



# CORPORATE SOCIAL RESPONSIBILITY HIGHLIGHTS 2018

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On the Cover:  
From left: **Andre Lenarcik**  
CNS Team Supervisor, and  
**Simon Premech** Electronics  
Systems Technologist – CNS,  
Toronto Area Control Centre

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**At NAV CANADA, our employees are air traffic controllers, flight service specialists, engineers, technologists, software developers, managers, analysts and other professionals who manage air traffic, maintain systems and infrastructure, run our business, and develop solutions for improving aviation safety and efficiency. They are shaping our future – helping to make aviation, our communities and the planet more sustainable.**

We are a private, not-for-profit company, established in 1996, providing air traffic control, airport advisory and aeronautical information services, and weather briefings for more than 18 million square kilometres

of Canadian domestic and international airspace. The Company is internationally recognized for its safety record, and its innovative technology used by air navigation service providers (ANSP) worldwide.

# MESSAGE FROM THE PRESIDENT AND CEO

As Canada's air navigation service provider, NAV CANADA plays a unique role in society: we guide the millions of aircraft that safely cross Canada's skies each year, managing one of the busiest airspaces in the world.

Aviation customers, air travellers, communities affected by air operations, and society at large rely on us to perform our role to the highest standards – and we take that responsibility seriously. In carrying out our mandate, we have broken new ground as an air navigation service provider, and earned a reputation internationally for safety, service and innovation.

This report gives us an opportunity to share some of our safety, workplace, environmental and community highlights from the past year – and to pay tribute to our employees, who are the reason for our successes. They are innovators and achievers. For them, it's not just a matter of getting the job done – it's about transforming our industry and implementing new programs and technologies to make aviation safer and more sustainable.

## From space-based innovation

There is a palpable energy in our organization as we prepare for a global revolution in air traffic surveillance, which is mere months away. NAV CANADA is a founding partner of Aireon, which will be the first system of its kind to deliver space-based air traffic surveillance through a network of satellites, providing coverage across the entire planet in real time – and delivering significant safety, efficiency and environmental benefits.

As the satellites have been launched into orbit over the past two years, many NAV CANADA groups across the country have been involved in the project – checking the strength of the Aireon data, making changes to our surveillance and flight data processing systems, supporting software releases, developing training, and more – doing all the work we need to be ready. We cannot thank everyone enough who has touched this project. Your work will lay the groundwork for what will be a safer and more efficient air navigation system.



**Neil R. Wilson**  
President and CEO

## **To grassroots engagement**

At the same time, several initiatives aimed at making a positive difference in our workplace, our communities and our environment have taken hold in our organization. For example, with the launch of our diversity and inclusion (D&I) strategy in early fiscal 2018, our people have embraced opportunities to become involved in local D&I forums, share their personal stories, and inspire young women to consider aviation as a career through camps, site tours and events.

Launched in 2017, our Grassroots Initiatives Sustainability Funding program provides funding for employee-driven environmental projects. To date, we have paid out some \$75,000 for more than 30 projects, ranging from community gardens and greenhouses, to beehives and rainwater collection systems. These initiatives have made an impact on our employees at their workplace, on the environment around us, and on the charitable organizations that were recipients of some innovative fundraising. The enthusiasm shown by our employees for this program guarantees that it will continue to grow over time.

Beginning on page 14, you will find the names of our 2018 Points of Pride award recipients – our innovators and achievers. These are the employees who were recognized this year for going above and beyond the call of duty to save lives, contribute to their communities and change the way the Company operates.

I hope you enjoy reading our 2018 CSR highlights. The achievements in this report demonstrate that there are no limits on what we can accomplish by working together to achieve shared goals for a responsive and resilient system, and a safer and more sustainable future.

Sincerely,



**Neil R. Wilson**  
President and CEO

# MAKING A SAFE SYSTEM SAFER

No matter where our innovations take us, safety is our number one priority. It's a fundamental reason why NAV CANADA exists – to provide air navigation services that ensure the safety of air travellers. And it's the common thread that links every employee and every company activity.

Our commitment to safety is reflected in our safety record, which is among the best in the world. What's more, fiscal 2018 was one of our safest years ever.

There is no standing still when it comes to aviation safety. We are always looking to reduce safety risks to the lowest possible level. Our safety management system (SMS) provides an organized approach for doing so. It encompasses activities such as safety planning, safety reviews and hazard identification, incident and hazard reporting, safety investigations, aeronautical studies, and risk assessments of operational changes.

As part of the SMS, we produce an annual corporate safety plan that focuses on specific processes we want to improve. This past year, we expanded the scope to include actions for mitigating our top operational safety risks. Recognizing that our employees know the risks associated with their jobs better than anybody, we asked them to prioritize a set of 30 operational risks.

The top two were: (1) challenges presented by the increase in flight school activity in Canada, and (2) the risk of accidents between aircraft and unmanned air vehicles (UAV), also known as drones, as the use of UAVs for commercial and recreational purposes grows.

Each of the top risks now has an action plan and related performance metrics that have become part of the 2019 Corporate Safety Plan and will directly affect how NAV CANADA delivers its services. For example, while we have always met with local flight schools and clubs to improve communication and address safety concerns related to student pilots, we now have a comprehensive program that lays the groundwork for significant short- and long-term actions.

## 0.67

IFR-to-IFR losses of separation per 100,000 aircraft movements (five-year moving average) in fiscal 2018, ranking us in the top decile of major air navigation service providers\*

## 99%

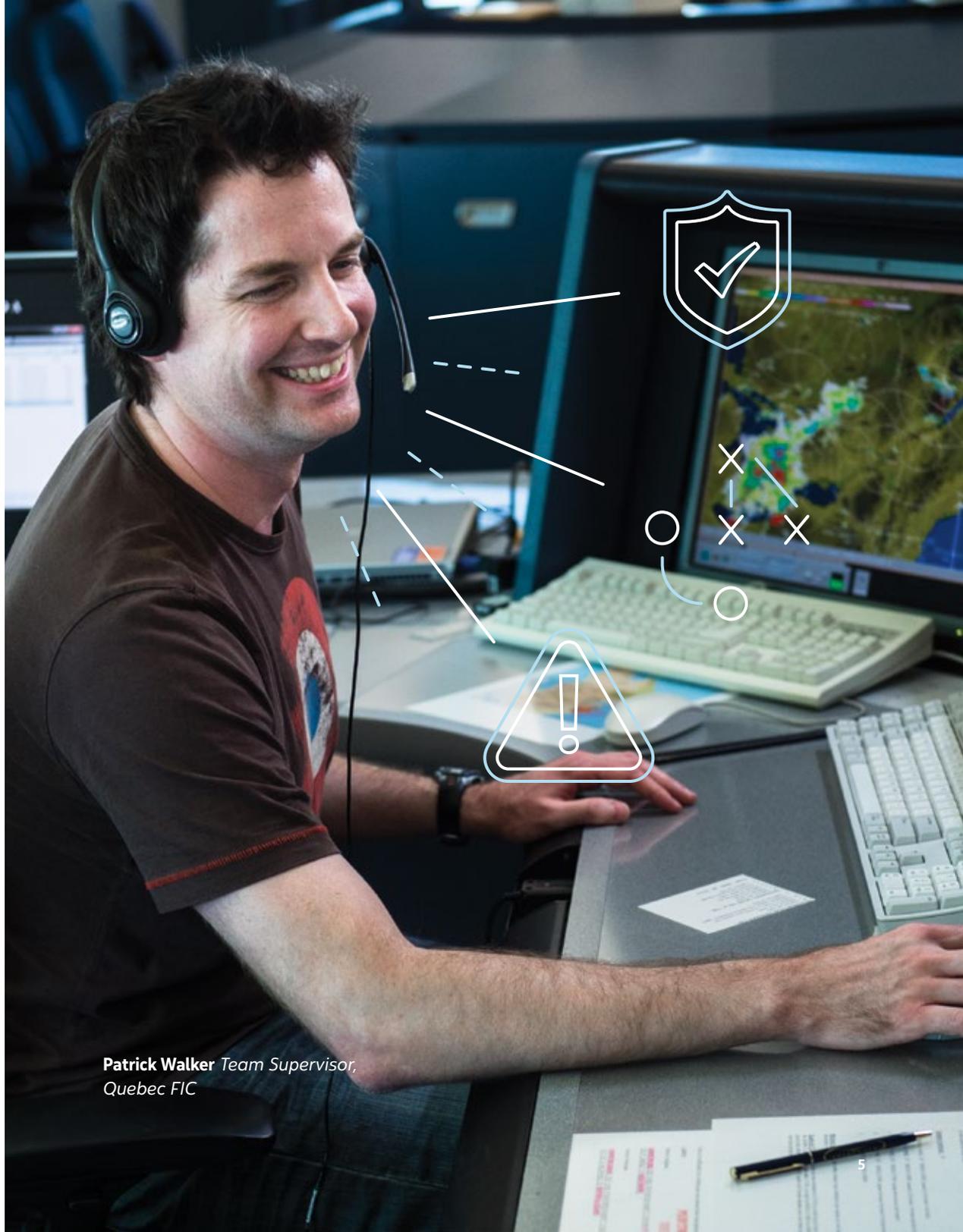
of total IFR-to-IFR losses of separation were classified at the very lowest severity level\*

\*IFR-to-IFR losses of separation measures aircraft flying under instrument flight rules (IFR) where less than the authorized separation existed or in which the minimum was not assured.

For UAVs, we are providing recommendations to Transport Canada as new regulations are being crafted and we sit on the International Civil Aviation Organization (ICAO) Remotely Piloted Aircraft Systems panel, working on the development of international regulatory standards and recommended practices. We are also supporting the development of an airspace situational awareness app that will help operators identify where they can safely and legally fly their UAVs.

**“When we asked our people to help us prioritize a set of 30 operational risks, they not only answered the call – they also provided hundreds of suggestions on how to improve our performance.”**

David Bales, Manager, Safety Planning and SMS Advancement



Patrick Walker Team Supervisor,  
Quebec FIC



**Steve Issekutz** Air Traffic Controller, Edmonton ACC

# INNOVATING FOR TOMORROW

NAV CANADA air traffic controllers in Edmonton, Alberta, and Gander, Newfoundland, are about to become among the first in the world to use a space-based global air traffic surveillance system to do their jobs. We could not be more excited about the prospect of making air travel safer, greener and more predictable than it has ever been.

NAV CANADA is a founding partner in a joint venture, called Aireon, that will expand air traffic surveillance to the entire planet – using automatic dependent surveillance–broadcast (ADS-B) receivers installed on a constellation of 66 low-Earth-orbit (LEO) satellites. It's heralded as the most transformational change in the aviation industry since the advent of radar.

With its network of satellites and ground stations, Aireon will give air traffic controllers real-time visibility into the altitude, speed and direction of ADS-B equipped aircraft. As such, it will significantly enhance safety: for the first time, controllers will know the precise locations of aircraft flying over the 70 per cent of the world that is not covered by ground-based systems.

**“It’s an incredible feeling to be contributing to a revolutionary change and to be part of something that’s going to be big for Gander and for the global aviation industry.”**

Jason Oram, Manager,  
Technical Operations, Gander

More than

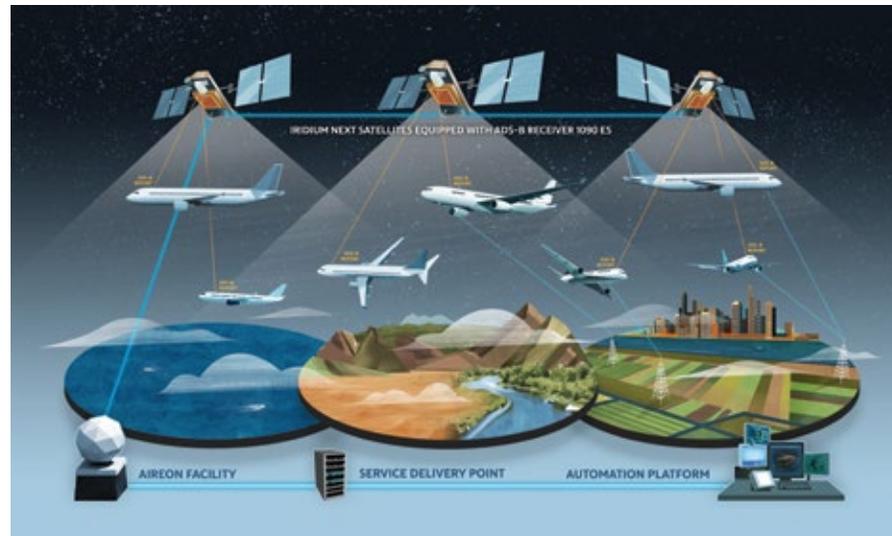
**11,000**

flights per week crossed the North Atlantic in the summer of 2018, the most in the Gander Area Control Centre’s history

It will also save time, money and fuel, because it will enable the industry to offer more direct and efficient routes. It’s estimated that space-based ADS-B could reduce greenhouse gas emissions by more than 14 million metric tonnes over a 10-year period.

We have just scratched the surface as to what Aireon can do for air traffic surveillance. One new application was put to the test in 2018, when space-based ADS-B was used to support search and rescue efforts in rugged terrain in Western Canada, reducing the time and resources needed to find the affected aircraft. In 2019, Aireon will formally launch ALERT (Aircraft Locating and Emergency Response Tracking) – the aviation industry’s first and only free, global, real-time emergency aircraft location service for ADS-B equipped aircraft.

The Iridium NEXT satellites carrying the ADS-B payloads were sent into orbit in seven separate launches in 2017 and 2018. The last launch, scheduled for early 2019, will pave the way for Aireon to be fully operational in 2019. At that time, NAV CANADA will be set to be among the first in the world to use space-based ADS-B. We intend to use the new technology initially in the domestic airspace over the Edmonton and Gander FIRs, and then in joint operational trials over the North Atlantic with NATS in the UK.



*ADS-B information broadcast from aircraft will be received by Aireon’s ADS-B hosted payloads on the Iridium NEXT satellite constellation. It is then relayed to air traffic control facilities in real time.*

# LEAVE ORDINARY BEHIND

There are jobs and then there are careers. At NAV CANADA, we offer the latter: careers that allow people to do exciting work that matters, to be part of a high-achieving team, and to find personal and professional fulfillment.

Through surveys, interviews and focus groups, we asked our employees to help us define what makes NAV CANADA unique and gives people a reason to build a career here. Their answers were the inspiration for the recruitment brand rolled out in fiscal 2018: *Leave Ordinary Behind*. The emphasis is on doing meaningful and rewarding work and on being part of a high-achieving team.

With the current and predicted growth in air traffic, and to maintain our high customer service standards, we are actively recruiting and training for our operational units – putting in place programs to support new trainees and make sure they're on the fast track to success.



From left: **Veena Mathews**  
and **Ethan Melamed**  
Application Developers,  
Cyber Security Office,  
Logistics Centre

In fiscal 2018, we piloted a new approach to candidate selection for air traffic services staff that uses advanced simulation tests and problem-solving exercises to help us identify the very best candidates. We're also supporting our instructors by introducing programs like IGNITE, an enhanced performance coaching model, and tools for on-job instructors that support student progression.

### Embedding diversity and inclusion

We're doubling down on efforts to embed diversity and inclusion (D&I) in our culture so that every employee feels valued and respected for their unique backgrounds, experiences and perspectives, and contributes fully to the Company's performance. Our D&I strategy includes region-specific diversity and inclusion forums, in which interested employees can

volunteer to be part of a team charged with leading activities at their site. The response to our call for participation was overwhelming, with more people signing up and going through the in-depth interview process than the forums could accommodate.

The Explore Aviation Summer Camp introduced 30 young women to unique career opportunities and working environments at NAV CANADA and in the aviation industry. The girls met industry professionals, tested their skills on air traffic control simulators, toured facilities, and even built ADS-B receivers.

Our employees also attended events like the *Girls Fly Too* outreach initiative, recruitment fairs, airshows and conferences as a way of promoting careers in aviation that many people have never considered, and ensuring we are staffed with talented and engaged individuals in the future.

***"The Leave Ordinary Behind brand sets us apart from other employers as we compete for more top and diverse talent."***

Lyne Wilson, Assistant Vice President, Talent Management

# 125

new employees successfully achieved air traffic controller licences or flight service specialist certifications in fiscal 2018



Recognized as one of Canada's Top 100 Employers for the third year in a row



From left:  
**Peter Hazelton**  
VFR Regional Training  
Specialist, and two  
students, Toronto Area  
Control Centre

# LESS IS BEST FOR THE PLANET

As air navigation moves from traditional ground-based radar to performance-based navigation (PBN) systems, we're reducing our industry's impact on the environment. The new technology enables aircraft operators to burn less fuel, produce fewer greenhouse gas (GHG) emissions, and make less noise during descent. It's a big win on many fronts – from improved safety and flight efficiency to reduced community and environmental impacts.

PBN, a broad term that describes a number of technologies that allow aircraft to fly more flexible and accurate flight paths, is quickly becoming the world standard. By employing GPS technology and sophisticated electronic communications and navigation systems, PBN makes it possible to design and use shorter flight paths and constant descent operations – which in turn saves fuel.

Required navigation performance (RNP) is a technology that combines highly accurate satellite-based positioning with an aircraft's modern flight management system to enable it to fly a precise, pre-programmed three-dimensional approach path. With more and more aircraft becoming RNP-equipped, we plan to continue to publish RNP arrival procedures for Canadian airports over the next few years. By the end

of fiscal 2018, procedures were published for Ottawa, Halifax, Edmonton, Winnipeg, St. John's, Regina, Brandon, Saskatoon, Vancouver and Kelowna.

The results from the use of these published approaches have been impressive. At Halifax, one of the first projects, new RNP approaches saved more than 71,000 litres of fuel and 180 metric tonnes of GHG emissions in its first year of use in 2017.

In Calgary, RNP approaches are now exceeding 1,000 per month. The number of RNP approaches in Calgary in 2017 alone translated to cumulative track miles savings of 88,377 nautical miles, a distance equivalent to flying four times around the Earth.



## 194,000

When compared to a conventional 10-mile approach, the use of RNP-AR led to 194,000 track mileage savings in calendar 2017. This is a distance equivalent to flying nine times around the Earth.

## Smart printing

At NAV CANADA sites, we are saving energy, paper and money thanks to a printer project that involved consolidating the number of printers used and switching to energy-efficient multi-function devices. The new printers are shared by multiple users and set to automatically print in black and white and double-sided, so people are more inclined to think twice before they print, and especially before printing in colour. The result has been a 10 to 14 per cent reduction in paper use, and annual energy savings equivalent to removing 46 cars from the road for a full year. In addition, all toner cartridges are now recycled.

**“The energy savings from our printer project might not be in the order of magnitude of GHG initiatives on our operational side, but it’s an example of our Infrastructure Services team making smart technology decisions that benefit the environment.”**

Mike Misener, Director, Infrastructure Services, Information Management



From left: **Shavin Fernando** Business Insight Analyst, **Olivia Ferderber** Talent Acquisition Assistant, and **Dan Heron** Business Analyst, Head Office



*Employees in the National Capital Region raised \$130,000 for the Children's Hospital of Eastern Ontario (CHEO).*

# A HEART FOR OUR COMMUNITIES

Answering the call for help is ingrained in the culture of the Company. For more than 20 years, our employees' volunteer efforts have been extraordinary, helping to support causes that impact community well-being, health and the environment – and rallying to assist those in need of disaster relief. Together, employee and company charitable contributions support about 300 registered charities and non-profit community organizations each year.

The organizations receiving the most support from us in fiscal 2018 were the Ottawa Hospital Foundation, Hope Air, Children's Hospital of Eastern Ontario, Shock Trauma Rescue Society and Children's Wish Foundation.



*Employees from the Gander FIR raised funds on Jersey Day for the Humboldt Strong Community Foundation.*



NAV CANADA was recognized as a Caring Company by Imagine Canada for demonstrating excellence and leadership in community investment, and for the tremendous volunteer and fundraising efforts of our employees

**“NAV CANADA really went to bat for the whale operation, pulling together a large, cross-functional team very quickly. I’m so proud that our expertise could help with such a good cause.”**

Sylvie Lemay, ATC Standards and Procedures Specialist

To amplify our impact in the communities in which we live and work, we introduced a new charitable contributions program in early fiscal 2019. NAV CANADA Cares, as it is known to our employees, offers more options to support the community groups and events that our people care about the most. That’s why we think it will be even more effective in addressing the priority needs of Canadian communities.

### Sharing our story

We are always ready to share our story, and this summer we found the perfect opportunity as presenting sponsor at the Canada Aviation and Space Museum on Canada Day. Signs and videos inside, and an information booth and tours of our Dash 8 flight inspection aircraft outside, were a draw for visitors young and old. Our volunteers were busy answering questions from visitors of all ages, ranging from “why doesn’t the aircraft have passenger seats?” to “how do I become an air traffic controller?” It was a great opportunity to explain our role as Canada’s ANS provider in keeping the skies safe, and to share our community spirit.

### Saving an endangered species

When 12 North Atlantic right whales died unexpectedly in the Gulf of St. Lawrence, Canadian authorities called on NAV CANADA for help.

Specifically, they asked us to use our expertise in integrating UAVs (drones) in Canadian airspace to manage the required airspace while they gathered data that might prevent such deaths in the future. We were more than happy to get involved. Weather permitting, every day in August, a UAV would fly from the Gaspé airport to track the whales’ movement. Our role was to protect the airspace so that the UAV could safely and effectively carry out its mission, even when last-minute changes were required.



*Donated hockey equipment was transported to northern communities on a scheduled flight aboard a NAV CANADA flight inspection aircraft.*

# OUR INNOVATORS AND ACHIEVERS

Each year, we recognize and celebrate NAV CANADA employees who embody our company values and have done something extra special to help us achieve our goals – whether it's enhancing training, helping a pilot in distress, bringing people and teams together, or implementing crucial technology. NAV CANADA's success is thanks to them – and all our highly motivated employees working in every province and territory.



## THE PRESIDENT'S AWARD FOR OUTSTANDING ACHIEVEMENT

The President's Award for Outstanding Achievement recognizes those individuals or teams of employees who have made an exceptional contribution to NAV CANADA through their dedication to excellence.

**Anik Bertrand.** In addition to her "day job" as Manager of the National Operations Coordination Centre, in fiscal 2018 Anik met the challenge of building a new Operations Coordination team tasked with developing, tracking and reporting on the Operations Strategic Plan, while she was also coordinating critical ATOCC/ ANSNAC meetings. Despite a demanding workload, her leadership abilities shone through, ensuring her team was supported so they could operate as a highly functional and cohesive unit during this time of organizational transformation. Anik has since been promoted to the new position of Director, Stakeholder and Commercial Relations.

**Periodic Review Team.** The Aeronautical Information Management (AIM) team created a

periodic review tracking method so that status reporting is completed in minutes rather than days, and meets Transport Canada criteria for updating existing Instrument Procedures. As a result of the savings gained, backlogs were eliminated, and 315 new procedures were created, including those for six RNP projects.

*Members of the team include: Gheorghe Adamache, Pascal Bilodeau, Jake (Jacqueline) Blair, Andrea Cocks, Michael Cooke, Amanda Devine, Caroline Doucet, Greg Evans, Jim Ferrier, Joe Grubestic, Amanda Hicks, Reuben J. Jonker, Sylvain Larue, Sean McCarthy, Tejal Patel, Judy Roe and Susan Welch.*

**Williams Lake Wildfire Response Team.** The Vancouver FIR and Incident Response teams helped 23 colleagues leave the Williams Lake area after a community evacuation order due to forest fires, and worked to protect the infrastructure and continuity of service throughout the 2017 British Columbia wildfire season. Most importantly, there were no injuries and no loss of property during the operation.

Members of the team include:  
**Engineering** – Matt Collishaw, Brent Dowding, Kent Fulton, Brian Johnston, Pawel Kisielewski, Doug Ramsden and Chris Stauble.  
**Human Resources** – Lisa Nowostawski and Jennifer Savard.

**Operations** – Ria Yasmin Ali, Mary-Ann Astoria, Bryan Bourdon, Don Boyd, Fraser Brandwood, Kevin Brewster, Greg Dansereau, Chris Ford, Fred Gagnon, Marie Gerroir, Brittany Impey, Clyde Jacobs, Jackie Keatinge, Pascal Larochelle, Darrin Linders,

Guylaine Marshall, Joel Martin, Chris Marwood, Neal Matoga, Bobby McKay, Trevor Moore, Sandy Nightingale, Inderjit Rai, Paul Sagodi, Antonio Scardillo, Christina Schmidt, Erik Seifert, Gillian Simpson, Kelly Smith, Charmayne Taylor, Paul B. Thornley,

Dawn Toth, Louise Wakabayashi and Michelle Webster.  
**Technical Operations** – Charles Chanthaphasouk, Tom Esterle, Kevin Fransen, Kevin Gooden, Jason Heron, Faraz Khan, May Lam, Vic Mundi and Chris Orosz.



**“Award recipients have courage and conviction in what they can do to make our Company better.”**

Donna Mathieu, VP, Pension Investments and Treasurer

*President’s Award for Outstanding Achievement, Williams Lake Wildfire Response Team.*

## THE CHAIRMAN'S AWARD FOR EMPLOYEE EXCELLENCE

The Chairman's Award for Employee Excellence recognizes those employees whose efforts have made a truly significant difference in their workplaces or in their communities.

### Excellence in Safety

**Stephen Newman.** Stephen, an Air Traffic Controller at the Toronto ACC, helped a VFR pilot experiencing zero visibility in cloud to reorient himself, and then guided him safely through his descent to London International Airport. Demonstrating the utmost

professionalism, Stephen provided the pilot in distress with key information to bring about a safe and successful outcome.

**Benjamin Kotrla and Eric Muench.** Demonstrating stellar collaboration, after a VFR pilot became disoriented in cloud, Eric, a Flight Service Specialist at

Regina FSS, and Benjamin, an Air Traffic Controller at the Winnipeg ACC, helped guide the pilot safely to Regina International Airport, working with pilots from nearby Air Canada and WestJet flights to help the pilot navigate through cloud, and to land safely.

### Excellence in People

**Mario Noël.** As a new Team Supervisor at Rouyn-Noranda FSS, Mario demonstrated his leadership and team building skills by setting a vision for his group, and ensuring each person understood how they could turn it into a reality. His concern for others and the importance he gives to respectful communications set the tone for the transformation of his team. Well-respected and professional, Mario brings out the best in others.



*President's Award for Outstanding Achievement recipients.*

## **Excellence in Customer Service**

**Dennis Grantham.** Using quick thinking and a calm demeanour, Dennis, an Air Traffic Controller at the Winnipeg ACC, aided in the rescue of a Cessna 150 pilot who had crash-landed into dense brush near the north shore of Lake Superior. Dennis assessed the situation with the pilot in distress, and provided support and assistance, leading to the pilot's safe rescue.

**Trent Stenmark.** A Unit Operations Specialist at Abbotsford Tower, Trent exemplifies excellence in customer service. He has acted as a mentor for new unit operations specialists, and supported his team and others with his thorough understanding of operations and his expertise on NC-SIS and other processes. His deep knowledge of tower operations helps him to keep traffic flowing smoothly, even under extraordinary conditions – from airshows to fighting forest fires.

**Flood Response Team, Ottawa ANS.** To mitigate the operational consequences of a major flood at the Ottawa Combined ANS Facility (C/ANS), a cross-functional team worked tirelessly to keep water damage to a minimum while transitioning the AFTN and NOTAM systems over to the disaster recovery systems located at our Technical Systems Centre. The team then worked behind the scenes until the C/ANS returned to normal operations two weeks later.

*Members of the team include: Carlos Arranz, Benoît Gosselin, Harmony Mac Lellan and Bernie Ramar.*

**Operational Deployment Team (ODT).** The ODT were an integral part of the deployment of NAV CANADA's PBN Operations Plan, directly involved this past year in Kelowna, Edmonton, St. John's, Winnipeg, Deer Lake, Quebec City, Calgary and Toronto PBN initiatives. The team members proved to be excellent communicators, able to explain in layman's terms the intricacies of ATM systems to various teams and stakeholders.

*Members of the team include: Jeff De Haan, Garnet Miller and Michel Tremblay.*

## **Excellence in Performance**

**Mike Horner.** Mike, a Team Supervisor, Technical Operations, at the Vancouver ACC, is always looking for innovative technology solutions to improve project results in his region and nationally. He helped develop the National Maximo 7 TOC Start Centre, was the lead on the National TOC Processes, and helped to establish TOC requirements acting as a national Maximo Transition Team lead. With his expertise and skills, he is considered a trusted and resilient leader.

**Melissa Power.** In her role as Manager, Client Computing, at the Head Office, Melissa consistently demonstrates leadership, dedication and a broad knowledge of current and emerging trends. Her team manages more than 5,000 computers, 1,000 mobile phones and hundreds of tablets, as well as the thousands of applications on those devices. Her approach to introducing new technologies has resulted in the highest levels of user adoption possible, and her team is consistently recognized by vendors and peer organizations for their vision and leading-edge practices.

**Lyne Théorêt.** An Air Traffic Controller at the Montreal ACC, Lyne is admired for her initiative, willingness to help, and professionalism. She has contributed significantly to the development of the common core terminal course in the North Specialty (high-level enroute) and has developed course material on subjects such as weather and the Canadian Automated Air Traffic System. She is recognized as a dedicated teacher and a valued resource by her peers and students.

**“Each one of these employees exemplifies respect and caring for others.”**

Rudy Kellar, EVP, Service Delivery

**GAATS+ HMI Team.** This Gander Operations team created the first frontline user ATC product designed and built for space-based ADS-B operations over the North Atlantic for GAATS+, our oceanic flight data processing system. The GAATS+ Human-Machine Interface (HMI) has completely redesigned the user experience, bringing with it many benefits and supporting many new tools. Their success has positioned them well for continuing their work as we prepare for the implementation of space-based ADS-B in the coming year.

*Members of the team include: Dean Baker, Neil Collins, Steve Humphries, Richard Kendall and Julee O’Keefe.*

## **Excellence in Resource Management**

**Construction Services and Facilities Engineering Team.** This team solved the complex issue of shifting foundations that caused failures of our Instrument Landing Systems’ (ILS) localizer structures every winter. The team developed an innovative sliding cradle design, which was tested on the ILS in Montreal, and is now being implemented at sites across the country. This innovative solution will significantly improve the up-time of this critical component in the safety and efficiency of our operations.

*Members of the team include: Peter Bradley, Ian Lawson and Ying (Audrey) Zou.*

## **Excellence in Technology**

**SAR Development Team.** Using open source software, modern hardware and current software methodologies, this team supported our CAATS system transition by developing System Archival and Retrieval (SAR), a solution for video recording, playback, and storage and file retrieval. The system is operational in all ACCs and three supporting sites with 100 per cent up-time. It’s also used in GAATS+ as well as by UK-based NATS in its operations.

*Members of the team include: Keith Bourdon, Elie Francis, Todor Gurov, Bill Langdon and George Popadich.*

## Excellence in Community Service

**Keith Blimkie.** A Manager, Facility Maintenance, at the Ottawa ANS, Keith volunteers with the Canadian Association for Disabled Skiing, helping individuals with physical and mental disabilities

learn to ski and be active community participants. Over the five years he's been with the non-profit organization, his students have come to consider him as much a friend as a ski instructor.

**Scott Turner.** Scott, a Team Supervisor at the Moncton ACC, and his family have long been involved in supporting a cure for cancer, raising tens of thousands of dollars for research. Scott has also actively supported the Special Olympics New Brunswick in

helping to plan and organize the province's 2017 Summer Games. His passion led to a groundswell movement among his fellow employees who also volunteered their time for this event.

## THE CHAIRMAN'S AWARD FOR OUTSTANDING ACHIEVEMENT

**Rosemarie D'Amico.** Rosemarie, the former Director, Corporate Services and Assistant Corporate Secretary, was one of NAV CANADA's first employees, joining the Company in July 1996. She played a central role in shaping the Company, ensuring a strong and cohesive Board system over more than 20 years. Rosemarie is recognized for her exceptional contributions to our Company, and her leadership and her devotion to her colleagues.



*Chairman's Award for Employee Excellence recipients.*



*Explore Aviation Summer Camp attendees enjoying a scenic bike ride through Ottawa.*

# LEARN MORE ABOUT US

Innovation has been a hallmark of NAV CANADA from the very beginning. Through small steps and quantum leaps, we are earning a reputation as one of the world's most innovative and respected air navigation service providers. Read our 2018 Annual Report to find out what we're doing in the six areas that are most important to us: safety, people, service, technology, brand, and finance and governance.



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