hosted two dozen delegates from eight different countries (Algeria, Canada, Germany, Ghana, Malaysia, the Netherlands, the United States and the United Kingdom). Delegates shared information on a range of issues, from electronic eavesdropping and religious-based terrorism, to modelling and simulating chemical, biological, radiological or nuclear (CBRN) attack.

Promoting a Security Culture

A major theme of the conference was information security and the threat posed by electronic eavesdropping, industrial espionage and communications surveillance. Sensitive information, even when protected by firewalls, can be easily obtained by terrorists, organized crime groups, the media and foreign powers. Some defensive measures are relatively cheap and easy to implement. The problem, however, is employee complacency and lack of awareness. As a security organization, this is particularly critical for CATSA.

Preventing a Crisis from Becoming a Disaster

A second major theme of the INTERSEC conference was crisis management. When a crisis strikes, it is critical to manage the situation and prevent it from becoming a disaster.

continues on page 8

INSIDE

Message from the President and CEO	2
CATSA's Generosity goes to Cancer Research	3
Official Languages	4
Robert Rivard joins CATSA as Regional Manager	5
What If... ..	6
Lions and Tigers and Bears, Oh My!	7
Contact CATSA NEWS	8





Message from the President and CEO

A Day to Remember...

Just as September 11th, 2001 and March 11th, 2004 will always be remembered, so will July 7th, 2005.

The day before – July 6th – London was jubilant, relishing in the fact that they had just won the bid for the 2012 Olympic Games, but the festive and joyous mood of Wednesday quickly changed on Thursday morning.

Four explosions rocked the city's transit system just as millions of people were heading off to work. Londoners received no warning, but they were not unprepared.

Emergency action plans were set in motion within minutes of the explosions.

Emergency service personnel, police officers and the fire service were ready and hospitals were prepared to receive large numbers of casualties. They knew what to do and how to do it because these plans had been rehearsed several times over.

London has always been a resilient city—having survived devastating bombings during WWII as well as various IRA attacks in more recent times.

Fear is the ultimate weapon of mass destruction that terrorists hope to generate through their attacks. Remarkably, rather than panic and mayhem, Londoners remained stoic: they carried on as best they could. They did not let the attacks interrupt their lives, they got back on the tube and back on the buses and they went back to work the very next day.

As we pause to honour the lives of the victims, we must remember that Canada is not immune to terrorist attacks. No country is immune to acts of terrorism. On November 12th, 2002, Osama Bin Laden issued a list of countries that he would attack. Canada was on that list along with Britain, France, Italy, Germany and Australia. The events in London should be an eye opener for our country. We need to be better prepared.

The threat is real and ever present. We need to maximize our ability to respond in these situations in order to minimize the impact on the public. Increasing the level of public awareness is key, and Government leadership is essential in this area. Not only must we

remind people to be alert, we must also educate Canadians about what vigilance means and what to look for (suspicious behaviour or packages for instance). We need to build public resiliency by educating Canadians about the risks.

We need to be prepared domestically and we must continue to develop our partnerships with the international community. We have to continue to share experiences, best practices and most importantly intelligence. This global effort was exemplified during the G-8 Summit in Gleneagles Scotland. Together, world leaders condemned the London attacks and pledged to continue to work together to detect and deter threats and improve the flow of information and intelligence on the movements and activities of known terrorists.

We cannot forget that vigilance is paramount. Attitudes of self-righteousness and complacency are detrimental and unacceptable. We must be prepared for the worst and hope for the best. ■

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

CATSA's Generosity Goes to Cancer Research



In an effort to raise money for prostate cancer care and research, CATSA employees participated in the *Do it for Dad* race on June 19th.

In 1999, the Ottawa Regional Cancer Centre Foundation, the Prostate Cancer Association of Ottawa and the Running Room Store decided to organize an event to raise awareness of prostate cancer and its devastating effects, as well as to raise funds in support of prostate cancer research, education and equipment at the Ottawa Regional Cancer Centre.

The event was named *Do It For Dad* and has been held annually on Father's day. Since 1999, the event has grown both in number of participants as well as funds raised. To date over \$600,000.00 has been raised.

CATSA employees raised an impressive \$12,170 in support of the race by raising pledges, volunteering their time to sell ice cream, pizza, raffle tickets and organize other group activities.

CATSA was the 2nd top fundraiser for *Do it for Dad* being only second to Alterna Bank which has *Do it for Dad* as their signature fundraiser.

Congratulations to all CATSA employees for their tremendous efforts and generosity! ■

Correction

Please note that the *Packing for Pleasure* article in the June edition of *CATSA NEWS* contained two errors. Hair spray is allowed in carry-on baggage, as are non-metallic nail files. We apologize for any confusion this may have caused. Thank you.

President to Launch Cross-country Tour

Move over Rolling Stones! CATSA is gearing up for its own cross-country tour. Our President & CEO, Jacques Duchesneau will kick off the "Sharing CATSA's Vision" tour in Calgary on August 24th.

His main objective is to reinforce CATSA's mission and vision to CATSA's front line. The CEO will invite screening officers to make suggestions to improve the system. While the CEO meets screening officers in Calgary, Mark Duncan, our Executive Vice President & Chief Operating Officer, will deliver the same messages in Edmonton.

The CEO and COO will spread the "Sharing CATSA's Vision" message to Montreal, Toronto, Ottawa, Halifax, St. John's, Winnipeg, Regina and finish in Vancouver on September 9th.

Look for a full detailed story on this in our October edition.

Official Languages



As Canadians, we are privileged to enjoy the many things our country has to offer. One of its greatest characteristics is its unique bilingual identity, reflected by the harmonious co-existence of its two official languages, English and French.

Throughout Canada's history, the English and French languages have co-existed. However, it wasn't until 1969 that Canada adopted the *Official Languages Act*. "This Act stipulates that English and French are the official languages of Canada for all matters relating to Parliament and the Government of Canada". In 1988, nineteen years after the official languages policy had been in place, Parliament adopted a new *Official Languages Act*. The provisions in this new Act were more specific than those of the 1969 version. According to Canada's Official Languages Act, the Government

of Canada must ensure that its employees and those working on its behalf promote the presence of both official languages.

As a Crown corporation, CATSA is subjected to the *Official Languages Act* and, through our screening contractors, we are responsible for providing bilingual services at screening checkpoints. Screening officers are required to greet passengers at designated airports in both official languages and ensure that the service at screening checkpoints

The Office of the Commissioner of Official Languages has recognized that CATSA has come a long way in just three years in establishing official languages policies...

is provided in the passenger's official language of choice throughout the entire screening process. CATSA's role is to inform and monitor the screening contractors with regards to these obligations and how to address them.

The Office of the Commissioner of Official Languages (OCOL) has recognized that CATSA has come a long way in just three years in establishing official languages policies and procedures. Just last year, CATSA raised awareness regarding its responsibilities under the *Official Languages Act* through outreach visits to seven of Canada's major airports, and changes were also made to CATSA's training module and Standard Operating Procedures (SOP) to better reflect CATSA and screening contractors' obligations under the *Official Languages Act*. However, the Commissioner of Official Languages recently released a report card that was designed to provide senior management with information on the performance of their institutions regarding official languages. The report card indicated that there is still much work to be done in order to ensure that CATSA is maintaining an adequate bilingual service to Canadians particularly at the screening checkpoints.

The Senior Management Committee (SMC) has taken these results very seriously and have committed to focusing more attention and resources on improving our delivery of Official Languages services and ensuring that CATSA and its screening contractors meet its Official Languages obligations.

As such, Kevin McGarr, Vice-President, Risk & Quality has been appointed Champion of Official Languages. Mr. McGarr is dedicated to furthering CATSA's achievements with regards to Official Languages and is determined to do so by inviting all CATSA employees, service contractors, and screeners to make Official Languages a conscious part of their daily work. Shannon Hines will also now manage the Official Languages program in addition to her Internal Communications responsibilities. Her

first task will be to develop an Action Plan for Official Languages, which will be shared with CATSA employees and screening officers through various editions of *CATSA News* and *Atmosphere*.

Canadians have worked hard throughout the years to gain a bilingual identity and CATSA is committed to ensuring that we will play an integral role in helping to preserve that accomplishment. ■

Robert Rivard joins CATSA as Regional Manager



CATSA welcomes Mr. Robert Rivard as Regional Manager for the Baie-Comeau, Gaspé, Mont-Joli and Sept-Iles airports. Based at the Montreal-Trudeau airport, Mr. Rivard is very familiar with this airport.

Mr. Rivard worked most of his career in the RCMP, most recently at the

Montreal-Trudeau airport as a non-commissioned officer in command (NCOIC). Mr. Rivard also worked for two and a half years as a security inspector for Transport Canada. Prior to joining CATSA, Mr. Rivard worked as regional manager for the marine security branch at TC.

Throughout his career, Mr. Rivard has gained extensive knowledge of the airport environment as well as security issues related to the airport environment which will definitely be an asset to the Quebec regional team.

Please join CATSA in welcoming Mr. Rivard to the team!

Once again, a job well done!

CATSA would like to extend its congratulations to the Charlottetown Airport, on receiving SuperHost status and being the second airport in the world to achieve this designation. SuperHost is an internationally-recognized, customer service training program that focuses on communication, customer service, attitudes to service and interaction with customers.

We are delighted that the years of superior service and commitment the Charlottetown Airport has provided their customers has been rewarded. To achieve the SuperHost status, 70% of a company's staff must participate and the Charlottetown Airport has had 100% participation. That in itself is a tremendous feat and a huge success.

Our hats are off to the Charlottetown Airport and here's wishing them even greater success in the future.



What if...



Barry Eddy, Manager, Emergency Preparedness and Business Continuity

... there were a major natural or man-made disaster that disrupted our daily routines for months at a time?

Certainly, Canadians have known milder events than tsunamis or warfare, such as the power outage in Ontario and the northeastern States of 2003 or the ice storm in 1998. Both those events brought businesses and transportation to a halt, strained medical services to capacity and made everybody realize that being prepared for an emergency, however remote the possibility, isn't a bad thing.

That's what Barry Eddy does at CATSA. He's the new Manager, Emergency Preparedness and Business Continuity.

In that capacity, Barry attended the 15th Annual World Conference on Disaster Management held in Toronto in July to listen, learn, plan and prepare CATSA to "carry on as normal" in the event of a disaster. The conference theme was "The

New Normal," loosely translated into "Protect your greatest asset—your people."

"The conference was a valuable learning experience," he said. "It really brought home how large the disaster management industry is and how many disciplines it covers. For instance, there were 1,500 attendees from over 52 countries representing sectors such as medicine, transportation, chemical, biological, radiological and nuclear (CBRN), security, grass-roots community action and so many others. As well, 90 exhibitors had set up demonstrations of their equipment. The Canadian Forces' DART (Disaster Alert Response Team) was showing off its water purification system. A dehydrated food company was promoting its quick, easy "pouch" meals."

The Honourable Anne McLellan, Canada's Minister of Public Safety and Emergency Preparedness gave the keynote address. In her speech, she emphasized that organizations must continue to share

and develop intelligence networks, and to share best practices, if they are to be efficient and effective. Without becoming alarmist and in spite of Canada's new, heightened risk awareness, she said that all potential threats must be considered and that Canada should develop a national "All Hazards Approach" to current threats. It's all very well for the corporate sector to be physically prepared, but the Minister also suggested that individual Canadians be psychologically prepared, and families and communities be organized for an emergency or disaster.

Among the other sessions, Barry attended one that was hosted by Greg James, System Safety Specialist for the New York City Transit Authority. He spoke about the work done to make that transport system as safe as possible, the importance of conducting a vulnerability assessment of a mass transit infrastructure, the safety-versus-security challenges of closing a transit system, the lessons learned from the power outage of 2003 and the Madrid bombings, and the need to identify critical emergency response actions and ensure system-wide compliance.

More related to his position, Barry also attended the session given by Robert Duncan, Engagement Manager, SunGard Availability Services, on Establishing a Corporate /Government Continuity Program and Continuity Program Office. Among the actions he endorsed, Duncan strongly recommended that each program have the full support of the organization's executive and that it have the authority to make decisions, implement new policies, etc. Above all, he said, business continuity plans need to be tested regularly.

continues on page 8

Lions and Tigers and Bears, Oh My!



Line Vanderheuevel, Screening Officer at Sudbury Airport, and co-worker

An exaggeration perhaps, however, wildlife are a common sight to Line Vanderheuevel on the 20-minute drive to her point leader shift at Sudbury Airport.

“The airport is quite a ways out of town,” she said. “And we’re right on the Canadian Shield. So you can imagine that at 5 a.m., the roads are well-travelled—but not necessarily by vehicles. You really have to watch out for moose and bears.”

Not only are those quintessentially Canadian mammals on the roads, they may also have designs on air travel.

“If you hear a security truck blaring its sirens at the crack of dawn, it’s probably not a security issue. More likely, they’re trying to scare moose or bears off the runway and back where they came from,” laughed Line. “It all makes life very interesting.”

Line’s interest peaked one morning when the nickel mine under construction just behind the airport warned that it was going to run a series of blasts and asked to ensure that no planes were on the runway!

Sudbury Airport underwent a major expansion and renovation a few years ago. From the passenger point of view, there is now an HBS room for checked baggage (the first in Canada at the time) and a licensed restaurant on the upper floor that provides an excellent opportunity to wave to family and friends as they board their flight. That said, most of the passengers are regular business travellers, including local doctors who travel to Toronto once a week. Two airlines fly from Sudbury—Air Canada Jazz and Bearskin Airlines—serving Toronto, Ottawa, Sault Ste. Marie, Thunder Bay, North Bay and smaller communities.

Line has been working for Aerogard Eastern at the airport since 2002. She became point leader in 2003. She loves

her job in spite of the brutal start-time. “I always enjoy the challenge. It’s fulfilling. I get to chat with the passengers, the teams and the airport personnel.”

“I’m proud of the team for so many reasons,” continued Line, “but especially for our compassion and caring towards our older passengers. Every day, screeners help passengers get their coats on, carry luggage or reassure them about the process. One screener even made a collect phone call to an elderly lady’s son in Ottawa after she became panicky that her flight had been delayed. It’s so nice to see people taking the extra step to help others. It’s even nicer that it gets noticed. The City of Sudbury recently acknowledged our positive attitude in an official letter.” ■

Three Edmonton Screening Officers Get Recognized

E Team is a joint effort including all 68 companies and 3500 employees at the Edmonton International Airport. It was founded in 1995 to promote customer service through operational excellence. The goal was to create a number of learning environments that deliver the E team ethic, ensures that each employee understands his/her role in each passenger’s experience at the airport. The airport measures the success of these initiatives by holding quarterly customer and employee surveys. Each year it culminates annually with the “E Team Awards of Excellence”. Three Edmonton screening officers were nominated for E team awards this year. They were:

Azar Kamran – Excellence from Within
Kim Richardson – Service Excellence
Andy Dhillon – Operational Excellence

CATSA would like to extend their congratulations to Azar, Kim and Andy on a job well done. Keep up the good work!

INTERSEC 2005

continued from page 1

Basic Rules of Crisis Management

- Develop scenarios
- Establish responses
- Challenge
- Define Roles
- Raise Awareness
- Train Under Pressure
- Plan – Test – Learn-Replan

“Studying and understanding terrorism is critical for all CATSA employees – we need to know who and what we are protecting the travelling public from. INTERSEC 2005 was a valuable conference in that it raised many issues and problems that we ourselves need to be looking at. Exchanging ideas with the world’s subject matter experts is the most productive way to learn about these pressing issues. In fact, it is critical if we are to remain a leader in aviation security”.

– Michelle Malenfant, CATSA

What If...

continued from page 6

“What have I come away with?” replied Barry, in answer to that question. “Networking. Networking. Networking. I talked to and worked with people from the Islamic Foundation of Toronto, several foreign community leaders who prepare families for hurricanes, people from the tsunami areas—people who deal with situations and know how to ease the risk. Everybody brings their own experience and perspective. Their lessons learned become our lessons to be learned. A disaster can take place in minutes but it takes years to recover. In the meantime, other events happen to dampen the recovery so you’re never really back to square one.”

“My job now,” said Barry, “is to continue to develop an emergency response plan for CATSA by conducting risk assessments, exercise scenarios and business impact and planning analyses. The idea is that, if faced with a crisis, CATSA won’t bat an eyelid.” ■

CONTACT CATSA NEWS

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



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