



CATSA NEWS

APRIL 2004

SPECIAL SECOND ANNIVERSARY EDITION

THE RAIC PROGRAM


The Canadian Air Transport Security Authority (CATSA) is working on the implementation of the new Restricted Area Identification Card (RAIC) at major Canadian airports. This is the latest initiative aimed at enhancing security in Canada.

Under this new program, biometric technology has been incorporated into ID cards to ensure the protection of the cardholder accessing a restricted area. To achieve this, a sample of a fingerprint and/or iris is taken from a person. The sample is then transferred into a computer and given a numeric unique identifier that is then stored on the RAIC.

To access a restricted area, cardholders will be required to swipe their cards and have their fingerprint or iris validated by biometric readers installed at entry points. If there is a match, the

cardholder will be granted access to the restricted area.

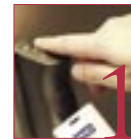
Because each person has a unique characteristic, the RAIC cannot be used by anyone other than the cardholder. The RAIC card will be issued by airport authorities.

Airport personnel using the RAIC will continue to be subject to the access control requirements defined by the Airport Authority. The implementation of the new RAIC is scheduled to begin in early May. 

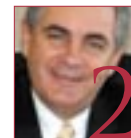


Fingerprint Recognition

Inside ...



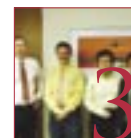
1 THE RAIC PROGRAM



2 MESSAGE FROM THE PRESIDENT AND CEO



3 CATSA'S CHAIRMAN CELEBRATES HIS SECOND ANNIVERSARY AT CATSA



3 NEW TRAINING COORDINATORS



4 INTERVIEW WITH CATSA'S PRESIDENT AND CEO



5 CANADA'S OFFICIAL LANGUAGES AT PBS CHECKPOINTS



7 DAWSON CREEK POINT LEADER AMY BROADWAY



8 A JOB WELL DONE

MESSAGE FROM THE PRESIDENT AND CEO



Happy birthday to everyone at CATSA, to our screening contractors and their employees. CATSA is two years old this month – growing more professional and capable every day, thanks to all of you.


The public's interest in our mandate and services continues to increase. This is due in part to CATSA's second ad campaign and pamphlet on tips for travellers that have been featured in national newspapers and magazines. Canadians want to know more about CATSA, screening procedures at checkpoints and want to contribute to the air security system through suggestions, comments and inquiries.

In the past two years, CATSA and its screening contractors worked

tirelessly on the implementation of national programs aimed at ensuring and enhancing the security of air travellers. Such enhancements included the deployment of hold-baggage screening at Canadian airports, the awarding of new screening and training contracts to provide exceptional services, and more recently, the implementation of non-passenger screening at airports. CATSA's most recent project is the implementation of the Restricted Area Identification Card at Canadian airports. (See *P.1 for details*)

As we celebrate our achievements of the past two years, we must remember that it is our duty to continue to provide exceptional service across Canada. As Canadians become more aware of our services, the level of expectation rises. The Government of Canada, CATSA and its screening contractors are committed to serving and protecting air travellers.

I would like to thank our partners who played important roles in the enhancement of Canada's

air security system and in our continuous fight against terrorism and I look forward to working with you on goals and challenges to come. 

A handwritten signature in black ink, appearing to read 'Jacques', written in a cursive style.

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

CATSA'S CHAIRMAN CELEBRATES HIS SECOND ANNIVERSARY AT CATSA

It has been two years since CATSA's Chairman, Mr. Brian Flemming, first opened the doors to the offices of CATSA.

When CATSA was created on April 1st, 2002, Mr. Flemming was appointed as Chairman of CATSA's Board of Directors and interim Chief Executive Officer of the new Crown Corporation. Mr. Flemming's role was the startup of the organization.

"When I was first appointed, I had a certain vision of the direction CATSA would be taking. CATSA's mandate was set by the government but we had to find the best approach to realize this mandate. My job was to ensure that our responsibilities were carried out in the best way possible," says Mr. Flemming.

Looking back, Mr. Flemming is pleased to see how far CATSA has come in two short years and the tremendous job everyone has done.

"It is so satisfying to be part of the development and implementation of national projects that affect Canadians on a daily basis. It is invigorating to be part of an organization that is so well managed and that makes a positive difference in the lives of Canadians. CATSA is now known worldwide




CATSA's Chairman Mr. Brian Flemming.

for its innovative approaches to air transport security. And I believe we're doing a great job at representing our country," he says.

An avid traveller, Mr. Flemming says nothing pleases him more than to see satisfied customers at Canadian pre-board screening (PBS) checkpoints.

"I feel proud when I stand at a checkpoint in Canada and see passengers being dealt with by well-trained screening officers as they embark on their holiday journey. It is an honour to be part of such a successful corporation and I predict many more successes to come," he says.

A Member of the Order of Canada, Mr. Flemming lives in Halifax, is a policy advisor to the public and private sectors, a writer, and an international lawyer. 


NEW TRAINING COORDINATORS

Last month, CATSA awarded a new contract for the training of screening officers. To assist in the scheduling of screening officers for their required CATSA training, screening contractors recently hired Training Coordinators. The role of Training Coordinators consists of:

- Identifying training needs required for screening officers;
- Coordinating the training course with Galaxy Canada;
- Enrolling their students in the course;
- Enrolling their students in next learning phases such as On-the-job Training (OJT) and certification.



Training coordinators (from left to right): Patrick Vasquez de Velasco, Sidi Hamid El Kettani, Beverly Baird and Ed Perez.

A number of training coordinators visited CATSA's headquarters last month where they met with CATSA's training and certification advisors to discuss training requirements and expectations. 

CATSA NEWS MEETS WITH CATSA'S PRESIDENT AND CHIEF EXECUTIVE OFFICER FOR A LOOK BACK AT THE PAST TWO YEARS

On the occasion of CATSA's two-year anniversary, CATSA NEWS sat down with the President and Chief Executive Officer, Jacques Duchesneau, who will himself celebrate his two-year anniversary at CATSA this coming October, for a look back at the challenges and accomplishments of the organization.

CN: *Now that you have been the head of CATSA for almost two years, how do you think CATSA is doing so far?*

JD: I think CATSA is doing beautifully. We have implemented a number of programs in the past two years, including more recently, the Non-Passenger Screening program, which further demonstrates our commitment to ensuring security at restricted areas of airports.

CN: *The first time you sat down with CATSA NEWS for an interview (October 2002 issue), you had mentioned that CATSA was a dream come true for you. How do you feel now that you have been part of that dream for almost two years?*



Mr. Jacques Duchesneau at CATSA's anniversary.

JD: If I was going to have a dream, I'm glad it was this one. These past two years have been challenging but greatly satisfying. I am so proud of the team of professionals who work every day to make CATSA a leading corporation in the air security industry and more importantly, who work to enhance screening services at airports and keep Canada's skies secure. What was a dream two years ago is now partly a reality. And what's not real right now will be real in the years to come.



CATSA's Vice-President and Chief Operating Officer, Mark Duncan, at CATSA's Anniversary.

CN: *Looking back, what most defined the past two years?*

JD: Other than the many events and announcements we had at CATSA and the implementation of screening and training programs at airports across the country, I think what most defined the past two years were our efforts to put CATSA on the map both nationally and internationally.

Last month, CATSA hosted the first summit of air security representatives with leaders in international air security organizations. It was a great accomplishment for CATSA. CATSA also participated in international forums and visited leading countries in the field of aviation security such as England and France.

CN: *Last year, you said that one of the main goals for CATSA this year would be to help keep Canadians' faith in Canada's air security system. Do you think CATSA succeeded?*

JD: I think Canadians are becoming more and more aware of CATSA's activities and our role

CANADA'S OFFICIAL LANGUAGES AT PBS CHECKPOINTS



CATSA's President and CEO, Mr. Jacques Duchesneau, joined by CATSA's Vice-Presidents (from left to right): Mr. Michael McLaughlin, Mr. Randall McCauley, Mr. Mark Duncan, Mr. Ian Mackay and Ms. Ann Champoux

in the enhancement of Canada's air security system. I think our public awareness campaigns, the implementation of new programs and the uniform have played a great role in providing Canadians with the basic idea of CATSA and what we are doing for Canadians. Now, passengers are calling us to provide feedback and propose innovative ideas. You know you have succeeded when the Canadian public wants to know more about you. And we expect the Canadian interest to continue to increase in the coming years.

CN: Thank you Mr. Duchesneau. 

In the past several years, I've had the chance to travel to different parts of the world. Looking back now, I strongly believe that Canada is one of the best countries in the world; and one of its many great characteristics is its unique bilingual identity reflected by the harmonious co-existence of its two official languages, English and French.

All through Canada's history, the English and French languages have coexisted in Canada. However, it wasn't until the late 1960s that this reality was entrenched in law. Introducing the Official Languages Bill in 1968, Prime Minister Pierre-Elliott Trudeau said: "Many bills which are placed before members of this House are concerned with a specific problem, or a single occupation, or one region of the country. The Official Languages Bill is a reflection of the nature of this country as a whole, and of a conscious choice we are making about our future."

Prime Minister Trudeau was one of a number of Canadians throughout the years who have focused on promoting bilingualism across



Mr. Randall McCauley, CATSA's Vice-President, Corporate Affairs.

Canada and educating Canadians on the importance of providing bilingual service across the country.

Another one of those Canadians is the Commissioner of Official Languages, Dr. Dyane Adam, who was featured in the August edition of CATSA NEWS and who works diligently to promote the importance of Canada's Official Languages. Dr. Adam works to promote the *Official Languages Act*, which she says is more than just words on a piece of paper, it is the spirit and identity of a bilingual nation.

According to Canada's *Official Languages Act*, the Government of Canada must ensure that its

CANADA'S OFFICIAL LANGUAGES AT PBS CHECKPOINTS

employees and those working on its behalf reflect the presence of both official languages communities.

As a Crown Corporation, CATSA is subject to the *Official Languages Act* and, through our screening contractors, is responsible for providing bilingual services at screening checkpoints.

As I mentioned previously in CATSA NEWS, PBS checkpoints are the doors passengers must go through in order to fly. That's where Canadians and the world get a glimpse of how the Canadian air security system works. And it works in both English and French.

It is important to honour past and present efforts made by Canadians. We can do so by working towards the common goal of ensuring bilingual services at major Canadian airports where there is a linguistic obligation. It is our duty to conserve what our fellow Canadians have worked hard throughout the years to gain and preserve: *A bilingual identity.* 🇨🇦

Randall McCauley

Vice-President, Corporate Affairs

HISTORY OF CANADA'S OFFICIAL LANGUAGES

- 1867** Section 133 of the British North American Act (now the Constitution Act) permits the use of either English or French in the debates of Parliament as well as in the proceedings before the federal courts.
- 1927** Postage stamps become bilingual
- 1934** The federal Translation Bureau is established by an Act of Parliament.
- 1936** Bank notes become bilingual
- 1959** Simultaneous interpretation of the debates in both languages begins in the House of Commons.
- 1963 - 1970** The Royal Commission on Bilingualism and Biculturalism is established and produces its reports.
- 1969** Following the work of the Commission, the first Official Languages Act is adopted by Parliament. Its three main objectives are:
 - The equality of English and French in Parliament, within the Government of Canada, the federal administration and institutions subject to the Act.
 - The preservation and development of official language communities in Canada.
 - The equality of English and French in Canadian society.
- 1970** Creation of the official languages in education programs.
- 1988** The new Official Languages Act is adopted by Parliament. It repeats and qualifies the obligations under the 1982 Charter regarding the use of the two official languages in the provision of government services and throughout government institutions. The Act also states the government's commitment to promote linguistic duality within Canadian society and to support the development of official-language minority communities.
- 1998** National Symposium on Canada's Official Languages.
- 2003** The Federal Government announces its Action Plan for Official Languages which aims to provide a "new momentum for Canada's linguistic duality".

INTERVIEW WITH DAWSON CREEK POINT LEADER AMY BROADWAY

If you ever travel to British Columbia's Dawson Creek, one of your initial observations will be of how friendly everyone is; screening officers are no exception.

Amy Broadway is living proof.

"It's not because I'm a screening officer myself, but I do believe we have a great team of screening officers here at the airport, very friendly and efficient," she says.

Amy is a Point Leader working for screening contractor Group 4 Falck at Dawson Creek Airport. She says that for the longest time, she was on the other side of the checkpoint. Then, she saw an ad in a local newspaper for screening positions at the airport and decided to apply.

"I love to travel and have passed through a variety of checkpoints across the country. I always thought the officers doing the screening had an important and interesting job, as it involved interaction with passengers and ensuring their security before they get onto the plane," she says.

Amy is a self-described 'people person'. And as she predicted, one of the best things about being a Point Leader is the daily interaction with passengers.

"Once I became a screening officer, I was impressed by the strong focus on customer service and how passengers appreciate that," she says.



PBS Point Leader Amy Broadway.

Amy became a certified screening officer on December 31st, 2002. She says screening services have improved dramatically since 9/11.

"Screening officers seem to take more time to appreciate the passenger as a person, and for that I credit CATSA's training program that puts great focus on customer service. There is continuous improvement in the screening procedures and in training. That's a sign of an effective system" she says.

Amy aspires to become a PBS trainer one day.

"I want to help other people learn the proper way of screening passengers," she says.

As she practices her training skills, Amy has two tips for screening officers:

- 1) Security is no. 1. Nothing passes through your point that shouldn't be there.
- 2) PBS officers should always provide good customer service and always be courteous with the public.

Thank you Amy for your time and your continued commitment to air security in Canada. 🇨🇦

A JOB WELL DONE

*A*t a small ceremony this month at the Edmonton International Airport, screening officers Joy Chappella, Joel Murray, Melissa Curle and Bert Yaeger were recognized for their effort and dedication in intercepting a pipe bomb found in a passenger's carry on baggage on December 6, 2003. The RCMP recognition award was presented by RCMP Airport Detachment Commander, Dave Edwards.



PBS officers Joy Chappella, Joel Murray, Melissa Curle and Bert Yaeger with RCMP Airport Detachment Commander, Dave Edwards.

Media Inquiries

If you receive inquiries 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