

C A T S A N E W S



September 2007

A Call to Increased Vigilance to Decrease Numbers Intercepted Liquids, Gels and Aerosols Are Still on the Rise

There are many key partners who play a vital role in ensuring a positive and secure air travel experience for all passengers. Good cooperation between all partners is particularly critical when it comes to enforcing air transport security regulations effectively and, above all, consistently across the country.

The security measures on liquids, gels and aerosols are among the regulations that CATSA and screening officers are responsible for enforcing. And in this matter we especially need increased vigilance and cooperation in raising public awareness on the importance of how these regulations must be followed in order to avoid delays at the pre-board screening checkpoint.

The Transport Canada restrictions on liquids, gels and aerosols came into effect a little over year ago as the Canadian government's response to news of a foiled terrorist plot in London, England on August 10, 2006. These events revealed that liquids, gels and aerosols were to be used as explosives on

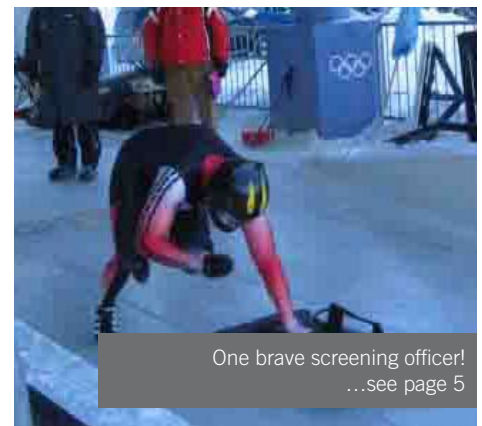
air carriers and are therefore a potentially serious threat to security.

The security measures on liquids gels and aerosols have been put in place to ensure, first and foremost, the security of air travellers; and they are expected to remain in effect for the foreseeable future. Screening officers, the face of CATSA on the front lines, play a vital role in ensuring the consistent delivery of security screening services across the country as well as enforcement of all Transport Canada regulations. We consider it crucial for screening officers across the country to continue to show consistent vigilance in regards to prohibited items as well as to liquids, gels and aerosols.

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One brave screening officer!
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Message from the President and CEO

9/11 Anniversary

September 11, 2007 marks the sixth anniversary of the 9/11 terrorist attacks against the United States. Nearly 3000 people lost their lives on this day - significantly more people than had ever been killed before in a single terrorist attack. The 19 hijackers that carried out these attacks did not discriminate. They killed people from over 87 different countries. They killed men, women and children. They killed tourists, businessmen and women, and police officers, firemen, and other rescue workers.

While September 11, 2001 will be forever remembered as a day of unprecedented death and destruction, it must also be remembered as a day that changed the face of aviation security.

The aviation security system that existed on this day is no longer the system that

exists today. Today, we are more secure. We continue to strengthen existing layers of security and add new ones. We also continue to make enhancements to our training programs and to add new state-of-the-art equipment and technology to our arsenal.

CATSA was created to do this job and we should be very proud of what we have accomplished. Together with Transport Canada, our many stakeholders and over 5000 screening officers working daily on the front lines, we have made aviation a hard target for terrorists.

Remember the 9/11 victims not only on this anniversary but each and every day. This is why what we do is so important – this is why your job really matters.

Summer Travel Period: A Job Well Done

As we look back on September 11, 2001, it is also a time to revisit why it is so critical to remain alert on the front-lines and to take steps to ensure we always remain at least one step ahead of the terrorists. I am very pleased to report that screening officers all across Canada have carried out this responsibility, throughout the busy summer travel period, with a very high degree of alertness and professionalism. Despite the fact that the summer travel period remains one of our busiest times of year, screening officers continued to execute their mission using the motto: Fair and Firm, but Friendly.

Screening officers represent CATSA on the front lines and are our direct link with passengers. It makes me very proud when I hear and see screening officers representing us well and carrying-out their responsibilities diligently and respectfully. Screening officers are required to make over 100 million split second decisions each year. This is not an easy job, but a

very critical one that has a direct impact on the overall effectiveness and integrity of our aviation security system. A+ for a job well done! ■

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

New Board Member

On August 8th, 2007, the Honourable Lawrence Cannon, Minister of Transport, Infrastructure and Communities, announced the appointment of Ms. Gaétane C. Hains to CATSA's board of directors for a period of four years.

"I am pleased to announce the appointment of Ms. Hains to the board of directors of CATSA," said Minister Cannon. "I am confident that her extensive experience in human resources management will be an asset to the Authority."

Ms. Hains is currently a full-time lecturer in Human Resources Management at the École des hautes études commerciales of Montreal (HEC-Montréal). Prior to this, she was Vice-President, Human Resources for Proxima Systems Ltd. Over the course of her impressive career, Ms. Hains has held a number of key positions in the Human Resources departments of MetroNet Communications, Les Modes Shirmax Ltée, Communauté urbaine de Montréal, VIA Rail Canada, Montréal Trust, Gaz Métropolitain and Michelin Tire. She has also served on the board of directors of several organizations. Ms. Hains holds a master's degree in business administration from the Université du Québec in Montreal and a Bachelor of Science degree from the Université de Montréal.

X-Ray Tutor (XRT)



"Everyone who got where he is has had to begin where he was."

Robert Louis Stevenson

Did you know that...

- The X-Ray Tutor program is used in many other countries
- X-Ray Tutor is an individually-tailored training program based on individual performance in Test mode
- X-Ray Tutor determines which images are displayed in subsequent training sessions based on current performance
- X-Ray Tutor improves your interpretation of threat items

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 July 2007.

CONGRATULATIONS to:

Baie Comeau Airport

- Sandra Bouchard

Calgary International Airport

- Mitchell Bates

Charlottetown Airport

- Melissa Cambell

Dawson Creek Airport

- Pamela Kuntz
- Deborah Veitch

Gaspé Airport

- Jean-Pierre Morin

Goose Bay Airport

- Dion Gillam
- Michele Martin
- Matthew Wamboldt
- Doreen Rumbolt
- Jason Voisey

Kamloops Airport

- Dwayne Hofmann

London International Airport

- Serge Manso

North Bay Airport

- Florie Maeck
- Lisa Patry

Prince George Airport

- Edward Olson
- Judi Guttman

Prince Rupert Airport

- Virginia Torio

Regina Airport

- John Hynes
- Mabel Proctor

Sept-Îles Airport

- Josée Bouchard
- Gilles Migneault

Greater Sudbury Airport

- Darren McKibbin

Sydney Airport

- Robert MacKinnon
- Cara Gilmet

Timmins Airport

- Verica Milkic

Toronto Lester B. Pearson Airport

- Naheed Akhter
- Pranvera Dyrnishi
- Simon Kendalo
- Rezwana Parveen
- Shelly Ann Sinclair
- Christian Tache

Vancouver International Airport

- Margarita Barreyro
- Sashi Chadirar
- Christine David
- Asha Guru
- Domelita Isagunde
- Narendra Lal
- Noel Madlambayan
- Saras Naidu
- Danilo Nuguid
- Nalini Raju
- Maria Rego
- Sofronio Regualos
- Phibie Li Min Yang

Windsor Airport

- Carrie Chartrand

They did it again!

CATSA's award-winning RAIC team has once again been recognised with a prestigious award. This most recent honour is the 2007 Microsoft Technology Innovation Award.

The high tech giant describes RAIC as an "innovative solution involving a biometric identification card for airport workers that has made a significant impact on public safety at Canada's airports."

CATSA's President and CEO and the RAIC team received the award on Wednesday, August 22nd at the Canadian Association of Police Chiefs in Calgary, Alberta.

This is the second major technology and innovation award for the RAIC team. They also won the 2006 Canadian Innovation Productivity Award. Congratulations to the whole team for another well deserved recognition!!

Out of the Mouths...

An Article by Mpho Maruping



As an organisation CATSA bears a heavy responsibility. Ensuring the security of several million travellers, both domestic and international, year in, year out is no small task. To carry out this task, CATSA must be equipped with as many talents as it can muster.

That is where the Summer Student Program comes in. CATSA is staffed with over 300 of the most hardworking people in Ottawa and across Canada. The students are hired to bolster the ranks from Reception, the Office of the CEO and EVP to the Legal and Human Resources departments, from Finance and Contracting to Information Technology and Project Management. Coming from various academic backgrounds, they bring a multitude of skills and fresh energy to help meet the challenges CATSA faces.

But how do you capture the sum of four months experienced by thirteen extraordinary young people? In the spirit of creating a clear picture of the CATSA experience, the students were asked five questions. Perhaps the diversity of their answers will start to form the sum of their experiences. But first, a few introductions.

Q: What department are you in?

Nick Tyler: I work in Finance and Screening Operations.

Sarah Lellouche: I work in the People branch for the Coordination Program.

Alana Lauzon: I work in Client Relations.

And these are only a few of the branches gaining and giving experience to the students. Lissa Mangano was the face of CATSA this summer at reception. Working alongside her on the thirteenth floor was Myriam Bergeron, who covered a variety of administrative tasks for a range of departments. There was also Keith Godsoe, who worked with National Coordination, Kalina Ince in Legal and Carolanne Brazeau who leaves CATSA with a well organised Research Library.

Nick and Alana were joined on the fifth floor by Vincent Mancini who worked with the Information Systems team, André-Anne Lamothe who tackled

CATSA's massive inventory of screening equipment, Mpho Maruping who shared her time between the Contracting and Communications teams, Jessie Simon and Sara Mashaie.

Thirteen students all together and six of them came back to CATSA from previous summers. What brought this diverse group to the corporation?

Q: How did you end up working at CATSA? What brought you back?

Sara Mashaie: I was hired to work at reception for the summer in 2006. I came back because of the positive work atmosphere and new learning opportunities. I presently work in the Project Management and Technology branch.

Q: What were your first impressions of CATSA?

Jessie: As soon as I stepped into the Helpdesk, I knew I was home!

Keith: The people in Operations made me feel welcomed, and always addressed any questions I had.

Q: Any lasting impressions or favourite moments?

Alana: The Employee Retreat. It was a great way to honour the success of the corporation as a team and to pay tribute to the employees that performed above and beyond what was required.

Mpho: The Open House at 50 O'Connor because it reinforced the idea that CATSA is a family, even if we work in different towers. Seeing co-workers come to spend an hour catching up with each other and hearing the place resounding with laughter and talk just reminded me of a family reunion.

Sarah: CATSA is not like any government experience I heard about from other summer students ... CATSA's

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One Brave Screening Officer!

The sport of skeleton consists of hurling yourself—head first!—down a bobsleigh track at 125 km/h on something not much larger than a canteen tray.

This is what Charles Włodarczak, screening officer for Garda at Calgary International Airport, does for kicks. Well, more than kicks, really—when the season opens in October, Charles wants to be one of the top eight men in Canada, placing him on Team Canada and competing on the sought-after European circuit.

“When you’re on the track,” he says, “nothing else matters. It’s 50-60 seconds of total freedom. You, the ice and your sled.”

Racers steer by intuitively putting pressure on various parts of the sled. Since they are in each turn for less than a second, there is no time to think. “It’s like hitting a baseball,” says Charles. “You just know when and how.”

That’s all very well, but mistakes can hurt. Last season, Charles went down the track 400 times. That’s a lot of opportunity for mishaps.

“It never occurred to me to quit after my crashes,” he laughs. “I wanted to correct my mistake so I got right back on. Now, I have enough experience that I’d have to make a big mistake to get hurt.”

He has had his fair share of bumps and bruises, hits and sprains. He uses ankle guard, shin pads and motorcycle gloves but, as he says, “You’re not going down in full body armour. The better shape you’re in, the better off you are. But being a good athlete doesn’t mean you’re good at getting down the track.”

Last year brought Charles a lot of success on the North American circuit.

Two gold medals, two silver medals and a bronze from the Alberta championships hang on his wall. And he placed sixth at the Canadian nationals.

Charles has put his life on hold for his sport. He interrupted a BA in political science and history at Simon Fraser University in Vancouver and moved to Calgary to train. That’s when he saw Garda’s posting for a screening officer.



“I’m at level three now,” he says, “but I’m trying to get into the specialty training, like non-passenger screening, soon.”

Charles is very grateful to Garda for being so understanding about his training schedule.

“I explained the situation when I was hired,” he says. “It really reduces my stress to know that my colleagues support me competitively and that my job is flexible enough to give me 40-50 hours a week to keep body and mind together. Garda is very good to me.”

Eventually, Charles thinks he might like to be a teacher, but who knows?

“If I don’t go to 2010 in Vancouver, I could go to 2014. I can’t discount that. Everything is an experience for what I want to do in the future. Perhaps, by 2014, I won’t want to be a teacher. I may want to continue working at an airport. Let’s see where life takes me.” ■



Charles Włodarczak, screening officer for Garda at Calgary International Airport

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A Call to Increased Vigilance to Decrease Numbers

Our best estimation indicates that every week CATSA screening officers still intercept nearly 900 000 items in liquid, gel or aerosol form. Given this situation, there is a definite need to significantly decrease these numbers. At the corporate level, CATSA will continue to run vigorous campaigns to increase the awareness of the general and travelling public about the restrictions on liquids, gels and aerosols in particular and on prohibited items in general. We also appeal to our partners and stakeholders in aviation security who work with us to increase the awareness of the travelling public and to decrease the number of intercepted prohibited items at security screening points to ensure a secure and positive air travel experience for all passengers.

Through our concerted efforts we will all contribute to a consistent implementation of regulations, a smooth flow of air travellers and overall increased aviation security. And, above all, we will better serve our common customer – the travelling public. ■



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Out of the Mouths...

environment is more dynamic...the people I worked with always motivated me to bring fresh ideas and innovate. I loved it!!

Vince: This was the second time I have worked in an office environment and it trumped it massively. Much more welcoming...cool people to work with.

With all these great impressions and experiences under their collective belt, the sky is the limit for these bright sparks. How will their time at CATSA affect their future?

Q: So what are your future plans?

Myriam: Be the CEO...Try new stuff and get better at it.

Keith: I can see this type of job as something that would interest me as a career.

Jessie: Whether I work in technology or elsewhere in the future I know that I am getting great work and life experience here at CATSA.

Life is the sum of experience, but how do you pull together the experiences of 13 extraordinary young people? Thirteen students were hired to shore up CATSA's banks for the summer of 2007. Six are returning to work part time in this organisation that has nurtured their personal and professional growth. The program started in 2003 and four years later students are still benefiting from the opportunities it affords. But more than that, the great hope is that CATSA will gain from their time here as well. As Carolanne put it enthusiastically, "I absolutely adored my time here at CATSA!" And there isn't a student who would disagree with her. ■

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.