

PSRA SPOTLIGHT

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December
2009

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The Editorial Note

Carmelita McDonald

We have to be **“On The Beat”** to keep pace with today’s local and international events, hence our theme for this quarter’s newsletter.

In the past we have mainly featured contract security companies, however thanks to the **SPOTLIGHT** from **Capt. Winston Reid , Product Quality Officer (TPDCo)** this quarter **SPOTLIGHT** gets **“On The Beat”** with the tourism/proprietary security companies. Our roving camera also caught up with the **Tourism Courtesy Corps** in New Kingston.

In our second issue we invited you to **“Get On Board”** the HEART Trust NVQJ **“Bus”**, the call is still out. In this issue we implore you to get certified and get **On The Beat**.

Our Note Worthy features a tourism company that took to heart the **“Log On”** message from our previous newsletter and has completed the first set of on-line applications. We invite other companies to get **“On The Beat”**

Check out our social scene and see some of your favourite PSRA staffers who recently celebrated their birthdays.

Don’t be caught napping, keep **On The Beat**.

- Coordinator / Editor** – Claudia Stewart
- Reporters** - Adriana Irons, Carmelita McDonald, Shana-Kay Earl
- Contributors** - Sandra Dixon, Shaan Morrison, Sharon Coombs

THOUGHTS

The surest way to gain respect is to earn it by conduct.

“ANGER” is just one letter short of “DANGER”.

Cream doesn’t rise to the top, it works its way up.

Those who wish to sing will always find a song.



As usual, the PSRA welcomes the new companies that have registered.

Welcome to :-

- ◆ CONTROL SOLUTIONS LIMITED
- ◆ TRIDENT PROTECTION
- ◆ TRIDENT SECURITY TRAINING
- ◆ KAMCORP SEC. & SAFETY TRAINING SOLUTIONS
- ◆ SNIPER SECURITY SERVICE LIMITED
- ◆ PORTS SECURITY CORPS LIMITED
- ◆ MAJESTY SECURITY SERVICES
- ◆ DEVNETWORK SECURITY LTD.
- ◆ F.P.S. SECURITY & INVESTIGATIVE SERVICE

The statistics this quarter

New Companies	9
Companies Renewed	21
New Guards	422
Guards Renewed	2,608

CUSTOMER SATISFACTION SURVEY

COMING SOON !!!

In our first issue we introduced to you, our valued readers, the Authority's new training initiative in collaboration with the HEART Trust/NTA. We have been imploring you to "Get on Board" however for the most part, there has been a deafening silence from the industry. As a result, we take this opportunity to remind you that training by the HEART Trust/NTA will be mandatory in the near future. For those companies who have gotten on board, special kudos to you.

Special commendation is in order to **Allied Protection** who made history in August 2008 when fifty two (52) of their Security Officers graduated with National Vocational Qualification of Jamaica (NVQJ) Certification in Security Operations (Level 1)



The bus is still in motion and we are pleased to advise that **Guardsman Limited** is one of those companies that have gotten on board and is advanced in its preparation to be certified as an Accredited Training Organization (ATO) by the HEART Trust. The Authority has now broadened its focus and is working along with the Tourism Product Development Company to get guards employed in the hospitality industry certified. A special effort is being made to have guards employed to small villas and guest houses exposed to formal training in security operations. This special emphasis on these entities is necessary because most large hotels use guards contracted from mainstream registered security companies, whilst the same is not true for small villas and guest houses who, for the most part, use in house security guards.

The Authority takes this opportunity to notify Security Trainers, and the companies to which they are employed that for the upcoming renewal period proof of certification by the HEART Trust/NTA (Train the Trainer) will be required for licensing or renewal. The thrust is to get the industry trained and certified to the NVQ-J standard; therefore it is vital to get the persons directly involved in training acquainted with the new competency based international standards. For additional information on the way forward, please contact the Authority and visit our website at www.psra.gov.jm for a list of the basic training and operational modules. The website also provides a brief description of each course required to complete the NVQ-J Level 1 certification in Security Operations.

For the benefit of those that have forgotten what this training initiative is about, the Authority will be hosting a Training Conference in the very near future to further sensitize you, the industry, of the new standards. Details of this conference will be announced soon. Keep reading.

Tourism Companies ... On the Beat

This list contains the Tourism companies whose Proprietary licences are up to date

- AMBIANCE RESORT PROPERTIES INC.
- FOR REAL LTD. T/A FOR REAL BEACH RESORT
- GOLDEN SHORE RESORT LIMITED
- INHOUSE HOTELS LIMITED
- NEGRIL'S IDLE AWHILE LIMITED
- RIU HOTELS AND RESORTS
- ROSE HALL ASSOCIATES LTD. PARTNERSHIP
- SANTA MARIA LTD./PROSPECT PLANTATION
- SUNCOAST INVESTMENTS LIMITED
- THE RITZ-CARLTON HOTEL CO. OF JA. LTD.

Tourism ... On The Beat

Adriana Irons & Sandra Dixon

All Private Security Industry operators are required to register their operations as set out in the PSRA ACT 1992, which is the law governing the industry..

The Tourism Production Development Company (TPDCo) is a public body which is mandated to develop, monitor and improve Jamaica's tourism products, inclusive of security services. TPDCo has a set of criteria which must be met prior to a hotel or attraction being issued a licence to operate within the industry. One of the requirements is that a hotel/attraction operating within the Tourism industry must have a current security licence. The licence may take the form of a **Proprietary Licence** or a certified **Contract Security Company Organization's licence** or both.

There are two types of security organization;

A "**Proprietary Security Organization**" under the PSRA Act 1992 is a company, firm, or other organization which has in its employ, armed or unarmed security guards for the protection of itself.

A "**Contract Security Organization**" is an organization operating in the island which provides security services (including security surveys and risk analyses) on a contractual



basis, with armed or unarmed security guards, to another organization or persons.

Private Security Regulation Authority has the responsibility to monitor and regulate the Private Security Industry in Jamaica and stands ready to serve all stakeholders. The PSRA ensures that all entities that provide secu-

rity services to individuals and companies in the Tourism sector are either registered as a **Proprietary Security Organization** or contracts the services of a registered **Contract Security Organization**.

A new vibrant working relationship has been established with TPDCo. The PSRA has demonstrated its commitment by its **Executive Director** representing the Authority on the Product Quality Committee. This demonstrates the PSRA's commitment to improve the registration, licensing and training of persons working in the industry which will ultimately improve the attraction of the tourism sector. We anticipate more compliance, continued

and enhanced relationships between security companies, Tourism Production Development Company and Private Security Regulation Authority.

We must make special mention of the **Tourism Courtesy Corps** introduced by the government. These special security officers are provided by **Marksman Limited**. Tourism Courtesy Corps team members are deployed in the major resort towns and have as their mandate, to protect and disseminate information to all citizens and visitors to the island. These attractively dressed officers are also trained to distribute informa-

tion on all aspects of the islands tourism product. They are District Constables (DC) and therefore have the powers of arrest. **Private Security Regulation Authority** commends the Tourism Product Development Company for providing this quality security service that will ensure that all our visitors are safe and secure on our beautiful island.

Seen **"on the Beat"** in the busy streets of Knutsford Boulevard, Kingston; are Tourism Courtesy Corps members; Anthony Roofe, Omarley Ffrench, Byron Shepherd (Mobile Patrol), George Connallie and Moya Riley. They are easy to recognize as their attractive uniform draws the attention of most passers by.





Shana Kay Earl

On the beat with the EXTENDED FAMILY



Leonard Dixon

Security Company:
Ranger Protection

Q: What did you do before you entered the security industry?

A: Before?... I was an Educator /Councilor. I use to go to churches, youth clubs and schools educating people about family matters, life skills, drug abuse, HIV "AIDS". I did this for five years.

Q: How did you end up in the security industry?

A: Well... I wanted to try something new, so I sent an application to Hawkeye, hoping for a suitable post. However, I was employed

at Ranger as an Administrative Officer.

Q: What do you think about the Authority?

A: The Authority is a great body. The service is friendly and everyone makes me feel comfortable. PSRA family is fun!

Q: If you were able to change one thing in the security industry, what would it be?

A: The expiration date of the licence from one year to at least two years. I think this would save cost for all concerned especially printing costs for the PSRA.

Rainford Harding BHM JP
Security Company:

G4S Jamaica Ltd.

Q: What is your security history?

A: Island Special Constabulary Force for 41 years 132 days, retired as an Assistant Commandant.

Q: What did you do after retirement?

A: After Retirement I was invited to Inter-con Security Systems May 22, 1992. That name was changed to Wacknut Security August 16, 1996, and now changed to G4S Jamaica Ltd. I have worked 17 years in the industry.

Q: When did you become associated with the PSRA?

A: October 28, 1992, when the Private Security Regulation law was passed.

Q: How has the law impacted the industry?

A: Well... in monitoring and controlling its the greatest thing that has happened to the security industry.

Q: What are some challenges you face working with security guards?

A: Completing the application forms correctly for renewal and the submission of Birth Certificates on time.

Q: If you were able to change one thing in the security industry, what would it be?

A: I would like to change the name "Security Guard" to "Security Officer". It would be more glorified and more respected to be known as an officer and not a guard.

SOCIAL SCENE

JULY



Who's the winner?



cause this is thriller, thriller night...



Michael Jackson dancing lessons

AUGUST



Listen Up



This is how you do it



Food, food and more food



Ta taaa Fiona

SEPTEMBER



On your marks



For health and strength



and daily food...



HI5

Welcome

Carmelita McDonald



SPOTLIGHT is very pleased to extend welcome to our new Chairman, **Mr. Ferris Ziadie** who has been appointed by the Minister of National Security effective August 1, 2009. Mr.

Ziadie comes to us with a wealth of experience in both private and public sector. We anticipate working together as we strive to make our vision "to promote the highest levels of professional standard and practices within the private security industry" a reality.



CONDOLENCES



Craig John Morrison

SUNRISE: December 16, 1959

SUNSET: September 11, 2009

The PSRA is saddened by the passing of Mr. Craig John Morrison, late-Managing Director of **Guardsman Armoured. Ltd.**

His twenty eight (28) years of dedicated service to the Private Security Industry will be sadly missed.

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Note Worthy

Claudia Stewart

Last quarter *SPOTLIGHT* invited you to "log on" to our website to access our online resources. The primary focus was to encourage individuals and companies to download the application forms as well as completing them in an electronic format.

SPOTLIGHT wants to commend **Mr. Courtney Johnson, Security Manager of RIU Hotels and Resorts** for being the first to have "logged on" and have all his security officers complete their applications electronically.

Incidentally **RIU** is a member of the Tourism sector on which this quarter's *SPOTLIGHT* is focused, truly "On The Beat".

Mr. Johnson is thrilled with the online progress and has provided feedback on the process.

"I found it very straight forward and simple. I would recommend it to anyone who is desirous of applying for a licence"

Well done **RIU** and Mr. Johnson. Keep "On The Beat" !!!



Front row (L-R) Courtney Johnson (Security Manager), Ann-Marie Grizzle, Denver McTaggart (Assistant Manager), Jean Scarlett, Charles Campbell
Back row (L-R) Kevroy Levy (Gunfinger), Odaney Facey, Philip Barrett, Ricardo Page, Steve Murray.