



August 2007

The Times They Are A-Changin’ Security Screening Has to Change With the Times

Air transport security has certainly gone through major changes over the past five years. And CATSA has definitely been at the core of these changes, not to mention an integral player in their implementation.

The title of this article is a loose reference to a Bob Dylan’s song. But coincidentally some of the lyrics in this prophetic song seem to echo the spirit in which some of these changes came about, some five years ago in the wake of the 9/11 terrorist attacks on the World Trade Center – one of the most dramatic emergencies America and the world had ever known.

*There’s a battle outside
And it is ragin’.
It’ll soon shake your windows
And rattle your walls
For the times they are a-changin’*

In response to these events, Canadian airports today are equipped with a multi-levelled security system comprised of a highly-trained screening staff, state-of-the-art detection equipment and strict

operating procedures. Together these people and systems have substantially enhanced the security for air travellers and contributed to maintaining the integrity of Canada’s air transportation system. Screening officers, point leaders, service delivery managers, operations and regional managers are among the diligent people who work tirelessly to ensure compliance to operating procedures and consistency of service delivery across Canada. While compliance and consistency have always been key characteristics of the CATSA screening service delivery, it is equally important to deliver those services in a customer-focused manner. If the days of wishful thinking in matters of security are long gone, the days of common sense and sensitivity to people are still very much in season.

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Message from the President and CEO

Liquid Explosives Threat: One Year Later

One year ago, on August 10, 2006, the CATSA Senior Management team was awoken in the early morning hours to news of an evolving terrorist threat to aviation security. Authorities in the United Kingdom had uncovered a terrorist plot to blow up several airliners leaving London's Heathrow Airport en route to the United States, using liquid explosives. According to authorities, this plot was in the final stages of preparation and was expected to be carried out in the coming days or weeks. If the terrorists had succeeded in executing their plans, thousands of people could have been killed.

CATSA's response to this incident was the first time that we mobilized our Security Operations Centre to respond to a real-life incident. Working closely with Transport Canada, we proactively implemented several

preventive security measures right across the country. The entire CATSA Team, and especially screening officers working on the front lines, performed exceptionally well by using their training, security instinct and teamwork to ensure the continued security of Canada's air transportation system.

Responding to emergencies and security incidents in a rapid and effective manner is what CATSA was created for. It is what we plan for and what we train for. We learned a lot about security from this incident but perhaps the most important lessons of all is that security is not only about detection, deterrence and prevention. It is also about intervention, response and recovery. This is why CATSA has adopted the AGILE strategy model for all aspects of our operations.

Over the past year, CATSA's response to this incident has not ceased. The new security measures that were put in place in the immediate aftermath of this thwarted terrorist plot have since been reviewed and revised based on new assessments of the threat. Those working on the front lines have played a key role in educating the travelling public on the new security measures and in making sure delays are minimized while the integrity of our security system is upheld. I am proud of each and every one of you for your continued hard work and professionalism.

The terrorist attack at Glasgow International Airport on June 30, 2007 is a stark reminder that the terrorist threat to civil aviation has not diminished. Although plots have been thwarted and security has been enhanced at airports all around the world, terrorists continue to keep civil aviation firmly in their target sites. Why? One reason may be because it is what terrorists already know. And, it is effective. The potential impacts, in terms of lives lost, damage to

infrastructure and the political, economic and psychological effects, are significant.

My advice: remain alert and remain vigilant! By continuing to work together, we will ensure not only that we effectively detect and deter terrorists from attacking our airports, but also that we have the tools and skills needed to respond to incidents in a robust, yet efficient manner; much like we did on August 10th last year. ■

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

Serving Air Travellers in the Official Language of Their Choice Because It Is Good Customer Service and... It Is the Law



“CATSA is committed to playing an integral role in protecting the rights of Canadians to be served in their official language of choice by Canada’s federal organizations; and in helping to preserve this country’s rich bilingual heritage.”

*Kevin McGarr
CATSA’s Champion of Official Languages*

Hello / Bonjour!

As you may know, the active offer, under the Official Languages Act, is key to giving travellers the option of being served in the official language of their choice at CATSA’s security screening points where it is required. Practically speaking, it means that when screening officers greet travellers at a pre-board checkpoint, they must do so in both official languages. Furthermore, anytime travellers are more comfortable going through the checkpoint in the minority official language, they must be able to undergo every step of the screening process in their official language of choice.

Official Languages Offer and Signage

Screening officers should wear their blue pins with pride so as to let travellers clearly know that they will be glad to serve them in either official language. Another important measure CATSA takes to meet its obligations under the Official Languages Act and to make passengers feel as comfortable as possible is to prominently display the blue “English/

Français” signs at designated bilingual screening checkpoints.

A Security Organization Focused on Customer Service

It is true that CATSA is first and foremost in the business of air transport security and air travellers’ safety. But we are also in the business of providing good customer service; and giving travellers service in the language of their choice is a big part of fulfilling our commitment.

Official Languages Surveys

CATSA is also looking for ways to improve customer service. To this effect, we developed a web-based feedback tool designed to help monitor traveller’s satisfaction with the level of service offered in both official languages at screening checkpoints. By proactively seeking feedback from the Canadian travelling public on services, CATSA will be able to determine where service improvements are needed and which concrete measures to implement

Recognition of SO Aneta Piszaczyk

Recognition is in order for screening officer Aneta Piszaczyk who works at Toronto-Pearson International Airport for displaying the CATSA values of FLAIR (Fairness, Loyalty, Accountability, Integrity and Respect) as well as the corporate values of Garda.

On July 4th, 2007 Ms. Piszaczyk found a lady’s wallet in a female washroom in the public area at the airport while on a short break from her duties. She then immediately notified another screening officer of what she had found and requested her to be a witness and attend the screening point so the wallet could be turned over to the point leader and all necessary documentation could be completed. The wallet contained a pretty large sum of money and several pieces of identification. Once all the necessary paper work was completed and the passenger could not be located, Ms. Piszaczyk then went to the GTAA lost and found and turned over the wallet and contents to them.

One of CATSA’s Operations Manager was advised by the GTAA lost and found that the appreciative passenger had been located and is providing GTAA with instructions and authorization to return the belongings and money to her.

A special thank you to Aneta, this gesture demonstrated her true values! Keep up the great work Aneta.

in collaboration with service providers and screening officers.

Moreover, CATSA is starting, as of August 2007, to conduct quarterly surveys of the travelling public using its web-based feedback tool to monitor customer’s satisfaction with the level of service offered in both official languages at screening checkpoints across Canada.

CATSA is focused on security and customer service, as such we very much value our

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The Times They Are A-Changin': Security Screening Has to Change With the Times

Simply put, this means that travellers are people first and foremost. And providing security screening should never come at the expense of human dignity. This is especially true when it comes to screening a person with a disability or special needs. A traveller with special needs could be anyone who has to go through security screening using an aid or a wheelchair. This could be due to age, weariness, dizziness or pain caused by illness, injury or surgery. Even though screening officers have the duty to enforce procedures at all times, they also have the obligation to take special care when it comes to anyone requiring an extra search because they use an aid such as a wheelchair. Taking special care means, above all, having empathy for the person and being sensitive to their condition. If the person cannot stand, for instance, a physical search should be performed rather than one with the metal detection equipment. It is also important to give a person with a disability or special needs the

option of having the screening take place in private.

The bottom line is that when a screening officer has any doubt or question about dealing with a traveller with a disability or special needs, they should ask for the assistance of their supervisor. This is especially true when a traveller, their attendant or their companion is nervous or upset or becomes so during the screening process.

Always remember that if security is CATSA's number one priority, people are CATSA's number one customers.

For more information on special needs go to http://www.catsa-acsta.gc.ca/english/travel_voyage/special.shtml; and for further tips on the screening of passengers with disabilities and special needs go to http://www.catsa-acsta.gc.ca/so-ac/english/tips_conseils/disability_deficience.htm. ■

Serving Air Travellers in the Official Language of Their Choice Because It Is Good Customer Service and... It Is the Law.

customer's opinion. We are committed to continuously improve the level of service and ensure that the travelling public is served in their language of choice at pre-board screening checkpoints.

As a Crown corporation, CATSA is subjected to the Official Languages Act and, through our screening contractors, we are responsible for providing bilingual services at screening checkpoints at the airports where it has linguistic obligations. Screening officers are required to greet passengers at designated airports in both official languages and ensure that the service at screening checkpoints is provided in the passenger's official language of choice throughout the entire screening process. ■

Raising Air Traveller's Awareness through Media Outreach

CATSA teamed up with seven major airports to launch its summer media blitz and public awareness initiatives. Along with airport authorities' representatives in Vancouver, Calgary, Edmonton, Toronto, Ottawa, Halifax and St. John's, CATSA regional managers hosted media information sessions during the week of July 25. The focus was summer packing tips, and what to leave out of their carry-on baggage. The seasonal items include sunscreen, bottled water and other liquids and gels.

In support of this media outreach, CATSA also targeted multilingual news outlets. This was the first time CATSA appealed to and secured interviews with Fairchild Television, Omni Television, Channel M – Multivision Television.

Special thanks to Meng Yang, SeMS Analyst in Ottawa, and Paul Sander, Operations Manager in Vancouver, for their

outstanding work as CATSA spokespeople in Mandarin and Punjabi respectively. Their efforts translated into making hundreds of thousands of potential air travellers aware of how to pack for their next trip to avoid hassle at the pre-board screening checkpoint.

CATSA will continue to develop such proactive and positive public outreach and air travel awareness initiatives.



X-Ray Tutor (XRT)



“What I hear, I forget. What I see, I remember. What I do, I understand”.

Confucius

Class Other Airports

CATSA would like to congratulate screening officers in Class ‘Other’ airports. X-Ray Tutor training was delivered to Point Leaders via distance training at the end of February, 2007 and are showing outstanding progression through the difficulty levels. Thank you for taking ownership in your continuous learning plan.

Screening Officer Recognition

We would like to recognize the screening officers who have progressed through to Level 12 of the XRT training program during the month June 2007.

Did you know that...

Regardless of what mode you are in: Practice, Test, or Training, it is important to log out correctly for your work to be saved and available for your next session?

- 1. Click on the Exit button in the bottom right-hand corner of the Practice, Test or Training window;**
- 2. Click the OK button in both the Performance in this Session and Statistics for all Sessions boxes;**
- 3. Click the Exit button in the XRT Login window.**

CONGRATULATIONS to:

Charlottetown Airport

- Tara Atherton Currie
- Janet Burke
- Wanda Chinery

Comox Valley Airport

- Shirley Smith

Whitehorse Airport

- Aaron Lang

Toronto Lester B. Pearson

- Nagwa Ghaly
- Valentina Karapici
- Vandana Khaper
- Wojciech Pajek
- Ratinder Sidhu
- Shamita Srivastava

North Bay Airport

- Kathleen Rich
- Patrick Stephens

Prince Rupert

- Rose Steward

Sept-Îles Airport

- Serge Bonneau
- Stéphanie Gauvin

Greater Sudbury Airport

- Carol D'Amour
- Anne Denis

North Bay Airport

- Kathleen Rich
- Patrick Stephens

Prince Rupert

- Rose Steward

Sept-Îles Airport

- Serge Bonneau
- Stéphanie Gauvin

Greater Sudbury Airport

- Carol D'Amour
- Anne Denis

Vancouver International Airport

- Orlito Dela Cruz
- Gurmel Dhaliwal
- Amelita Garcia
- Marita Ho
- Polena Lipski
- Spencer Ocampo
- Manuel Ramos
- Jaswinder Randhawa
- Walima Reddy

Calgary International Airport

- Gary Guzman

Castlegar Airport

- David Mah

CATSA Launches an Enhanced Continuous Competency Development Program



CATSA is committed to providing Canadians with one of the most secure air transportation systems in the world. The commitment includes ensuring a highly trained professional screening service on the front line.

Since CATSA was established in 2002, it has taken an integrated approach to the implementation of a comprehensive training, validation and continuous improvement program, and since then has refined and expanded its curriculum to deliver it more efficiently and effectively across the country, introducing web-based and other training tools to enhance the learning.

Over the past number of months, CATSA has been looking at ways to respond to changing operational requirements, improve performance and reduce risks. CATSA is committed to providing the most up-to-date training possible, and as a result, is proud to announce an enhanced Continuous Competency Development Program to support the over 5,100 screening officers in Canada by ensuring they have the knowledge and skills to respond to new and emerging threats.

This program focuses on helping screening officers maintain and enhance their skills and competencies through individualized

training plans and progressive layers of learning and performance assessment.

It involves new and additional refresher training, as well as the advanced use of training technologies, modules and tools, the results of which will be applied in the near future as an element of re-certification. Optimizing the use of web-based training, this program is designed to increase the level of expertise in the screening officer workforce.

Continuous Competency Development Modules

All screening officers will be provided with refresher training to update their knowledge and skills on current certification endorsements, as well as ongoing career development modules related to civil aviation security and customer service. Each module is approximately 30 minutes long and can be taken during non-peak times, thereby providing screening officers with efficient ongoing development as part of their scheduled shifts.

The following e-Learning modules will be available for screening officer training by the end of August:

Active Offer:

This module covers the role of screening officers under the *Official Languages Act* for addressing persons entering security screening checkpoints.

Susheel Gupta:

An Air India Tragedy – this is a motivational module that CATSA was very proud to develop. It is a Canadian story that explores the impact of a tragedy on an individual and his remaining family.

Following the launch of these two initial modules, CATSA will be making available one module per month. Screening officers can look forward to these modules in the near future:

Radiation Safety

Walk-Through\Hand-Held Metal Detection

Pre-Screening Procedures

Physical Search of a Person

Explosives Detection Trace

Professional Conduct

Physical Search of a Bag

Situational Awareness

New Threat Items

Security Breaches

Workplace Aggression

Sensitivity Awareness

Communication Skills

Team Work

Screening officers are a vital part of the security system and CATSA wants to ensure that they receive the best learning possible. ■

Eagle Eyes!

In the short time that Josée Mailloux has been working for Shannahan's Investigation and Security at Moncton International Airport, she has gained quite a reputation.

To date, Josée is the first and only person in Canada to have completed all 12 levels of the x-ray tutor training program before going on to her Foundations II—in other words, before even being allowed to work with an x-ray machine!

X-ray tutor is a computer program that shows various threat images as they appear on the X-ray so that screening officers become more experienced at recognizing the images they see, which can often be misleading. The levels get progressively more difficult.

"It seems I am developing an eagle eye from using the x-ray tutor," says Josée. "I've also been getting excellent tips from the senior screening officers on the floor."

Josée has learned to recognize threats in the countless different ways they can be positioned in luggage or surrounded by other items.

"Even if I only see part of the object, I know it's part of something bigger," she says. "Nobody's going to place a threat in their luggage and display it perfectly for us. We have to learn all the positions, angles and partial views."

Josée uses box cutters as an example. According to her, they are unrecognizable on x-ray without training. The thin metal shaft blends into the background or, if it

sits at an angle, the screening officer can only see a narrow slice.

"We have to be right all the time," she says. "Ninety percent isn't good enough. X-ray tutor helps us to do that without having people come through and learning the hard way."



Josée has now taken her Foundations 2 and is getting experience in a live setting on a real x-ray machine.

Josée joined Shannahan's in October 2006 after friends told her how much they enjoyed working for the company. Indeed, since then, it has been non-stop action.

"My son thought I was cool for a whole minute when I told him I'd met Snoop Dog and Ice Cube," she remembers. "I was

dazzled by the incredible amount of bling—the most beautiful rings and medallions. Then, through the glitter, there was Ice Cube—just like a regular passenger."

Half an hour later, Snoop Dog came through.

"His bodyguards were tanks," says Josée. "Giants. One of our screening officers isn't very tall, just over 5 ft. Somehow, he ended up with the job of patting down this 7 ft man who's so large he had to go through the gate sideways. Our poor screening officer had to jump up and down to check him because he couldn't reach anything above his armpits. Snoop Dog was in fits of laughter!"

The opportunities for laughter keep on coming thanks to the team's camaraderie. Josée remembers the day a colleague came in with carrotty-orange hair after a mishap with hair dye and gamely absorbed all the jokes about Happy Meals!

"My friends were right," laughs Josée. "This is the job for me. I'm staying here until I retire. It feels good to know that what I'm doing provides some sense of security for the passengers." ■

2007 Canada Winter Games – A Gold Metal Screening Performance

The Canada Winter Games were held from February 23 to March 10 in Whitehorse, YT this past winter. This was the first occasion in their history that the Games had been held north of the 60th degree. All of Yukon was supporting the games and there was broad national media coverage.

Planning the screening for the Winter Games started about a year and a half before the Games were to be held. Not only were the regular carriers expecting to add extra flights throughout the Games, but there were an estimated 5,000 athletes, media and support personnel who would be arriving and departing on charter flights from all provinces in Canada. Every competitor would have their regular baggage plus they would have an equipment bag. There would be a complete change of athletes half way through the Games, meaning that overnight some 3,600 people would be arriving and departing the airport. Many last minute changes were to be expected due to event modifications and potential weather impacts.

CATSA and the local service provider, Aeroguard Inc., worked closely with the Canada Winter Games committee and the other stakeholders to ensure that screening operations went smoothly throughout the event.

Screening operations in both PBS and HBS went extremely well. The screening officers exhibited a strong degree of professionalism and co-operation in the face of huge challenges. Weather was a big factor – temperatures were as warm as -20 C but the mercury dropped to -46 C at one point. This caused difficulty in outdoor ramp operations

and slowed passenger boarding. Also, the sheer volume of passengers and their baggage tested the volume capacities of the airport. During all of this, the screening officers were friendly and efficient, helping each other to accomplish the task at hand and doing their best to ease the travel of the athletes through the airport.

The entire screening operation was handled extremely well and much of the credit is due to the enthusiastic support given by the Aeroguard screening officers, both from Whitehorse and the supporting southern sites. This fact was recognized by the Canada Winter Games Committee, the Transport Canada Inspectors, the Airport, and the Air Carriers. Kudos are due to all of the screening officers for their truly “Gold Medal” screening performance. ■



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.