



CATSA NEWS

JULY 2004

CATSA'S TIPS FOR SUMMER TRAVELLERS

With over 900,000 items intercepted in the past 14 months, resulting in over 15,000 hours of delays, the Canadian Air Transport Security Authority (CATSA) has these summer travel tips to help make passengers' travel experience a safe and hassle-free one.

1) PACK BAGGAGE WISELY

Passengers should check the list of items that are not permitted in carry-on or checked baggage. The list may be found on our website at www.catsa-acsta.gc.ca or Transport Canada's website at www.tc.gc.ca.

2) CAMERA FILM

Passengers should pack all camera film, used or unused, in carry-on baggage. Screening equipment

used for checked baggage may damage camera film. If film is over 800 ASA/ISO, passengers may request a physical search and screening officers will do their best to accommodate them, providing security is not jeopardized or compromised. Digital disks are unaffected and can be packed in any baggage.

3) LOTIONS AND SPRAYS

It is recommended that passengers pack their non-aerosol lotions in their checked baggage. Some aerosol containers are flammable and therefore prohibited in both carry-on and checked baggage.

Passengers should check our website and with their airline for more information on these items.

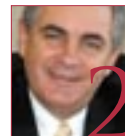
4) WINE/ALCOHOL/LIQUIDS

All alcoholic beverages must be in their original container, sealed with the provincial liquor control seal. Home-made wine will not be accepted as carry-on. Passengers may bring alcoholic beverages, in retail

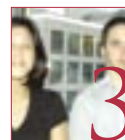
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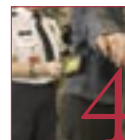
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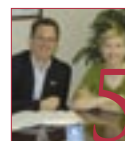
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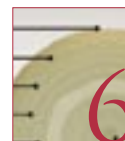
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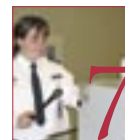
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MESSAGE FROM THE PRESIDENT AND CEO



Summer is now upon us as are the challenges of peak travel periods and the continuous provision of efficient screening services while maintaining a high level of customer service at checkpoints across the country.

Although CATSA and its screening contractors have faced the challenges of summer travel before, we are committed to continuing to provide our services to meet the rising expectations from our clients—the travelling public.

Last month, CATSA underwent a change with its screening contractor at Montreal-Trudeau and Mirabel International Airports. This decision was necessary in order to face on-going challenges at those two airports. CATSA took immediate action to ensure continued security and efficiency for airline passengers travelling from Montreal.

To continue with our theme of continuous enhancement, CATSA


released this year's Tips for Summer Travellers to help guide passengers towards a pleasant and hassle-free travel experience. (*Please see P.1.*)

But most importantly, this summer season, CATSA is counting on its screening contractors and their employees, the screening officers, to ensure the delivery of the highest level of screening services. An important aspect to keep in mind when screening passengers is serving the public in the official language of their choice at designated airports, and do so by following the new Standard Operating Procedures (SOP) on official languages.

What plays an integral role in Canadian identity is our country's two official languages, French and English. Having lived in Montreal for most of my life, I have a personal appreciation for the French and English languages and their important contribution to the way Canadians identify themselves, their surroundings, and fellow citizens. More than anything, the co-habitation of these languages gives one main message about the people of Canada: we are proud of our heritage and will do everything to preserve it. And that's what CATSA and its screening contractors must continue to demonstrate at checkpoints across the country.

This edition of CATSA NEWS features an article on CATSA's efforts to ensure we meet our obligations under the *Official Languages Act* and the reasons behind these obligations.

It is important to remember that CATSA and its screening contractors work together to serve the travelling public. As such, we are committed to featuring in the coming editions of CATSA NEWS each of our screening contractors and find out how they succeed in meeting their goals and help us to implement the Government of Canada's commitment to enhancing Canada's air security system. (*See P.4 for this month's featured screening contractor, Aeroguard.*)

We would like to thank our screening contractors and stakeholders for their continued commitment to enhancing Canada's air security system. 

A handwritten signature in black ink, appearing to read 'Jacques Duchesneau', written over a large, stylized circular flourish.

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

CATSA'S TIPS FOR SUMMER TRAVELLERS

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packaging, containing no more than 70 per cent alcohol by volume, in receptacles not exceeding 5 L with a total net quantity of 5 L per person. To avoid delays, passengers should not carry any open bottles or containers of liquids as they may not be permitted through the screening checkpoint. Please refer to www.tc.gc.ca for additional restrictions that may apply.

5) **CAMPING/SPORTS EQUIPMENT**

Camping items such as gas containers for grills/stoves and strike-anywhere wooden matches are **not allowed** in carry-on and checked baggage. Pocket knives, scissors, sharp fishing gear (such as fishing hooks) and other sharp objects must be packed in checked baggage. Sports equipment such as **baseball bats and golf clubs** must be packed in checked baggage. Golf clubs should be thoroughly cleaned to avoid additional screening and delays.

6) **SENDING THE CHILDREN TO CAMP**

Remember to pack all camera film in carry-on baggage! If parents wish to accompany their child to the gate, they should call the airline ahead of time to make appropriate arrangements.

7) **TRAVELLING WITH CHILDREN**

Toys such as plastic guns and transformer robots that form into toy

guns should be packed in **checked baggage** as they could be deemed suspicious and cause delays.

8) **FOOD**

Passengers should pack food products in carry-on baggage. If passengers are travelling outside the country, they should check with their airline or the Canada Border Services Agency at www.cbsa-asfc.gc.ca regarding bringing foreign products into Canada as some restrictions may apply. 

MORE SUMMER STUDENTS JOIN CATSA

Last month, we published an article featuring the students hired by CATSA to work during the summer months. Since the publication of the article, two more students—Aline Chan and Maxime Myre—have joined the CATSA team.

Maxime is working alongside John Stalker, Manager of Corporate Security, in the Corporate Services division of CATSA. Maxime's primary responsibility is making sure that our work environment is safe and secure. This includes coordinating security clearances, making security passes and facilitating awareness sessions. A student at La Cité collégiale



Summer student Maxime Myre studying security management, Maxime is motivated to face daily challenges by keeping in mind that he's helping to keep CATSA secure.

Aline is working in the Strategic and Business Planning division, where she is busy assisting in the publication of the Annual Report. This recent graduate from the University of Waterloo, who hopes to gain a position in the government some day, says that the most satisfying part of her job at CATSA is "seeing the end results."



Summer student Aline Chan

These newest members of CATSA are fitting right in. The talents and skills they bring with them make the CATSA team even stronger and better equipped to face the challenges of providing air security to the travelling public. 

SCREENING CONTRACTOR AEROGUARD'S PRIDE IN QUALITY SERVICE

In the last edition of CATSA NEWS, we featured the first of a series of articles on CATSA's screening contractors. This month, we spoke with David Thompson, President and Chief Executive Officer of Aeroguard. The confidence he has in Aeroguard's delivery of safety and security was evident during our phone interview, which took place in late June.

CN: *Can you tell me about Aeroguard?*

DT: Aeroguard—or Aeroguard Group—began in 1986 after the bombing of Air India. We operate pre-board screening procedures at many sites across Canada and are Canadian-owned and operated. In addition to providing screening services to Canadian airports, we also work for cruise ships in Vancouver (Canada Place and Ballantyne Pier). We have over 2000 employees.

CN: *What airports is Aeroguard responsible for?*

DT: We provide screening services to 32 airports. When we were awarded the contract for these airports, we took responsibility for 11 airports in the Ontario region, which includes Ottawa and Hamilton. We also won the contract for the Prairies region, which includes 14 airports in total. These include Calgary, Edmonton, Regina and Saskatoon. Finally, we retained responsibility for the Pacific

Region, and that encompasses 7 airports, including Vancouver.

CN: *How do you feel about your leadership role?*

DT: Because of the size of the organization, it's important that we have a strong senior management team to carry out Aeroguard's mission, which is to provide the North American transportation industry with the highest level of passenger pre-board screening and related services. We've got a strong senior management team that is spread across the country at the airports to which we provide services. Communication is kept up and the senior executive team meets on a regular basis.

CN: *What are Aeroguard's priorities?*

DT: We want to provide the highest level of service to CATSA and to the travelling public. We will be registering under ISO 9001:2000 across all of our sites. The ISO (International Standards Organization) ensures that an organization meets certain standards of service.

CN: *How does Aeroguard plan to meet CATSA's ten areas of improvement?*

DT: The first step is to make everyone aware (of the ten areas of

improvement), and then we address them according to priority.

We focus on three major areas: common look and feel, consistent delivery of service, and quality, which means that whatever we do, we do it right and we do it right the first time. As for consistent delivery of service, it's important that this occurs across the system at all 32 of our sites. We focus on these areas as well as incorporating the other ten priorities.

CN: *What is your top priority?*

DT: Security is number one.

CN: *What does customer service mean to you?*

DT: Customer service means accomplishing the security objective with a minimum disruption to the passenger. It means making the screening process as painless as possible and addressing any concerns that the passenger may have at the time.

CN: *How is Aeroguard preparing for the coming peak travel time?*

DT: We're preparing for it by dialoguing with the airlines and airport authorities. We attempt to be as proactive as possible, which is part of our mission statement.

CN: *Thank you Mr. Thompson.* 

CATSA'S RESPONSIBILITIES UNDER THE *OFFICIAL LANGUAGES ACT*

Back in his office at CATSA's headquarters, Mr. Randall McCauley, CATSA's Champion of official languages, is sharing highlights of his most recent cross-country trip and the purpose of his travel, which was to raise awareness regarding CATSA's responsibilities under the *Official Languages Act*.

"Canada's official languages are a major pillar of Canada's identity. As a Crown corporation, CATSA and its screening contractors have an obligation to remain faithful to this rich bilingual heritage," says Mr. McCauley.

Mr. McCauley and H el ene Branch, CATSA's Official Languages representative, visited seven of Canada's major airports where they received very positive reactions from screening contractors regarding the important role screening contractors and screening officers play in ensuring that services are available in both official languages at designated airports. However, Mr. McCauley admits there remains a challenge in providing services in both official languages at checkpoints where CATSA is mandated to do so.

"Previous to CATSA, the *Official Languages Act* did not apply directly to PBS. There was no requirement to actively offer service in both official languages (Active Offer). Screening officers must now greet passengers

at designated airports in both official languages and ensure that the service at the screening checkpoints is provided in the passenger's official language of choice throughout the entire screening process. As a Crown corporation, CATSA and its screening contractors now have obligations under the *Official Languages Act*. CATSA's role is to inform the screening contractors of these obligations and how to address them," he says.



CATSA's Champion of Official Languages, Randall McCauley, and CATSA's Official Languages Representative, H el ene Branch

Among the challenges screening contractors face is the recruitment of officers who speak French, especially in cities such as Calgary, Edmonton and Vancouver, where there is a small French-speaking population.


Mr. McCauley made the same trip last September where he introduced the *Official Languages Act* to screening contractors and informed them of upcoming changes to the training module and Standard Operating Procedures (SOP) on official languages. Those changes have now

been made to the training module and SOPs and better reflect CATSA and screening contractors' obligations under the *Official Languages Act*.

CATSA recently received a letter and report from the Commissioner of Official Languages on our work to date on the implementation of official languages at screening checkpoints.

"The commissioner states that there has been minor improvement in the past year, as a result, there is still much work to be done and lots of room for improvement in the future," says Mr. McCauley.

Mr. Michael Thomas from the Office of the Commissioner of Official Languages accompanied Mr. McCauley on this trip where he provided screening contractors with a first-hand understanding of the *Official Languages Act*, our obligations, and the Office's expectations regarding our services.

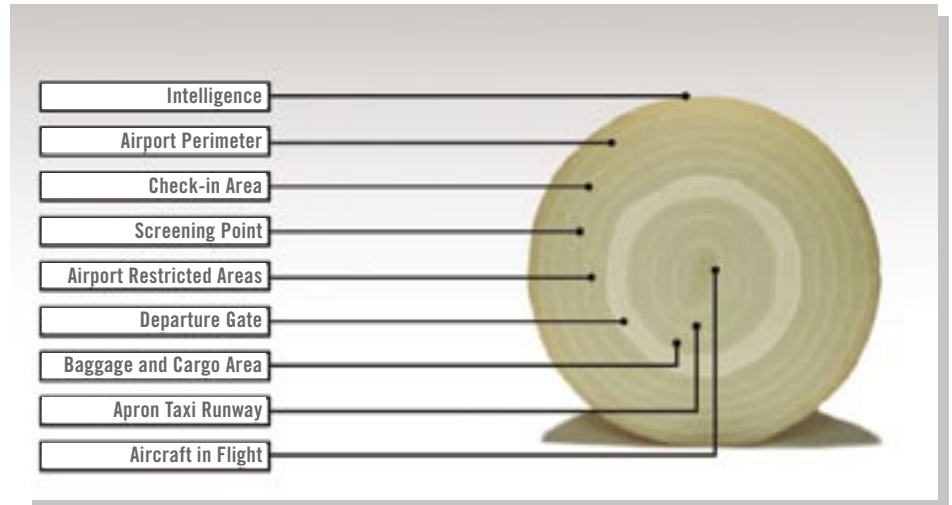
"Throughout our continuous implementation of the SOPs on official languages, most particularly the section on Active Offer, at designated airports, it is important to remember the reason behind this necessary component of customer service. Official languages is a reflection of the linguistic duality of our country and something that makes us stand out in a positive way," says Mr. McCauley. 

CANADA'S AIR SECURITY INDUSTRY: A SYSTEM OF LAYERS

Two events, differing in time and place, share the same outcome: tragedy. On June 22, 1985, two suitcases were checked at Vancouver International Airport. The first suitcase exploded—killing two baggage handlers—inside the baggage terminal at Tokyo's Narita Airport while it was being transferred to an Air India flight. Less than one hour later, the second suitcase exploded in the forward cargo hold of Air India Flight 182 as it approached the coast of Ireland. In this first tragic event, 329 people were killed, many of them Canadians. Almost 20 years later, two planes crashed into New York's Twin Towers, bringing down two of the tallest buildings in the world and killing almost 3000 people.

It has now been close to three years since the last major terrorist attack in North America. Canada's air security system has moved into a new era of rigorous attention to detail and ongoing enhancements to existing security measures.

To illustrate the role of pre-board screening (PBS) in Canada's sophisticated air security system, CATSA adopted a security concept referred to as 'the layers of the onion.' Just like an onion, Canada's air industry has many layers, and all are crucial to the successful execution of daily tasks that ensure



the security of passengers travelling from Canada.

CATSA is part of this elaborate system. Our mission is to protect the public by securing critical elements in the air transportation system as assigned by the government. And to do so, we are involved in a *number of layers*.

The first layer is intelligence. A number of agencies gather and share intelligence information worldwide. The RCMP and CSIS receive and analyze the risks and information, perform security checks, and intervene, if necessary, to prevent security-related incidents before they occur at airports.

Another layer is the security perimeter around each of Canada's major airports. These are guarded by a combination of public and private security services, including local and

federal police and airport employees.

Check-in is the third layer of the onion. Airlines are a vital part of our security team. They are the first point of contact with passengers at check-in, and they issue boarding passes that permit entry at screening points.

Another layer is the pre-board screening (PBS) checkpoint. CATSA is responsible for screening passengers and their carry-on and checked baggage and has contracts with private firms across the country. In 2003, screening officers intercepted over 600,000 objects at various Canadian screening points, including knives hidden in passengers' footwear, jackknives, spiked bracelets and pepper spray.

There are other layers of the onion when it comes to air security.

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JENNIFER BLANCHARD: SCREENING OFFICER WITH A POSITIVE ATTITUDE

With picturesque Rocky mountains and a beautiful skyline, it's hard to believe that anyone who lives in Calgary would come to work on their day off to participate in an interview, but Jennifer Blanchard was quick to respond on short notice. Her actions speak volumes about her character and devotion to her job as a screening officer employed by Aeroguard at Calgary International Airport.

It's lucky for travellers that Jennifer's plans to pursue a career in paramedics have been put on hold, because every workplace benefits from having someone with such a strong work ethic. She is the only screening officer at Calgary who has earned perfect scores in all of her training courses (L1, L2, and L3). In only nine months of working as an officer, she has already landed a position as acting Point Leader.

The key to being successful at the job is her ability to stay positive. "If you think everything's going to go wrong, everything will go wrong," she says. Jennifer learned the secret to positive thinking from her parents, who have always been a huge source of support and encouragement.

Not everyone can say they work at a world class facility, but Jennifer and her colleagues can. Through

construction projects, which include widening of the north wing, adding more gates, and increasing check-in and baggage handling facilities, Calgary International Airport has received excellent reviews from travellers.

"Every passenger compliments the airport. There is a lot of stuff for the kids to see and do. It's a much nicer place for passengers to spend their time," says Jennifer, who is always advising parents of the facilities available for children.



PBS Officer Jennifer Blanchard

Last year, 8.1 million passengers went through the screening checkpoints at Calgary. In order to ensure that screening is done efficiently, "coordination and cooperation" are essential, according to Jennifer. During peak travel times, the person with the strongest skill is selected to do that particular duty (e.g. working the screen). All screening officers complete the same training

program; however, each person has strengths in certain areas of screening.

Jennifer received all of her training at the Calgary Training Centre, which was the first training centre opened by CATSA. When asked to comment on the training she received, she said, "My trainer, Marsha, was really great! I have no complaints."

Non-passenger screening (NPS) is an important component of CATSA's multi-level training program. Calgary was one of two cities to conduct an NPS pilot project in the spring of 2003.

The biggest hurdle a screening officer faces during NPS is the negative attitude that some people have towards it. "People fight it all the time, so you really need to know what you're talking about—the list of prohibited items—in order to make your point," explains Jennifer.

The position of Point Leader has allowed her to observe procedures at the checkpoint and offer assistance to her colleagues. To manage high levels of stress, Jennifer says that having a sense of humour is essential. Making each other laugh and giving positive feedback are ways that Jennifer and the team finish the day with a good feeling.

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CANADA'S AIR SECURITY INDUSTRY: A SYSTEM OF LAYERS

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Airport authorities and CATSA work together to prevent unauthorized access to restricted areas.


"We work closely with CATSA on resolving issues that arise on a daily basis. When such problems occur, we work with CATSA's Regional Manager on finding the cause of the problem and analyze how the problem can be avoided in the future. So far, things have been going very well. We're also working with CATSA on the implementation of Non-Passenger Screening and the Restricted Area Identification Card," said Jody Ingram, Director of Operations at the Winnipeg International Airport Authority.

Airport authorities are responsible for access to the apron, runways and taxiways.

Air carriers handle the enplaning process and ensure passenger/baggage matching.


The most important security layer, which must be protected, is the "core of the onion"—the aircraft and passengers in flight.

We work with the RCMP on the Canadian Air Carrier Protective Program (CACPP), which places armed officers on selected flights and on all flights to Reagan National Airport in Washington, D.C.

As one moves through the various layers of the onion—from outside the airport, through check-in and airport security, and onto the aircraft—each layer plays a critical role in protecting the core. Communication and cooperation are key to preventing terrorist incidents. 

JENNIFER BLANCHARD: SCREENING OFFICER WITH A POSITIVE ATTITUDE

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Jennifer, who enjoys helping other people and always thinks of others, wanted to end the interview with words about her fellow officers at Calgary International Airport: "I have to say that they all do a really good job, and it makes me proud to represent them! They deserve appreciation!" 

We would like to thank Jennifer Blanchard for her time and dedication to her job.

Media Inquiries

If you receive an inquiry 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