



# Securing safe passage in a complex world

The world changed after September 11, 2001 and air transportation security was redefined. Quickly adapting to an increasing demand, GardaWorld developed a unique service offering, to meet your security and operational needs.

Today, GardaWorld is offering a wide range of business solutions and security services in 35 Canadian airports and is a trusted partner to governments, airport authorities, airlines and private charter companies and a recognized industry leader in airport and air transportation security.

Our experience in pre-board security screening and physical security combined with our deep knowledge and proven expertise in the airport security sector makes us a supplier of choice for all your security needs. Do you need to comply with national or international standards?

Are you concerned about ensuring tight control of entrances and exits in secured areas?

Are you considering sub-contracting the management and security of your parking facilities?

Are you looking into improving your customer-centric approach in your security services delivery?

Do you need to readily supply additional security personnel?

Would you benefit from security consulting services?



We are ready to meet your specific challenges with more agility, flexibility, and unmatched levels of asset protection.

#### Case study

## **Toronto Pearson International Airport** Delivering above expectations

With hundreds of thousands of flights arriving and departing every year, and millions of travellers passing through its doors, Toronto Pearson International Airport, the largest and busiest airport in Canada, requires a competent and vigilant group of security professionals protecting its people and

GardaWorld has developed trusted partnerships with multiple agencies operating at Pearson International Airport, including the Greater Toronto Airport Authority (GTAA), the Canadian Air Transport Security Authority (CATSA), the Canadian Border Services Agency (CBSA), Transport Canada (TC), as well as private charter and cargo companies.

In partnership with the GTAA, our security professionals monitor and control access to restricted areas of the airport. They patrol continuously and respond to security and life safety related incidents and emergencies.

Aligned with CATSA's mission, our highly trained and fully certified screening officers provide airline security to passengers, airport personnel and airline crews, as well as screening of baggage and vehicles on the tarmac, while ensuring a positive customer service experience.

We are proud to say that our staff has consistently exceeded the requirements of TC and the expectations of GTAA. This can only be possible through the constant review and implementation of a high-quality training program, which includes a robust customer service segment and supplemental training for our Supervisors and Team Leaders.

# Our services

#### We protect people, property, information and other assets - a responsibility we take seriously

We can help you provide a safe and secure environment for your people and customers. Our 4,300 highly trained airport security professionals understand the importance of a customercentric delivery approach in all our services. From civil aviation to cargo screening, our team can provide you, your employees and your customers, with the peace of mind of secure transportation. Whether you are looking to safeguard your airport or your aircraft or to control people and vehicles' access to airside areas. we possess the expertise and the staff resources to cover all of your security needs.

#### Passenger screening

Using specialized equipment, our rigorously trained and certified screening officers and frontline managers ensure effective and efficient screening for passengers.

Our Regional Operations Centre communicates on a daily basis with the frontline staff providing them with up-to-date information about worldwide activities relating to security, people and infrastructure. This knowledge transfer better prepares us to respond to evolving threats that exist in our environment.

The threats to your infrastructure are not static. Neither is GardaWorld's response to them. As evolving threats challenge the abilities and boundaries of other service providers, our team of experts continues to proactively develop enhanced Learning and Performance Programs for pre-board and hold-baggage screening operations around the world. providing for best-in-class security training.

With an investment in robust in-house workforce management software, our team oversees scheduling, floor supervision (breaks, briefings), loss control and performance, training and automated shift-trades with more efficiency than anyone else in the industry.

#### Non-passenger screening (NPS)

Our security screening personnel ensures thorough screening of flight and cabin crews, airline customer service personnel, maintenance personnel, baggage handlers and other airport personnel accessing restricted and secured zones of airports.

Our professionals are also trained and certified to conduct thorough screening of vehicles entering secured zones of the airport.

#### Non-passenger screening of vehicles (NPS-V) We screen vehicles, their drivers and occupants for threat items

We conduct a visual inspection and trace of the vehicle cab as well as a search of two randomly selected parts of the vehicle. Drivers, occupants and their personal belongings are screened using a walk through metal detector (WTMD) or hand-held metal detector (HHMD). Trace on hands is performed in an area designated for screening persons, away from the vehicle.







#### Hold baggage screening (HBS)

GardaWorld's screening officers are fully trained and certified to perform and oversee hold baggage screening. Using state-of-the-art technology, our experts prevent prohibited items, such as explosives, from being found on board. GardaWorld offers hold baggage screening for both commercial flights and private charters.

Mandatory continuous training by our management team and training specialists enables our experts to be fully aware of country regulations and able to provide flexibility should regulations change.

#### **Airport security**

Our highly trained and flexible workforce of security guards monitor and control access to restricted areas of the airport; provide crowd control; continuous patrol of the primary security line, the airport terminal buildings, the airside ramp areas and other facilities on a 24/7 basis; respond to security breaches, airfield emergencies, bomb threats, terrorist threats, medical incidents, etc.; and carry out investigations related to security infractions, taking appropriate action to mitigate the risks.

Some of the largest airports in Canada trust us to protect their business.

#### Airside security

We provide perimeter security of airport property including security services to access control points and airside gates as well as security escorts for airside operations.

#### Aircraft access control

At the cutting-edge of security developments, GardaWorld security professionals ensure thorough inspection of aircraft cabins after passengers have disembarked upon arrival, inspection of baggage and cargo holds, Restricted Area Identity Card validation for all involved with outbound flights, security in baggage make-up area, ID verification on bridge head for departures (including wanding) and special security for high-risk flight destinations.

#### Limited security zone guarding

Our team can provide security for aircraft, individuals and equipment on the ground in environments where the secure zone is accessible.

### Fixed based operations facilities access control (FBO)

We provide random screening process for professional sports teams travelling to the US. All our clients are provided with a first rate service while adhering to the latest Transportation Security Administration (TSA) security requirements. This premium security service is currently offered in the major Canadian airports of Vancouver, Calgary, Edmonton, Winnipeg, Toronto and Montreal.











#### Cargo screening and airfreight security

Our cargo screening and airfreight security comprehensive solution, which complies with the strictest standards worldwide, provides peace of mind for airlines and cargo companies, their passengers, employees, customers and suppliers.

Our security professionals check the contents, dimensions, shapes and seals on air cargo to determine its safety before being loaded on to an aircraft, whether it is a cargo plane or an airliner. Our control methods include physical inspection, sniffer dogs, explosive trace detection and

GardaWorld's airfreight security services rely on cutting-edge technology to ensure care, control and integrity of your air carrier supply chain. Our screening officers' meticulous attention to detail helps to safeguard air carriers against terrorist threats that enter the system via airfreight.

Our services are delivered in respect of national security program regulations.

#### Cabin & baggage search

The safety and security of your passengers and staff is our priority. Our team of security screening professionals conducts rigorous sweeping of aircraft and supplementary baggage search; over and above, to dismiss threats and ensure the aircraft is cleared of non-permitted and prohibited items prior to passengers boarding.

#### Cargo escort

GardaWorld is able to provide your company with a cargo escort from cargo facility to aircraft, on board and to delivery vehicle. Our customercentric approach combined with our ability to provide you with tailored solutions makes us a trusted partner for all your security needs.

"I am proud to say that, together with GardaWorld, we are delivering a more efficient and effective service to the travelling public. Everyday, we demonstrate that we are committed, flexible and innovative in meeting highperformance standards and passenger satisfaction".

Neil Parry, Vice President, Service Delivery, Canadian Air Transport Security Authority - CATSA





#### **Consulting services**

Our experience in North America as a frontline operator provides us with the unique ability to facilitate the development of practical and tactical Performance Programs required to implement and exceed Learning and Performance Program mandates for airports and members of airport communities.

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#### GardaWorld's experts can help you with:

Recruitment strategies and optimization

Employee development

- Frontline personnel
- Management
- Support services

Performance management

- Performance partnership reviews
- Continuous improvement

Quality assurance / control

- Data collection and oversight
- Customized internal audit and compliance reports
- Operational effectiveness plans

Personnel deployment

Concepts of management

- Checkpoint management strategies
- Deployment strategies
- Optimization of facilities layout for new airports



#### Case study

## Public-private partnership - CATSA Customized training for enhanced security

GardaWorld has implemented six enhanced procedures to the Canadian Air Transport Security Authority's Standard Operating Procedures that have produced the highest screening effectiveness and threat detection performance metrics in the country.

Our performance programs team of analysts and subject matter experts seeks opportunities for continuous improvement. Since 2010 the GardaWorld team has independently created enhanced procedures for Divestiture, Walk-Through Metal Detector, Hand-Held Metal Detector, X-Ray, Physical Search of Bag and Care and Control initiatives.

Following the introduction of the new procedures, we have been able to replicate our success at multiple airports, achieving and maintaining improved operational efficiencies. Operational effectiveness measurements have increased by 18% providing the travelling public with confidence in the airline industry experience. GardaWorld continues to excel in all areas of efficiency requirements, including providing the highest level of throughput in the country making it a smoother and faster process for the travelling public.

Our training and development team is recognized as the leading innovator in the field. Our enhancement of CATSA's new hire training program was chosen for national implementation for all service contractors in Canada. GardaWorld's Management Essentials training course was used to frame a national management certification program. Our STOP-THINK-ACT terror threat awareness training program is also now being mandated nationally. Since implementation of these initiatives, GardaWorld employees' success rate in both basic and advanced screening technology courses has improved by 15%.

Our success is the result of our tactical and practical approach. GardaWorld leverages the tactical advantages of our institutional and industry expertise with our history of promoting frontline operators who understand the practical realities of screening operations and the officers who work within it.

# GardaWorld service delivery model

Our unique in-house expertise offers a turnkey solution customized to your needs. We know that you expect the best that security can provide.

We bring you innovative technologies that support each component of your customer experience.

#### Recruiting

Seeking exceptional talents for your needs.

Using a strict candidate-selection process, which includes in-depth background checks, we recruit the most talented people in a very competitive job market and inspire them to do their best work.

#### **Training**

**Career Development Centre** 

We provide initial and advanced training programs to meet and exceed Canadian provincial laws and allow our people to pursue a career in the security industry.

#### **Scheduling**

The right talents, in the right place, at the right time.

A simple and accurate scheduling system that matches personnel with appropriate legal and site qualifications, reconciles payroll to billing, and tracks employee performance.









#### **Operating**

Real-time guard tour system

With gTrack, our clients can manage their security operations as they occur in real-time: reports, checkpoints, employee clock-ins, and recorded interventions.

#### Invoicing

A reliable and efficient platform

We guarantee timely submission of incident and mobile, reports and invoices; designed with our clients in mind to yield efficiency gains.

gTrack



# The world's largest privately owned security

services company

**GardaWorld Security Corporation,** headquartered in Montreal. Canada, is the world's largest privately owned security services company. Over 48,000 highly trained, dedicated professionals serve clients in North America, Latin America, Europe, Africa, Asia and the Middle East.

4,300+

aviation security professionals

110,000+

hours worked each week by our employees working in airports across Canada

airports where GardaWorld provides security services

38.6M

passengers screened by GardaWorld last year at Toronto Pearson **International Airport** 

## **Embark on a** safe journey

Contact us today to learn more about security solutions that can transform how you conduct business

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For more information please contact aviation@garda.com



