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Security at Large Airports and Security at Small Airports: Is there a Difference?

CATSA is responsible for carrying out security screening operations at 89 airports across Canada, from East to West and North to South.

Over 4500 screening officers help us to achieve this significant responsibility, which includes screening over 39 million passengers and 60 million pieces of luggage on an annual basis. Adding in over one million non-passengers screened, this amounts to over 100,000 million screening decisions each year.

Because there is such a broad range of airports, from the very small to the very large, and from the very urban to the very rural, passengers frequently wonder if they are receiving the same quality of security screening at each airport they transit and whether security at small airports is the same as that at the largest airports. The simple answer to this is yes – the screening process at each of CATSA's 89 airports is in fact

the same. Although there may be slight variances in procedures due to the type of equipment installed and airport configurations, the quality of the screening does not differ.

Each of CATSA's 89 airports is designated as either a Class 1 airport, a Class 2 airport or Class "other" airport. An airport's classification depends on its size and how many flights and passengers it processes. For example, a large international airport with hundreds of flights and thousands of passengers daily, such as Vancouver International Airport, is designated as a Class 1 airport. Medium-sized airports, such as Quebec City, are designated as Class 2 airports and the really small airports, which

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Message from the President and CEO

Al Qaeda on the March

Between October 26 and 28, CATSA attended the Canadian Association for Security and Intelligence Studies conference in Ottawa. This annual conference brings together over 500 delegates from Canada's defence, security and intelligence communities, as well as the academic community and many others with an interest in security-related issues. Highlights of this year's conference included presentations by national and international experts on a wide variety of topics, including security and intelligence transformation since 9/11, training and education in national security, and law enforcement and intelligence in the domestic arena.

The opening keynote address was made by Bruce Hoffman – a professor at the

University of Georgetown and a good friend of CATSA. Dr. Hoffman is a world-renowned expert on terrorism with over thirty years of experience in researching and studying the topic. In his keynote address, Bruce highlighted the fact that the disorganized Al Qaeda we described in the years following the 9/11 terrorist attacks, weakened as a result of the US and coalition raids in Afghanistan and the international crackdown on terrorists, has now regenerated, regrouped, replenished and re-organized. Al Qaeda is once again on the march. Dr. Hoffman also pointed to the August 2006 thwarted terrorist attacks at London's Heathrow airport as evidence that Al Qaeda is not targeting soft targets, as was predicted by many experts, but is instead going after the most internationally-hardened target: civil aviation.

What does this news mean for us here at CATSA, and especially for those of us on the front lines? It means that we must not let our guard down and we must remain as vigilant as ever on the front lines. It also means that we must continue to work together, and especially with our national and international partners, to create a truly integrated and seamless aviation security system. Clearly, the terrorist threat is not going away and we must continue to strive to stay several steps ahead of the emerging threat.

Reflecting on the "L" in AGILE

In the October edition of CATSA News, I reflected on the "Intervene" component of the AGILE concept. The next component of the strategy is

"Learn". The essence of "Learn" centres on the need, as an organization, to be dedicated to continuous learning and improvement. This includes learning from both our successes and our failures. As a security authority, CATSA has developed a system of continuous improvement by incorporating lessons learned into new security measures to ensure that mistakes are not repeated and best practices are adopted. An emphasis is placed on collaborating with our partners and stakeholders, both domestically and internationally. An emphasis is also placed on meeting and consulting with screening officers. Screening officers have extensive, first-hand operational experience and can offer a valuable perspective on screening operations and how to improve efficiency and effectiveness.

At CATSA, we must continually analyze and scrutinize our policies, procedures and operations so that we can learn from our experiences, make improvements and take the corrective measures needed to achieve our mandate successfully. By ensuring that the "Learn" function of our concept is done well, we will be better positioned for the last component of the strategy, "Evolve". ■

Jacques Duchesneau, C.M.

President and Chief Executive Officer

Exchanging Information and Sharing Best Practices: CATSA Visits Europe



Earlier this month, CATSA's President and CEO Jacques Duchesneau, was invited to address large groups of aviation security stakeholders at two conferences in Europe: the Airports Council International (ACI) Annual Security Summit in Madrid and the Cannes International Airline Forum in France.

This was an excellent opportunity to share our ideas and to explain how we do things in Canada with our international partners from around the world.

In December of last year, CATSA undertook to replace the metal shield worn by screening officers with a new embroidered crest. "The decision to decommission the CATSA shield was a really tough one for CATSA and one that was done with careful consideration of the feelings of our screening officers", says Shawn O'Reilly, Senior Advisor, Screening Contracts at

CATSA, who was involved in the evaluation process. CATSA feels confident that the new items bearing the embroidered crest will continue to be worn with pride by screening officers across the country.

Full-time screening officers have been allocated enough points in the new ordering season to order at least three new shirts, and part-time screening officers have been allocated enough points for two new shirts. Other items affected by the introduction of the new crest will include windbreakers, sweaters,

vests, quilted windbreakers, coveralls and dust jackets. In addition to the enhanced garments, CATSA is excited to be implementing its new web-based ordering system across Canada, making the ordering and shipping process faster for all screening officers.

Through pride and confidence in the new uniform items, the embroidered crest will reflect and enhance the professional image that has been maintained since the beginning of CATSA.

CATSA wishes to thank all screening officers for their ongoing support during this transition to the new uniform garments. ■

Sharing CATSA's Vision – 2006 Tour



Screening officers and CATSA Senior Management at Blanc-Sablon airport

CATSA kicked off its “Sharing CATSA's Vision – 2006 Tour” by holding sessions in Calgary, Halifax and La Grande, Quebec on September 18, and continued through to mid-October covering the majority of airports, ending with a session conducted by the President and CEO in Thunder Bay on November 2.

All CATSA Senior Managers participated in the tour. They led teams from Newfoundland to British Columbia, visiting 45 airports across ten provinces. They conducted 53 airport sessions by meeting with nearly 1,400 Screening Officers at both international and domestic airports.

The main purpose of our 2006 tour was for CATSA Senior Managers to meet as many screening officers as possible so that they could thank them in person for their continued professionalism

and dedication to carrying out their responsibilities on the front line. In response to enhanced security following the thwarted U.K. terrorist attacks this past August, screening officers across the country clearly demonstrated their on-going commitment to the security of the travelling public.

Special presentations were made at the Ottawa, Toronto and Montreal sessions by Carie Lemack, a member of Families of 9/11. Carie openly shared her story of the loss of her mom on American

Airlines Flight 11 and talked about her campaign for the creation of the 9/11 Commission. She invited questions from the screening officers at each session and sincerely thanked them for the work they do on a daily basis.

In Toronto, Peel Police Supt. Ed Toy O I/C and Sgt. Malcolm Bow O I/C Criminal Investigation, took time to address the over 300 screening officers who attended each of the two sessions. Supt. Toy thanked CATSA for its accomplishments and told the screening officers that they are a major part of the security system at Toronto. Sgt. Bow thanked the group for their support in assisting the police to uncover \$1 million in illegal money at the airport and commended them for the professional way in which they deal with the public.

These sessions have provided CATSA with the opportunity of meeting and hearing from screening officers at many of the smaller domestic airports





Screening officers and CATSA employees at Prince Albert airport

across Canada, as well as returning to the international and larger domestic airports to continue communications.

Listening to the screening officers was our focus: we wanted to show them that it was about open communication – not simply presenting. All sessions were very well attended. The success of the tour is greatly attributed to close working relationships between CATSA, its service providers and our many airport stakeholders.

A written response from one of our service providers read as follows:

“CATSA went farther than needed – you showed the screening officers that there is more than just the service providers that care for their safety and well-being – my staff is already starting to ask me when the next tour will be.”

The smaller airports were particularly appreciative that CATSA took the time to visit them in their environments. It made a difference. They were very comfortable

with CATSA's openness and honesty and for helping them feel that what they do is important.

Since CATSA takes its responsibility for civil aviation security seriously, we believe it is important to form positive and lasting relationships with our air industry partners. We take this opportunity to thank all airport authority representatives who welcomed and supported our teams in their airports.

Security is CATSA's No. 1 priority. We share this commitment with our airport stakeholders and over 4600 screening officers in Canada. We appreciate your support of our “Sharing CATSA's Vision” initiative and thank you for your continued dedication to civil aviation security. ■

Senate Committee Appearance

On October 30, 2006 CATSA's President and CEO, Mr. Jacques Duchesneau, together with Mark Duncan, Executive Vice-President and Chief Operating Officer and Kevin McGarr, Vice-President and Chief Technology Officer, appeared as witnesses before the Senate Committee on National Security and Defence.

Following his opening remarks, Mr. Duchesneau answered questions from senators. Some of the questions were related to the shared responsibilities at airports, Transport Canada's role as the regulator, RAIC technology, and non-passenger screening.

To read Jacques Duchesneau's opening remarks at the Senate Committee meeting, please visit...

http://www.catsa-acsta.gc.ca/english/media/speech_discours/2006-10-30.shtml

Security at Large Airports and Security at Small Airports: Is there a Difference?

may have just one flight per day, are designated as Class “other” airports. The size of the airport also determines how many screening officers are required. CATSA's largest airport – Toronto's Lester B. Pearson International Airport – has over 1200 screening officers, whereas some of the smaller airports, like Chibougamau and Roberval, have less than ten.

Although there is this large variation in airport size, all CATSA screening officers undergo exactly the same training program, follow the same standard operating procedures, receive the same security bulletins, implement the same regulations, and follow the same emergency procedures. Each passenger, whether passing through security in Halifax or in Iqaluit, Prince George or Saskatoon, undergoes the same comprehensive screening process as his fellow passengers in St. John's, Red Deer and all the other airports CATSA is responsible for. Passengers can rest assured that CATSA screening officers all across the country have done their job to ensure that no threats or threat items have passed through the security checkpoints.

Sometimes passengers also wonder if the rigorous and comprehensive security measures they undergo at small airports, where everybody seems to know each other, are necessary. The simple answer to this question is also yes.

Much like the national and international telephone system and global mail

system, the air transportation system is an interconnected web that links one airport to the next, one city to the next and one country to the next. Passengers with connecting flights, whether to destinations in Canada or abroad, for the most part, only pass through security at their departure airport. This means, for example, that a passenger departing Yellowknife destined for Paris, France, will only pass through security when first leaving Yellowknife. By ensuring we have the same procedures in place at all 89 airports and by making certain that all passengers undergo the same quality of screening, we create a fully integrated, seamless aviation security system that is security-focused yet customer-friendly.

It is also imperative that the security screening process is the same at all 89 airports because we know that terrorists today are creative, flexible, adaptive and innovative. They are continually researching and finding ways to penetrate our defences. Because of these realities, we must never let our guard down – we must secure our front door and our back door, without forgetting about the windows. We must never think that just because an airport only has one flight a day and less than a hundred passengers, a terrorist will never try to get through.

CATSA screening officers, although spread across the country, are like one large family. Although they may lead very different lives and have different experiences, they are all united by a shared mandate, common values and the principles of Fair, Friendly, but Firm. ■

A special thank you to Ali Shafiat from Peter Boruta

I am a pilot for Air Canada and would like to extend my commendation for one of your staff members I find outstanding. Mr. Ali Shafiat who normally works in Toronto Terminal 2 treats myself and passengers with the dignity and respect deserved while completing the task of security in an exemplary fashion. Although I find all of your staff for the most part pleasant and professional, Ali stands out and I feel he is an individual that should be recognized. Please pass on my thanks to him and his superiors for a job well done and should he ever be considered for higher positions within your organization, don't hesitate to consider this as my personal recommendation.

– Peter Boruta, Air Canada Pilot

The First of Many

Aeroguard Ltd. employee, April Adams, is the first female screening officer to earn her Point Leader stripes under CATSA's new training program.

"I've just come back from five days in Toronto learning what it takes to be an effective PL," says April. "Our instructor (James Crawford, Learning and Performance Advisor, CATSA) was awesome. He made the course so interesting."

The course focused on some key issues. These included employee relations (how to maintain good management relationships with colleagues and what to do if faced with certain challenges); public relations (how to deal with uncooperative people, people with disabilities, and suspicious passengers); and equipment and technology (how to use the testing equipment and handle simple malfunctions).

"And did I mention our instructor, James?" she laughs. "I can't say it enough. He was so awesome!"

April takes her new-found knowledge back to the airport in Thompson, Manitoba, where she is now PL as well as Site Supervisor. She's looking forward to putting what she learned into practice. As Site Supervisor, April looks after scheduling, supplies, information bulletins, meetings, the needs of employees and other tasks. The PL part of

the job will allow her to spend more time with the general public.

All future PLs will now be trained through the new program.

Thompson, Manitoba, (pop. 25,000 including the surrounding areas) is



about 800 km north of Winnipeg. A 10-minute drive out of town, the airport is a departure point for international tourists coming to see polar bears and beluga whales up north, for hunters, and also for business travellers and professionals who work in town and fly home for the weekend. The screeners handle four flights a day during the week, and fewer on the weekend.

Antlers are among the less run-of-the-mill items the screeners run through the machines.

Says April, "Antlers, racks, horns, we see them all. They're difficult things to pack, usually just wrapped in protective cardboard. The other animals that pass through here, however—bears, fish, ducks, moose, deer, you name it—they're packed with ice in cardboard boxes and they're a lot easier to screen. It's all a bit creepy, really."

Already, it feels like winter in town. There's snow on the ground and, with a daytime high of -12°C these days, it's not likely to disappear before spring. Tourists and hunters alike are warmly dressed.

"Often," says April, "it gets to -40°C here in winter. From a screening point of view, it means stripping off winter jackets, hats, mitts, ear-warmers, bulky ski pants. We use a lot of trays!" "Sometimes," she adds, "when we ask people to take off their boots, they're a bit reluctant because it's cold."

April's first day as a screener was September 11, 2002. A year to the day after 9/11. Is there a connection?

"It's true that 9/11 focused my interest," explains April, "but I've always loved security. And I love the airline industry even though I hate flying. They practically had to strap me to the seat to go to Toronto for the training."

Maybe, April. But there's a first time for everything. ■

International Travel and Tourism Show



CATSA was a proud partner at this year's 18th International Travel and Tourism Show at the Place Bonaventure in Montreal on October 27-29.

The aim of this initiative was to partner with the travel and tourism industry, increase awareness of CATSA and the screening checkpoint as well as provide important travel information to the visitors.

Two screening checkpoints were installed at the entrance to the show, where seven screening officers from the Montreal Pierre-Elliott-Trudeau Airport greeted visitors with a smile.

All visitors went through the screening checkpoints in order to enter the trade show. Screening officers handed out pamphlets and answered many questions

from the visitors on liquids, prohibited items and what to expect at the pre-board screening checkpoint.

A special thanks to Doris Pomerleau, Viviane Miron, Marie-Chantale Croteau, Jean Paul Aoun, Jesse Tanona, Kenny Caya and Rosanne Poulin. Your professionalism and knowledge made the experience pleasant for over 20,000 attendees over the weekend. Once again, a special thank you for a great job! ■

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 of our web site at: www.catsa-acsta.gc.ca



CATSA is dedicated to providing services to the travelling public in both official languages.