



May 2006

Screening Officers: What We Need to Know and Why

For CATSA and screening officers across Canada, access to information and intelligence is not an issue of “want to know”; it is a matter of “need to know.”

CATSA is not simply a screening authority. CATSA and screening officers are an integral part of the broader national security community tasked with a critical security function. Like lookouts in a watchtower, we must keep a vigilant eye out for the threats coming our way. Intelligence and information are necessary tools that are required to help us paint a more precise picture of what is on our radar screen.

The April edition of CATSA News highlighted the reality that today's threat environment is fluid, unpredictable, highly lethal and indiscriminate. As a result, we must think and act differently. One unvarying reality, however, is the need for screening officers to have access to

the information and intelligence they need to do their jobs better. In addition to being timely and accurate, this information and intelligence must add real value to our front-line operations. CATSA is committed to ensuring that Canada's screening officers not only have the right tools to do their job effectively, but also the right information at the right time.

CATSA: The Intelligence Customer

As an intelligence customer, CATSA needs access to three specific types of intelligence: strategic, issue-specific, and actionable. Together, these three types of intelligence, by providing answers to the fundamental questions of who, what, where, when, why and

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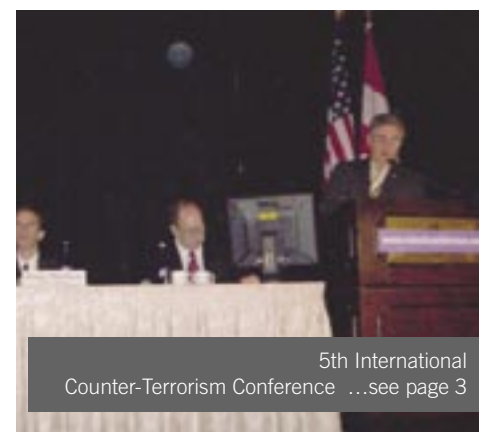
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Message from the President and CEO

More Funding for More Security

I am very pleased to announce that on May 4, 2006, the Federal Government allocated additional funding for CATSA in the 2006 budget. This additional funding will allow us to do more, achieve better, and continue to enhance the security of Canada's air transportation system.

CATSA will receive an added \$133 million over the next two years – this is very good news for CATSA. This is even better news for the travelling public.

The security of Canadians and of Canada is our number one priority and we will strive to ensure that the air transportation system in Canada remains one of the best in the world. The air transportation industry continues to see significant growth in passenger traffic and air cargo

movements. CATSA must continually evaluate and adjust its operations in order to maintain high levels of service.

In order to effectively detect terrorists before they have an opportunity to attack, it is critically important that we stay several steps ahead of new and emerging threats. We must also make certain that we have the right amounts of the most effective resources and equipment in the right places to deter terrorists.

Additional funding will allow us to increase our standards, invest in specific projects that will enhance security and add more layers to our system of defence, and to maintain our status as a world leader in air transport security.

Since CATSA was created in 2002, we have succeeded in making Canada's air transportation system a hard target. Now we will be able to make it an even harder target.

Remembering Air India

On May 1, 2006, the Federal Government announced the appointment of retired Supreme Court Justice John Major as a Commissioner to look into certain aspects of the 1985 Air India bombing. The purpose of this inquiry is, ultimately, to improve air transportation security.

The 1985 Air India bombing was a watershed event in the history of aviation security in Canada. The subsequent investigation and analysis of airport security procedures led to many significant advances and improvements in aviation security, including passenger-baggage reconciliation, enhanced training

for screening officers and criminal background checks for airport workers.

The bombing of Air India claimed 329 innocent lives. To date, it remains the worst-ever terrorist bombing of a civilian airliner. Although this tragedy occurred more than twenty years ago, we must never forget it and we must remember those who lost their lives.

I think it is extremely important for us to continue to learn from past terrorist attacks and use them as a reference on how and why we must continue to work collectively to make sure this never happens again – in Canada or elsewhere in the world. ■

Jacques Duchesneau, C.M.

President and Chief Executive Officer

5th International Counter-Terrorism Conference: Public and Private Partnerships



Transportation security, border security, bioterrorism, pandemics, intelligence sharing, and private-public partnership security solutions: these were all topics on the agenda of the 5th International Counter-Terrorism Conference held April 20–21, 2006 in Washington D.C.

Highlights of the conference included keynote addresses by Ron Noble, the Secretary-General of INTERPOL; the Honourable Stockwell Day, Canadian Minister of Public Safety and Emergency Preparedness; Tom Ridge, former Secretary of Homeland Security; and of course, a speech given by Jacques Duchesneau, President and CEO of CATSA. After discussing CATSA's key accomplishments since its creation in 2002, Mr. Duchesneau stressed the importance of partnerships and the need to manage the unexpected while finding new solutions to the new challenges we are confronted with.

Some of the other main messages and themes presented at the conference included:

- **North American Counter-terrorism strategies** — Must include an integrated and coordinated approach across borders, jurisdictions and organizations; the public, as a rich source of information, has an integral role to play in counter-terrorism by helping us detect terrorists (citizen watch programs for example); and, we must be information-rich, intelligence-driven organizations to effectively deter terrorism.
- **Smart Border Management** — How the Canada Border Services Agency (CBSA) is using state-of-the-art technology, information- and intelligence-sharing and partnerships to help fight illegal migration, drugs and gun smuggling, crime, and terrorism.
- **We need the full support of the international law enforcement and security communities to help implement joint counter-terrorism initiatives.** For example, Interpol has a number of counter-terrorism-related tools such as the I-24/7 system and various databases but,

in order for them to operate to their fullest potential, countries need to continue to increase their cooperation and actively promote the use of these tools by front-line security personnel. Front-line security personnel are, after all, our eyes and ears and our first line of defence against terrorism.

Conferences such as this are an important way for CATSA to keep on top of the latest developments in security in general and in aviation security in particular. They allow CATSA to interact directly with security leaders to gather best practices

“We need to continue to deter terrorists by building new layers of defence in security systems – with new practices and technologies. . . . We have to re-invent and re-invigorate ourselves on a continuing basis to make sure that we have the best security systems, the best training, and the best tools to do our job. That’s why being proactive and pre-emptive is our guiding modus operandi.”

Jacques Duchesneau
President and CEO, CATSA

which can ultimately be used to improve our own operations. These conferences also help us ensure others are aware of the critical role CATSA plays in helping to achieve national security objectives, as well as where we fit within the greater national security community. ■

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how, play a significant role in helping us do our job successfully.

With the close cooperation of our national and international partners, CATSA has made significant progress in building a credible security network. Behind the scenes, and on a daily basis, we use strategic intelligence to enhance our understanding of all aspects of the terrorist threat. We use issue-specific intelligence to learn about terrorist tactics and techniques, including ways that terrorists might attack civil aviation. Actionable intelligence, which is time-sensitive information related to an imminent threat, is critical to our operations. If it does become available, it could potentially be used, with the help of our

of training screening officers need to receive; decisions on where we need to allocate our limited resources; and decisions on how to upgrade our existing security procedures and strategies. Intelligence provides a value-added component to our decision-making which helps ensure that the decisions we make today will remain effective tomorrow and in the future.

CATSA: The Information-Gatherer
CATSA is also an information-gatherer. In the course of carrying out our security responsibilities at airports across Canada, we come across useful information – information about objects and trends – that we need to share with the wider security and intelligence communities. For example,

At the inaugural Canadian Aviation Security Conference held in Ottawa on March 29-30, 2006, the Deputy Minister of Transport, Infrastructure and Communities, Louis Ranger, highlighted the importance of the role played by front-line staff when he stated, “For all of us, job number one is to get time-sensitive information about imminent threats to those who can take action to prevent attacks. And this is not just a job for police, security and intelligence agencies. Individuals working on the front lines of our transportation system are often the first to identify suspicious activity or learn of a specific threat.”

Screening officers should be proud of the work they do. They are our eyes and ears on the front-lines and our last line of defence against a terrorist attack. We depend on them directly to help us

CATSA Screening Officers: Detecting New Threats



Concealed Belt Knife discovered at Ottawa International Airport, December 2005

security partners, to thwart or pre-empt an imminent terrorist attack directed against civil aviation.

CATSA must use these types of information to make critical decisions – decisions about what type of technology needs to be used to screen passengers and luggage; decisions about what type

screening officers have uncovered new concealment techniques for prohibited and dangerous items and have been confronted by passengers testing positive for explosives. This is the type of information that should be shared, and that needs to be shared, with screening officers across the country and with our security partners.

achieve our mandate of securing critical elements of the air transport system. We have trained them to do their job well and when they identify suspicious activities or learn about a specific threat, we need to embrace their knowledge and disseminate this time-sensitive information to those who need it.

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The CATSA Philosophy: Fair - Friendly - Firm

Screening Officers Step Up



CATSA wishes to recognize screening officers James Baker and Badu Edmund from the London Airport who assisted the police in resolving an incident at pre-board screening in mid-March. Mr. Baker and Mr. Badu responded to the situation in an exemplary and professional manner. Kudos to Mr. Baker and Mr. Edmund for a job well done!

“PHILOSOPHY” is defined as **“an attitude” “values” or “way of life”**

Did you know that...

- CATSA quickly adopted this “attitude” right from its beginning
- It is one “value” on which the Customer Service stream of learning was developed
- It was implemented to foster a consistent approach to screening
- It continues to be a key component of how screening is carried out at airports across Canada
- It’s our “way of life”

This philosophy means...

- Being fair with everyone who enters the screening point
- Creating a friendly atmosphere so passengers will want to enter the checkpoint
- Being consistent in the application of standard operating procedures

What it really boils down to is...

- The way screening officers carry out screening of individuals at the security screening checkpoint
- It’s how they interact and communicate to ensure screening procedures are applied consistently

Screening officers can use it every day by...

- Treating every person the same
- Welcoming each and every individual as they enter the security screening process
- Ensuring everyone is subject to the security requirements prior to entering the sterile area

A Great Job by Screening Officers at The Vancouver International Airport



It started off as a normal day for screening officers at the Vancouver International Airport on Friday, April 28th, but little did they know that a job well done was going to stop an armed passenger from going through security.

On Friday evening, the screening officers on duty saw an image of a handgun on the x-ray machine as a passenger was going through the screening process. Doing their job as they are trained to do, the screening officers were quick to react and advised the police right away.

The passenger turned out to be Mr. Villy Roy Lynnerup, a member of the White Rock chapter of the Hells Angels.

Mr. Lynnerup was later charged and is currently facing several weapon charges.

CATSA would like to thank all screening officers involved and congratulate them on a job well done.

False Declarations

The security of the travelling public is CATSA's number one priority.

Everything that happens or that is being said at the pre-board screening checkpoints across the country is taken very seriously. Passengers should never joke or make small talk about bombs, firearms or other weapons while going through pre-board screening. Depending on the circumstance, this can be an offence under the Criminal Code of Canada. If passengers make such false declarations, the police are alerted and immediate action is taken.

Once a Screener, Always a Screener

Timmins (Ontario) Airport is a 10-kilometre drive outside the city, set in the heart of Canada's northern forests. That's where Cathy Krupka, Point Leader at the airport for Aeroguard Inc., has been working for twenty years.

"Back when I started," remembers Cathy, "the airport and the equipment were dinosaurs. The three screeners on duty used this mammoth x-ray machine—that was already outdated!—with a black and white monitor. We had the walk-through and the wand. And that was it."

As time passed, the mammoth was replaced by marginally smaller equipment with two monitors, one of them colour. With three screeners also working in a very small area, space was at a premium.

September 11 changed everything. An EDT arrived, another room was added to the screening area and seven screeners are now on duty—four in the screening room and three in checked baggage.

"And the uniforms..." exclaims Cathy. "You have no idea! When I started, the screening company sent us shirts and jackets but we had to buy our own grey pants. Well, there are thousands of shades of grey so you can imagine what we looked like."

One year, three companies held the screening contract for the airport. Cathy remembers that time as a non-stop change of clothes.

"The incoming company allowed us to wear the outgoing company's uniform until they sent us the new ones," she says.

"Thankfully, they all wanted us to wear black pants so at least we were wearing the same colours even if they weren't always those of the company we were working for."



Cathy is delighted with CATSA's uniforms.

"CATSA sends everything," explains Cathy. "Shoes, pants, ties, sweaters... everything! It's good quality, very comfortable and we look good in it."

These days, Cathy is seeing a lot of open alcohol and home-made wine in carry-on baggage. Homemade wine or home-brewed beer – with an unknown or indeterminable alcohol content – are not permitted.

"Passengers don't seem to have figured this one out yet," she says. "It must be a custom at weddings to give the out-of-towners a bottle of home-made brew to take back."

Cathy remembers when the mannequin from the film, *Weekend at Bernie's*, came to Timmins as part of a promotion. It was put through the x-ray but just as the head was emerging, the foot got stuck somewhere and started to bang.

"The passengers turned to see what the commotion was," laughs Cathy. "Well, you should have seen their faces turn white. I guess it looked a bit too much like a real person."

Timmins Airport is not only a daily stop for Cathy, but also for the local wildlife.

"A moose and her calf were out there this morning," says Cathy. "Usually, they get frightened off by the poppers (activated by motion detectors) on the runway, so they don't interfere with air traffic. Some years ago, a bear decided that the runway

was part of his territory. He used to patrol it at the same time, every day."

Cathy feels a bit territorial about the airport herself. "I'm part of the building now," she says. "Sell the airport, sell me with it!" ■

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Getting the Right Information to the Right People

Screening officers have a very difficult job to do. On average, they screen over 37 million people, over 60 million pieces of luggage and over 800 000 non-passengers every year. They must make a decision in just twenty seconds on the contents of a bag. In order to do their job well, screening officers need to be informed and engaged. CATSA is committed to ensuring screening officers have the mission-critical information they need. For example, our Information Analysis team will soon distribute information notices on the latest terrorist tactics and techniques in order to ensure screening officers know what to be on the look out for. The Information Analysis team will also visit airports and provide briefings to screening officers on the latest trends and threats. Screening officers will be encouraged to share their observations and experiences so they can be assessed and redistributed to screeners across the country.

Stay tuned for an article on CATSA's new counter-terrorism strategy – AGILE – appearing in the next issue of CATSA News!

CONTACT CATSA NEWS

Media Inquiries

If you receive inquiries 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 the “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.