



SCIENCE & SECURITY Issue 30

CASRA NEWSLETTER – 15TH ANNIVERSARY

It is time to celebrate as CASRA turns 15 this year!

First of all, we would like to thank you, our partners and customers for the great relationship, trust, and success in all these years. Your inputs are greatly valued and have been included on many occasions. We appreciate the collaboration with you and thank you very much for the exchange on security research and applications that make a difference.

It is hard to believe, but we have now more than 150 scientific publications available on our website and our software has been installed at more than 900 sites worldwide covering all continents. In our newsletter, we regularly put across important research results and we provide important insights for security in practice.

In this newsletter, we would like to give a deeper insight into CASRA by showing you the results of a workshop we did during a weekend trip to Lisbon, Portugal. We asked ourselves what makes CASRA so successful, and why our employees like working at CASRA. We also show you how the staff works in different teams and how they contribute to the success of CASRA.

We hope you enjoy reading this newsletter and as always, we are looking forward to receiving any feedback you might have as well as your input on topics you would like us to address in upcoming newsletters.

With best wishes for the holiday season and the new year,



Dr. Diana Hardmeier
Director



Prof. Dr. Adrian Schwaninger
Chairman

TOPICS IN THIS ISSUE:

COMPANY NEWS

CASRA'S SUCCESS AND WHY THE EMPLOYEES LIKE IT

In a workshop, each team discussed why CASRA has become so successful and why people like working at CASRA. Several aspects were mentioned by each team: versatility, the people, flexible working hours, remote work, working on interesting projects and tasks, as well as other aspects.

COMPANY NEWS

TEAMS CONTRIBUTION

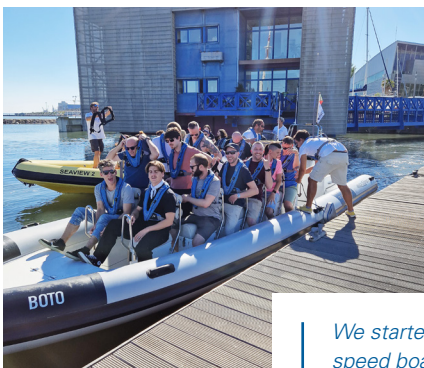
The eight teams of CASRA were asked how they contribute to the success of CASRA. The results show that each team is very important and together all employees contribute with their complementary competencies to our success. Read more on what each team does and how they see themselves.

CASRA TURNS 15!

We thank you, our customers, and partners very much for the 15 years of great relationship, trust, and success



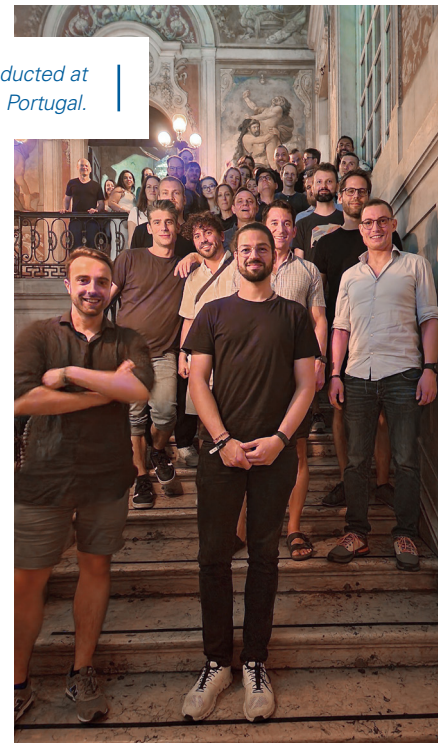
We celebrated the 15 years anniversary with all CASRA employees in a 2.5-day trip to Lisbon, Portugal. Even though it was facultative, almost everybody joined the event. There were opportunities to bond with peers, get to know each other on a different level than in the normal office life and socialize with those peers who work in other countries.



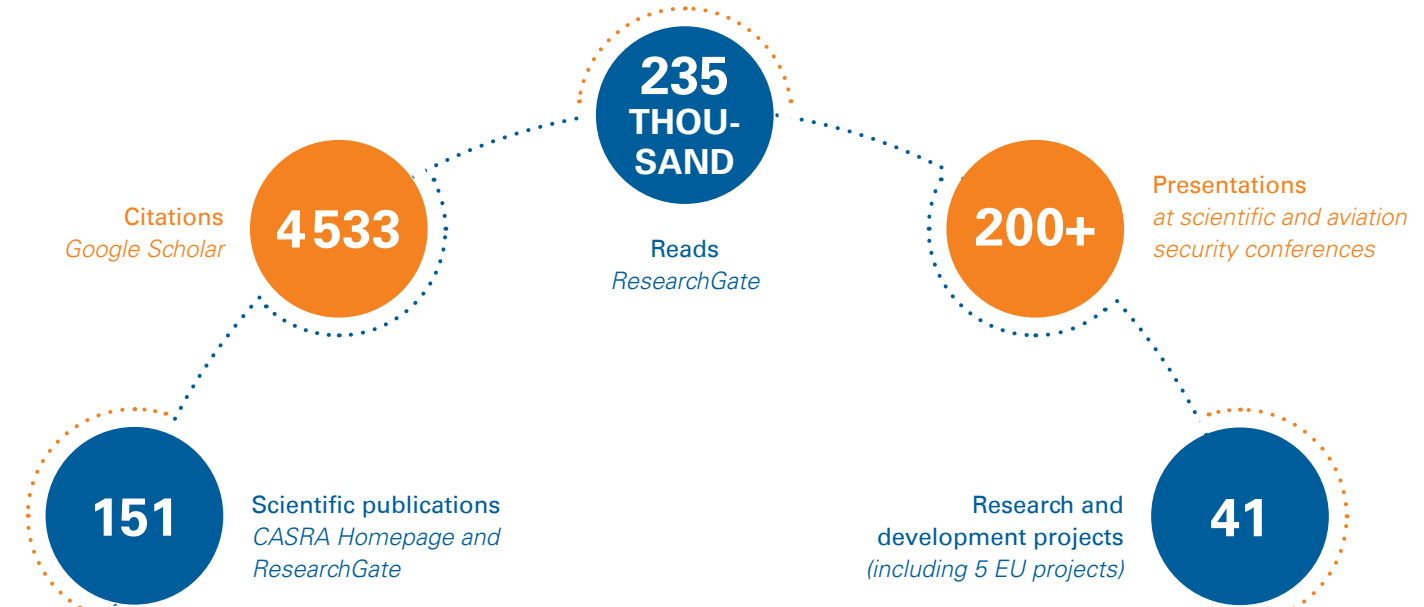
We started with a fun ride in speed boats on the river Tajo.

The workshop was conducted at Palácio Chiado, Lisbon, Portugal.

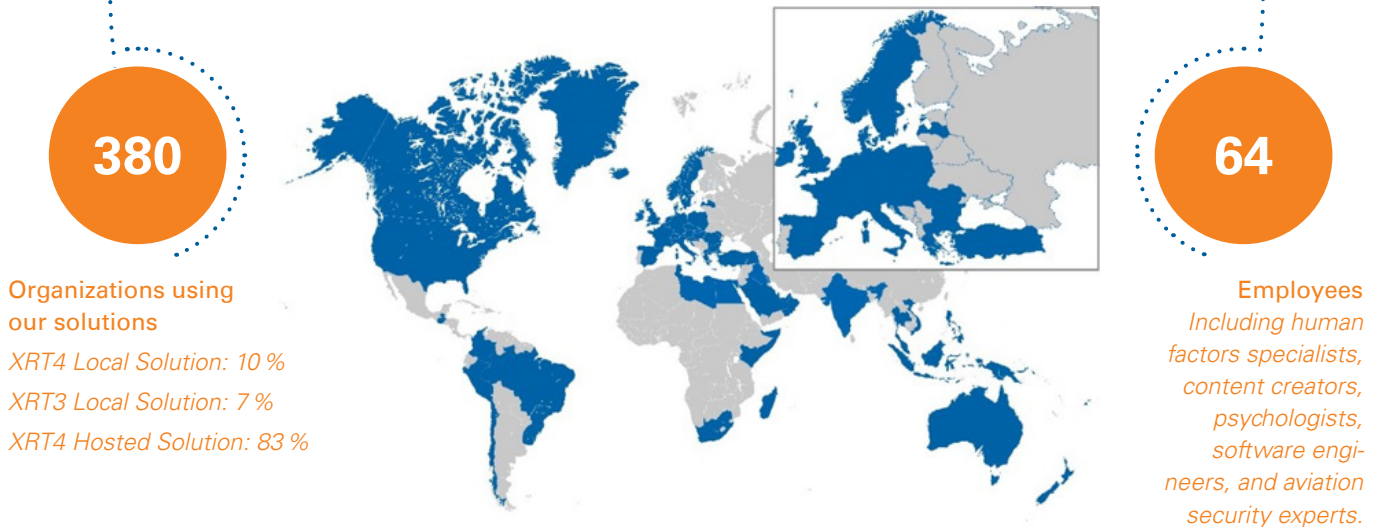
We conducted a workshop to get a deeper understanding of CASRA from the employee perspective and inputs for this newsletter. The following questions guided the workshop: What makes CASRA so successful? Why do you like working at CASRA? How does your team contribute to CASRA's success? Each team discussed the questions, and they presented their answers on posters to everyone. In addition, each team was asked to draw an image that describes them, which was the basis for the logos shown later in this newsletter.



FACTS AND FIGURES



GLOBAL PRESENCE



Industries (chronological order)

- Aviation Security
- Civil Aviation Authorities
- Cargo Security
- Mail Security
- Critical Infrastructure
- Customs Screening
- Medical imaging

CHEERS TO 15 YEARS: STATEMENTS FROM CLIENTS AND PARTNERS

“We are very pleased with the technology and the program, as well as the employees and the service CASRA provides.”

Daniel Schei, AVARN Security, Norway

“Thank you very much for giving us a chance to be a user of XRT4 and thank you for your cooperation.”

Haslim Eairon, Royal Malaysian Customs Department (RMCD), Malaysia

“This software has helped us to improve our processes and that our staff feels calm and safe to perform well on a daily basis.”

Josue Ramos, Combex-Im, Guatemala

“The training software is very important and relevant to the TSA screeners. Working with CASRA is a joy.”

Bonnie Kudrick, HumanLink, USA

“Thank you for a super collaboration. We love working with you and your product.”

Jasmin Levy and Ingo Knappe, Securitas Germany

“I’ve been working with CASRA for 15 years. The collaboration has always been fantastic. The technical training and the administrator tool are both very good.”

Predrag Zetić, Sales Partner, Croatia

CASRA'S SUCCESS

There are several factors involved in CASRA's success. However, two points were mentioned by most teams: the employees and the company's versatility.

CASRA contains the following teams: psychology academics and research, software and content development, product and project management, customer relations and sales, internal IT services, back-office, finance, HR, and management. As we work on research and development projects which eventually translate into applications used at hundreds of airports and other sites all over the world, making it a safer place, different teams are required to make it happen. CASRA's HR manages the balancing act of finding new staff not only with the necessary professional experience but who are also a personal fit resulting in a "working with friends" atmosphere and a healthy work climate even across the borders of Switzerland.

This then ensures a cross-team collaboration that leads to very efficient task accomplishments. Happy employees make good employees!

Interdisciplinarity is a key factor in CASRA's accomplishments. The employees, teams, national and international customers, market coverage, products, tools as well as management create a unique mix that makes CASRA successful. It generates diverse perspectives for approaching new subjects as well as problem solving. The different layers interact in innovation and efficiency that resonate in the entire company.

Other factors mentioned for CASRA's success include the fact that we are agile, constantly pushing boundaries, keep an open mind, and are determined to continuously improve.

WHY EMPLOYEES LIKE WORKING AT CASRA

Sharing Insights and Celebrating Milestones: Reflecting on 15 years of company success!



CASRA employees enjoy a large amount of flexibility in their work which is appreciated. Working hours are managed individually on all levels. To work partly remote from home is no issue and even encouraged. The last couple of years finally nudged everyone into the digital age and CASRA is an excellent example of a contemporary work environment.

We have 63 employees, the age range is 19 to 59 years, and the mean 35.4 years. Staff of all ages relish the modern working conditions resulting in a great spirit and good results.

As much as the team is part of CASRA's success, it is also one of the main reasons why employees enjoy working at the company. The atmosphere and energy in the office and in the teams is a positive and productive one. Extra-office events are organized frequently: spontaneous beer after work, weekly team lunches, individual team weekends, the annual summer party and Christmas dinner, or the 15-years anniversary trip to Lisbon..

At the same time, individual differences are valued, diversity is important for innovation, and occurrences are customized, so everybody is feeling at ease.

One more factor that CASRA employees value is that we experience the importance and purpose for our work. Everybody contributes to our vision to enable people and technology for a safe and secure world. There is a lot of creative freedom when it comes to the implementation. The support from management encourages forward thinking, developing state-of-the-art software and disruptive technology drives employee initiative resulting in unique products that are used worldwide.

TEAM CONTRIBUTION

The eight teams of CASRA were asked how they contribute to our success. Additionally, the teams were asked to draw an image to describe their team, which is the basis for the logos you find below.



RESEARCH

The contributions of the research team are scientific studies that result in publications and important information to develop software applications. It is also important to work with security managers and screeners to clearly understand what they need and how to conduct scientifically solid research with practical impact. From that, early prototypes are established that are then further developed in either the products or further research studies.



PROJECTS

There are always several funded projects going on at the same time as their duration is normally several years. The team handles the organization of the large-scale projects. As their tasks consist of summing up quarterly and annual reports, analyzing data, acting as a stakeholder, and juggling budgets, they contribute to CASRA by igniting new ideas and bringing light into unknown areas. At the same time, an important part of their daily work is dealing with prohibited articles including guns, knives, simulated explosives, and other threats in the systematic threat assessment (STA).



PRODUCT MANAGEMENT

There are two roles working in product management: testing engineers and product owners. Together, they ensure the best possible quality of the product using manual and automated tests. The priorities are planned in what order new features and reported bugs will be implemented. They provide product expertise at any level required.



CONTENT

As the name suggests, the content team takes care of our huge stock of content items: evaluating existing images, creating new ones, developing further layers, adding categories, implementing new features, etc. They bring stability and innovation that empowers the company and with that they are the roots of the tree that builds CASRA.



SOFTWARE DEVELOPMENT

Developing state-of-the art software and innovative software applications requires skilled programmers. Software requirements need to be specified and the software implementation needs to be planned well including room for agile adaptations. CASRA's solution XRT4 is web-browser-based and features different modules with adaptive training and thousands of images that are bundled in libraries, modules, and series that are used at hundreds of sites worldwide. As all software does, it requires constant maintenance and technical support to ensure security and optimal performance, which is provided by our developers, too.



IT

Let's face it: nothing works without IT. With a staggering amount of patience, they ensure that both hardware and software are flawlessly functional so that everyone can do their jobs without obstruction. When required, they are available at any hour of the day taking care of internal and external IT needs, simultaneously making sure that it is all up to the current safety and security standards.



CUSTOMER RELATIONS AND SALES

“Mi casra es tu casra”. The Spanish expression of welcome suggests that CASRA is a home that greets our partners with open arms and values our customers. Our customer relations managers play a significant role by acquiring and retaining customers, providing customer service, and continuously improving sales processes and strategies. They are a bridge between the center and its customers, helping to meet their needs while achieving business objectives.



HR / FINANCE

Collectively known as the back-office, there are several foundations laid in this team. Apart from accounting they also take care of the recruitment process where they lay the focus on competent individuals who like to work in an innovative interdisciplinary center. They also have “fun” tasks such as event management.

CASRA stands out as an exceptional workplace due to its emphasis on flexibility, fostering a contemporary work environment, and maintaining an agile, innovative, and productive atmosphere.

The employees benefit from individual work hour management, the ability to work remotely, and the great team spirit. The positive social dynamics, including frequent social events and respect for individuality and diversity, contribute to the overall satisfaction of the workforce.

Employees experience the importance and purpose of enabling people and technology for a safe and secure world. They have the required autonomy, creative freedom, and support from management and colleagues. Overall, CASRA’s holistic approach creates a dynamic and fulfilling workplace.



*Bonding Beyond Business:
Our trip to Lisbon also
included several scenic and
culinary activities.*



*Coming together in a
successful event with
cherished memories and
new inspiration.*

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