

TAMMY MOORE
President
Présidente



CHARLOTTE PAPE
Secretary Treasurer
Secrétaire-trésorière

OPEN LETTER

August 30, 2025

Neil Parry
President and Chief Executive Officer (Interim)
Canadian Air Transport Security Authority (CATSA)
99 Bank Street
Ottawa, Ontario K1P 6B9

Sent by Email: neil.parry@catsa.gc.ca

Dear Mr. Parry,

I am writing to urgently request a meeting with you regarding a serious and ongoing situation involving CATSA's contractor, Paladin Airport Security Services (PASS), at Calgary International Airport.

While you and I may be fortunate to enjoy this long weekend with our families, the 1,022 Unifor Local 2002 members employed by PASS are working without the most basic workplace fundamental needs being met: regular breaks, access to washrooms, and even drinking water. This is not an isolated incident but a persistent problem since PASS assumed the contract on April 1, 2024.

Despite repeated discussions and even a rally last year to raise awareness, the employer continues to disregard its obligations. Through the grievance process, PASS's legal counsel has argued that provisions in the collective agreement covering missed breaks are sufficient, and that any improvements must be negotiated in the next round of bargaining. This argument misrepresents the intent of that provision, which was designed only for rare emergency situations - not to justify a systematic denial of breaks for operational convenience.

For the past 17 months, our members have filed thousands of complaints regarding delayed (sometimes by hours), missed, or entirely denied breaks. Requests for washroom access are routinely refused. The consequences have been appalling: diabetic members suffering hypoglycemia, and others forced into humiliating situations of soiling themselves at checkpoints. This is a gross violation of human dignity and contrary to CATSA's own Mission, Vision, and Values.

We have raised these concerns repeatedly with PASS. The situation worsens during CATSA-imposed “stress tests” at the start of each shift bid and during peak travel periods, when breaks are almost entirely withheld. In spring 2025, PASS assured us they would take this issue seriously. In reality, nothing has improved. One Operational Manager (OM) has since resigned, further compounding the problem.

Adding to the concern, PASS has cancelled the same scheduled quarterly meeting twice, each time with little or no notice, and has yet to provide a new date. This further undermines any confidence that the employer is addressing these issues in good faith. Grievances are routinely delayed or ignored, with only vague assurances from their lawyer that matters are “being worked on.”

Mr. Parry, it is 2025. Denying access to food, water, and washrooms is simply unacceptable. Not a single stress test has been successful since PASS assumed responsibility at Calgary International Airport. Breaks remain missed, delayed, or denied altogether.

On behalf of Unifor Local 2002 President Tammy Moore, I respectfully request a meeting with you at the earliest opportunity to discuss these urgent concerns. The health, safety, and dignity of CATSA’s contracted frontline workers at Calgary Airport depend on it.

Best regards,



Harold Bateman
Assistant to the President
Unifor Local 2002

cc Tammy Moore – President, Unifor Local 2002
Lana Payne – President, Unifor
Joanne Goulet – National Service Representative, Unifor
Bruce Snow – National Director of Transportation, Unifor
Kelly Wilson – District Chair, Unifor Local 2002 District 266
Chrystia Freeland – Minister of Transport
Patty Hajdu – Minister of Jobs and Families
Tyson Black – President, Paladin Airport Security Services