



CATSA NEWS

NOVEMBER 2004

MAKE YOUR LIST AND CHECK IT TWICE!

With the holiday season fast approaching, CATSA will be reminding passengers of some dos and don'ts in the coming weeks. This will help screening officers by ensuring a well-informed passenger. CATSA News wants you to know some of the main messages. Together we can make the holiday travel experience an enjoyable and stress-free one in this upcoming busy travel period.

PACKING YOUR CARRY-ON:

Your carry-on baggage should contain only what is essential during the flight. All other items should be in checked baggage.



GIFTS: Please do not wrap gifts. Their contents may need to be inspected. In addition, toys such as plastic guns, transformer robots that form into toy guns and other weapon-like items may not be allowed on the aircraft. These items should be placed in your checked baggage and wrapped only upon arrival at your destination.

CAMERA FILM: Pack all camera film, used or unused, in your carry-on baggage. Screening equipment used for checked baggage may damage your camera film. If your film is over 800 ASA/ISO, you may request a physical search and screening officers will do their best to accommodate you, provided security is not jeopardized or compromised. Digital disks are unaffected and can be packed in any baggage.

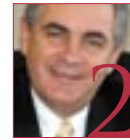
WINE/ALCOHOL/LIQUIDS:

All alcoholic beverages must be in their original container, with the commercial seal intact. Homemade wine will not be

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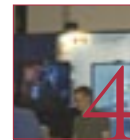
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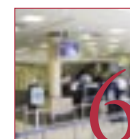
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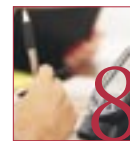
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MESSAGE FROM THE PRESIDENT AND CEO



As we all know, airports are one of the busiest places to be during the holiday season. As we prepare for this hectic travel period, it's important that screening officers do their job effectively and efficiently, making the screening process as smooth as possible for all travellers.

As part of our public awareness campaign, CATSA targets peak travel periods to reach out to the infrequent travellers who may not be familiar with the screening process. Our goal is to educate these travellers on what to expect at pre-board screening (PBS) checkpoints.

The best way to avoid the rush at the airport during the holiday season is to educate passengers prior to arriving at the airport. 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.

CATSA's briefcase ad was first introduced in the Spring of 2003. At that time, it was important to

introduce CATSA to the public and the ad contained information about CATSA's mandate and responsibilities. Now that CATSA is moving from a start-up organization into an operational security organization, our focus is more on educating the travellers on what to expect at the pre-board screening checkpoint and how to better prepare for their next trip.

The ad has been revamped and now contains helpful tips for travellers. CATSA will be featuring this advertisement in major newspapers across the country during the month of December and also in the December edition of CATSA News.

In this issue, we are providing travellers with information that will be helpful in preparing for holiday travel. We are listing helpful tips for travellers to follow to make the process as secure and stress-free as possible.

For many travellers, going through security at the airport can be very stressful, especially during peak travel periods. In addition to ensuring the highest level of security screening, screening providers and screening officers also play an important role in meeting the customer service needs of passengers.

If passengers have any questions or concerns as they proceed through security, I encourage screening officers to invite them to visit CATSA's website or call our toll-free number in advance of any future travel.

Working together, we can make travelling a positive, secure and stress-free experience for all travellers.

Happy Holidays! 🎄

A handwritten signature in black ink, appearing to read 'Jacques Duchesneau'. The signature is fluid and cursive, with a large initial 'J'.

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

MAKE YOUR LIST AND CHECK IT TWICE!

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accepted as carry-on. Passengers may bring alcoholic beverages, in retail 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, do 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.

FOOD: Pack your food products in carry-on baggage. If you are travelling outside the country, you should check with your airline or the Canada Border Services Agency at <http://www.cbsa-asfc.gc.ca/menu-e.html> regarding bringing foreign products into Canada as some restrictions may apply.

MEDICATION: Ensure all medication is properly labelled, with a clearly visible pharmaceutical label or with information identifying the medication, such as the manufacturer's name. Place it in your carry-on baggage in case it is required. Syringes and hypodermic needles accompanying certain medication are permitted on board the aircraft provided needle guards are in place and accompanied by properly labelled medication.


ELECTRONIC DEVICES:

Electronic devices may be screened by special screening equipment. Take electronic equipment such as portable computers and video cameras, out of their carrying case or your carry-on and place them in a tray. In most circumstances, electronic devices do not need to be turned on. However, you should always be prepared to turn them on if asked by a pre-board screening officer. Other electronic equipment such as cellular phones, pagers, digital assistants worn on the person should also be placed in a tray prior to proceeding through the screening point.

SPORTS EQUIPMENT: Skis, snowboards, skates and skateboards are not allowed as carry-on baggage. You must place these items in your checked baggage. If you are planning a trip south, golf clubs should be thoroughly cleaned as they may trigger baggage screening equipment alarms and cause delays. Check the list of prohibited items before packing.


DRESS FOR TRAVEL: Avoid jewellery or other metal objects that could trigger alarms and delay your trip.

DO NOT DELAY: Proceed to security as soon as you have checked in with your air carrier.

We encourage passengers to visit our website at www.catsa-acsta.gc.ca for an abbreviated list of items that are prohibited on board an aircraft. 

CATSA'S SENIOR MANAGEMENT

Some changes were made within the Senior Management Team to help transition CATSA from a start-up organization to an operational security organization and therefore achieve its goal of enhancing the security of the travelling public.

CATSA News would like to take this opportunity to introduce CATSA's Senior Management Committee. 



From left to right: Randall McCauley, Vice-President Quality; Ian S. MacKay, Vice-President Operations; Jacques Duchesneau, President and Chief Executive Officer; Mark Duncan, Executive Vice-President and Chief Operating Officer; Michael J. McLaughlin, Vice-President and Chief Financial Officer; and Kevin McGarr, Vice-President Strategy.

CATSA TECHNOLOGY STARS AT GOVERNMENT SECURITY CONFERENCE

CATSA was an exhibitor at this year's GTEC Week (Government Technology) in the Public Safety and Security Pavilion at the Congress Center in Ottawa, on October 19-20, 2004.

GTEC is Canada's largest gathering of public sector technology professionals. It showcases IT products, services, and solutions and features up to 600 exhibits and demos.

In past years, the exhibition has attracted more than 6000 visitors, including managers from the public sector and delegates from around the world.

The Public Safety and Security Pavilion, where CATSA's booth was located, featured a mix of government departments and private sector companies demonstrating the latest solutions for public safety and national security.

As part of CATSA's initiative to demonstrate our state-of-the-art technology, we conducted three demonstrations in CATSA's booth: the iris and fingerprint readers used for the Restricted Area Identification Card (RAIC) program; an Explosives Detection Trace (EDT) machine; and CATSA's distance learning program.

On the first day of the exhibition, Carol Foy, Pass Card Analyst, demonstrated to attendees how the biometric equipment used for the RAIC program worked and also provided an overview on the program.

Attendees were shown that the biometric templates are stored on the card's chip, then at a door, equipped with a reader, an image of their fingerprint or iris is compared to the one stored on the card. If a match is found and the card is valid, the person is allowed to enter the restricted area.

The distance learning demonstration was set up on day two to show attendees one of the methods used by the CATSA Learning Team to provide training to personnel living in remote areas.

Individuals attending the conference were asked to participate in the demonstration by playing the role of the trainee. The distance learning instructor was on-hand from the CATSA training center in Calgary to assist in the demonstration.

Gina Libal, an employee of Galaxy Canada, provided step-by-step instructions on how to operate the video stream and several of the icons and prompts. Participants were encouraged to use the system tools such as the reflex tester game and the drawing tool to navigate through a maze.

Glen Pettinger, Learning Advisor at CATSA, who was present in CATSA's booth, encouraged attendees to participate in the demonstration.

"Participants were a little hesitant to sit down and put the headset on but once they did you could see how impressed they were with the system," says Mr. Pettinger.

On both days, Fabio Coutu, a screening officer employed by

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POINT LEADER MATHIEU CHAMBIER – COOL AS A CUCUMBER, SHARP AS A TACK

Mathieu Chambier, an employee of Garda of Canada at the Pierre-Elliott Trudeau International Airport in Montreal is not only a Point Leader, he is a trainer for other pre-board screening officers, he works at all checkpoints throughout the airport and recently travelled to Toronto in order to receive the training for the CTX machine. This is quite impressive, considering that he became a screening officer only two and a half years ago.

Mathieu worked as a pre-board screening officer for a year and a half, was an interim point leader for approximately 3 months and has been a full-time point leader for almost a year now.

"I always knew that I wanted to work in an airport environment. When the opportunity came up to apply to work as a PBS officer, I jumped at the opportunity".

One would think that motivation alone would drive someone to move up that quickly especially in a work environment that requires thorough training and hard work. But for Mathieu, his positive attitude and calm personality helped him reach his goal of becoming a Point Leader in a short period of time.

"I believe that respecting each other and communicating with your co-workers is very important in the work that we do. We all learn from each other and that makes working together very pleasant."

When Mathieu was asked why he thought he won the position of Point Leader over the other candidates, he said that his calm personality was definitely an asset. "Regardless of how busy it is at




Point Leader Mathieu Chambier:

the airport, when passengers come through security they are nervous. Being calm and explaining the process to the passengers helps make their experience a lot more enjoyable and it also helps the whole team at the PBS checkpoint. As a Point Leader, it's important for me to set a good example to others and keeping a positive and calm attitude really helps."

As of November 1st, 2004, all passenger flights were transferred from Mirabel. This consolidation of flights has increased the traffic flow at the Montreal-Trudeau airport. Mathieu looks forward to the challenge as well as the opportunity to work with other screening officers.

"I love it when it's busy. With the end of passenger flights operating out of Mirabel, there are more international air carriers flying out of the Montreal-Trudeau airport which increases traffic flow as well as the staff at the pre-board screening checkpoint. Screening officers have transferred over from Mirabel and so far everyone is really nice and they are all very hard workers. Now that all the passenger flights are transferred to our airport, there are an additional 4000 passengers coming through security every day."

"With this transition, it will be very important for screening officers to remain calm and do their job to the best of their ability and make sure that passengers enjoy their experience at the pre-board screening checkpoint." 

CATSA News would like to thank Mathieu Chambier for his time and continued dedication to his work!

In the September edition of CATSA NEWS, we featured the first of a series of recent security enhancements at airports across the country.

In this edition we would like to congratulate all the screening contractors, project leaders and regional managers for their hard work and assistance in making these security enhancements successful. This collage features photographs from the following airports: Halifax, Gander, Fredericton, Gaspé.



TOGRAPHIC TOUR



CATSA NEWS will be featuring other airports in future issues.

LAUNCH OF TWO ENHANCED SECURITY PROJECTS

On October 15, 2004, the Minister of Transport, The Honorable Jean-C. Lapierre and CATSA's President and CEO, Jacques Duchesneau, announced the implementation of the Restricted Area Identification Card (RAIC) program and a pilot deployment of new document screening equipment to detect explosives at pre-board screening checkpoints, at the Pierre-Elliott Trudeau International Airport. *(Please see the September edition of CATSA News for more information on the RAIC program.)*

Transport Canada and CATSA have worked together to develop these projects, which will use biometrics for the new RAIC and test new explosives detection screening equipment for boarding passes and other documents.

This new equipment will be installed at different points in the pre-board screening process to determine which location is best suited to ensure security and facilitate the efficient

processing of passengers. Operational trials have begun in Ottawa.

The explosives detection pilot project will be carried out in addition to current screening requirements and processes. Passengers will still be required to have their carry-on belongings searched and their electronic devices will still be subject to screening.

"The Government of Canada is committed to continuously enhancing the security of our aviation system," said Transport Minister Jean-C. Lapierre. "These projects will continue to ensure Canada's place as one of the world leaders in aviation security, and build on one of my key priorities as Minister of Transport."

"Since its creation in April 2002, CATSA has been working to ensure that Canada's air transportation security system is among the best in the world. The new equipment deployed today is further evidence of



CATSA President and CEO, Jacques Duchesneau and The Honorable Jean-C. Lapierre, Minister of Transport.

that commitment, one that has seen us deploy over 1,000 new pieces of security screening equipment over the past two years," said Mr. Duchesneau. 🇨🇦

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 TECHNOLOGY STARS AT GOVERNMENT SECURITY CONFERENCE

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Aeroguard at the Ottawa International Airport, conducted demonstrations of the Explosives Detection Trace (EDT) machine.

"Attendees were very interested to see how the machine works. Most of the people had seen the machine at airports before and always wondered what it did. I asked people to give me their cell phones, BlackBerry or any type of electronic equipment, swabbed their belongings while giving them information on what

I was doing. Everyone was very nervous as they waited to see if something came up on the sample, but thankfully we didn't come up with a positive reading!" says Mr. Coutu.

CATSA's participation was a great success and we'd like to say a special thanks to Carol Foy, Glen Pettinger, Fabio Coutu and Gina Libal for doing an amazing job with the demonstrations in CATSA's booth at the conference. 🇨🇦

