

# Case study | CATSA

## Customized training for enhanced security

GardaWorld has implemented 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.

### Continuous improvement at a national scale

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.

### Awareness campaigns for increased vigilance

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% in the first year of implementation.

### The GardaWorld approach

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.

**To learn more about our airport security services: [aviation@garda.com](mailto:aviation@garda.com)**