



PSRA Conference REPORT

‘VISIONING A MODERN GLOBAL SECURITY INDUSTRY 2014 AND BEYOND’

Thursday, March 20, 2014

Jamaica Conference Centre

PROGRAMME

National Anthem

Prayer

Rev. Dr Phyllis Green

Welcome and Opening Remarks

Chairman, PSRA

Mr. Derrick Cochrane

Greetings

Hon. Peter Bunting, MP

Minister of National Security

Feature Presentation

Creating Peace in Community

Professor Wendel Abel

Working towards of Common Goal: Security

Assistant Commissioner of Police

Devon Watkis

Proposed Amendments to PSRA Act

Resource Panel

Developing a Sustainable Framework for the Industrial Security Sector

Miss Natalee Plunkett

Achieving the International Award in Security Certification

Mrs. Marva Duncanson

Cpt. John Ulett

LUNCH

PSRA Proposed New Fee Structure

Resource Panel

Event Security: an Insider's Guide

Mr. Andrew Wynter

The Firearm Licensing Authority

Dr. Kenroy Wedderburn

Chairperson: Miss Rosalyn Campbell

Presenters

Professor Dwight Wendel Abel is the Head of Psychiatry at the University of the West Indies, Mona. He is a Professor of Mental Health Policy. Professor Abel is a graduate of the UWI where he completed his Bachelor in Medicine and Surgery and Doctor of Medicine degrees. He has a Masters degree in Public Health from the John Hopkins University. Professor Abel has been a recipient of a Humphrey Fellowship. He has been awarded the Order of Distinction, Officer Class by the Government of Jamaica. He has also received numerous special awards from organizations which include the Medical Foundation of Jamaica, the Jamaica Psychiatric Association and PAHO.

Assistant Commissioner Devon Steve Watkis, was enlisted in the Jamaica Constabulary Force in 1981, he has since held command at the Area, Divisional and Unit levels. ACP Watkis has also completed Special and International assignments which include with the Caribbean Action task Force(CFATF), as an international Evaluator - IMF World Bank: Anti- Money Laundering and Terrorist Financing Regime and led an investigative Team on behalf of CARICOM IMPACS and the Government of St. Lucia in relation to alleged extra judicial killings by the St. Lucian police. He holds a Master of Science degree in national Strategic Studies from the University of the West Indies Mona.

Mrs. Marva Duncanson is the Jamaica Country Representative of City and Guilds of London Institute, a position which she has held since 2003. Mrs. Duncanson holds a BBA in Finance from Pace University New York and a Graduate Diploma in Management from Cranfield University in London.

Captain John Ulett is a former Captain in the Infantry in Jamaica Defense. He studied at the Royal Military Academy, Sandhurst in Surrey, England where he qualified as an Officer. Hi areas of expertise include conducting Port facility Security Assessments (PFSAs) and preparing Port facility Security Plans (PFSPs). He is an accredited IMO (International maritime Organization) instructor and has trained hundreds of Port Security Officers regionally. He was instrumental in the development of a Bachelor of Arts degree programme in Security Administration and Management offered by the Caribbean maritime Institute, where he lectures part time.

Mr. Andrew A Wynter, JP currently serves as the Senior Director Investigations and Surveillance at PICA (Passport, Immigration and Citizenship Agency). He is Security and Risk professional with over twenty (20) years experience. Mr. .Wynter has been the Regional Vice President for the Caribbean of ASIS since 2011. He holds ASIS CPP and PSP certifications as well as a Masters in Security Management.

Miss Natalee Plunkett is the Business development and & Workforce Solutions Manager of the HEART Trust/NTA. She has held several positions in business management and training in both private and public sector organisations. Miss Plunkett holds a BSc. degree in Psychology from the University of the West Indies, Mona and a Post Graduate Diploma in Business Administration from the Mona School of Business.

Dr. Kenroy Wedderburn is the Chief Executive Officer of the Firearms Licensing Authority. He is a trained Project Manager with wide experience in change management. Dr Wedderburn holds a doctorate degree in Business Management from the Nova Southeastern University, a Masters in Business Administration from Pace University and a Bachelor of Science degree in Management and Computing from the University of Technology. He also holds the Associate Annuities Products and Administration (APPA) insurance designation,

Chairperson

Miss. Rosalyn Campbell is the Executive Director of the Private Security Regulation Authority, a position which she has held for eight years. She has held several management positions in both the private and public sector. Miss Campbell is an Attorney at Law and holds a Masters in Business Administration from Barry University.

Resource Panelists

Carleen Mc Farlane
Major Winston Dwyer Retd.
Major Winston Barnes Retd.

Board member PSRA
Industry Representative
Industry Representative
/Board member PSRA

Opening Remarks

The Chairperson, the Executive Director, of the Private Security Regulation Authority, Miss Rosalyn Campbell began the days' proceedings by outlining the aim of the Conference. She stated that the goal of the Conference was to provide the committed professionals present with the opportunity to engage in dialogue with the PSRA and to deliberate on matters of mutual interest.

Prayer

Rev. Dr Phyllis Green was asked to invoke the Blessing. She asked for God's presence as we give thanks for God's divine peace among those charged to keep the peace. She expressed that the need was to be better servants of people, and how to better serve people and God. She closed by reminding all 'God is in charge and all is well.

Welcome and Introduction

Miss Campbell introduced the PSRA Chairman, Mr. Derrick Cochrane and asked those present to welcome him.

CHAIRMAN'S WELCOME

Mr. Derrick Cochrane
Chairman, PSRA

"The pleasure is mine, on behalf of the Board of Directors, management and staff of the PSRA to welcome you all most wholeheartedly to this conference under the aegis of the Private Security Regulation Authority (PSRA).

The theme - "Visioning a modern Global Security Industry 2014" is apt and relevant. This given the role of security in any country's national development.

I know in welcoming you all here, it is our hope and desire, that as we meet to discuss matters, touching and concerning security in the various spheres, private and public. We know, as always, that these discussions/deliberations will be robust and will ultimately rebound to steps being taken to have a more secure Jamaica.

In our discussions and deliberations today, we are acutely aware of the need for the continued and increasing cooperation and coordination of effort between public and private security entities. We know fully well that we cannot afford to work in silos and cross purposes. This, because our objectives and intentions are the same - we all strive for a more secure and safer Jamaica.

And there is no denying the fact, which a raft of studies locally and internationally have confirmed: that as countries become safer (the less crimes we have) there are corresponding increases in GDP growth and investments - both FDI and local investments.

It is against this background that I want to welcome:

The Minister of National Security (on his arrival), members of the Board of Directors of the PSRA, Presenters, Members of the Private Security Industry and other specially invited guests.

Ladies and gentlemen we wish you all a hearty welcome and our hope by the Lord's will that success will crown our efforts here today."

Apology

Miss Campbell apologized for the absence of the National Security Minister, Hon. Mr. Peter Bunting, who was unavoidable absent as he was needed in Parliament.

Feature Presentation

Miss Campbell introduced the *Speaker* for the *Feature Presentation*, Professor Wendel Abel.

Professor Abel described his presentation as one which was 'Going to creep into your head', as this was what he did as a psychiatrist.

He summarized his presentation as one which would focus on ***how to better maintain peace in communities***, which would be presented as a personal talk to each person in the room.

His point of embarkation was to ask all those present to join him in an examination of the goal of Vision 2013 ...' "Jamaica, the place of choice to live, work, raise families

and do business”.... He stated that in order to ensure that this goal was realised there is the need to ensure that Jamaica was safe. He reiterated the need to create a safe Jamaica and congratulated the private security sector for their role in ensuring this. He spoke of the unfortunate fact that Jamaica was not a safe place and extended the challenge to those present to examine how each of us sitting there could contribute to making this a reality, one human being to another.

Professor Abel invited the audience to help in identifying what they wanted for this year over the last. Responses included: *better health, more wealth, better relationships, to do better than last year.*

In summarizing Prof. Abel stated that it was ‘*about reaching higher and attaining more* ‘.

He displayed an image of Usain Bolt at Beijing, August 10, 2008, and stated ‘*last out of the blocks, laces untied, odds were against him, he won the race!*’

Prof Abel stated that we were all runners in the human race, running against ourselves and that in spite of all the odds we can all be winners.

He shared a ten (10) step model for winning.

Step 1 - Create a high performance team

Step 2 - Be willing to embrace change

Step 3 - Seek opportunity

Step 4 - Learn how to Reframe

Step 5 - Think positively

Step 6 - Stop defeating yourselves

Step 7 - Create a personal vision

Step 8 - Let go

Step 9 - Take care of one’s self

Step 10 - Reach higher.

Professor Abel received a standing ovation.

Working Together Towards a Common Goal

-ACP Devon Watkis

ACP Watkis began his presentation by stating 'Jamaica is safe with us' and asked those present to repeat.

He thanked the PSRA for extending an invitation to the Commissioner of Police to address the Conference and stated his presence was in response to that invitation.

He stated that the theme of the Conference speaks to embracing global standards and shows foresight, and expressed the view that there was the need to continuously review what was being done how it was being done. ACP Watkis outlined the role of the Public and Private security and stated that they had similar platforms but different modalities. He stated that both public and private security entities were called to serve communities and deal with changing realities.

He outlined the changes in crime trends over three periods from 1962 to the present. (1962-76, 1977-80,- 1987-2013). He stated the goal of the Jamaica Constabulary Force of 1 murder per day by 2017 and for this goal to be attained it had to be supported by all. He implored the members of private security industry present to use the platform they had to ensure that their impact was felt and invited them to continue working with public sector security providers as partners. He stated the need to change the value system and to work against the diffusion of culture and entertainment and its use to co opt you into crime. He also asked those present to take an active role against child abuse and to help to dismantle gangs and to impact the causes. He implored those present not to be influenced by gangsters.

He also invited those present to play a role in community justice in Dispute Resolution and Restorative justice and benefit from the use of social media.

He expressed the need of private and public security to come together to build peace in community. To share achievements and as a group, to collectively share information which will help policing.

He closed by challenging those present to ' Let us take back Jamaica '.

PROPOSED AMENDMENTS TO THE PSRA ACT

PANEL

Mrs. Carleen Mc Farlane
Major Winston Dwyer Retd.
Major Winston Barnes Retd.

Board Member PSRA
Industry Representative/ Security Consultant
Industry Representative /Board Member

Miss. Campbell stated that this Conference provided the forum for industry stakeholders to share their ideas, concerns and suggestions and make their voices heard. She stated that this was one means of receiving feedback from the industry on matters of concern to them and which they thought should be introduced in the ongoing policy dialogue.

Facilitator

Major Winston Dwyer

Issues discussed raised and responses :

1. The definition of a security provider and who could be licensed
Res. -Persons or companies providing any kind of security services
2. Whom would the term security practitioner include ? whether providers of electronic services, locksmiths were also included
Res. They would be categorized as providing specialized services.
3. Would applicants seeking to provide specialized services require training or have to fulfill other technical requirements
Res. A standard would be required for specialist providers
4. The fines to be paid by persons/organizations found guilty in a Resident Magistrates court of providing services without being duly registered
Res. Currently, \$10,000, proposed fines range between \$100,000 - \$500,000
5. **Question** - What of registered companies using unauthorised persons
6. **Question** - The grace period for the renewal of licenses
Res. No such provision is in the law but the existing PSRA practice is to charge a late fee on the 61st day after registration is due. Notices are also sent out as

reminder 90, 60, 30 days. Special provisions were also made to accommodate firms who were not registered because of tax non compliance.

7. After what period or under what circumstances was a firm deemed to be dormant.

Res. When the PSRA is informed in writing / when companies are inactive for one year.

8. A recommendation that the PSRA publish the names of unregistered companies.

Res. The registered companies are listed on the website and the Authority has a Social Media campaign which encourages use of the website and social media pages . Based on resources , only registered companies may be published.

9. The appeal process in relation to deregistration and the composition of the Tribunal to manage appeals

Res. The recommendation is that when an appeal is to be made , a Tribunal is set up, this Tribunal would have three (3) members and comprise of a lawyer, an appointee of the Joint Confederation of Trade Unions and any person appointed by the Minister.

Comment - A member of the Private Security industry should be included.

Res. (Campbell) The proposal was in keeping with International Best Practice, but this proposal of having a PSI members included would be forwarded to the relevant Committee.

10. The process of carrying out proceedings against a company by the PSRA

Res. - The PSRA identifies a breach and decides whether or not court action is necessary.

Comment - The PSRA is limited in its response based on resources and equally the insignificant penalty of a \$10,000 fine guides the decision making process.

Res. (Dwyer) There is the need for more persons who are specially trained , the power to monitor already exists.

11. The capacity of the PSRA to adequately monitor the industry and budget implications

Res. There are a limited amount of inspectors (3). The collaboration and cooperation of industry players is vital in achieving regulation goals.

12. The role which members and industry stakeholders could play in monitoring the industry for illegal operators

Comment - If members assist in identifying illegal providers it is a way that can curtail illegal operators.

Persons need to call the PSRA

Use Smartphone video and send to the PSRA

13. A recommendation to have PSRA inspectors designated authorized persons.

Res. This is currently among the proposals being considered in the Amendments.

14. Issue of persons who employ unregistered security companies to be subject to prosecution .

Comment

Recommendation for fine to be \$1m, \$500,000

15. The role of active police in providing private security services and what conditions attended this practice.

Res. (Campbell) a policeman on active duty, who presents an exemption from the Commissioner of Police is able to provide private security duties.

(Dwyer) the Police are also authorized to work as private security providers.

Comment

Have a special arrangement for the use of special district constables in private security.

Discussion

Armed guard to be replaced by ***Security Practitioner***
Counter proposal - Officer (instead of Practitioner).

Question

i) Will the term include electronic security providers, locksmiths?

Ans.- Yes, those would be specialised security operations.

Dwyer : Focus should be function of the operator , not the title e.g. officer - the person performing a security function.

Questions

ii) Will those providing training be registered by the PSRA?

Ans. Yes, as currently security trainers are registered by the PSRA.

iii) In order for persons to get licenses would they have to have specialized training or will there be requirements

Ans- A standard would be required to license specialised providers, will be promulgated.

Dwyer - Section 14.4 - In relation to the Security Organization

The fine on conviction for the operation of a non registered security organisation would be \$100,000 up from \$10,000.

Comment

On default of payment a non-fine measure should be stated.

Ans. -The panel stated that this omission would be reviewed

Miss Campbell advised the group to forward the recommendations and issues which could not be raised owing to time constraints to send these matters to the PSRA to be forwarded to the Sub Committee charged with the responsibility.

DEVELOPING A SUSTAINABLE FRAMEWORK FOR THE INDUSTRIAL SECURITY SECTOR

Presenter : Ms. Natalee Plunkett- Manager, HEART Trust /NTA

Miss Plunkett stated that the HEART/NTA was aligning more with national priorities and had a target of 7,000 trainees and a plan to develop a credentialing system. She stated that this was multifaceted and included all aspects of workforce development.

Miss Plunkett stated the HEART wanted to re engage the security sector and was in discussion with members on the matter of training. She spoke of plans to develop the distance learning capacity to enable more persons to access national qualifications - NCTVET. She outlined the initiatives of the HEART Trust/NTA to recruit assessors from within the industry to enable faster and more efficient training.

She stated that HEART was interested in working with organizations in the sector and not free agents, the focus was on guards working in firms, and that there had been discussions about possible reduction in fees if more persons were being trained.

Questions included :

1. Where and how could sector qualifications be accessed.
2. The cost of such training.
3. At what level was the training available.
4. How long was the training programme.
5. Would firms that used trainers from within their organisation benefit from discounts in assessment costs.

Summary of Discussion

Miss Plunkett stated that HEART/NTA would respond to firms who made contact and hold discussion with such firms in their location .Training was 2-6 months depending on how experienced educated the trainees were and the cost was \$7,500 - \$5,300 per person (with the discount.)

ACHIEVING THE INTERNATIONAL AWARD FOR SECURITY CERTIFICATION

Presenters : Mrs. Marva Duncanson, Cpt. John Ulett
CITY and GUILDS of London Institute

In introducing this team Miss Campbell stated that the PSRA had started discussions with City and Guilds as they sought to widen options for training and development of members of the private security industry.

Mrs. Duncanson extended her thanks to PSRA for the invitation to address the conference and outlined the origins and present operations of City and Guilds. She stated that as an international certification body qualifications of the City and Guilds were of an international standard and had global portability. She featuring three great Jamaicans who had been made Fellows of City and Guilds, Sir Howard Cooke (Former Governor General of Jamaica) , Hon. Bill Morris(former Utech Chancellor) and Professor Gusett Oliver (Utech , Vice President).

Capt. Ulett identified the results of a better trained private security workforce as follows :

- Greater level of professionalism within the industry
- Improved productivity of workforce
- Better value added to clients with improved service delivery
- Higher level of accountability from personnel
- Improved worker morale

He described the training offered for this sector by City and guilds as a programme of four units :

- UNIT 1: Roles and Responsibilities of Security Personnel (*With 11 learning outcomes*)
- UNIT 2: Key Activities of Security Personnel (*with 8 leaning outcomes*)
- UNIT 3: Responsibilities of Security Personnel for Health and Safety and dealing with Emergencies (*With 9 learning outcomes*)
- UNIT 4: Responsibilities of Security Personnel for Health and Safety and dealing with Emergencies (*With 7 learning outcomes*)

Questions

In response to a query about Instructor training Cpt. Ulett stated that this entailed 4 weeks of training, assessment and certification. The learner received certification 3-4 weeks after completion.

The team's response to a query as to the cost of training for each guard was that there was a 45 GBP cost per person and the estimated cost of the programme was \$20,000 per person.

EVENT SECURITY AN INSIDER'S GUIDE

Presenter : Mr. Andrew Wynter
Regional Vice President
ASIS International

Mr. Wynter thanked the organisers for inviting him to make a presentation.

Mr. Wynter reminded those present of the possibility for disasters to occur at events through a series of newspaper headlines and outlined the role of event security personnel in risk assessment and mitigation.

He spoke of the need to observe professional event management principles :

- Conduct a risk assessment
- Develop check list
- Conduct due diligence checks on promoters
- Develop a security plan
- Be clear on roles and responsibilities
- Be clear on the terms of the contract
- Consult with your Insurance Provider
- Document concerns

THE FIREARM LICENSING AUTHORITY

Presenter : Dr. Kenroy Wedderburn
CEO Chief Executive Officer
Firearms Licensing Authority

Dr. Wedderburn stated that the present priorities of the Firearm Licensing Authority (FLA) were:

- Reviewing Location
- Business Process Improvements
- Clearing Backlog

- Enhanced Turnaround Times

In relation to the private security industry the following activities were currently underway:

- Currently Reviewing Processes
- Consultations with Security Companies
- Providing a key Liaison Officer
- New Card System Database Will reduce Processing of Renewals and Amendments for 2nd cycle

He stated that the Firearms Licensing Authority was doing its part to ensure a 'fit private security sector '

Miss Campbell thanked Dr. Wedderburn.

PROPOSED AMENDMENTS TO NEW FEE STRUCTURE RESOURCE PANEL

Miss. Campbell spoke to the Conference on the need to have this item discussed in detail at another forum at which the needed time and attention could be given to this sensitive topic. A participant volunteered his company's facility for this discussion and this was accepted.

However the decision was taken to have a preliminary discussion at this Conference as any other planned session to deal with this topic would possibly not include as wide group of industry stakeholders as was present.

The proposed new fees were introduced and Conference Chairperson, Miss Campbell led the discussion. She reminded the audience that the existing fees had been at the same level for fourteen (14) years in an environment vastly subject to inflation and currency depreciation. Miss Campbell stated that it was the global practice for regulatory bodies to fund themselves and that with the current fee structure this was not remotely possible. Even with an increase in compliance the PSRA was still almost entirely funded by Government and this option was no longer possible with the requirements placed by the agreement with the IMF. She also stated the need to improve the capacity of the PSRA to adequately carry out its role and the need for further technological development, additional staff and the specialized training of existing staff to enable this.

The new fee structure was shared with the audience and a lively discussion ensued.

PROPOSED FEE STRUCTURE

<u>CATEGORY</u>	<u>Annual Registration Fee</u>	
<u>Individuals</u>	\$	
Armed security guard	2,500	
Unarmed security guard	1,500	
Security trainer/investigator	7,500	
Trainer	5,000	
Investigator	5,000	
Company Director	7,500	
<u>Companies</u>	<u>Contract</u>	<u>Proprietary</u>
Stage 1 - fewer than 101 guards	21,000	15,000
Stage 2 - more than 101 less than 500	30,000	21,000
Stage 3 - over 501	75,000	
Stage 4 - over 1000	100,000	

Comments

All the fees proposed were too high and the industry could not absorb these additional costs and be viable.

Having to pay this new level of fees would force marginal operators out of business.

It was not the fault of the private security industry that the Government had waited fourteen (14) years to increase the rates.

These fees were the result of a 'knee jerk' reaction.

Proposed registration fee of \$2,500 per year for armed guards and \$1,500 for unarmed guards was too high and would negatively impact the viability of many of the operators in the private security Industry.

Alternative Proposal

1. Registration for these groups should be done for three (3) year periods and each year a renewal fee is paid. Thus the figures for the registration of armed and unarmed guards would be for \$2,500 three (3) years and a renewal of \$500 be paid per year

2. The Armed guard registration fee would be \$2,500 per year.
3. The armed guard registration fee would be \$2,500 and \$500 per year (under the 3 year registration format).
4. The Unarmed guard registration would be \$1,000 per year.

Comment

The fees for the registration of companies were too high.

Alternative Proposal (companies)

Fees for the registration of companies with over 500 guards should be reduced with no company required to pay more than \$50,000.

CLOSING

Miss Campbell expressed thanks to those who had attended, industry providers, partner organisations and other stakeholders, who participated and made the Conference the success it was. She also thanked the Chairman and Board of Directors, the staff of the PSRA without whom the conference would not have been possible or have been so impactful.

Chairman's Closing Remarks

The PSRA Chairman, Mr. Derrick Cochrane provided a summary of the day's proceedings. He expressed his thanks to the Board of Directors, Industry stakeholders for attending and for their active participation in the Conference. He asked all present to join him in recognising the hard work put in by the Management and Staff of the PSRA, led by Executive Director, Miss Rosalyn Campbell, in making the Conference a successful event which met the goals of being well targeted, informative and participatory.

The day's proceedings ended with the singing of the National Anthem.

ATTENDANCE
REGISTER

<u>ATTENDANCE</u>		<u>REGISTER</u>
<u>COMPANY</u>		<u>PARTICIPANTS</u>
Abiel Security Co. Ltd.	1	Ainsworth Williams
Action Security Company Limited	2	Gordon Lalah Paul Cookes
Acid Security services	1	Lennon Richards
All Star Investigations	1	Michael Esson
Allied Protection Ltd.	2	Donovan Callum Everton Smith
Alpha Security Services	2	Craig Clarke Elorda Smith
Armex Security Services Ltd.	2	Dwight Smellie Samantha Forrest
Atlas Protection Ltd	4	Helen Myrie Byron Brown Lisanne Pessoa Mauvetta Smith-White
Bank of Jamaica	3	Maj. Clifton Lumsden Douglas Skyers Stafford Gouldbourne
Bank of Nova Scotia (The)	1	Garfield Hogg
Bigman Security Services ltd.	1	Kirk Anderson
Binoc Visions Investigations Ltd.	2	Kayann Russell Tricia Greenwood- Phillips
Border Patrol Security Co. Ltd.	4	Marcel Stewart Marilyn Davis Samuel Tulloch Walton Smith
Bunker Security & Protection Ltd.	3	Ricardo Anderson Rudolph Duncan Tonya Dixon
Caribbean Cement Co. Ltd.	1	Wayne Ballen
Che Security Ltd.	1	Granville Gause
Classic Protection & Security	2	Raquel Peters Henry Smith
CMS Superior Plus Security Co. Ltd.	1	Kenrick George Graham
Crime Alert Services & Electronic Ltd.	1	Sophia Mais
Crossman Security Services	2	Lloyd Walford

ATTENDANCE		REGISTER
D & S Security Training School Employment Agency	2	Delroy Howell Georgia Douse
Data Cap Processing Ltd.	1	Glenroy Findlay
Defense Plus	2	Otis Grant Sandra Bennett
Digiview Security Limited	1	Dian Malcolm
Devnewwrok Security Co. Ltd.	1	Newton Johnson
Dier Executive Security Services Ltd.	2	Deborah Cragey- Wisdom Joseth Brown
Eliteguard Limited	1	Kartya Salmon
Excel Security Services Ltd.	1	Mitchell Mclean
Exclusive Hospitality Security	1	David Peck
Force Tech Protection & Security Ltd.	1	Leo Johnson
Frame Security Company Limited	1	Jacqueline Frame
Geokel Services Ltd	3	Carmeil Boothe Frank Johnson Renee' Dickenson
Guardsman Armoured Ltd.	3	Peter Van Whervin Telford Haye Renee` Menzies McCallum
Guardsman Group Ltd.	1	Valrie Juggan- Brown
Guardsman Ltd.	1	David A. Whittaker
Hard Target Security and Investigation	1	Tanesha Noble
Hy-Tech Training Centre Inc.	2	Marlon Hyde Rainford Harding
Individual Registration	6	Courtney Gordon Charles J. Toppin Shaun Tulloch Everton Preddie Rosemarie Preddie- Brown Phillip Mitchell
Jakes Holding Limited	1	Jermaine Blair
J Island Tech & Security Services Ltd.	1	Maxine Tate – Daley
Jamaica Body Guard & Sec. Ltd.	1	Winston Bernard

J. Wray & Nephew Ltd.	2	Conroy Crosdale Andrew Lamb
Jamaica Broilers	1	Judith McKenzie
Jamaction Security & Protection Co. Ltd.	1	Victor Hutchinson
Jamaica Railway Corp.	2	Errol Dixon Ian Dixon
Kingalarm Services Ltd.	2	Delano Virgo Jonathan Bright
Last Resort Detective Agency	2	Henry McCurdy (jr.) Marvalyn McCurdy
Marksman Ltd.	1	Robert Epstein
Marpro Security Services Ltd.	1	Toshana Cousin
Mckay Security & Investigative Services Ltd	4	Anthony Silvera Collette Binns Jason McKay Michelle Grannum
Mectronic Security Services	3	Cheyenne Wallace Donovan Lennox Lincoln Wallace
Melan Security Services Ltd.	1	Charles Lewis
Mica Security Ltd	2	Patricia Davis David Satchwell
Milex Security Services Ltd.	1	Calvin Cameron
Modern Investigation & Security Co. Ltd.	2	Ainsley Francis Melbourne Lawrence
Northern Caribbean University	3	Arlene Roach Karen Thompson Elliott Renox Seivwright
NCB Insurance	3	
PFS Security Ltd.	1	Jennifer Clarke
Point Guard Security Co. Ltd.	3	Cecil Week Kenneth Wrights Nathesha Vassell
Port Marley Ltd.	1	Phillip Barrett
Port Security Corps. Ltd	1	Sophia Brown
Premier Security co. Ltd.	2	Donavan Ellis Statham Henriques
Protection One Security Ltd	1	J. Senior
Protection Specialists Ltd.	1	Jamaro Campbell
Protection & Security 2011 Ltd.	3	Surrana Smith Sophia Coley Sharon Dale

Quest Security Services Ltd.	2	Delaree Montgomery Vinton King
Quick Guard Security & Consultation Ltd.	1	Kewien Jackson
Ranger Protection & Security	2	Sean Clacken Sharon Laing
Riu Jamaicotel Ltd.	1	Courtney Johnson
S-Team Security Services	1	Cilfford Edwards
Scorpio Security Services Co. Ltd.	2	Michael Fairclough Teener Fairclough
Secure Security Ltd.	2	Cheryl Powell- Ferguson Lorane Ferguson
Securipro Ltd.	5	Astley Jones John Barnes Shaun Moulton Sharnette Ellis Winston Barnes
Security Administrators Ltd.	3	Captain George Reynolds Juliet Crawford Talbert Morrison
Security Advisory & Management Ltd.	2	F. D. Hall Kinberley Hall
Security Alliance Services	1	Col. Lenworth Marshal
Security Innovations Ltd.	1	Maxine James
Sentry Services Security Co. Ltd	4	Christopher Senior Ezekiel Knight Graceann Ruddock Kevin Clarke
Shalk Electronic	2	Japheth Williams Joan Reid
Silver Star Protection Ltd.	2	Cedric Brown Donna Frame
Sunset Beach & Spa Resort Hotel	1	Laurence Trought
Spartacus Security and Investigations	2	Baron Stevenson George Trottman
Star One Protection Co. Ltd.	2	Fiona Richards Norval Price
Southern International Security	1	Dueth Palmer
Tactical Training & Security Ltd.	1	Ronald Brown
Tomlock Security Services Ltd.	1	Charmine Rowe
Technology Pluss Co. Ltd.	2	Annette Francis Horace Thompson

<u>ATTENDANCE</u>		<u>REGISTER</u>
Task Force Security Company	1	Supt. Marvil Grant
Unique Executive Solutions	1	Hugh Williams
Ultra Protection Services Ltd.	1	Vinella Pusey
Urban Development Corporation	1	Jean Simmonds
Vanguard Security Ltd.	2	Paul Newell Col. Dobbs
Veteran Security	1	Sherrif Tindale
Victory Systems Security Services Ja. Ltd.	1	Nkechi Rhoden
Village Investigative Protection Serv. & Training	2	Alexander Lammie Kevin Gayle
V. K. & K. Security Co. Ltd.	2	Ewan Williams Stephanie Kirlew
Welcome Security	1	Canute Brooks
Wild Leopard Co. Ltd.	1	Patrick Dunn
WPC Group of Companies	1	Luceta Campbell- Christian
PSRA BOARD MEMBERS		
Derrick Cochrane (Chairman)		
Donna Scott-Mothley (Deputy Chairman)		
Carleen McFarlane		
Maj. Winston Barnes		
Lincoln Allen		
Maria Williams		
Dr. Osbil Watson		
SPEAKERS/PANELISTS		
Rev. Dr. Phyllis Green		
Prof Wendel Abel		
ACP. Devon Watkis		
Natalee Plunkett		
Marva Duncanson		
Capt. (Retd.) John Ulett		
Andrew Wynter		
Kenrick Wedderburn		
Maj. (Retd) Winston Dyer - Former Chairman PSRA		
Paul Burke		
George Soutar		

<u>ATTENDANCE</u>	<u>REGISTER</u>
GUEST	
Ferris Ziadie -Former Chairman PSRA	
MINISTRY OF NATIONAL SECURITY	
Lincoln Allen	
Latoya Gibbs	
Paul Henry	
Nichelle Duncan	
Lanita Latibeaudiere	
Jacqueline Chevers	
Nichole Henderson	
STAFF MEMBERS	
Rosalyn Campbell (Executive Director)	
Marcia Hector	
Juliet Patterson	
Khamoy Mills	
Shaan Morrison	
Rochell McCollin	
Sharon Coombs	
Paul Ricketts	
Brenton Hall	
Samantha Dawes	
Venise Patrick	
Shreene Brown-Ellis	
Jameal Williams	
David Gray	
Jillian Shepherd	
Carol Myrie	
Sandra Dixon	
Adriana Irons	
Shana-Kay Earl	
Tracy-Ann Scott	

CONFERENCE FEEDBACK

Conference participants were asked to give feedback by means of an evaluation survey which was circulated and participants asked to complete.

Feedback was sought in six areas :

1. What was liked about the conference
2. What benefits were derived
3. Suggestions of other areas which could have been included
4. Did the Conference meet expectations
5. Did it deliver on the theme
6. Would participants attend another conference staged by the PSRA

What was liked about the conference

Among the areas identified for mention were :

- Presentation by Professor Wendell Abel
- Content delivery
- Information provided
- Question and answer sessions
- Planning and execution
- Comfortable location
- Food and delivery was excellent
- Parking arrangements
- Delivery was good, persons knowledgeable about their area
- A lot of our questions were answered in all the areas
- A bit longer than I thought, food good, very comprehensive

What benefits were derived

- ✓ Information on the PSRA, Security Industry, the achievements and powers of the PSRA
- ✓ Knowledge of training and certification available to security officers
- ✓ Insight into current concerns that are impacting the industry
- ✓ An opportunity to participate in discussions about the Act and fees
- ✓ Inclusive approach
- ✓ Got updates on proposed changes to registration system
- ✓ Provide new ideas about the security industry
- ✓ Stakeholders were brought together to discuss and address current issues

Suggestions of other areas which could have been included

- An opportunity for security persons on the ground to make suggestions on problems, advantages, disadvantages
- Insurance, health, pension scheme
- Health / First Aid
- What is in place to uproot *rouge* companies and illegal companies
- Registration processes
- Handouts
- Contract vs employment of security guards
- Incorporation of legal equipment that is allowed, handcuff, pepperspray
- FLA & PSRA working together
- Treatment of officers by persons who contract security companies
- The idea of security companies coming under one ministry
- Labour laws
- Legal implications on the use of firearms to include shooting on a client location
- Tax issues and labour status of security personnel
- How the PSRA operations, customer service
- An industry representative to present on concerns from the industry , highlight some positives

Did the Conference meet expectations

- The panel of experts made the conference live up to expectations
- Very informative , information well delivered
- Presenters and presentations, well chosen, of high standard
- Content good
- Addressed issues related to the regulations of the PSRA, documentation
- More time was need to discuss issues
- It made clear the global changes of the security industry
- Was worth my time
- Informed members of current procedures and the way forward
- Provided professional advice

Did it deliver on the theme

- Invoked some thought as to how we operate in the industry
- Somewhat
- I am not sure
- All delivered in accordance to the theme
- Taking security to a higher level
- Did a fair job

Would participants attend another conference staged by the PSRA

- Conference should be held once, twice per year
- This has to be more than a one day event
- More collaboration between organizations to make it a 2 day conference

Comment on PSRA : Continue the path to excellence I have benefitted from exceptional customer service via telephone and visiting in person