



INDUSTRY CIRCULAR No. 2021/02

TO : ALL SECURITY SERVICE PROVIDERS

FROM : MR STEFAN BADENHORST
CHIEF OPERATING OFFICER

DATE : 23 FEBRUARY 2021

SUBJECT : SHORTAGE OF SECURITY OFFICER PSiRA CERTIFICATES

It is with regret that we have to notify all security officers that the Private Security Industry Regulatory Authority (PSiRA) is currently experiencing a shortage of individual PSiRA security officer certificates at most of our branches, in view of delays in obtaining stock from our single source supplier, the Government Printing Works (GPW). This shortage only relates to certificates for natural persons and not ID cards or certificates for security businesses.

In December 2020, we published a similar circular after being notified by the GPW that they are experiencing technical difficulties in meeting their turnaround times in printing our certificates, which was also amplified by the impact of COVID-19. Although we were informed in January 2021 that this matter was addressed, and we took partial delivery of our stock order, we were once again informed that these technical challenges are persisting and that there will once again be delays in printing our outstanding certificate stock order.

The unavailability of security officer certificates at our branches will therefore impact the renewal of individual certificates, and we request all security service providers to be mindful of this shortage. However, in the absence of certificates, we have put temporary processes in place to continue delivering registration and renewal of certificate services at all our offices.

An official PSiRA letter, which is valid for 6 months and is date stamped and signed by an official of PSiRA, will be issued to each individual security officer visiting our offices, confirming that the security officer did indeed visit a PSiRA branch to renew their respective PSiRA certificate.

As a contingency measure for a display of legitimacy, security officers are also encouraged that when they visit our respective offices to renew their certificates, they also renew their ID cards which, as mentioned, are available at all branches and your PSiRA ID card will carry the same expiry date as your certificate. Under these circumstances, it is therefore advisable to pay for both the ID card and certificate. This will ensure that once the certificates are in print, arrangements can be made for a security officer to obtain his/her certificate which shall have already been paid for.

Security businesses or employers are requested to equally take note of the Circular by not imposing sanctions against security officers when the latter produce PSiRA-stamped confirmation letters as evidence for renewed certificates. In addition, security businesses or employers may confirm renewal of certificates through the PSiRA App, or on our website at www.psiira.co.za

Although we have not received clear commitments from the GPW when we can expect delivery of our certificate order, we are hopeful that this matter will be resolved sooner rather than later. On receipt of certificates all security officers who renewed their certificates and were issued the above-mentioned letter, will be notified and arrangements made to receive their certificate.

We regret any inconvenience and trust that the industry circular clarifies the temporary unavailability of certificates. The processes put in place will however ensure business continuity and all security service providers are encouraged to honour their bookings made on our online platform(s) as registration and renewal services will continue at all our offices.

Yours faithfully



Stefan Badenhorst
Chief Operations Officer

Council Members: Dr Leah Mofomme (Chairperson),

Mr Matome Solomon Ralebipi (Deputy Chairperson); Humphrey Nhlanhla Ngubane (Council Member), Dr Sithembile Nombali Mbete (Council Member),

Ms Thandeka Ntshangase (Council Member)