



December 2006

Happy Holidays!

The holiday season is a time for families and friends to gather and celebrate. As you prepare to travel during this busy period, the Canadian Air Transport Security Authority (CATSA) would like to ensure you have a pleasant and stress-free travelling experience. This begins with knowing what to pack and what to leave behind.

Screening officers are responsible for ensuring your security and that of your fellow travellers. As these screening officers work hard at keeping lines flowing while ensuring your security, they need your cooperation and assistance.

If you are travelling with gifts, make sure they are not wrapped. Their contents may need to be inspected.

To avoid delays caused by additional searches in checked baggage, your food items should be packed in your carry-on luggage.

However, you should pack liquids and aerosols, such as sunscreen, hair gel and perfume, in your checked baggage. As for liquid items placed in your carry-on luggage, they have to be in containers

with a capacity of 100 ml / 100 grams (3.4 oz.) or less. The containers must fit comfortably in one clear, closed and re-sealable plastic bag with a capacity of no more than 1 litre (1 quart). Note that you will be permitted only one plastic bag per person.

Finally, we remind you that prescription and homeopathic medicines are allowed in carry-on baggage as long as they are properly labelled or accompanied by a prescription. Syringes, hypodermic needles and biojectors are allowed in carry-on baggage provided needle guards are in place and accompanied by properly labelled medication.

CATSA wishes you a happy and safe holiday season. ■

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Message from the President and CEO

2006: Year in Review

This past year has been a very challenging, yet rewarding one for CATSA. In addition to undergoing extensive reviews, including the Five-Year Review and the Office of the Auditor General (OAG) Special Examination, CATSA had to mobilize its emergency management plans to react quickly to the threat posed by liquid explosives.

To overcome all of these challenges, the CATSA team, including headquarters staff, screening officers and our stakeholder community, really pulled together. For this, I am extremely proud. This extensive cooperation and team work has left no doubt in my mind that we are both ready and well-equipped to confront whatever challenges the New Year will bring.

Reflecting on the “E” in AGILE

In the November edition of CATSA News, I reflected on the “Learn” component of the AGILE strategy. The next, and final component of the strategy is “Evolve”. The essence of evolve focuses on applying lessons learned and using our experiences - both positive and negative — to enhance our overall ability to deliver effective aviation security.

In order to make Canada's air transportation system more secure, CATSA must ensure that it evolves so that it can continuously improve as a world-class air security authority. For example, when we conduct exercises at screening checkpoints, we can learn a lot from both our successes and failures. This knowledge is most valuable when it is used to make improvements to how we do business. Similarly, when we conduct large-scale exercises at our headquarters, to practice our emergency response procedures, we always conduct a post-exercise debrief so that we can discuss what went right and what went wrong. We then use this knowledge to make improvements to our procedures and operations.

The three most important notions to keep in mind about evolve are the need for this process to be continuous, the fact that we often learn more from our failures than our successes, and the requirement for CATSA to evolve in such a way that we are continuously stronger and better prepared to deal with whatever is coming our way. As we approach the end of 2006 and prepare for another challenging year, it is an opportune time to reflect on the

evolve component of the AGILE strategy. In order for CATSA to succeed in the coming years, we must continue to evolve.

2007: Looking Ahead

As we quickly approach our fifth anniversary, CATSA has a lot to look forward to. We have succeeded in reaching a steady operational state and are ready to embark on our next journey towards a more customer-focused organization with significantly enhanced capacity and expertise: an agile, seamless, threat- and risk-based security organization. This new journey promises to be as interesting and as challenging as our first five years, but, with the continued dedication and unwavering commitment from our employees, front-line workers, and stakeholders, there is no challenge too big for us.

In closing, I would like to wish you all a very safe and happy holiday season! I look forward to working with all of you in 2007 to achieve our mandate of securing the critical elements of Canada's air transportation system. ■

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

X-Ray Tutor (XRT)

On behalf of the Learning & Performance team, we would like to wish each and every one of you a safe and happy Holiday Season!

Fascinating Facts!

The XRT system:

- has been up for 337 days
- used by 3,759 users
- in 134,008 sessions
- resulting in the display of 10,879,302 images
- The amount of time spent using the system is equivalent to 1 person doing training 24 hours a day for 4 years straight.

Screening Officer Recognition

Once again, CATSA would like to recognize those individuals who have progressed to Level 12 of the XRT training program during the months of September, October and November.

"The results you achieve will be in direct proportion to the effort you apply".

Thank you for taking ownership in your continuous learning plan. ■

Well-deserved Recognition

A special thanks to Robert Venoit and James McDonald whose actions on August 29, 2006 were instrumental in preventing an off duty City of Washington police officer from circumventing screening for a US bound flight.

On Friday, November 17th, Steven Barker from Transport Canada presented both screening officers in front of the staff certificates commending them of their actions.

CATSA Operations Manager, Gina Libal, presented both screening officers with CATSA golf shirts as a symbol of CATSA's appreciation for their dedication to civil aviation security.



CONGRATULATIONS to:

Gander International Airport

- Sharon Batson

Saint John Airport

- Carolyn Timmony
- Sharon Brown
- Pamela Graves
- Mary Lou Colpitts

Kingston Norman Rogers Airport

- Michael Moore

Vancouver International Airport

- Eliza Fernandes
- Manmit Jaggee
- Louri George Lobatch
- Liza Umali
- Jimmy Mah
- Irena Stefanova

Whitehorse Airport

- Bruce Fairbairn

Greater Moncton International Airport

- Claudia Pineau
- Twyla Saulnier
- Mireille Reid

St. John's International Airport

- Rose Bragg
- Jennifer Snow

Calgary International Airport

- Khamvilay Nhouyvanisvong

Victoria International Airport

- Murray Pettinger

Yellowknife Airport

- Elvis Beaudoin

Greater Fredericton Airport

- Donald Cameron
- Traci Miller
- Christopher Boreland
- Stacey Doak
- Joachlyn Grover
- Eric Lanteigne

Jean Lesage International Airport

- Catherine Matte
- Line Tanguay

Regina Airport

- Darlene Cech
- Jackie Crawford
- Tonya Wilder
- Robert Hatton
- Dawn Slater
- Curtis Turner
- Richard Howis
- Sharon Knott
- Lynn Seitz

Fort St. John Airport

- Shaun Cummings

The Williams Lake Regional Airport is located 14 kilometers north of the City of Williams Lake. The Airport was opened in 1956 by Transport Canada. On January 1, 1997 the ownership and operations of the airport was transferred from Transport Canada to the City of Williams Lake. The Airport operates as an independent department within the City's umbrella.

The screening officers at Williams Lake airport participated in a Garda local BC regional contest in which each base had to submit a picture of their base and make it creative. The pictures show all of the staff at Williams Lake with an item that best represents them. As you can see, it ranges from horseback riding, running to baking pies. Kudos to the staff and their creativity!



From the Front Lines to the Top: The Story of Doron Bergerbest



On November 10, 2006, CATSA had the pleasure of welcoming back ASERO Worldwide to conduct a senior seminar on aviation security.

ASERO Worldwide, an American consulting firm, has tailor-made this aviation security program for CATSA which covers a large variety of subjects central to our work. This training, conducted by highly experienced trainers with many years of operational experience in aviation security, helps CATSA employees and invited guests from our partner organizations, understand aviation security in the context of real-life case-studies. Participants also learn more about the critical threats to aviation security, as well as concrete steps we can take to counter them: knowledge which helps us do our job better.

The story of Doron Bergerbest – the Chief Executive Officer of ASERO and CATSA's lead instructor – is inspirational

and remarkable. Mr. Bergerbest is former head of the protection and security division and the most senior ranking security official of the Israeli Security Agency (ISA). He was appointed to the position of director of the protection and security division (a rank equivalent Major-General) in April 2002 by the Prime Minister of Israel and concluded his term in May of 2005.

While at the ISA, Mr. Bergerbest's national responsibilities consisted of the protection and security of Israeli dignitaries; Israeli official delegations travelling abroad, including Olympic teams, official exhibitions and other forums; national classified information; official Israeli missions and personnel abroad; critical infrastructure within Israel; the ISA's information,

installations and personnel; Israeli ports and Israeli vessels in foreign ports; and national and internal borders.

Mr. Bergerbest was also responsible for domestic and international Israeli civil aviation and foreign civil aviation in the State of Israel. Considering that civil aviation assets in Israel are among prime targets for many terrorist entities, this was an immense responsibility with many significant challenges.

Did you know?

The extensive security measures that have been put in place since 1968 to protect Israeli aviation have successfully prevented and thwarted terrorist attacks!

Before working his way to the top, Mr. Bergerbest actually began his career as a Screening Officer. In Israel, the requirements to become a Screening Officer are twelve years of education, military service (which is mandatory for all Israelis), proficiency in English, satisfactory physical health, and a commitment to one year's full time work. The passenger security course is four weeks long, followed by two months of on-the-job training. An additional training course is required to become an x-ray operator.

According to Doron, his time as a Screening Officer provided him with invaluable training and experience that prepared him well for his career in security.

Much like Doron, CATSA Screening Officers are gaining significant experience on the front lines as they work to secure the critical elements

"The comprehensive knowledge, broad range of skills, acute perception and exceptional judgement skills I gained from my work as a Screening Officer on the front lines gave me the solid foundation I needed to launch a successful career in security. I used my time as a Screening Officer to learn as much about aviation security as possible and to do my part in saving the lives of the travelling public. The job of a Screening Officer is critical. In fact, few other jobs come with so much responsibility, yet so much reward".

– Doron Bergerbest

of Canada's air transportation system. Clearly, the types of skills Screening Officers acquire are extremely valuable not only when it comes to aviation, but also to the realm of security as a whole. These skills must be continually expanded and enhanced to ensure our security systems remain effective and proficient. CATSA is committed to working with Screening Officers to really make security screening more than just a job. ■

CATSA wins award for the RAIC program



On November 1, CATSA was recognized with a Canadian Information Productivity Award at the CIPA Gala Banquet. CATSA was honoured with the Exceptional Innovation Award.

The CIPA awards are high-prestige awards available for both private- and public-

sector organizations in recognition of their leadership in transforming their organizations through the strategic application of information technologies.

Kevin McGarr, Vice President and Chief Technology Officer, and Rob Durward, Director Technical Programs, accepted the award on behalf of CATSA. In his acceptance speech Mr. McGarr said, "The success of the RAIC program is in the technology as well as the cooperation between the technology industry, CATSA and our stakeholders, especially the airports, who are very important contributors. Building an effective security system goes beyond technology alone; it involves people and partnerships; and RAIC is an example of what teamwork can achieve".

CATSA is committed to the protection of the travelling public and will continue to provide state of the art security to air travellers in Canada. ■

Well-deserved Recognition

Marshall Macklin Monaghan Limited received an award of excellence at the 2006 Canadian Consulting Engineering Awards on October 26th at the Fairmont Chateau Laurier in Ottawa for their work on the Explosive Detection System Deployment project at Canada's Airports that has been put in place as part of CATSA's mission.

Following the creation of CATSA, one of its main responsibilities was the acquisition and deployment of explosive detection systems for pre-board screening and hold baggage screening. In 2002, MMM was selected through an open competitive process and over the past four years has been very successful in delivering this very important project. MMM also allowed CATSA to achieve full deployment of its equipment to meet and exceed the December 31st, 2005 deadline of 100% hold baggage screening set by ICAO to address the high risk associated with explosives in checked baggage.



The Brilliant Trio



Contrary to popular belief, vacationers are few and far between at Gaspé Airport; a small rural airport with shuttles between the Îles-de-la-Madeleine and Quebec City/Montreal four times a day.

Vacationers prefer to travel by car to take advantage of the extraordinary scenery. Therefore, the airport is mostly frequented by business people who support local businesses and industries, namely, wind turbines, the brand new Canadian Tire store, and the oil wells, to name a few.

Francine Fournier is the operations manager for Sécurité Kolossal Inc. On December 16, 2006 she will have been with the airport 20 years.

In the beginning, working conditions were tight. "When I turned, I would bump into the people around me, she explained. There was only enough room for a search table, but by pushing back the benches, we were able to add a security gate in the same space!"

The creation of CATSA led to many more changes. A CTX machine will soon be installed for searches, and there are now

eight screening officers who cover three shifts: morning, evening and night. The screening officers search 100% of the baggage they receive, every bag, whether carry-on or checked baggage. Francine is extremely proud of the level of service that her team provides.

One of its members is her husband, Gaetan Element. In addition to his position in the hospital, after 32 years of marriage, he works at the airport to support his wife. He has worked at the airport for nearly 19 years, of which 10 were with Kolossal.

"I'm the shift manager for the night shift," he said. "I'm her eyes and ears when she's not here. I'm the one who represents and replaces her."

The other team members have between three and six years of experience; enough to ensure that everyone knows what to do and when.

"We're a great team," says Francine Fournier. "Even the passengers compliment us. We talk a lot, but we don't have to explain everything anymore. I call the three members of each shift 'The Brilliant Trio'. And at the end of every day, I say, Good job, guys!"

Francine's motto is to have team spirit and keep a smile on her face. The gorgeous Gaspé landscape may not be the only reason travellers are in such a good mood when they come through the Gaspé Airport.

Security has always been crucial to Francine, even before September 11, 2001. ■

CONTACT CATSA NEWS

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