

FAQ

Transition

Change is a natural part of business, but it comes with a lot of questions. To help keep you informed about the transition following CATSA's announcement on November 23, 2023, the following questions and answers have been prepared.

This document will be updated frequently so be sure to check back often. If you are wondering about something that is not already covered here, you can [use this form to submit your question](#).

Prairies Screening Officers, here's what you need to know.

Frequently asked questions

1.	What's going on?	On November 23, 2024, CATSA announced their decision on the Request for Proposal issued earlier this year. We learned that GardaWorld was awarded the new contracts to be the airport screening service provider in Central and Eastern Canada regions. Unfortunately, GardaWorld will exit the Prairies region and a new screening service provider will take over the operation.
2.	What do you mean by "Screening Contract"?	This is the business agreement between CATSA and the third-party companies (like GardaWorld) that provide airport screening in airports across Canada. CATSA contracts GardaWorld to run the screening operation, and to fulfill that contract GardaWorld employs Screening Officers and management personnel.
3.	What is a "Screening Contractor"?	This is a third-party company hired by CATSA to run the screening operation in specific airports. It is also referred to as the "Service Provider." In the current screening contract which expires on March 31, 2024, GardaWorld is the Screening Contractor (or screening service provider) in Prairies and Central regions.
4.	When will the new screening contract start?	The new screening contract will be in effect as of April 1, 2024. Between now and then, the new screening contractors have signed contracts to begin working on

		transition activities that will allow for a seamless handoff on April 1. You will hear more from the new screening contractors in the coming days.
5.	When will the new screening contract end?	The contract is for five years, with two options to extend for an additional five years each time.
6.	What company will be running the operation in Prairies in April 2024?	Paladin Airport Security Services Ltd. has gained the screening contract in Prairies, as of April 1, 2024.
7.	Why is CATSA changing the screening service providers?	The screening contractor in each of the four regions in Canada has a contract with CATSA that ends on March 31, 2024. CATSA is required to re-compete the screening contracts from time to time to ensure that it is getting the best value for money. This contracting process is also an opportunity for CATSA to look at ways of improving its approach to delivering effective and efficient airport screening.
8.	When will we meet the staff of the new service provider?	It is up to each service provider to plan its integration into its new region(s), including connecting with the employees there. While no specific dates are confirmed at this time, it is possible that you will hear from them by early 2024.
9.	Did CATSA award the contracts to the lowest bidders?	CATSA's process was designed to first assess the strength of the bidder's ability to deliver security screening, and the added value bidders would bring to delivering effective and efficient airport screening. This assessment was combined with consideration of bid price in order to achieve best value for money for Canadians.
10.	Will my job change in the new contract?	No changes to Screening Officer duties are expected. In the coming months, the incoming service provider will address questions about the new contract and management roles.
11.	How will the new contracts impact screening?	Screening procedures are set by CATSA based on Transport Canada regulations and are not affected by the new contracts.
12.	Will there be reductions in the number of screening officers needed?	CATSA and its third-party screening contractors depend on certified screening officers to help them to meet current and future contract obligations and effectively deliver CATSA's mission. The companies awarded the

	<p>new screening contracts have a commitment to carry out a transition plan that is free of interruptions to screening services. CATSA has communicated that it does not anticipate that the new screening contractor will be needing fewer screening officers and, in fact, anticipates continued growth in the number of screening officers required in Canada.</p>
<p>13. Will my job automatically move to the new screening contractor?</p>	<p>The new screening contractors need to employ a certified screening workforce to ensure continuity of operations. Each new screening contractor will be taking steps to communicate with the current screening officers to outline their onboarding process.</p>
<p>14. Do I need to be employed by the new screening contractor to continue to be a screening officer?</p>	<p>To work as a screening officer, you will need to be employed by the new screening contractor.</p>
<p>15. Will the frontline management personnel move to the new screening contractor?</p>	<p>Similar to screening officers, each new screening contractor will be communicating their process with respect to onboarding of frontline management personnel. Each case will be different and will depend on the needs and preferences of the screening contractor and the employee. In the meantime, frontline management remains employed with GardaWorld.</p>
<p>16. Will I have to apply for a job with the new service provider?</p>	<p>Each new screening contractor will be communicating their process with respect to onboarding of screening personnel. Each case will be different and will depend on the needs and preferences of the new screening contractor. The new screening contractor will be reaching out to all personnel in the coming weeks/months.</p>
<p>17. Will my seniority change?</p>	<p>Seniority is determined under collective agreements but, generally speaking, seniority rights are not expected to change.</p>
<p>18. Will my certifications be affected?</p>	<p>Your certifications, training and performance records are maintained by CATSA. This information will remain unaffected by the transition.</p>

19.	Will my pay change?	The Canada Labour Code has provisions requiring screening contractors to pay screening officers no less than what you were being paid under the previous contract regardless of whether your employer changes.
20.	How will I get paid when we move to the new company?	It will be up to the new service provider as to how their pay is set up. You will continue to be paid by GardaWorld for all work performed up to March 31, 2024, end of day.
21.	Will I miss a paycheck during the transition from GardaWorld to the incoming service provider?	The transition to the new service provider is meant to be seamless. You will continue to be paid by GardaWorld for all work performed up to March 31, 2024, end of day. Effective 12:01 a.m. on April 1, the new service provider will assume operations and all hours worked from that point on will be their responsibility.
22.	Will I have the same benefits with the incoming service provider?	If your benefits are determined by your collective agreement, they should remain unaffected by the transition. If your benefits are provided by GW, you will receive information in the coming months about any changes.
23.	Does the union know about this?	The unions have been advised about the new contract.
24.	What happens with the collective agreement when the new contract starts?	Your current Collective Agreement remains in force, regardless of which service provider has the contract in your region.
25.	What happens to my uniform?	Your current uniform will remain intact. The new screening contractor will be responsible for providing any new uniform components under the new contract.
26.	Will my security clearance or RAIC be affected by this?	Transportation Security Clearances are granted by the Government of Canada and are unaffected by this transition. Your RAIC is granted by the airport authority. If you have accepted an offer of employment from the new screening contractor, the airport authority will require additional information from you to transfer your RAIC to your new employer; otherwise, your RAIC will expire on March 31, 2024.
27.	I booked vacation after April 1. Will it be	The new screening provider will be in contact with you in the coming weeks/months to discuss how they will handle vacation time once the new contract commences. Any

<p>honoured by the new service provider?</p>	<p>language to this point in your current collective agreement remains in force in the new contract.</p>
<p>28. Will our recent shift bid and/or vacation bid be the same after April 1?</p>	<p>The new screening provider will be in contact with you in the coming weeks/months to discuss how they will handle your schedule and vacation time once the new contract commences.</p>
<p>29. I read the communication; do I have to do anything?</p>	<p>Continue to read all the communications you receive, and check Teams Connect regularly for updates. Any actions you need to take will be communicated with you.</p>