



September 2006

Marking the Fifth Anniversary of 9/11

On the morning of September 11, 2001, the world changed forever. As most of us watched on television, 19 hijackers affiliated with Al Qaeda flew passenger planes into the World Trade Centre and the Pentagon. As we mark the fifth anniversary of these deadly terrorist attacks, it is a time of remembrance, a time for reflection and a time to look forward.

Remembering the Attacks

At 8:46 am, American Airlines Flight 11 crashed into the north side of the North Tower of the World Trade Centre. When the second plane – United Airlines Flight 175 – hit the South Tower at 9:02 am, the event was covered live on televisions around the world by broadcasters who already had their cameras on the World Trade Centre following the earlier crash. While it took six years and eight months to build the World Trade Centre, it took just one hour and 42 minutes to completely destroy them.

The horror of what was happening was evident not only on the faces of those fleeing the burning buildings and the

surrounding streets, but also in the shaky voices of the reporters covering the attacks. Never before had something like this unfolded live on television. Even in our worst dreams, we could not have imagined such death and destruction. The terrorists had achieved one of their foremost objectives: to wreak havoc and instil fear.

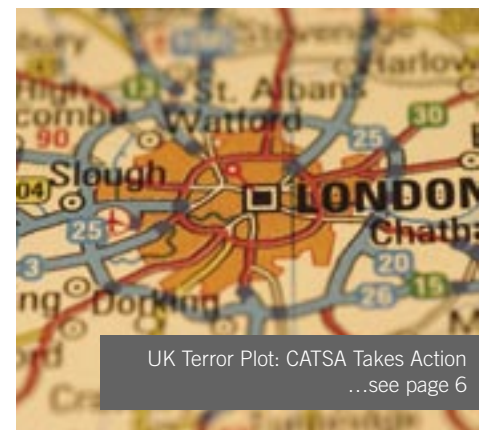
Remembering the Victims

Nearly 3000 people lost their lives on September 11, 2001. The victims came from all walks of life, all different types of nationalities, various religious backgrounds and all age groups. There were mothers and fathers, brothers

continues on page 4

INSIDE

Message from the President and CEO	2
Sharing CATSA's Vision – 2006 Tour	3
Training Tips for Screeners	5
UK Terror Plot: CATSA Takes Action	6
Gander to the Rescue	7
Contact CATSA NEWS	8



UK Terror Plot: CATSA Takes Action
...see page 6





Message from the President and CEO

Remembering September 11, 2001

This year marks the fifth anniversary of the 9/11 terrorist attacks on the United States. The series of coordinated suicide terrorist attacks that took place on this sunny September morning five years ago claimed the lives of nearly three thousand people and injured countless others. It is a day that we will remember forever, and one that is never far from our minds as we in the aviation security world work each and every day to prevent something like this from ever happening again.

This solemn anniversary is a time for us to remember all those who lost their lives in these attacks, as well as their families. It is also an occasion to recommit ourselves to our mission and values: our job at CATSA is to save lives by preventing terrorist attacks like this from ever happening again. We must never

forget the magnitude of what happened on September 11, 2001, nor the courage and heroism displayed by the rescuers and the other heroes of that fateful day.

UK Terror Plot

On August 10, 2006, the British Government announced that it had successfully thwarted an alleged terrorist plot to blow up several airliners as they flew from London's Heathrow airport to the United States. The plot, which is believed to have been in the final stages of preparation, would have killed thousands of people and caused significant damage.

As a direct result of the information and intelligence received on this terrorist plot, CATSA proactively put in place several additional preventive, pre-emptive security measures at Canadian airports. Our response was quick, coordinated and effective. We at CATSA would like to thank all our security partners and stakeholders for their assistance in helping us take immediate action to safeguard the travelling public and to mitigate this specific security situation.

I would also like to personally thank all of our Screening Officers for your hard work, vigilance and professionalism not only on November 10, but for each and every day you are out there securing our front-lines. We are very proud of the critical work you do to secure Canada's air transportation system and most recently, of your actions during this crisis situation.

Reflecting on the "G" in AGILE

The UK terror plot highlights the reality that we cannot eliminate all threats to the air transport system. However,

effective counter-terrorism can make us less of a target by hardening our defences and minimizing our vulnerabilities. That is what CATSA's AGILE concept is all about – preventing terrorist attacks through detection, deterrence and preparedness.

CATSA's layered approach to security – the basis of the "Guard" component of the AGILE counter-terrorism strategy – is designed to eliminate terrorists' ability to perpetrate attacks against the air transport system. Security layers consist of a combination of physical protective measures, as well as procedures that guard our critical assets. The system is designed so that if one layer of the system fails, threats will be stopped by subsequent layers of security.

One thing is certain: when we erect defences to prevent terrorists from coming in the front door, they will try the back door. When we lock our back door, they will try the windows. When we lock the windows, they will creatively think of another way to beat the security system. The recent terrorist plot in London underscores this reality.

This is why it is so critical for us to remain alert of the threats coming our way and to ensure we always remain several steps ahead of the terrorists. Guarding is important but guarding in the right places is even more important. ■

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

Sharing CATSA's Vision — 2006 Tour



In the August issue of CATSA News, the CEO announced that CATSA's senior management team will be travelling across Canada this fall to meet with screening officers as part of the continuous communications program.

This year's Tour is a follow-up to the very successful 2005 launch of 'Sharing CATSA's Vision' and subsequent consultation sessions that were conducted during the period October 2005 to March 2006.

During this 8-month period, the Continuous Consultation Team engaged screening officers in sit-down

CATSA believes that continuous communication with screening officers is important to ensure our aviation system remains one of the best in the world.

discussions to identify operational issues by soliciting comments and developing possible solutions. Screening officers were encouraged to openly discuss issues that impacted on screening operations and their work environment. These sessions were very well received and the comments were positive and constructive. Participants demonstrated that they are very proud of being part of a security network and of the important role they play – they revealed that they are security-conscious and take their responsibility for the safety and security of the traveling public seriously.

Site reports were developed and have been shared locally. While many comments raised were airport-

specific, others required more in-depth review from a national perspective. CATSA believes that continuous communication with screening officers is important to ensure our aviation system remains one of the best in the world. We will take this opportunity to conduct short informal information sessions to convey some of the steps that CATSA has taken to address the comments and ideas brought forward over the past months.

Three separate CATSA teams, headed by Jacques Duchesneau, CATSA's CEO and Mark Duncan, Executive Vice-President and Chief Operating Officer, or one of CATSA's Vice-Presidents, are

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looking forward to visiting with the screening officers who work the front lines every day.

We look forward to this opportunity to meet with as many screening officers as possible at both international and domestic airports so that we can thank them in person for their dedication. ■

Marking the Fifth Anniversary of 9/11

and sisters, sons and daughters. The youngest victim was a two-year old baby on board United Airlines Flight 175 that crashed into the South Tower of the World Trade Centre. The oldest victim was 85 years old. There were only 18 survivors pulled from the wreckage of the collapsed buildings.

Among those killed were 343 New York City Fire Department firefighters, 23 New York City Police Department officers, and 37 Port Authority police officers. These were the real heroes of the day – running up hundreds of stairs to rescue those trapped in the burning World Trade Centre while others were fleeing. There were many other heroes that day too, including the 40 passengers and crew of United Airlines 93, who ensured their aircraft never reached its intended target, thereby preventing the deaths of many more people.

Moving Forward

Slowly but surely, the city of New York, American citizens and the international community at large, are recovering from the shock, horror and trauma of the 9/11 attacks. Construction has begun on the building that will replace

the destroyed World Trade Centre – the 1776-foot Freedom Tower – as well as on memorials to the victims. Construction has also begun on the World Trade Centre Memorial Museum, set to open in 2009. The so-called 20th hijacker – Zacarias Moussaoui – is now living the rest of his life behind bars.

Although most of the physical scars have now healed, many psychological wounds remain, especially for those who lost family members in the attack. Many of these families watched their loved ones die on television, some as the planes struck the towers, others falling to their deaths, others still crushed to death. These are images that will remain with us forever – images that are never far from our minds, especially on this – the 5th anniversary.

9/11 and Aviation Security

The September 11 attacks had major ramifications around the world: political, economic, psychological and social ramifications. We learned a lot that day – about ourselves and about our enemies. We also learned that we are not immune to terrorism in North America.

Prior to the September 11 attacks, no US airline had been bombed or hijacked in over a decade. The hijacking of domestic airliners was definitely viewed as a menace from the past – something that perhaps still happened to other airlines in

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other countries, but certainly not to American airlines flying in the United States. Passengers had confidence in air travel and the number of airline passengers was growing exponentially each year. Safety was definitely more of a concern than security.

The aviation security system that existed on September 11, 2001 no longer exists today. The sweeping changes that took place at airports around the world following the terrorists attacks changed the face of aviation security forever. Today, we are definitely more secure than we were just five years ago. Here in Canada, with the creation of CATSA in April 2002, just seven months after 9/11, training has been increased, state-of-the-art explosives detection systems have been put in place to screen check-luggage and new layers have been added to the aviation security system.

Looking Ahead

As we mark the fifth anniversary of 9/11, we need to use the images of the deadly attacks and their aftermath to highlight the continued importance of what we do on a daily basis to secure

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the air transportation system. Each and every day, men, women and children, leading ordinary lives and going about their daily basis, travel on airplanes. They are not any different than the types of people that died on September 11, 2001.

Although failures in aviation security meant that we couldn't save those who died on 9/11, we must not let another failure in aviation security cause the deaths of any more people. That is what our job – the job of CATSA, our security partners, our stakeholders and our Screening Officers – is all about: saving lives.

This edition of CATSA News is dedicated to all those who died in the terrorist attacks of September 11, 2001, as well as those who work diligently each and everyday to secure the air transportation system.

Training Tips for Screeners



School is back in!

With all the students back in school screening officers will be encountering more and more groups traveling.

Some things to consider while screening groups:

- Is the group or team under escort?
- Does each person in the group have their document of entitlement?
- Is the escorting person aware of what items are permitted and what items are not and have they reviewed the process to the group?
- Maintain care and Control of the passengers and their baggage and remember all SAFETY concerns.
- Watch for draw strings on jackets and children's fingers around the belt systems and rollers.
- Do not allow passengers to loiter at the entrance or exit of the x-ray chamber.
- If a private screening has been requested or is required ensure that the person escorting the passenger is present.
- Do not assume that all persons in the group have traveled by air and are aware of the screening process.

UK Terror Plot: CATSA Takes Action



By the time most Canadians had awoken to news of the thwarted terrorist attack at London's Heathrow airport on August 10, 2006, CATSA's senior management and emergency response team had already been hard at work to respond to the evolving security situation.

By 03:30 Eastern Standard Time, CATSA's Security Operations Centre was fully operational and decisions were being made on how to proactively and pre-emptively put in place additional security measures at Canada's screening checkpoints to ensure the continued safety and security of the travelling public.



Mr. John Buchanan, President and CEO
of the Saint John Airport

Although CATSA was created for this very reason, to respond quickly and flexibly to situations like this, and although we have practiced our emergency response system in exercises, our actions on August 10 represented the first time that our Security Operations Centre was mobilized to respond to a real-life emergency. There was an exceptional display of cooperation and coordination as CATSA staff worked closely with Transport Canada, the airlines, the airports, and service providers to ensure the continued security of CATSA's air transportation system. Together, we were able to respond professionally and efficiently, minimizing delays and reassuring nervous passengers.

CATSA's Screening Officers also responded exceptionally well to the evolving emergency situation. They acted quickly and expertly to implement the new security measures as efficiently as possible and to ease the strain on passengers. It is not an easy job to be a Screening Officer, especially during times of heightened security. However, CATSA Screening Officers are well-trained and always perform their duties with confidence and professionalism. They know their job is to save lives and they take their security roles very seriously not only in times of crisis, but each and every day.

The uncovering of this alleged terror plot is a stark reminder that the terrorist threat to civil aviation remains very real. We have known for a long while that certain terrorist groups continue

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**Mr. John Buchanan
President and CEO of the
Saint John Airport**

to include civil aviation on their list of potential targets. Why? Because it is what terrorists know. And, it is effective. The potential impacts, in terms of lives lost, damage to infrastructure, and the political, economical, and psychological effects, are significant.

continues on page 8

Gander to the Rescue

“September 11, 2001, was on my day off,” remembers Joyce Doucette, screener for Shannahan’s Security and Investigations at Gander International Airport, Newfoundland. “The TV was on while I was doing housework but I wasn’t paying any attention to it. Around 09:30, my boss called and said, ‘We need you here immediately!’ She didn’t say why.”

Somewhat surprised, Joyce complied. On her way in, she switched on the car radio and blanched at the news. “All I could think was, ‘O my God!’”



Joyce Doucette, Screener at Gander International Airport

At the airport, planes were landing every 10–15 minutes. Within a few hours, there were 39 aircraft on the runway and 6,500 people waiting to disembark—doubling the population of Gander. Normally, the airport handles six flights a day.

At the gates, Joyce and the other security officers hand-wanded every single passenger coming off every single aircraft. They worked 18 hours straight. Because of the time it took to screen everybody, some people were on board up to 30 hours before they were cleared.

“We felt so bad for these people. They didn’t know what was going on and we weren’t allowed to tell them. You could see the dread on their faces—the numbness. They didn’t react, didn’t say anything.

They just did what they were told.”

The airport itself was organized chaos. It was standing room only. Public televisions and telephones were switched off to avoid causing panic.

The Red Cross and the Salvation Army

were well prepared. They noted the name of every passenger and their flight, and logged them accordingly. Toys, diapers, milk, food were on hand.

Newfoundland hospitality shone through. Nearby villages opened their doors. Churches became dormitories. Restaurants donated food. The phone companies granted free phone calls so that passengers could reassure their frightened families. Wal-mart ran out of socks and underwear.

“It really opened my eyes as to what can happen and how fast,” muses Joyce. “Every day, I go to work and think... it could happen again! Hopefully, we can keep everybody safe.”

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At the time, Norma Pittman was on a leave of absence from her security job at St. John’s airport. Her brothers and sisters all took in passengers.

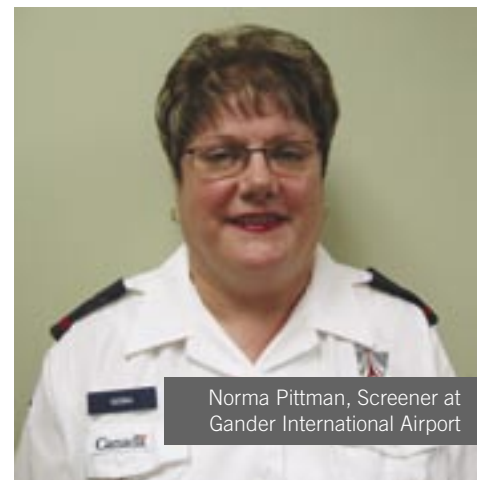
“I only met the couple who were staying at my sister’s place,” she remembers. “A couple from Naples, Florida. They couldn’t thank my sister enough. Every year since then, she visits them in Florida. That’s the kind of gratitude they felt.”

It was five days before Gander’s guests started flying out again to their original destinations.

When Norma came back to work in 2003, security had changed enough that she had to retrain.

“The training gave us more insight as to what to expect,” she says. “And we learned how to use updated equipment.

continues on page 8



Norma Pittman, Screener at Gander International Airport

continued from page 4

UK Terror Plot: CATSA Takes Action

This incident also highlights why those of us in the business of aviation security must remain ever-vigilant and alert for the threats coming our way. Terrorists today are innovative, flexible and resourceful. It is critically important that we therefore strive to stay several steps ahead of these terrorists and be even more innovative, more flexible and more resourceful than they are. CATSA would like to thank all screening officers for their hard work and dedication in light of the recent events in the United Kingdom. There was an exceptional display of commitment and focus as screening officers across the country worked diligently to ensure the security of our air transport system.

CATSA has received a lot of positive feedback from stakeholders and the general public commending the screening officers and staff on the extraordinary effort to respond calmly and professionally to the situation.

Here's what Mr. John Buchanan, President and CEO of the Saint John Airport had to say:

"I'm just back from vacation today and have had 6 calls complimenting us on the level of professionalism and service from CATSA operatives over the last couple of weeks ... since the UK terrorist changes to protocols. The local staff has done an outstanding job." ■

continued from page 7

Gander to the Rescue

One of the things we do differently now is use the EDX for checked baggage as well as carry-on. That's a good thing. All baggage should be checked."

Most of the passengers Norma sees are pleased that screening is so thorough, even if it takes a little longer right now because of recent security scares.

"It's really not about the speed of getting people through," she says. "It's about security and getting the flight out on time." ■

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.