



PSiRA
Private Security Industry Regulatory Authority

Vuhlayiseki

External Newsletter July 2020

Pioneering occupational health and safety during the lockdown season



HIGHLIGHTS IN THIS ISSUE

4IR during the pandemic

Business Unusual – Distance Learning

Crackdown on unregistered individuals and security companies

Adapting to the new normal – Registration

Fraud and Ethics Line

[...read more](#)



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PSiRA corporate identity at a glance



PSiRA
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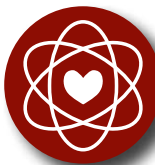
VISION

South Africans have confidence in the legitimacy, occupational practices and transformation of the private security industry



MISSION

Effective regulations of the private security industry to enable professional and respected security service providers



VALUES

Integrity, Excellence and Ubuntu

The Authority regulates and exercises effective control over the practice of the private security industry through:

- Registration of service providers;
- Registration of security officers;
- Ensuring compliance and adherence to PSiR Act 56 of 2001 and all other laws applicable to the industry;
- Accreditation of training security service providers;
- Processing of course report submitted to us;
- Receiving and investigating complaints against service providers;
- Prosecuting against non-compliance by service providers;
- Educating private security service consumers about the role of the PSiRA and their right to quality service;
- Advise the Minister of Police and by extension, the 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)

LOGO CONCEPT



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Until next time, enjoy this issue!

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4IR during the Covid-19 Pandemic

The Covid-19 pandemic has changed how business is being conducted globally, forcing the trajectory of remaining productive even whilst working remotely.

The Private Security Industry Regulatory Authority (PSiRA) has been equally affected by the National lockdown. All nine branches had to temporarily close shop under the regulations. A call from various stakeholders was made, to enquire as to when we would open, the threat of losing out on job opportunities as a result of not having certificates, and businesses losing out on tenders and clients because of unregistered companies. These circumstances brought to light the need for this industry, especially with more businesses needing security during the lockdown.

PSiRA swiftly managed to put systems in place to mitigate these issues. We managed to allow businesses to do bulk renewals for their employees. This system was previously in place, but was now seen as a greater need. This also limited the contact between security officers and consultants in branches, as one representative from a security company would bring us all the renewal documents for us to process.

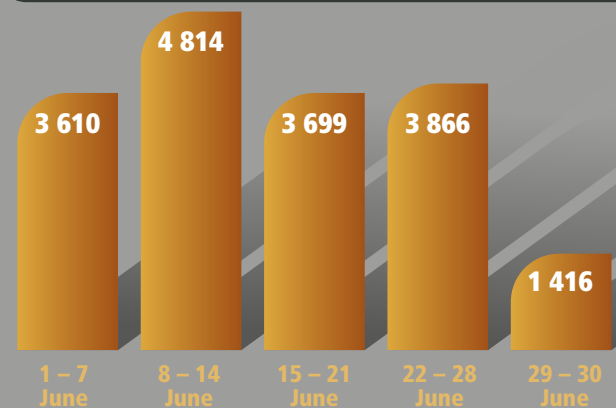
Our online system to book an appointment at any of our branches for any service has also thrived. Currently, we are seeing an average of three thousand four hundred and eighty-one bookings per day, to the point of gridlock, since the opening of branches on 1 June 2020. This has changed the service landscape for us, as we can control the number of customers visiting our branches and cater to their needs on a more personal level.

The PSiRA App has also gained traction by many customers using it as a platform to book at one of our branches, but it has also been used to check training course status verification for new entrants in the security industry. Security officers are also using the platform to check on potential future employers.

Since the industry had to adapt to the new norm, we have also educated our followers on Facebook and Twitter on how to use these platforms. We have had good feedback and have been advised that the system in place needs to continue even after the lockdown.



Weekly bookings on the PSiRA website



BUSINESS UNUSUAL

Distance Learning



The security training sector has over seven hundred PSiRA-registered and accredited training centres countrywide, which specialise in various aspects of training. In June 2020, during the Covid-19 pandemic, most of them had to halt their training services. As a result, most have suffered financially.

When Government downgraded Disaster Management levels, the Authority proactively provided training SPs with an opportunity to still be able to trade under strict adherence to hygiene guidelines, and for them to stipulate what measures they had put in place to ensure that these were met.

Another innovative means of providing training was to introduce an option for training centres to provide an eLearning service to their students, where students would be provided with study materials, and they would study at home, whereafter an instructor would check on the progress of students through the online facility.

A gradual integration back to the standard method of training of students has been made a priority. Working with training centres, we have seen the economic ramifications, however, such as training centres not generating enough income and students needing to be in the employment sphere.



Crackdown on unregistered individuals and security companies

The Coronavirus pandemic has brought about uncertainty and changing the day-to-day business, especially during the lockdown period. This uncertainty has revealed an immense increase in non-compliance within the security industry.

In order to ensure compliance in the industry, nationwide crackdown operations were conducted under the lockdown period, from 21 April 2020 to date. Over the past few weeks, we have managed to open 484 criminal cases, which varied across different non-compliance categories.

Inspections over the lockdown period played a major role to detect the hotspots of non-compliance, and inspections of security officers is necessary to ensure constant compliance within the security industry. A total of three thousand and thirty-one security officers' inspections were conducted.

The success of the operations is also based on the arrests made over this period. During the current pandemic, some individuals and businesses have taken advantage of the present circumstances, which lead to five hundred and ten arrests. Our inspectors, together with the assistance of SAPS, were able to tirelessly root out the non-compliance from the crack of dawn to the evening.

As much as PSiRA advocates and timeously preaches to businesses to be compliant, we were also made aware of a couple of security company directors who were either hiring non-registered security officers or those who are foreign nationals. The hiring of foreign nationals is only applicable if the said individuals have a passport and a work permit. They would still need to request permission from the Minister of Police to operate within the industry.

Accountability in the security business is of utmost importance, thus if it is found that security officers are non-compliant, the burden will also rest on the security company director. A total of 34 Directors were arrested.



Adapting to the new normal – **REGISTRATION**

For many years, the Registration Unit and branches have operated smoothly, with the registering and processing of businesses' and individuals' requests. Not only has COVID-19 disrupted how we do business now, but the pandemic has also forced us to think about automation implementation in the long run .

Innovation is the order of the day with measures being put in place to address the call from the industry to mitigate these factors. We started with encouraging security companies to do bulk renewals with PSiRA. This enabled security officers who needed to renew their certificate to fill out renewal forms and attach relevant documentation that was needed.

Companies would thus collate these forms, make a payment for renewals at R40 each per officer and then deposit the documentation as well as the renewal forms at any of our branches. These forms would then be processed, and certificates and cards would be printed and collected by one person from a business. This process made things a lot easier for officers, as there was no need to wait for the lockdown regulations to be eased.

Fortunately PSiRA has systems in place for those who need to work from home, and for the registration division, with their work output based on face-to-face interaction, working from home was still efficient as far as deliverables were concerned. Internally, employees could occasionally go to the branches by the implementation of staff rotation and necessary health measures being put in place, together with social distancing requirements being observed at all our service centres.

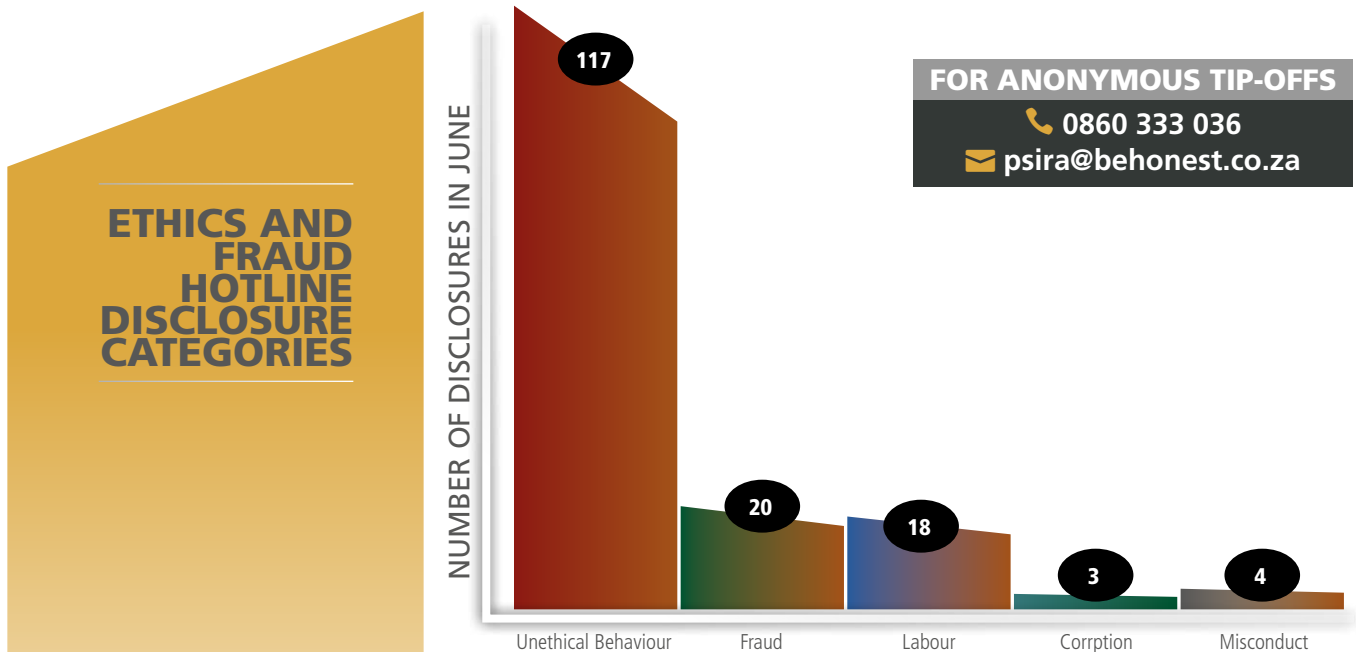
Fraud and Ethics Hotline

To regulate an industry of this magnitude, the Authority also relies on tip-offs. The symbiotic relationship is always in the best interest of the public, the nation and the industry itself. PSiRA has a fraud and ethics hotline in place. This is in place for those who wish to report fraud and unethical behaviour, by both PSiRA employees and also that of security officers and security businesses.

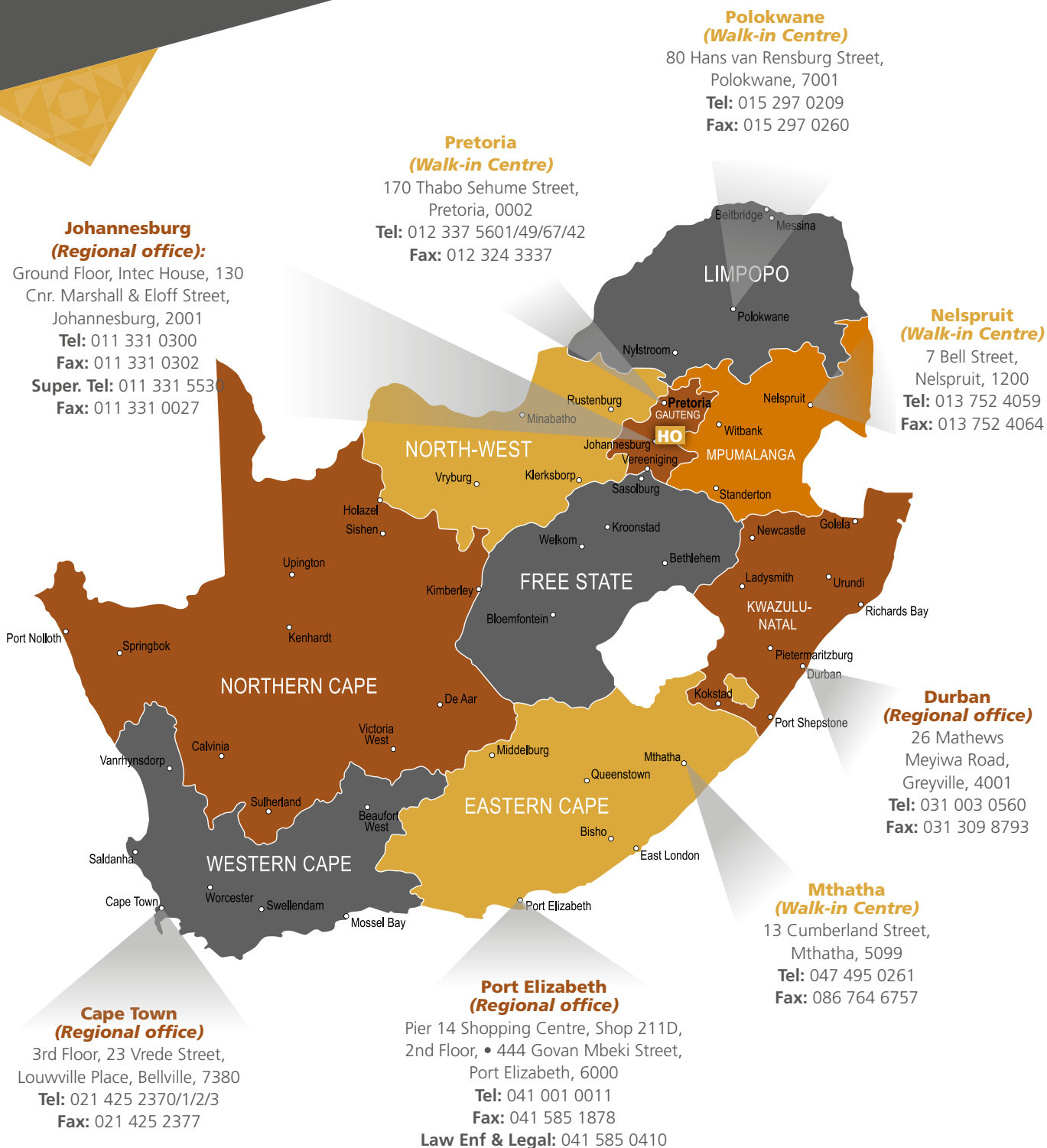
The Fraud Hotline is the Authority's confidential and independent reporting facility that affords employees, clients, suppliers, managers and other stakeholders to raise concerns about conduct that is contrary to the PSiRA's values on a confidential basis.

The hotline has grown exponentially, from April 2020 to date, one hundred and sixty-two disclosures have been made, with one hundred and seventeen of those being on unethical behaviour, followed by fraud, which accounted for twenty disclosures and the rest being made up of labour, corruption and misconduct.

Disclosure of unethical conduct peaked during the lockdown period, with most reports being around the non-payment of Unemployment Insurance Fund (UIF) to security officers and deductions of pension funds from officers, but with no payment over to the Provident Fund by businesses.



Office locations



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