



INDUSTRY CIRCULAR

TO: ALL SECURITY SERVICE PROVIDERS

FROM: MANABELA SAM CHAUKE, DIRECTOR/CEO: PSiRA

SUBJECT: #CORONAVIRUS - SERVICE DELIVERY PLAN

DATE: 18 March 2020

Colleagues and compatriots,

The outbreak of Coronavirus, otherwise known as COVID-19, has been declared as a *Public Health Emergency of International Concern* by the World Health Organisation (WHO), on 30 January 2020. On Wednesday, 11 March 2020, the disease was declared a global pandemic as it rapidly spread through most parts of the world, including South Africa. This prompted the President to declare a national disaster and implement the National Disaster Act, 2002 which Act provides for an integrated and coordinated disaster management policy in South Africa that focuses on preventing and reducing the risk and impact of disasters. It was further declared on Sunday that South Africa had 62 cases and that has now increased to 85 cases as local transmissions rise.

The steep rises in daily infections calls for extraordinary measures. PSiRA, on the presumption that everyone is equally likely to get/have COVID-19, acknowledges the risk of exposure to our staff as well as customers. As a regulator and service - orientated entity, PSiRA staff are especially vulnerable to the virus given the extensive amount of face-to-face contact we have with our customers as well as the extensive

travel which we undertake on a daily basis which places our staff – and those they interact with – at potential risk.

Our priority now must be to contribute to the African and global prevention effort. Given the vulnerability of our health system and economy to the potential impact of COVID-19, PSiRA will be implementing preventive measures, and these will be adjusted and adapted as the situation changes.

In issuing this communique, PSiRA had regard to the following:

- The directive issued by the President of the Republic of South African, Honourable Cyril Ramaphosa which includes restrictions on gatherings of more than 100 people;
- The Guidelines for the containment of the Coronavirus in the public service issued by the Department of Public Service and Administration;
- The directives and guidelines issued by the Department of Health;
- The protocols issued by the National Institute for Communicable Diseases; and
- The Authority's Business Continuity Plan and Strategy.

Immediate Interventions:

- PSiRA will distribute user-friendly educational leaflets at all our offices, social media portals and Website for security officers to learn more about the virus and the impact of this pandemic;
- PSiRA will intensify hygiene control at all our service centres;
- Ensure that there is sanitisers and soap for hand washing at our service outlets;
- For the sake of social distancing, ensure that there is no more than 100 people inside our buildings at the same time;

Service Delivery Measures:

In restricting access to our offices, the following will apply:

- With effect from Monday, 23 March 2020, visits to our offices shall strictly be done through online bookings (PSiRA App), PSiRA App or on our Website, www.psiira.co.za. Queries may be done on 086 10 PSiRA (77472).
- In order to reduce the number of clients visiting our offices, security businesses must do bulk renewals for certificates for their respective security officers in their employ whose certificates have either expired or are due for renewals. The guidelines on bulk renewals are available on our website; and
- All meetings request will be minimized. Consider using the technology available to us such as Skype, WhatsApp and other.

In additions, the following services will only be available through e-mails and telephone:

- Requests for Letters of Good Standing;
- Request to update business profiles (e.g. address changes, Director/Member changes, business name changes);
- Request for employee updates (terminations and engagements). In this regard businesses are also requested to use our online system to update terminations and engagements;
- Account enquiries;
- Payment arrangements; and
- Proof of payments for EFT

Online Renewal of Certificates:

As from April 2020, the Authority will enable a platform for digital renewals of certificates on the PSiRA App or through our Website for security businesses and for those security officers who have previously applied for a new certificate and whose certificates have lapsed. This will not apply to security officers who have not previously applied for a renewal of certificate and whose identity have not been verified with the Department of Home Affairs.

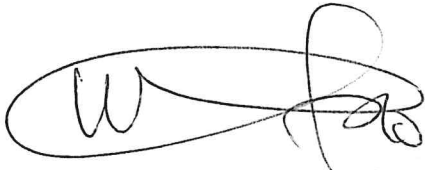
Precautionary Health Measures for Security Officers

Private Security Service Providers (security companies) are strongly encouraged to ensure that their posted Security Officers are supplied with sanitisers, masks and/or gloves to protect them from any potential health risk.

We will continue to monitor the impact of this epidemic and communicate further updates as and when it becomes necessary.

Further information about the disease and where to test if suspecting symptoms, please call the Department of Health's 24-hour hotline on **0800 029 999**.

We appreciate your understanding during these trying times.

A handwritten signature in black ink, appearing to read 'Manabela Sam Chauke', enclosed within a large, irregular oval shape.

Manabela Sam Chauke

Director/CEO |