



PSiRA
Private Security Industry Regulatory Authority

Vuhlayiseki

External Newsletter February 2019



Going mobile - the PSiRA App

A peek at the PSiRA Roadshows

PSiRA sting operation keeps the public safe

How do we create fair Industry Participation?

Time is running out for the renewal of old PSiRA cards

We interview the Deputy Director for Law Enforcement and former Security Officers...

...and more

**HIGHLIGHTS
IN THIS
ISSUE**



082 803 4329



Private Security Industry
Regulatory Authority



@PSiRALive

PSiRA corporate identity defined



PSiRA
Private Security Industry Regulatory Authority

MISSION

To protect the constitutional rights of all people to life, safety and dignity through the effective promotion and regulation of the private security industry.

VISION

To be recognised as an excellent regulator of private security in South Africa by all our stakeholders.

OBJECTIVES

The primary objectives of the Authority are to regulate the private security industry and to exercise effective control over the practice of the occupation of a security service provider in the public and national interest and in the interest of the private security industry itself.

VALUES

Integrity: Ethical Conduct, Fairness, Transparency

Excellence: Accountability, Professionalism, Performance, Accessibility

Ubuntu: Accessibility, Respect, Compassion, Diversities.

The Authority regulates and controls the private security industry through:

- Registration of service providers
- Registration of security officers
- Ensuring compliance and adherence to PSIRA Act and all other laws applicable to security service providers
- Accredited training security service provider
- Process course report submitted to us
- Receive and investigate complaints against service providers
- Prosecute non-compliance by service providers
- Advise private security consumers about private security industry
- Advise state on all matters of private security

The Shield	African, protection, symbol of celebration
The Lion	Symbolic of PSIRA's character, African, symbol of authority, leadership, strength
The Font	Shows authoritative power and function
The Highlighted 'I'	Independence, increasing, influential, informative, initiative and inspirational
The Colours	Inspired by African cultures, South African races, diversity in unity, and the African landscape
Pattern on the Shield	The three lines on top and bottom represent life, safety and dignity (mission of PSiRA)



PSiRA
Private Security Industry Regulatory Authority

brief

External Newsletter of the Private Security Industry Regulatory Authority

February
2019

2



Contents

The BIG interview with the PSiRA CEO	4
Editor's Note	5
Legal Eagle to cast a sharp eye over law enforcement	6
Committed to making the public safer	7
15 MArch is Cinsumer Day	8
Time is running out... for the renewal of PSiRA registration cards and certificates	12
PSiRA takes to the road to raise public awareness	13
Introducing the PSiRA App	14
Opening doors to international cooperation	15
Breaking down barriers... escaping poverty through education	16
Perseverance gets the gold for this former security officer	17
The sky is the limit thanks to education	18
Say goodbye to the training moratorium	19
A picture tells a thousand words	20

Contributors

- **Editor-in-Chief:** Oupa Mamabolo – Acting Deputy Director Communications
- **Editor:** Siziwe Zuma – Acting Senior Manager Communications
- **Writers:** Rocco Van Zyl – Acting Registration Manager
Anna Tsele – Training Manager
Velisile Bukula – Media & Communications Officer
Bonang Kleinboo – Brand & Communications Officer
Darlington Morudi- Communications Intern



082 803 4329



Private Security Industry
Regulatory Authority



@PSiRALive

The BIG interview

with PSiRA CEO - Manabela Chauke



“The Private Security Industry Regulatory Authority (PSiRA) has been inundated with cases that have been under public scrutiny recently. Due to these being challenging cases, they gave the Authority a chance to showcase its capacity. We have shown that prosecution of non-compliant security service providers is an important part of PSiRA's enforcement strategy to change their behaviour. The fact that the Minister of Police amended the regulations dealing with sanction and increased the fines that can be imposed from R10 000 per count to R1 million, has given us an upper hand to enforce our code of conduct and regulations.

This will ensure that security service providers who engage in improper conduct and profitable violations are adequately sanctioned to discourage non-compliance, especially in areas of exploitation of security officers. Our Law Enforcement Division continues to build and strengthen relations with stakeholders such as the South African Police Service.

With regard to the evolving technology, we are going to unpack the minimum acceptable conduct for the players in that technology sector. We will go to CCTV installers, distributors and service providers. We need to analyse the risk that can affect members of the public and the users, and then we will come up with conduct that the CCTV installers have to abide by. They will have to be adequately and frequently vetted and must master confidentiality. The Authority has just completed a research on electronic security and we will start crafting policies that seek to drive the regulation of this sector without creating unnecessary barriers to entry for other people by over-regulation.

It is my vision to ensure that we have a professional security industry, one that keeps pace with technology and digital transformation. The Internet of Things (IoT) offers huge advantages for our sector from possible utilisation of drones to the collection, analysis and interpretation of data. By utilising technology, we can improve efficiencies and drive down costs, without compromising jobs. The Fourth Industrial Revolution requires innovative security officers who are *au fait* with the IoT.

We have launched a PSiRA App which offers online services that are designed for private security industry providers, allowing them to interact with PSiRA and to enable the sector to make bookings. South African citizens can also use this App to verify security service providers who work at their homes or workplace and ensure that they appoint registered security service providers. The App has attracted more than 40 000 downloads from South Africa, and countries like Swaziland, Lesotho, France, Poland, Germany, Venezuela, China, South Korea, Spain, India and Thailand.

The Authority is currently preparing for the implementation of the Levies Act, which was enacted in 2002 to deal with

funding of the Authority. The difference between the Levies Act and the Annual Fees is that the Levies Act will determine a levy that the industry must pay monthly, based on the monthly gross turnover. This is opposed to the number of security officers they employ, which is what is happening currently. The money will be collected by the South African Revenue Services (SARS). PSiRA will go to Parliament and present a business plan to indicate how much money we need to run the Authority. We will approach Parliament soon, together with the Department of Finance, led by the Treasury, to amend the Levies Act and make it the Money Bill. This is existing legislation that has been in place for almost two decades, so people should not regard this as something new. The implementation should be in 2020 since 2019 is an election year.

We pride ourselves on being recognised internationally as we have joined an International Association of Security and Investigative Regulators (IASIR), which will hopefully allow us to achieve much more. IASIR exists to enhance its members' ability to regulate and promote professionalism of the security, investigative, alarm and related industries. Specific goals to assist the industry and public include: applicant processing; records management and sharing in the use of new technology; enforcement and regulation; insurance/bonds; training for regulatory investigators; formulation of model laws; and industry training and education. I am certain you will find this alliance beneficial.

This will enable PSiRA to play at global level and conduct exchange of information, ideas and methodologies. We are also in the process of implementing a Guarantee Fund and we are happy to announce that we have appointed service providers to put the concept document into place towards the establishment of the Guarantee Fund.

It is the key mandate of PSiRA to ensure that South Africans are safe at all times. To realise this, we work very closely with the South African Police Service, Department of Home Affairs, SARS, Customs and the Department of Labour. We want to ensure that security officers are controlled and operate in a value-driven paradigm.

”

Editor's Note

Ms Siziwe Zuma

Acting Senior Manager, Communications

We have commenced the year 2019 with renewed energy and focus in pursuit of the vision articulated in PSiRA's vision and mission statement. Our vision and mission statement compels us to do the right things right and strive for excellence when rendering services to our clients. One of the ways by which we have ensured that we explore more effective and efficient ways to serve our clients, is the introduction of the PSiRA App. The App is user-friendly and interactive. Our clients are now able to make bookings, check their PSiRA status and do wage calculations. Clients who make their bookings through the App are given priority and this one of the ways we are trying to solve the problem of long queues in our offices. The App can be downloaded on the App Store or Play Store.



The Authority's strides are increasingly being recognised internationally as we have hosted a Brazil FENAVIST delegation that came to learn best practises from PSiRA. We are also proud to have joined an International Association of Security and Investigative Regulators (IASIR). We strongly believe that this will give us a competitive edge on the international stage and we will be able to impart our international experience to the South African private security industry.

When our country was ushered into the new democracy in 1994, we welcomed a new society founded on human rights, equality, justice and stability. Today, we celebrate our 25 years into democracy and 23 years since the signing of the constitution. Despite these gains, we are in a state of despair as our country is still confronted by the scourge of private security officers' killings and cash-in-transit heists. What disturbs us the most is that some of these incidents happen in broad daylight and with people watching. It is the responsibility of each and everyone of us to ensure that the men and women who put their lives on the line in the name of protecting our homes, communities and businesses, are always protected.

This is the year of General Elections, and the President of the Republic of South Africa, His Excellency Cyril Ramaphosa, has announced 8 May 2019 as the big day. This presents an opportunity for all citizens to exercise their right to elect the government of their choice. We strongly believe in the notion of 'nothing about us without us'.

Chris Bradford once said, "The impossible becomes possible if only your mind believes it." Through his wisdom, I call upon everyone in the private security industry to go out in numbers and cast their votes on the 8th of May. Remember that you can rise above every challenge and you must know that nothing is impossible to those who believe. I hope that 2019 will continue to be a very constructive and fulfilling year to all our private security officers and service providers.

**Until next time,
enjoy this issue!**

Legal Eagle

to cast a sharp eye over
law enforcement

Velisile Bukula

Media & Communications Officer

The Private Security Industry Regulatory Authority (PSiRA) has proved that females can be successful in what is perceived as a man's world – the private security industry and law enforcement. One of the sharpest minds in law enforcement circles and a former North West Provincial DPCI Head, commonly known as the Hawks, **Advocate Linda Mbana**, was appointed in August 2018 as Executive Head of the Law Enforcement Division at PSiRA. She has the mammoth task of ensuring increased investigation and prosecution to enforce compliance with applicable legislation to achieve behavioural changes in the industry.



Her career spans over 18 years of an uninterrupted track record in Law Enforcement, particularly in various government assignments. She started as a researcher at the Land Claims Court, went on to be a Labour Relations practitioner at the Justice Department in Gauteng, then legal advisor at the Office of the Eastern Cape Premier, followed by being a Senior Legal Advisor at the Department of Education in Gauteng. In recent years she was entrusted with the responsibility of heading the Legal Services of the Northern Cape Provincial South African Police Service (SAPS). Before joining PSiRA, Advocate Mbana was the Head of the DPCI (HAWKS) in North West province. In 2015, Advocate Mbana was appointed as a member of the Board of Trustees of SAPS's medical aid, "POLMED", and in 2017, she was appointed as the Chairperson of the Board until she resigned and joined PSiRA.

What distinguishes this soft-spoken legal eagle is an insatiable appetite to meet deadlines, learning new things, setting time frames, mentoring others, analysing complex data to draw clear conclusions and being a team player. She believes in hard work and rendering services without fear or favour. This Executive holds a B Juris and LLB degree, both from Fort Hare University and a Masters in Labour Law (LLM) from the University of Free State. She did her articles and practised law at SGMB Attorneys in Cape Town and received her certificate of Admission as an Attorney at the Cape of Good Hope Provincial Division.

The Dutywa-born advocate believes that the diversified revenue streams PSiRA has proposed will enable Law Enforcement to recruit more inspectors. "It is my vision that PSiRA establishes its own Academy to train inspectors, and establish a Business Intelligence Unit to gather information for the Authority as well as a Tactic Intervention Division. I also wish for inspectors to utilise marked vehicles to eliminate fraudulent activities of people going around impersonating PSiRA inspectors. A short term goal is for all inspectors' names and photos to be published to enable the industry to know whether they are dealing with fraudsters or genuine officers. I feel that we need to improve PSiRA's reputation by enforcing compliance and ensuring that we are recognised for professionalism and excellence", she said.

When asked why she joined PSiRA, Advocate Mbana said: "My passion is to prevent, combat and investigate criminal activities. PSiRA provides a good environment to champion this great assignment which I have embraced with humility. As the Deputy Director responsible for law enforcement, I am entrusted with a responsibility of ensuring that the Private Security Regulation Act and all the applicable prescripts are enforced", she concluded.

"We need to improve PSiRA's reputation by enforcing compliance and ensuring that we are recognised for professionalism and excellence"

Committed

to making the
public safer



Subsequent to a rise in the number of car-jamming cases in and around Durban's city centre, the Private Security Industry Regulatory Authority (PSiRA) in partnership with the South African Police Service (SAPS) embarked on a Sting Operation. The operation took place on 3 December 2018 and focused on unregistered car guards.

PSiRA inspectors and police conducted random inspections at Windermere Centre in Morningside, China City in Springfield Park and Sanlam Centre at Pine Crest Mall. This was to root out car guards who were not registered and documented as it was alleged that some of these car guards are working with criminal syndicates in jamming cars.

The operation resulted in the arrest of 34 car guards and their employer. Nine of the car guards were arrested at Windermere Centre, seven were arrested at Pine Crest Mall and 19 were arrested at China City. Some of these car guards had PSiRA identification cards with their names and PSiRA numbers, but did not have the PSiRA logo. Upon inspection and verification,

one car guard was found to have been using details belonging to a South African woman who had a criminal record.

Some of these car guards were from Burundi, Nigeria, Congo and one was from South Africa. They were all charged with the contravention of the PSIR Act and fraud as they had fraudulent PSiRA cards. KwaZulu-Natal Regional Manager, Talent Zwane, said her office would work around the clock to ensure that the malls in and around Durban are cleared and that people are educated to spot unregistered car guards.

Velisile Bukula
Media & Communications Officer



**Consumer Obligations in terms of
the Private Security Industry Regulation
Act (Act 56 Of 2001) – Government Sector and
Consumers In General**

1. Introduction

The Government views the regulation of the vast private security industry as of key national importance in order to achieve and maintain a legitimate security industry. Proper regulation is intended to ensure a legitimate, trustworthy and competent private security industry which is optimally capable of contributing to the achievement and maintenance of sufficient levels of safety and security in our country. The Private Security Industry Regulatory Authority (PSiRA) was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001) in 2002, hereinafter referred to as the "Act". The strategic mandate of PSiRA originates from the Act and the regulations issued in terms thereof. In a nutshell, the primary objectives of PSiRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service provider in the public and national interest and in the interest of the private security industry itself. The Act also binds the State.

2. Legal provisions of the Act

Basic to the regulation of the private security industry is the requirement that all those who fall within the definition of "security service provider" and who propose to render a "security service", must comply with registration procedures and be registered before becoming active in the industry. This implies that the Act may set reasonable and appropriate registration requirements that must be satisfied by applicant security service providers. The basic object is to achieve a trustworthy, legitimate and competent private security industry which has the effect that not all applicants will be able to secure legitimate entry to the industry and that the admission to or exclusion from the industry is based on proper grounds.

2.1 Obligation to register

Section 20 of the Act requires all persons (business and security officers) rendering a security service to register with PSiRA.

2.2 Security service providers who need to register

The obligation to register includes the following categories or classes of security service providers as defined under the definition of "security service":

- Guarding sector
- Close protection officers;
- Persons giving advice on security services, including the use of security equipment;
- Response security;
- Assets in transit;
- Events / venue security;
- Manufacturers, importers and distributors of monitoring devices;
- Private investigators;
- Security trainers;
- Installers of security equipment;
- Persons repairing / servicing security equipment;
- Monitoring signals of electronic security equipment;
- Control room operators;
- Locksmiths; and
- Persons managing, controlling or supervising security services.

The security equipment referred to above includes, *inter alia*, the following:

- Alarm systems;
- Safes and/or vaults;
- Satellite tracking devices, CCTV and other monitoring devices;
- Devices used for intrusion detection, access control, bomb detection, fire detection, metal detection and x-ray inspection; and
- Locksmith equipment

The registration requirement therefore applies to those falling within the following categories:

- all-natural persons personally rendering a security service (whether as employee or otherwise) and includes in-house security;
- all forms of businesses which render a security service; and
- natural persons involved in the executive management or governance of the said business.

2.3 Offences and penalties

Since the Act requires all persons rendering a security service to register with PSiRA, the Act further provides for offences and penalties for non-compliance or contraventions. In terms of section 38 (3)(a), any person who contravenes or fails to adhere to 4 20(1) of the Act, is guilty of an offence. Section 38(3)(a) provides for the following sanctions on conviction:

- (i) on a first conviction of a contravention, is liable to a fine or to imprisonment for a period not exceeding five years, or to both a fine and such imprisonment;
- (ii) on a second or subsequent conviction of a contravention, is liable to a fine or to imprisonment for a period not exceeding ten years, or to both a fine and such imprisonment.

2.4 Consumer obligations

In terms of section 38(3)(g) of the Act, persons (clients or consumers of security services) who knowingly or without the exercise of reasonable care, contract for the rendering of services contrary to the Act, are also guilty of a criminal offence. The Act therefore places an explicit legal onus on consumers of private security services to only use and/or contract with legitimate and registered security service providers. A client of a security business must therefore make a reasonable enquiry as to the legitimacy of the security business, its officials and persons deployed by it to provide a security service, before making use of its services or to continue to use its services.

3. Mechanisms used by PSiRA to ensure compliance

3.1 Monitoring and investigation

The Authority is empowered to inspect and investigate security service providers (including clients in terms of their obligations) to ensure compliance with the Act, its regulations and code

of conduct. The Authority may institute improper conduct proceedings against a security service provider, on account of an allegation of improper conduct and/or initiate criminal action with the SAPS. Non-compliance to the code of conduct may lead to the imposition of fines, suspension or withdrawal, depending on the merits of the case and severity of improper conduct. Further, the Authority may also suspend and withdraw the registration of a security service provider for failure to meet its financial obligations towards PSiRA.

3.2 Verification

The registration status of a security service provider may change depending on the conduct by a security service provider. With that in mind, PSiRA has put in place a verification measure known as a "letter of good standing". This certificate is valid for a period of 90 days and is issued by PSiRA to a security service provider –

- Who is legally registered with the Authority and whose registration is valid;
- Whose account is up to date with payment obligations towards the Authority; Whose monthly returns are in order;
- Who complies with the regulations issued in terms of the Act;
- Whose directors are registered security service providers;
- Whose company's records are up to date with CIPC; and
- Whose physical address and infrastructure have been assessed for compliance.

4. Risk of non-compliance

Doing business with unregistered security providers or security service providers who are not in good standing with the Authority, poses many risks to the client and public in general.

5. Steps to ensure compliance

With over 9 000 registered and active security businesses, it has become necessary for PSiRA to collaborate with various key players in government as well as consumers in general. Of utmost importance is for the consumer of security services to put control mechanisms in place to ensure compliance with the Act. Therefore consumers,



which include government and the public sector at large, should play a role in not only meeting its statutory obligations in terms of section 38(3)(g) of the Act, but enforcing the provisions of the Act, particularly through its supply chain management processes. It is hereby recommended that consumers and accounting officers of national, provincial and local government departments and state-owned entities should implement the following:

5.1 Letters of good standing – all categories or classes of security service providers

Accounting officers must be in possession of a letter of good standing issued by PSiRA prior to awarding a security service contract. Continuous verification of compliance must also be conducted to ensure that the registration of the security business is still valid with PSiRA after the security service provider has been appointed.

5.2 Registration and Training Compliance by Security Officers

In addition to the information that is provided in the “letter of good standing”, it is also strongly recommended that national, provincial, local and other government entities request the following information from security businesses before concluding a contract with them or continue to use their security services:

- Confirmation of registration of all security officers deployed;
- Whether the security officers are employed or independent contractors or learners that are completing a NQF qualification or skills programme; and
- Confirmation of level of training of security officers deployed, including specialised training.

5.3 Pricing – guarding sector

Note must be taken of pricing of security services. Government has a responsibility to ensure that employees receive their full wages and all other service benefits due to them in respect of any applicable legal provision, agreement, contract or determination. In respect of the guarding sector, the Minister of Labour made, in terms of section 51(1) of the Basic Conditions of Employment Act (Act no. 75 of 1997), a Sectoral Determination establishing conditions of employment for employees in this sector. This Sectoral

Determination determines, *inter alia*, minimum wages and other conditions of employment an employee security officer is entitled to. Minimum wages are also increased by the Minister of Labour in terms of an amendment each year and includes other conditions of employment such as nightshift allowances, cleaning allowances, etc. Taking the foregoing into consideration, PSiRA compiled a contract pricing structure (available on our website at www.psiira.co.za), to be considered and used by security businesses as well as clients of security service providers. The purpose of the contract pricing structure is therefore twofold, namely –

- for security businesses to recognise and understand what costs they will have to take into consideration in order to comply with labour legislation; and
- for consumers and prospective consumers of security services to consider the contents thereof when determining the costs of security or evaluating quotations or tenders, as most of the amounts reflected therein, are statutory amounts payable by security businesses to their security officers.

In reviewing the contract pricing structure, it will be noted that it has 3 distinct sections and also includes a description of the costs, an explanation of the description with reference to the relevant labour legislation and an explanation of the calculation. The first section deals with conditions of employment and includes the following:

- The minimum wages payable, depending on the magisterial districts in which security officers and relievers are deployed as well as the grade (E-A) work performed by the security officers and relievers;
- Sunday premium payable;
- Possible holiday premium;
- Annual leave;
- Sick leave;
- Study leave;
- Family responsibility leave;
- Provident Fund;
- Annual bonus;
- Night shift allowance.



The above are therefore all statutory payments that will be due to security officers in terms of labour legislation.

The second section deals with other statutory payments that employers need to provide for in labour legislation. These include the following:

- UIF;
- COID;
- Training (skills development levy for those businesses obliged to contribute);
- Uniform (to be provided free of charge by the business and the costs may vary for every business); and
- Cleaning allowance.

The direct costs as indicated in the contract pricing structure are therefore labour costs based on statutory amounts provided for in terms of labour legislation.

The last section of the contract pricing structure provides for an estimated share of overhead costs of the security business. In this regard, PSiRA historically used 40% of the direct costs and continues to do so purely to ensure consistency in the pricing structure going forward. The 40% share of overheads is intended to cover all other costs associated with providing the security service, i.e. liability and other insurance, payroll and administrative costs, control centre, transport costs (vehicles, maintenance and fuel), fixed infrastructure, rates and taxes, registers, security aids, occupational health and safety compliance, management and supervision and other statutory fees payable. Economy of scale rules will therefore apply as the percentage may vary from business to business in view of its size, footprint, cost advantages and reductions, etc. In addition to a percentage provided for the share in overhead costs, the contract pricing structure excludes VAT as well as profit, as the profit margin will differ from business to business. In view of the foregoing, as well as the percentage variance that will exist in the share of overhead costs, the contract pricing structure itself is therefore not a statutory document. As highlighted, the first 2 sections of the contract pricing structure are based on statutory

amounts provided for in terms of labour legislation and non-negotiable, but the overall costs will differ between businesses if one considers the percentage share of overhead costs as well as profit margins of individual businesses. For this reason, the contract pricing structure is presented as a guideline and not a statutory pricing document for the security industry, but all consumers should consider the minimum contracting price in order to ensure that businesses can meet their financial obligations towards their employees, and thereby contributing towards compliance.

5.4 **Armed Security Services and Firearms in General**

All clients must be mindful of the proliferation of firearms within the private security industry. In this regard, entities must not require tender applicants to demonstrate already having firearms as part of the compulsory tender specifications or the allocation of scores during the evaluation. Once the contract has been awarded, entities need to ensure that the security business has legally required all firearms to be used and that such firearms are legally licensed to the security business. This includes verification with SAPS Central Firearm Registry. The security business must also demonstrate that the security officers issued with firearms by the business are competent in the use of the firearms and are issued with the required permits prescribed in terms of the Firearms Control Act, 2000. The details of the responsible person must also be made available.

5.5 **In-house security**

Entities and accounting officers need to ensure that in the case where in-house security officers are employed, that the entities need to be registered as employers of in-house security officers with PSiRA and that all security officers are legally registered, trained and their employment record reported to PSiRA. This includes security managers employed by the entities. In addition, all entities need to ensure that annual amounts in respect of security officers are deducted on an annual basis and paid to PSiRA as required in terms of the regulations made in terms of the PSiR Act.



Time is running out!

... for the renewal of PSiRA registration cards and certificates

Rocco van Zyl
Acting registration Manager

After careful consideration, the Private Security Industry Regulatory Authority (PSiRA) has taken a decision to grant a final extension of the cut-off date for the renewal of the old PSiRA registration certificates until 31 March 2019. This extension applies to both security businesses as well as security officers who have not renewed their old PSiRA certificates that still have the old logo. Renewal forms can be downloaded from PSiRA's website address at www.psiira.co.za. The new renewal costs are R40.00 for security officers and R290.00 for security businesses.

The renewal of security officer certificates includes a verification of the applicant's identity through the Department of Home Affairs, which can be done at our respective offices. However, for your convenience, we strongly recommend that security businesses assist the security officers in their employ with renewal of registrations without them having to visit our offices at all or queue at one of our mobile registration facilities.

This can be done through the following process:

The security officer:

1. Completes and signs a consent form authorising his/her employer or representative to submit and/or collect the certificate of renewal (including ID card) on his/her behalf
2. Completes the application form to renew his/her registration certificate;
3. Attaches an authenticated copy of the first page of ID document;
4. Includes 2 passport photos (if a PSiRA ID card is also required).

The security business requests security officers to obtain a **HANIS verification certificate**, which can be obtained from their nearest office of the Department of Home Affairs (please inform security officers who need assistance with renewals). In this regard, the business can send us a list of all the security officers whose certificates and/or ID cards you intend to renew on their behalf and we will invoice you in return. On receipt of the electronic payment for the invoiced amount, payment is then transferred to each individual security officer.

Once the above processes have been finalised from the business's side, we would request that someone from

your office deliver all these documents to your nearest PSiRA office and we will in turn process and print the certificates and cards and notify you once they are finalised. It will then simply require a representative from your office to collect the certificates and/or ID cards.

The same process can be followed in respect of those security officers whose newly issued certificates have expired. However, with said renewals, the HANIS verification certificate is not required. For further enquiries, please call us on 086 133 3850 or WhatsApp 082 803 4329 or email: info@psiira.co.za.

Please note that PSiRA issues the certificate and ID card in the name of the registered security service provider and an employer or any 3rd person may not retain or withhold the certificate or ID card from the security officer under any circumstances.

In terms of regulation 9(3) (c) of the Private Security Industry Regulations, 2002 it is a criminal offence if any security service provider, without legal justification, withholds, retains or is in possession of the certificate of registration or ID card of another security service provider and if found guilty, such person is liable to a fine or to imprisonment for a period not exceeding six (6) months.

With reference to the foregoing, please note that this will be the **final** extension of the cut-off date and failure to do so before the extended date will render your registration certificate invalid for employment or trading as a security business.

**Cut off date:
31 March 2019**

PSiRA takes to the road

to raise public awareness

In a bid to create awareness and educate the public, the Private Security Industry Regulatory Authority (PSiRA) embarked on a national roadshow. Different provinces were identified where Security officers needed to renew their certificates and receive PSiRA cards. Members of the public were educated about the use of the PSiRA App which can help them make appointments at their nearest PSiRA branches, assess their PSiRA status and notify them about their renewal deadlines.

The journey started off with awareness campaigns in the following places: Vereeniging, Welkom, Bethlehem, Empangeni, Richards Bay, Thohoyandou, Burgersfort, Mafikeng, Kimberly, Kuruman and Upington. Security Officer and Consumers were educated, and they also used the opportunity to submit their grievances. PSiRA was able to allay fears and respond to frequently asked questions.

Universities, Hospitals, Schools, shopping centres and taxi ranks were visited. The roadshow also made pitstops at businesses to inform them of any and all updates and also as courtesy to acknowledge their place in the industry. Over one thousand, three hundred and sixty-two (1362) security officers and consumers were reached during these visits.

Renewal roadshows took place in Thohoyandou, Burgersfort, Mafikeng, Kimberley, Kuruman and Upington. Security Officers needed our assistance in these critical areas, since we do not as we do not have branches or walk-in centres in these locations yet. About two thousand, four hundred and twenty-three (2423) Security Officers were assisted with certificate and PSiRA cards renewal.

By Bonang Kleinbooi
Brand & Communications Officer

INTRODUCING the PSiRA App





PSiRA
Private Security Industry Regulatory Authority



To increase efficiency and improve service delivery, as from 1 October 2018, all PSiRA offices will give priority to customers who have booked appointments through our App prior to coming to our offices.



To book for services using our online App, kindly follow the following steps:

- On your phone go to  **Play store app** or the  **App Store**
- Go to **search Google Play** or **App Store**
- Type **PSiRA App** and the **PSiRA icon** will show
- Click on the the icon and press **install**

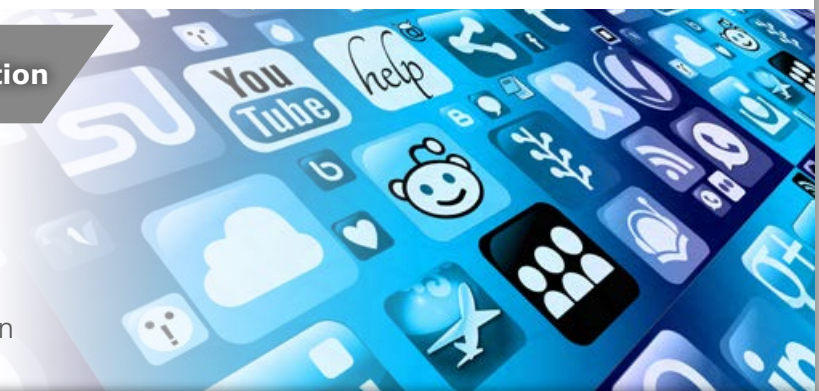
Once you have successfully installed the App:

- **Click on the App**, it will provide you with different services we offer
- For bookings, click on the **Booking icon**
- Online booking page will appear
- Enter your **Name**
- Enter your **Surname**
- Enter your **PSiRA number**
- Enter your **phone number**
- Under **service name**, click the **dropdown button**, a list of services will appear on your screen, choose the **service** you wish to be assisted with
- Select **branch option** will appear, click the **dropdown button** and select a branch closest to you.
- **Available date** option will appear, click the **dropdown button** and select a suitable date
- Then click **SUBMIT**
- To make **changes** to your request, click **reset** and enter the information correctly.



To check the status of your application

- Click on the **check status** icon
- Select **security officer status verification**
- Online **verification page** will open
- Enter your **PSiRA number**
- Enter your **ID number**
- Enter the **Captcha code** highlighted in green
- Then click **SUBMIT**



For further enquiries contact us at:

Customer Care Centre on 086 133 3850

or Email Info@psira.co.za |  082 803 4329 |  /  @psiralive

