



PSiRA
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GUIDELINES TO THE COMPLETION OF THE INDUSTRY COMPLIANCE SELF-ASSESSMENT



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A. Introduction

In order to enhance the monitoring of compliance within the private security industry, the Authority has, in accordance with the section 4(bb) of the Private Security Industry Regulations Act, 56 of 2001 (PSiRA Act), introduced a private security industry self-assessment tool named “The Industry Compliance Self-Assessment” (ICSA). This tool was designed to assist private security businesses to measure their own compliance level with the legal prescripts and other obligations, and also, to create other means of monitoring compliance levels as part of PSiRA’s Law Enforcement Strategy.

Section 4(bb) of the Act provides the functions of the Authority to include, among others, the determination of minimum internal control systems for security businesses, including but not limited to, accounting and reporting procedures and any other procedures or systems that may be directed to the security service providers to comply with regulating the industry.





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The industry will be participating in and subjected to the completion of the Industry Compliance Self-Assessment, as indicated in the Industry Circular published by PSiRA for security businesses and employers of in-house security service providers, operating and rendering security service to the public and government institutions.

This document is compiled to guide security businesses and in-house security employers in completing the self-assessment report, communicating with the Authority and reporting on the appointment and/or changes of the officials that will be responsible for managing the compliance self-assessment process.





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B. Processes

The following steps will be applicable once the security business/in-house employer of security service providers has received the invitation to complete the compliance self-assessment report.

STEP 1:

Responsible officer/Compliance officer.

- Ensure that the business has appointed a person who will be responsible for the completion of the industry compliance assessment report and any other interaction with PSiRA in relation thereto. The circular refers to such person as the compliance officer.
- Ensure that the compliance officer is known to PSiRA. The process of informing PSiRA regarding the business compliance officer is clearly explained below.
- Should you experience any challenges, contact PSiRA officials as per the contact particulars listed on pages 19-20.

PROCESS





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STEP 3:

Determine which PSiRA Provincial Office/ Official is allocated to your business.

- The business will receive the details of the PSiRA official/inspector and/or email address who is responsible for handling and receiving the compliance self-assessment report.
- The report should be forwarded to the relevant PSiRA official using the allocated platform and address.
- It is also important that the period allocated for completion of the self-assessment report should be adhered to and any extension should be applied for officially.
- The process of obtaining an extension is explained further over the page.



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STEP 4:

Services that PSiRA offers to security service providers and in-house employers

On completion of your Industry Compliance Self-Assessment Report, the following services will continue to be offered to your business:

- Business renewal of certificate and directors /members/owner
- Letter of Good Standing
- SAPS confirmation referral for firearm licenses
- Other PSiRA services

Ensure that the business:

- Operates from the address as specified in your application (if the address has changed, you have 10 days to notify your PSiRA account administrator)
- Contact details are correct and current



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C. Frequently Asked Questions

This section has been developed to assist security service providers and employers of in-house security officers with answers to frequently asked questions that may arise in the completion of the Industry Compliance Self-Assessment Report.

These FAQs will be updated on a regular basis on the PSiRA website: www.psira.co.za





1-

Am I compelled to complete the Industry Compliance Self-Assessment Report?

Yes, it is mandatory.

Although this practice will not replace the normal regulatory functions of the Authority, it is part of a process to align ourselves with best practices as found in the business world in general.

Provision for such is found in Section 4(bb) of the PSiRA Act. Reg. 6(3) of the Code of Conduct Regulations for Security Service Provider, 2003 provides that security service providers must, without undue delay, furnish the Authority with all information or documentation lawfully required by the Authority from such a security service provider.

2-

Do I have to notify PSiRA about changes in the appointment of compliance officer, if so, how?

Yes, the business must indicate the appointment of the compliance officer to PSiRA by submitting a written notification and/or completing the PSiRA-21 form. This must be done in writing within 10 days in terms of Regulation 8 of the Private Security Industry Regulations, 2002.



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3 – What is the reason for PSiRA to introduce the Industry Compliance Self-Assessment?

The Industry Compliance Self-Assessment aims to assess all security businesses operating in all sectors of the private security industry that are required to be registered with the Authority.

By initiating such, the Authority will be able to understand the industry, assess the levels of compliance and update any changes in respect of the business on the Authority's register of security service providers (database).

It all forms part of the Authority's Law Enforcement strategy as it continues to strive towards developing new mechanisms or tools to achieve its objectives.

The need for this has also been hastened by the onslaught on the current operational environment by the COVID-19 pandemic, which requires that we align ourselves with new ways of regulating in the Fourth Industrial Revolution.

4 – Can a business have more than one compliance officer?

Yes, the business may appoint more than one compliance officer depending on the size of the business, the number of provincial and other branches and the details of all appointments made. This should be reported to PSiRA, as mentioned above.



5- What if I am a small business with no employees yet, or dormant waiting to be awarded a contract?

The Industry Compliance Self-Assessment must be completed by all registered security businesses, irrespective of the size of the business and of operational status (active, dormant or suspended).

6- Does this mean PSiRA will no longer come to my office for inspections?

The Authority is mandated to attend to complaints, perform investigations and verify the authenticity of information submitted, therefore, the PSiRA Inspectorate may still perform physical inspections at a security business or any place that the Director believes is used to render security services in terms of Section 33 of the PSiRA Act 56 of 2001.

It will still be necessary to audit providers at their places of business. The introduction of The Chartered Government Institute of Southern Africa (ICSA), however, allows the Authority to greatly improve its efficiency to focus more on areas of non-compliance. Compliant security service providers and/or dormant providers may find themselves not burdened by continuous physical inspections and concentration will be on non-compliant service providers, including those businesses that failed to submit to the ICSA.



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7 - Who is a compliance officer?

The security business should appoint a qualified and experienced person as the compliance officer(s) to ensure that all dealings/activities of the business with the Authority are done in terms of Regulation 13.

The compliance officer could be any official of the business from the human capital office, operations and/or business member, directors, partner, owner and trustee of the business, and include managers of in-house security service providers, duly appointed by the business to fulfil this responsibility.



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8 –

Who should appoint and report the appointment of the compliance officer?

The business must indicate the appointment of the compliance officer to PSiRA, submitting a written notification and/or completing the PSiRA-21 form indicating the following details:

- *Full names and surname*
- *ID numbers/PSiRA number*
- *Direct contact details (cell phone numbers)*
- *Office contact numbers*
- *Email address*
- *Position of the person within the business.*

*** The information should be submitted to your PSiRA Accounts Administrator at PSiRA's Finance Department.**



9 – Will there be any administrative fees incurred relating to the completion of the industry compliance self-assessment and/or to report changes of appointed compliance officer?

There will be no administrative fees charged for the completion of the ICSA report and/or any charges for notification and/or changes in the appointment of the compliance officer(s) by the business.

10 Do I just complete the report and send it back?

It all depends on the operational status of your business. It could be that you are active and have persons in your employ whereupon, in which case, you may be required to attach proof of certain documentation.

The categories that require uploading of records by the security service provider on the assessment report should be completed and evidence thereof attached to the assessment. The assessment report highlights and guides security businesses as to which documents need to be uploaded/attached to, accompany the ICSA report.



11

Will my industry compliance self-assessment and any supporting documents be treated as confidential?

Section 37 of the Private Security Industry Regulation Act, Act 56 of 2001 expressly provides for confidentiality by members of the Authority regarding any information that relates to the personal, business or financial affairs of any person with very limited circumstances in which it may be disclosed, e.g. during court hearings.

The Protection of Personal Information Act, Act 4 of 2013 impose, additional obligations on the Authority to ensure the safe-keeping and disclosure of information received.

The provision of the Act in terms of section 33 also applies to the self-assessment inspection.

The information received will be solely used for the regulation of the private security industry and will not be shared with third parties.



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12 – What happens if I made a mistake and/or gave information that is incorrect?

If a mistake was made on the Industry Compliance Self-Assessment, the responsible person/compliance officer should communicate the mistake to the Authority and complete a corrected assessment report.

Should a business/compliance officer/responsible person willfully and intentionally submit false information to the Authority, then, such official/institution will be investigated.

If found guilty of a criminal offence and/or improper conduct, such a person may be liable for conviction of a fine and/or imprisonment for a period not exceeding five years or to both a fine and such imprisonment, as provided for in the Code of Conduct for Security Service Providers, 2003.



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13 – Which services will be affected if I do not complete and/or return the self-assessment inspection report?

In future, those security service providers who fail to complete and return the self-assessment report will be subjected to a regulatory inspection and will not receive the following services from PSiRA:

- *Renewal of business*
- *Directors/members certificates of registration*
- *Letters of good standing*
- *Reference letters for issuing of firearm licences by South African Police Services (SAPS)*
- *Accreditation of new training facilities and other services deemed fit by the Authority*



14-

How often will security businesses be required to complete the self-assessment inspection?

Every registered security service provider (whether active or not) is expected to complete one self-assessment in each financial period (April of the current year to March of the following year), during a period determined by PSiRA.

The self-assessment will be completed for every PSiRA registration number allocated to the business that is paying annual fees to the Authority for the business and/or branch.

Any security business that has been registered after April each year, should ensure that the self-assessment report is completed and returned within the period determined by PSiRA during the financial year/period.

15-

Can the security business request an extension to submit and/or return the self-assessment report?

Yes, the security service provider/compliance officer may request extension for the submission/return of the Industry Compliance Self-Assessment Report.

The permission of the extension must be authorised by the Regional/Provincial Manager for each province and/or Senior Manager Law Enforcement Division in writing and the extension period should be clearly stated.



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16- Where do I send the completed industry compliance self-assessment?

After completing the industry compliance self-assessment, the business / compliance officer must return email it to the email address that is allocated to the business for the respective province/office.

*General Inquiries may be forwarded to the respective provincial email address and/or to the information desk at: **self-assessmentinfo@psira.co.za** or the responsible inspector who may have contacted the business.*

17- Must the industry compliance self-assessment be signed by the business/compliance officer/responsible person?

Yes, the completed industry compliance self-assessment must be signed by the compliance officer / responsible person of the business.

It can be an electronic or manual signature



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D. Support Services to the Industry

PSIRA CONTACT NUMBERS

Department/Branch	Email	Phone Numbers
CENTURION HEAD OFFICE		
FINANCE DEPARTMENT		
Luvhengo Nkhumeleni	luvhengo.nkhumeleni@psira.co.za	012 003 0684
Thabisa Mduba	thabisa.mduba@psira.co.za	012 003 0009
LAW ENFORCEMENT DEPARTMENT		
Jan Sambo	jan.sambo@psira.co.za	012 003 0557
Wicus van der Spek	wicus.vanderspek@psira.co.za	012 003 0554
GAUTENG		
Gresham Singh	gresham.singh@psira.co.za	012 003 0561
WESTERN CAPE		
Marius Bruwer	marius.bruwer@psira.co.za	021 492 4058
EASTERN CAPE		
Sidney Stander	sidney.stander@psira.co.za	041 001 0012
KWAZULU NATAL		
Ntokozo Ngcobo	ntokozo.ngcobo@psira.co.za	031 003 0571
POLOKWANE		
Peter Mafologela	peter.mafologela@psira.co.za	015 297 0209
MPUMALANGA		
Sharon Shingange	sharon.shingange@psira.co.za	013 000 0068



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Department/Branch	Email	Phone Numbers
FREE STATE AND NORTHERN CAPE		
Tefa Qhoai	tefa.qhoai@psira.co.za	051 000 0028
NORTHWEST		
Jabulani Msibi	jabulani.msibi@psira.co.za	010 494 7115