



INDUSTRY CIRCULAR NO 004/2021

TO: ALL SECURITY SERVICE PROVIDERS

FROM: OFFICE OF THE DIRECTOR

SUBJECT: ADJUSTED ALERT LEVEL 3 – PSiRA WORKPLACE PLAN

DATE: 23 June 2021

Dear Colleagues and compatriots,

As you are aware, PSiRA has been adjusting its Workplace Plans in line with the different Alert Levels, as announced by the President from time to time in response to the Covid-19 infection rate. PSiRA's initial Workplace Plans under Alert Level 4 and 3, provided for limited access to our offices as a result of our own internal staff rotational system. The restrictions on the number of persons being able to access our offices were significantly relaxed in our Workplace Plans under Alert Levels 2 and 1, as well as the subsequent Adjusted Alert Levels 2 and 3 which followed.

However, following on from the President's announcement on 15 June 2021 to move the country to Adjusted Alert Level 3 in order to reduce the risk and impact of the 3rd wave of Covid-19 infections, PSiRA has been observing the safety of its staff against being infected by the virus when discharging their daily duties at our respective offices. This has now resulted in a significant risk that in the near future, some of our offices may have to close for extended periods if our staff get infected unless the Authority intervenes, as PSiRA staff Covid-19 infections may increase and the requirement that those members of staff who may have been in contact with infected staff, having to isolate for 10 days.

As a result, the Authority had to align its operations to the level 3 regulations and ensure it mitigates the risks associated with Covid-19 infections to both staff and its clients. To ensure business continuity at all our offices, we have decided to take other extraordinary measures over the next 5-week period, which includes moving back to a

rotation system in respect our administrative staff as per our previous Workplace Plans in response to the higher Alert Levels. The result of the rotation system is that the Authority will not be able to service the same number of clients on a daily basis over the next 5-week period, and we will have to reduce the number of bookings, in order to be able to serve our customers with a lesser number of staff, taking into consideration social distancing requirements.

In this regard, the Authority will apply a differentiated approach in respect of the number of bookings to be reduced per day, as it will depend on the risk levels per office and considering the number of staff within each office as per our rotational arrangements. It goes without saying that those offices who are in provinces where the 3rd wave of infections are most severe (Gauteng in particular), these offices will be more impacted in that we will have to reduce the number of bookings by at least half the number that is currently provided for.

This decision was not taken lightly as we know that it will cause significant inconvenience for those clients who have booked appointments on our booking platform. As we will not be able to select which bookings should be honoured or prioritised on our booking system, we have no alternative but to cancel all the bookings made on our system effective from 28 June 2021 and reduce the booking timeframe from 3 months to a week to mitigate the impact of possible future stricter restrictions. We therefore ***request those who have made bookings, to make new bookings on Friday, 25 June from 10:00 in the morning for appointments the following week.*** We will be sending SMS notices to all clients who made bookings, informing them of the cancellation and giving them the opportunity to make new bookings on the said days. For those who could not book on Friday for next week, we request them to continue checking for new slots daily from 10:00.

The following PSiRA services will apply over the next 5 weeks:

Service Delivery Measures:

In restricting access to our offices and reducing the number of clients visiting our offices, the following will apply:

- With effect from Monday, 28 June 2021, visits to our offices by security officers for the purposes of submitting new applications for registration, renewal of certificates, applications for ID cards, etc. must be done through online

bookings through our PSiRA Mobile App, Website (www.psiira.co.za), or PSiRA Customer Line on 86 10 PSiRA (77472) or 086 133 3850;

- In order to reduce the number of clients visiting our offices, we are again requesting security businesses and training centers to submit bulk renewals for certificates/ID cards for their respective security officers in their employ, whose certificates/ID cards have either expired or are due for renewal as well as assist with the submission of new applications for registration of security officers. In this regard, some PSiRA registration staff will work on Saturdays to process applications submitted through the bulk renewal process. The guidelines on bulk renewals are available on our website, which includes the details of the relevant PSiRA staff to contact in respect thereof;
- Directors/owners of businesses who wish to apply for registrations/renewals or accreditations of training centers do not need to make an online booking, but they can make prior arrangements directly with the respective office to submit applications as well as submitting course reports (training); and
- All meeting requests must be minimized. Consider using the technology available to us such as Microsoft Teams, Zoom, WhatsApp and other.

In addition, 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

For request of letters of good standing, please send an e-mail to Luvhengo Nkhumeleni at Luvhengo.NKHUMELENI@psira.co.za or Thabisa Mduba at Thabisa.MDUBA@psira.co.za and for the other services highlighted in the bullet points directly above, please e-mail your respective debtor's administrator.

It should also be noted that compliance inspections and Law Enforcement activities will continue nationwide.

Our priority remains to contribute to our country's and the African and global prevention effort, and we value your understanding of the new measures and restrictions highlighted above. We will continue to communicate any further developments in respect of our service delivery measures.

Yours faithfully



Mmatlou Sebogodi
Acting Director