



INDUSTRY CIRCULAR

TO: ALL SECURITY SERVICE PROVIDERS

FROM: MANABELA SAM CHAUKE, DIRECTOR/CEO: PSiRA

SUBJECT: ESSENTIAL SERVICES DURING LOCKDOWN PERIOD

DATE: 26 MARCH 2020

Colleagues and compatriots,

We have all been following the spread of the COVID-19 virus and it is clear that the situation is getting worse, and looks unlikely to improve anytime soon. As a result, our President, Honourable Cyril Ramaphosa ordered a 21-day shutdown on Monday, 23 March 2020, commencing at midnight tonight.

Following on from the publication of the amendments to the regulations of the Disaster Management Act, 2002, (available on the Authority's website at www.psira.co.za under Industry Circulars) the question whether the private security industry is classified as an essential service in terms of these amendments, have been answered. The private security industry as defined in the Private Security Industry Regulation Act, 2001 may therefore continue to render its services to its clients during the period of lockdown, subject to the requirements in the regulations, which includes the issuing of a "permit to perform essential service" highlighted in Annexure C of the amended regulations. A template of the permit is attached for implementation, which includes information on the registration and training level of the security officer. Those businesses who have already issued permits in the format prescribed by the regulations, can continue to use such permits and do not need to re-issue new permits in line with the PSiRA permit template.

In addition to the permit, and to ensure that only registered and compliant security service providers renders services during this period, all deployed security service providers must have in their possession the following:

- PSiRA ID card as contemplated in section 25 of the Private Security Industry Regulation Act, 2001; or
- If for some reason the security officer does not have a PSiRA ID card, a copy of his/her PSiRA registration certificate as well as an acceptable form of identification (ID or valid passport); or
- Printout indicating proof of registration and level of training which can be obtained from PSiRA's website, together with an acceptable form of identification.

Please note that PSiRA registration certificates of registered security officers which have expired during this period, cannot be renewed. However, the registration status of the security service provider whose certificates have expired will be considered valid, and the security officer may be deployed.

The Authority is obviously deeply concerned about the safety of the security officers being deployed and their vulnerability in contracting the virus, considering the nature of their work. In this regard, security service providers (security companies) are requested to take precautions to ensure the safety of their security officers. Whilst the Authority is aware that there are short supplies in hand sanitisers, face masks and other protective equipment, businesses must ensure that they implement all reasonable measures to protect and safeguard their employees from any potential health risks, as guided by the Department of Health and World Health Organisation.

Security businesses are also requested to take all possible steps in reducing the number of staff at their respective offices in order to contribute to the country's prevention effort. Given the vulnerability of our health system to the potential impact of COVID-19, businesses should not require all their support staff to be at their offices during this period of time, and only require those essential for the continuation of its operations to be available, if needed.

As far as PSiRA services are concerned, please note that as off today, all PSiRA offices will be closed for the public for the duration of the lockdown period and therefore services such as new applications for registration, renewals of certificates, issuing of ID cards, etc. will not be available. However, essential PSiRA staff will continue to work during this period, though the work will be done remotely.

All security service providers are reminded that their obligations in terms of the Private Security Industry Regulation Act, 2001 must be met, without exception. This includes the following:

1. Payment of Annual Fees

All security service providers must continue to meet their financial obligations towards the Authority in terms of payment of annual fees and this will be closely monitored by the Authority. Further, the industry is reminded that new annual fees have been published in Government Gazette and comes into operation on 1 April 2020. In this regard, the Authority will be issuing new invoices early in April 2020.

2. Monitoring of compliance

Strict monitoring of compliance by the private security industry will continue during the period of lockdown. This includes verification whether security officers deployed are in possession of the required permit as well as proof of registration and identification. The Authority will also be partnering with the SAPS to assist in ensuring the enforcement of the requirements of the Private Security Industry Regulation Act, 2001 and Code of Conduct for Security Service Providers, 2002. Strong action will be taken against any security service provider found to be contravening the Act, which includes arresting unregistered security officers and those individuals responsible for their deployment.

3. Communication

The Authority will continue to keep the channels of communication open. In this regard, any enquiries/complaints can be e-mailed to info@psira.co.za or WhatsApp at 082 803 4329. We will also continue to communicate with the industry through SMS, Twitter, e-mails and other channels, as well as publishing important updates on our website.

4. Other PSiRA Services

In addition, the following services will be available through e-mail:

- 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

For request of letters of good standing, please send an e-mail to Luvhengo Nkumeleni at Luvhengo.NKUMELENI@psira.co.za or Thabisa Mduba at Thabisa.MDUBA@psira.co.za and for the other services highlighted under point 4 above, please e-mail your respective debtor's administrator.

Our message is therefore clear that PSiRA will continue to work and we will navigate our new reality in a flexible and innovative way. While the nature of our work and outputs might change over the coming weeks, our relevance and impact will remain high and we will continue delivering on commitments and obligations to ensure a well-regulated private security industry.

Lastly, PSiRA appreciate the important services that all security service providers will be rendering during these challenging times and we wish everyone good fortune.

Yours faithfully



Manabela Sam Chauke

Director/CEO