

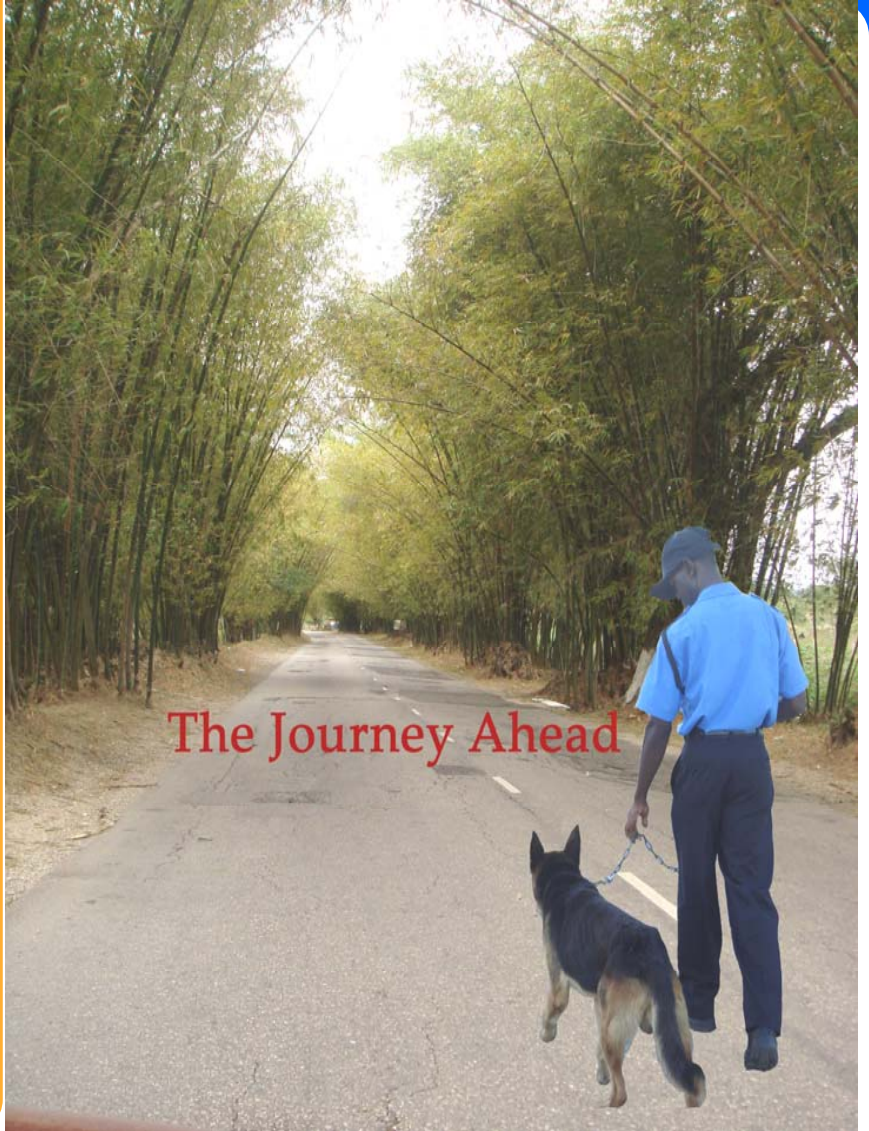
# PSRA SPOTLIGHT

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<i>Editorial Note</i>	2
<i>Thoughts</i>	2
<i>PSRA Statistics</i>	2
<i>The Journey Ahead</i>	3
<i>ASIS Awards</i>	4, 5
<i>PSRA Retreat</i>	6, 7
<i>Note Worthy</i>	7
<i>Birthday Highlights</i>	7
<i>Consultation on Crime</i>	8
<i>Customer Satisfaction Survey</i>	8

**NEXT ISSUE**  
March  
2010





## The Editorial Note

Shana-Kay Earl

As we approach 2010 and saddle up for a new journey, we realize that the road has become an obstacle course. Major issues such as crime and the global recession is now knocking at everyone's door, we have no other choice but to answer. The journey in this the 8th issue of **SPOTLIGHT** highlights the Minister of National Security, Hon. Dwight Nelson's message to residents in Mandeville at the recent National Consultation on Crime Forum and a New Year's message from our Executive Director.

As the PSRA prepares for the road ahead, we say goodbye to 2009 with our team building retreat at Breezes Runaway Bay Resort, birthday highlights, results of our customer satisfaction survey and the grand 2009 ASIS awards banquet.

The journey ahead is not for the swift but it is for the fit, and those who can endure to the end. Undoubtedly there will be challenging times ahead for everyone.

**SPOTLIGHT** wishes you prosperity in all your endeavors, a Happy New year and a safe journey ahead.



**L-R Reporters** -Adriana Irons, Carmelita McDonald, Shana-Kay Earl  
**Coordinator / Editor** – Claudia Stewart  
**Contributors** - Rosalyn Campbell, Marcia Hector, Sandra Dixon, Aaron Mattison (Allied Protection Ltd.)



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

Welcome to :-

- ◆ CHE SECURITY LIMITED
- ◆ EXMIL 2009 LIMITED
- ◆ IMMACULATE PROTECTION & ACCESSORIES LTD.
- ◆ MOHAWK SECURITY SERVICES LIMITED
- ◆ RNAR ENTERPRISES
- ◆ TECH STAR SECURITY SYSTEMS LIMITED

### The statistics this quarter

New Companies	6
Companies Renewed	35
New Guards	568
Guards Renewed	4,172

### The secrets of success in life

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**THOUGHTS**

- The fan said... **Be cool**
- The roof said .... **Aim high**
- The window said... **See the world**
- The clock said .... **Every minute is precious**
- The mirror said..... **Reflect before you act**
- The calendar said.... **Be up-to-date**
- The door said .... **Push hard for your goals**
- AND NOT TO FORGET THE CARPET THAT SAID.....**KNEEL DOWN AND PRAY.**

# The Journey Ahead

## - The Executive Director's Message

2009 was a good year despite the global economic meltdown, and the challenges faced by our stakeholders, clients and employees. We made it through. We had some successes, as we continued to adjust and improve our business processes with the singular intention of improved customer service delivery. A random sample of 120 customers participated in our Customer Impact Survey and we scored 90% and above in all areas of service delivery. Thanks for your participation and you may peruse the detailed results in this publication.



Rosalyn Campbell

We have also reduced our printing costs by uploading the application forms on our website. Now more and more companies and individuals are accessing these forms electronically instead of requesting hard copies from us. For 2010 we encourage you to continue on this path.

The journey ahead for 2010 will definitely be more challenging. Global economic constraints has had a negative impact on our economy, but we must not lose hope. It will be a tough year as we seek to reduce expenses and right size the Authority.

We need to brace ourselves for the possibility of job separation; retraining and retooling are options that we may need to pursue. The uncertainty is stifling, however, we at the PSRA are committed to our mandate and we will rethink, refocus and review our business processes to enhance and improve our service

delivery. This means we need to continue to work even more closely with the stakeholders that we are here to serve. The PSRA is committed to strengthening our partnership and collaboration with State Security as well as all the companies and individuals in the Private Security Industry in order to effectively play our part in helping to reduce the fear of crime.

Whatever the impact, let us stand shoulder to shoulder and brace and support each other. Those who will remain and those who may leave us, whatever the outcome we know all will be well.

Let us as staff continue to deliver the best service to our clients in 2010. Let us all, as participants in the industry increase our vigilance and surveillance of unlicensed companies, as we seek to protect the legitimate operators who are at a disadvantage because of the statutory and other costs relating to operating a lawful enterprise.

The result will be increase revenue for the Authority and a level playing field for the operators in the industry. As a legal operator assist us in this drive by making contact with the Authority. Call or email and let us know if there are illegal persons operating near you.

Remember Compliance is the law.

We will not allow persons who are operating in breach of the Act to continue to do so; and neither should you.

Happy New Year and a successful journey ahead.

# ASIS AWARDS

Marcia Hector

Our parent Ministry – The Ministry of National Security spearheads the public management of security and has a mission “To contribute towards creating a safe and secure Jamaica by the effective



enforcement of law, order and maintenance of secure boundaries”. The work of the Ministry is supported by the Private Security Industry which is regulated by the PSRA through, the PSRA Act and Regulations of 1992. Additionally, there are other professional security organizations that contribute positively to the management of security in our country. One such organization is the American Society for International Security (ASIS International). This is a preminent organization of security professionals which has



more than 37, 000 members in more than 200 Chapters worldwide of which Jamaica is one.

**SPOTLIGHT** Oct- Dec 2009

ASIS is dedicated to increasing the effectiveness and productivity of security professionals. This is done by developing educational programs and



materials that address a broad security interests.

ASIS International hosts the most comprehensive educational and networking conferences in the security industry annually, and is the leading organization for security management professionals worldwide. Additionally, it also administers three (3) internationally accredit certification programs which are namely;

CPP - Certified Protection Professional

PCI - Professional Certified Investigation

PSP - Physical Security Professional.

Each year, the Jamaica chapter hosts an Annual Awards Function to recognize persons who have made outstanding contribution to the Security

Industry. The Annual Awards Function was held at the Terra Nova Hotel on November 21, 2009. It was attended by our Chairman Ferris Ziadie, Executive Director, Rosalyn Campbell and several staff members and personnel of the Private Security Industry.

Individuals are recognized for their outstanding contribution to the overall field of Justice and Security in Jamaica, the awardees for 2009 were:

1. **Mr. John Azar** for his pioneer work in making Electronic Security not just a luxury, but available and accessible to many Jamaicans.
2. **Mr. Greg Christie** for his relentless fight against corruption in the public sector.
3. **Mr. Horace Levy** for his extensive research and published works on a number of Kingston's inner city communities and his contribution to the Peace Management Initiative which aims to defuse community violence
4. **Major Richard Reese** (Mr. Fix It) for his



dedicated commitment and service in the public and private security industry in Jamaica.

The **Chairman's Award** was bestowed on Commander Rainford Harding (to a standing ovation) for his outstanding contribution to the

aims and objectives of the ASIS Jamaica Chapter.

**SPOTLIGHT** joins in congratulating all the recipients, particularly the Permanent Secretary, Major Richard Reese on his award, and pledge



our continued support to his sterling leadership in the Security Industry.

# A Team is as strong as it's



Some persons say "Life is but a Breeze", while others will disagree. Challenges in life may originate from a

person's work, family or relationships. Regardless of what a person is experiencing, some important factors that will enable them to survive are their coping skills and their support group.



Support for persons may come from their family, colleagues at work and community. After many requests, prayers

and dreams for a Staff Retreat, the Planning Committee of the PSRA was given the green light to organize a Team Building Retreat.

This dream was realized on December 4, 2009. The



goal was to find a suitable location that would provide adequate facilities for all to relax, reflect, and engage in



activities that would enhance them in a holistic way. After examining several locations, Breezes was selected and their team eagerly assisted in planning the day's activities. The emphasis was to unite the

PSRA team, develop strengths, address weaknesses, improve the teams



problem solving and creative skills, and most importantly to reinforce the importance of interdependence to

achieve the desired goals.

The day commenced with a bang, members of staff arrived at the PSRA offices decked out in the latest



fashions. The colors were brilliant and mirrored their personalities. In the Jamaican dialect some of the team members

could have been mistaken for "Dry Land Tourists, they acquired accent and all". The journey to Breezes was fun filled. We were guided by the unofficial tour guide Miss Elsie. She pointed the staff members to important spots on the way to Runaway Bay and the team was transported safely by Mr. Smith.

On arrival at Breezes we were welcomed and briefed by Miss Amoi Leon and Mr. Shane Beecher who advised us of the facilities on the property. The PSRA

staff members participated in various enjoyable and exciting activities. It was a joy to see the two (2) teams "Super Stars" and "Winners" cheer on their respective teams as they participated in sessions of team building games and exercises. At the end of



the day Super Stars were the overall winners of the events.

All cheers to them. The team members were delighted to be rewarded



with tokens for their participations. The closing highlight of the day was the presentation of the Most Helpful Employee Award for 2009, to Miss Yvette Wright and the Most Conscientious

Employee Award to Miss Phyllis Watson by the Executive Director. They each received a plaque and a gift for their accomplishment. The day was enjoyable, revitalizing and rewarding .



CONGRATULATIONS are in order for two of our lifelong learners who have excelled in their professional studies, they are:-

**Ms. Rosalyn Campbell, Executive Director**

She was awarded the University of London Overseas Academic Achievement Award for her outstanding performance in the LLB Year 1 Exams.

**Ms. Rochelle McCollin, Assessment Officer**

She recently completed her Associate Degree in Business Studies.

Birthday Highlights

*Carmelita McDonald*

The months of October to December were no different as staff members took time out to share the usual birthday bash with persons celebrating birthdays.



November took on festive atmosphere as member took floor and staff with



like one staff to the dance entertained some cool and deadly movements.



It was quite a grand atmosphere and everyone enjoyed themselves. See photographs of the birthday celebrants.

# Together We Can Stop It !



“The journey of a million miles begins with the first step”, that was the

objective of the Ministry of National Security towards a resolution of the insurmountable crime problem.

The occasion was the National Consultation on Crime Forum dubbed “together we can stop it” at the Golf View Hotel in Manchester. The minister the Hon. Dwight Nelson was supported by top executives in the ministry which included the Permanent Secretary Major Richard Reese, Acting Deputy Commissioner of Police Glenmore Hinds as well as representatives of the Departments and Agencies including the PSRA.

Minister Nelson outlined that the series of consultations were being held island wide and that the suggestions received could form part of the Ministry’s crime-fighting strategies.

The central theme was that efforts to fight crime transcend everything, it requires team work, and does not rest on the efforts of the police alone. It should include community policing as everyone needs to play their part.

We are all Jamaicans and we MUST bring back Jamaica.



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## Customer Satisfaction Survey

In a continuing effort to measure and improve our service delivery, the Private Security Regulation Authority administered a Customer Satisfaction Survey in November and December 2009. The Survey was administered to a random sample of walk in customers.

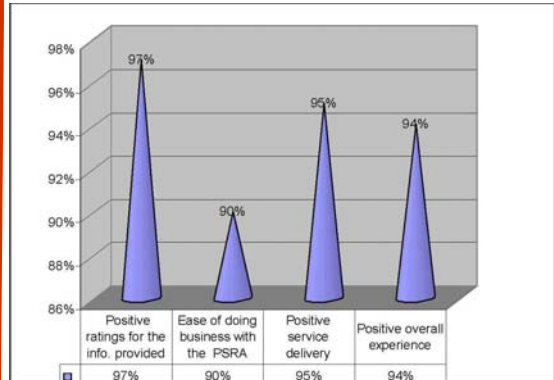
Here is your report of our performance in four key areas:-

Positive ratings for the information provided by the Authority to customers to enable the completion of registration.  
 97%

Ease of doing business with the PSRA  
 90%

Positive service delivery experience regarding the conduct of interviews and processing of applications.  
 95%

Positive overall experience regarding the services provided by the PSRA -  
 94%



We wish to thank all customers who provided us with this invaluable feedback, which will be used to enhance our service delivery. We are committed every day to your 100% satisfaction.

**Continue to keep us informed. We are here to serve you.**