

CAPACITY BUILDING OF CIVIL SOCIETY ORGANIZATIONS AND THE MEDIA IN KENYA ON PRIVATE SECURITY GOVERNANCE

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HOSTED BY USALAMA REFORMS FORUM
IN THE FRAMEWORK OF THE PRIVATE SECURITY
GOVERNANCE OBSERVATORY



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LIST OF ACRONYMS

CSOs	Civil Society Organizations
URF	Usalama Reforms Forum
DCAF	Geneva Centre for Security Sector Governance
ICoCA	International Code of Conduct Association
IEC	Information Education and Communication
KCA	Kenya Correspondents Association
KHRC	Kenya Human Rights Commission
KEPSA	Kenya Private Sector Alliance
KICD	Kenya Institute for Curriculum Development
KNPSWU	Kenya National Private Security Workers Union
PSCs	Private Security Companies
PSI	Private Security Industry
FKE	Federation of Kenya Employers
PSRA	Private Security Regulatory Authority
PSTA	Private Security Training Academy
PISA	Protective Industry Security Association
IPOA	Independent Policing Oversight Authority
NPS	National Police Service
NITA	National Industrial Training Authority
NQA	National Qualifications Authority
NPSC	National Police Service Commission
NHIF	National Hospital Insurance Fund
NSSF	National Social Security Fund
PRWG	Police Reforms Working Group
SSR	Security Sector Reforms
TVETA	Technical Vocational Education Training Authority

Background Information

Usalama Reforms Forum is a Civil Society Organization working in the areas of Policy research, security sector reforms with a focus on Police reforms, Private security governance, and the implementation of community safety models. Previously, Usalama led civil society organizations in shaping security sector reform agenda in Kenya and it continues to play a critical role in this endeavor.

Over the years, Usalama has built strategic partnerships with, among other, the National Police Service (NPS), the National Police Service Commission (NPSC), the Independent Policing Oversight Authority (IPOA); the Genera Centre for Security Governance (DCAF), Fight for Peace International and Private Security Providers in Kenya.

In partnership with the NPS, Usalama commissioned a study in 2012 on the state of police stations and the criminal justice system in Kenya. The study was published under the title “Communities and their Police Station”, and provided a critical insight on the capacity of police stations to provide services. As part of its’ unique innovative approaches to programming, Usalama developed and has implemented a “Community Safety Model” across the country as an innovative approach to people-centered policing.

In 2019, in the framework of the Private Security Governance Observatory and with the support of DCAF, Usalama developed a baseline study on the private security industry in Kenya, challenges and implementation of the new regulatory framework. The report was launched in May 2019, and has been successful in opening a window for multistakeholder discussions. The Study highlighted the need for an increased multistakeholder’s engagement, with strong recommendations for CSOs and Media to play a critical role in private security governance, encouraging them to engage with key stakeholder, including industry actors and the regulatory authority.

The Private Security Governance Observatory (hereafter, the Observatory) is a network of African CSOs that seek to share knowledge and reinforce their organizational capacity to promote good governance of the private sector. By raising awareness among CSOs, the Observatory aims to foster the exchange of ideas, experiences, information and good practices. Through its online platform, the Observatory provides tailor-made tools to support the role of CSOs in the oversight and accountability of the private security sector. More information on: <https://www.observatoire-securite-privee.org/en>.

Introduction

The security sector reform taking place in Kenya is one of the major pillar of the governance, justice, law and order sector program. The Government of Kenya has started the implementation of the reforms in 2008, in realization of its transitional justice agenda. The private security sector governance has been slow in keeping up with the reforms' trajectory: although the sector is recognised as contributing to the national economy (mainly through taxes and by the provision of employment) it does not directly receive financing from the Government.

Despite a slow reform process, the enactment of the Private Security Regulations Act 2016 has realized major milestones in restructuring the national private security governance sector. The implementation of the Act has already shown both positive and negative outcomes, as compliance with regulations, professional and international standards slowly becomes a reality in the industry. The Private Security Regulatory Authority (PSRA) has commissioned in December 2019 a mandatory vetting of all private security firms in the country. The vetting requests security firms operating in the country to submit crucial documents including their registration documents, certified copies of identification documents for owners, directors, trustees, shareholders and passport copies with respect to foreigners, in order to determine compliance and suitability of the existing companies to provide private security service. Only private security providers who have been security vetted and cleared will be considered for licensing.

These scenarios present an opportunity for Civil Society Organisations and the Media to play a critical role in coalescing the stakeholders to dialogue and in managing the outcomes brought by the newly adopted regulations and the reform processes taking place within the security sector in Kenya.

The capacity building conference took place within the backdrop of a mapping exercise realised by Usalama, identifying CSOs and media organizations working across Kenya on topics related to security. Presenters for the conference were identified and invited to a breakfast meeting on 27th February 2020 at Ngong hills hotel in Nairobi. The main objective of the breakfast meeting was to introduce the presenters to the objective of the conference and agree on the specific assignment(s) for each one of them during the conference. The meeting also provided an opportunity for the presenters to go through the proposed conference agenda, familiarise themselves with the content and make any suggestions for improvement. This preparatory meeting proved very useful, ensuring a common understanding of the goals of the conference as well as harmonious presentations with a common focus.

Objectives of the Workshop:

1. Build the Kenyan Civil Society and Media's capacity to engage in the topic and challenges of private security.
2. Build a national network of CSOs and Media who oversee the private security sector in Kenya, encouraging regular discussions and exchanges in between them.
3. Encourage multi-stakeholder discussions amongst the various actors playing a role in the governance of private security, to be able to address challenges around the private security industry.

Participants to the workshop:

- 18 CSOs from various regions of Kenya
- 4 Media representatives
- Representative from the National Police Service
- Representative from the Kenya Private Sector Alliance (KEPSA)
- Representative from the Private Security Training Academy
- Representative from the Security Industry Association
- Representative of the Industrial Training Association
- Representative of the National Private Security Workers

PROCEEDINGS OF DAY ONE

The conference drew participants from the public and private security sector, civil society actors and media representatives in Kenya. A number of presentations were made during three panel discussion sessions, and two breakout sessions provided for exchanges and dialogues between participants. The conference started off with a round of self-introduction from participants, brief profile of their organizations and their expectations.

With support and collaboration from Geneva Centre for Security Sector Governance (DCAF), Usalama Reforms Forum convened the CSOs and Media conference with the aim of building a national network of CSOs and Media to monitor the implementation of reforms taking place in the private security industry in Kenya, consolidating the structure of the Observatory. The first day of the conference witnessed the opening ceremony with addresses by Mr. Caleb Wanga and Mr. Jacob Atiang, both of Usalama Reforms Forum.

Mr. Caleb Wanga provided a general overview of the issues and challenges to be addressed during the workshop. He noted that the objective of the workshop is to build the capacity of CSOs and media to monitor compliance, to promote good governance in private security industry and to monitor human rights violations through the formation of a network of CSOs and the media.

Baseline Study on Private Security Industry in Kenya : Understanding the private security industry landscape: Legal Framework, challenges and recent progress within the Private Security Industry in Kenya

Speaker: Mr. Jacob Atiang, Usalama Reforms Forum

Mr. Jacob Atiang made the first presentation of the day, giving an overview of the Baseline study conducted by Usalama on Private Security Industry in Kenya, noting that developments in the private security industry is as a result of the reforms taking place in the security sector following the enactment of the Private Security Regulations Act 2016 and other related legislations.

He noted that the study was conducted in major cities of Nairobi, Mombasa and Kisumu identified a number of challenges grouped into eight areas of focus and recommendations

for further engagements. Mr. Atiang recalled the main findings of the Baseline study, giving an overview of the private security landscape in Kenya and giving an overview of the new legal framework and the ongoing reforms process.

He stressed some of the key recommendation of the Study, including:

- The Private Security Regulatory Authority should adopt a more consultative and all - inclusive approach in dealing with stakeholders in order to realize meaningful reforms within the private security sector
- Civil Society and the Media: monitor human rights compliance and violation of workers' rights through establishing a strong national network of CSOs and the Media. The network once formed should be able to produce periodic reports on the level of compliance and the impact of reforms within the private security sector in Kenya.

Session on the Private Security Regulation Reforms process: Lessons learnt and the role of CSOs and the Media in the reform process

Speakers:

- **Dr. Silvanus Sewe, Kenya Private Sector Alliance (KEPSA), Chair, Security Board**
- **Mr. William Oloo Janak, Kenya Correspondents Association (KCA)**
- **Mr. Benjamin Imende, The Star Newspaper**

Dr. Silvanus Sewe, Kenya Private Sector Alliance (KEPSA), Chair, Security Board

Dr. Silvanus Sewe served in the inaugural board of the Private Security Regulatory Authority as KEPSA representative for a period of three years. In his presentation, he noted that the security sector is a key pillar of the society. He indicated that the global market for private security services is expected to grow at a rate of 7.4 % annually, reaching a size of US\$244 billion by 2020 (Freedonia Group, 2017).



Dr. Silvanus Sewe KEPSA presenting on the private security regulations act and the role of the authority

Private Security Companies vary in size from small-scale local operations to larger national and multi-national firms. According to available information, it is estimated that Kenya has 2'000 registered security firms, counting with a work force of about 700'000 employees,

with an average of 350 employees per company. Kenya's private security sector is in the middle of a transformation process, having enacted the Private Security Regulations Act on 18th May 2016. The new regulatory framework takes into account the evolution of the sector and provides for the development of regulations of the private security services industry in accordance with values and principles set out in the Constitution of Kenya.

Section 5. of the Private Security Regulatory Act 2016- Guiding principles provides that all persons subject to this Act shall at all times:

- (a) Respect, uphold and defend the values and principles enshrined in the Constitution; and
- (b) Uphold and respect Article 238 (1) and 238 (2) (a) and (b) of the Constitution; and
- (c) Recognize and respect the role of national security organs under Chapter 14 of the Constitution and any written law.

Mr. Sewe stressed the importance of the private security sector as a national security as well as a business matters. In his recommendations, he stressed the importance to work towards a full implementation of the new regulations.

Mr. William Oloo Janak, Kenya Correspondents Association (KCA): Understanding the role of Media in Private Security Governance

Mr. Janak began his presentation by pointing out that the media industry in Kenya has limited awareness and understanding of the private security sector in Kenya and of the reforms currently taking place. There has only been occasional reports on the reforms in this sector, most of them limited to the proposals for arming private security guards and clamour by union leaders militating for the improvement of welfare and terms of service. However, very little is known by the media about the intricacies of the sector, including the legal framework, challenges, the important role they play in augmenting security needs of the public, private institutions, estates, homes and even media premises.

Instead, the dominant image by the media of the private security sector is one that is less than positive; the perception include:

- The sector is not very well organised, with destructive competition among players;
- The companies employ people with poor education, and often take advantage of their staff, resulting in a frustrated workforce with little alternative;
- The poorly paid guards present a risk of getting involved in criminal activities, committing or facilitating robberies or theft at the premises they guard;
- Some of the guards are former police or security officers dismissed from service due to rogue behaviour;
- The companies do not invest in proper training of their staffs. The guards are ill-equipped to handle the challenges that come with the increasingly sophisticated criminal environment;



William Oloo Janak, Chair Kenya Correspondents Association (KCA) presenting on Understanding the role of Media

- The clamour to arm private security may pose huge security challenges given their perceived lack of proper education/training and alleged tendencies to collude with criminal elements;
- The media sector has no clear information on the figures/data and other critical information on the private security sector that has largely remained opaque.

However, the media, like the rest of Kenyans recognise the increasingly indispensable role private security play in their lives due to the inadequate formal government policing system. None the less, the thinking is that the private security guards are largely a necessary inconvenience.

Media reporting /coverage of the Security Sector:

The stories featuring private security sector tend to be negative, dramatic. Private security is often depicted as responsible for security breaches, or deemed to possibly facilitate robberies or theft at the premises they guard. There has been occasional stories on the private security labour issues, but the media lacks clear understanding of who to talk to when issues within the sector come up.

Most of the private security companies do not give information to the media and often shy away from commenting on private security sector issues, including where there are claims of security breaches or complaints over poor terms of service. Most locally owned companies are perceived by the media to be run by individuals who are invisible or shady. Whenever foreigners are involved, there is even a bigger wall of silence, worsening the perception about the state of private security company's ownership.

Private guards play a critical role in safeguarding premises and have foiled robberies, given crucial intelligence to institutions and the formal security officials as they interact and observe many things while on duty. However, these heroic deeds are never highlighted by

the media, partly because there is not a sufficient engagement with the media and partly because of the negative perceptions, largely due to lack of information.

The media tend to focus on the powerful, immediate and dramatic issues and high-profile people, or on racy corruption or other scandals stories. The private security sector has deep issues, including the reform initiatives that require media attention to educate the public. But they cannot be taken - up quickly by journalists who are not sensitized on the sector and the issues. The reporting on these issues require a more careful and mediated approach.

The role media can play in the private security sector reform processes

- i. Security sector reforms require high level and publicised advocacy and lobbying for any policy and legal changes to occur.
- ii. The media shapes opinion, sets agenda and puts pressure and urgency in such issues.
- iii. Media also mobilises public support and sensitization to clarify issues to get officialdom and other actors to sit down, discuss and develop consensus. Therefore, the role of the media in the private security sector reforms is critical.

What needs to be done (approach)

- The private security sector and its partners such as Usalama must seek regular and structured engagement with the media across board, and not only a selective approach;
- Prior to any meaningful engagement, the sector must do a mapping of the fast-evolving media landscape to understand the intricate dynamics including segments, interests, ownership, level of influence, diversity, reach and social and political economy that drives the media industry.
- Usalama Forum and the players in the security sector must make deliberate efforts to educate journalists and media managers on the reform processes and what they entail, especially public and private sector interest angles. This can be done through periodic forums like breakfast meetings, regionals forums but also formal training of journalists who report stories.
- A quick manual/guidebook for reporting on the private sector security needs to be developed for the proposed training; there should be a process and initiative at partnership in making input and influencing journalism-training curriculum on private security studies.
- Usalama Forum and the sector must invest in clear, robust and unfettered communication strategy on what is being done.
- There must be clear spokespeople for Usalama Forum and the private security sector who have clarity of mind and deep knowledge of the issues and ready at short notice to talk to the media or get interviewed.
- The sector must also seek to be educated about the media and be ready to accept the changing media dynamics, and not be stuck to the notion of preferred media channels and high-level coverage in elite media, which may not have space for their issues. The media has expanded and choices must be made on what to communicate, to whom and through which media, including to the regions and counties.

- The security companies or their umbrella body and unions must be willing to be trained/coached on proactive information disclosure and information dissemination so that the content put out is of interest to the diverse media outlets. They can organise brief and rapid training sessions for their communication teams or the key people on media engagement and interviews; this will help in developing the requisite IEC material and media kits.
- It is important to carry the media along in the reform process by inviting journalists to meetings, seminars and any such convening where the reforms are discussed and periodic briefs done to the media on any milestones or deadlocks.

Mr. Benjamin Imende, The Star Newspaper: Opportunities for Media Private Security

In his presentation, Mr. Imende stressed that thanks to their strategic role in the society, media can help in marketing the existing opportunities of the private security industry in Kenya and beyond. How do journalist make use of the information in possession of the private security players in fostering safety and protection of members of the community? CSOs and private security companies must pull together to leverage on the relationship with individual journalist to get proper reporting, as opposed to working directly with media house.

The consumers are not aware of the changes in the private security industry. There is a need to have citizen participation to the development of new regulatory frameworks, especially in the private security industry whose work impact directly people's lives. There is a need for regional convening of all the major players and industry stakeholders to discuss the developments and progress within the sector - using journalist in the regions.

Leverage on the social media spaces available by collaborating with leading bloggers in the country should also be used to make private security issues trend positively and consistently. Media is guided by its tenants in reporting the prevailing circumstances to raise the consciousness of the public. Private security industry should package messaging properly to raise awareness of the public, and CSO should share stories of change demonstrating key issues as well as positive accomplishment.

Milestones in the Private Security Industry

Speaker: Mr. Cosmas Mutava, Chairperson, Protective Security Industry Association (PISA)

The Protective Security Industry Association (PSIA) is a registered umbrella body that brings together over 160 security companies in Kenya, which seeks to promote professionalism, high standard services, compliance to statutory regulations and provision of affordable and quality service.

PSIA works closely with other stakeholders to address concerns in the industry that require the government and the private sector to combine efforts to address them and thus contribute to the greater security of the country and the growth of the sector. The role and expansion of the private security industry continues to attract a lot of interest from state and non- state actors and as such, issues of compliance, professionalism and accountability

must be discussed and implemented accordingly. This requires a concerted effort across the board to realize meaningful and sustainable reforms.

Challenges in Security Guarding

The challenges the Protective Security Industry Association (PSIA) members and companies in the security industry, particularly guarding services often face include;

- Compliance on minimum wage due to conflicting laws on workers welfare
- High cost of taxation imposed on private security service providers
- Defaulting and non-paying customers
- Restriction on the use of firearms by private security companies
- High cost of doing business due a number of statutory requirements
- High cost of training and high rate of turn - over of employees due to poaching
- The resent annulment of private security draft regulations by Parliament due lack of public participation and involvement of other stakeholders.

Therefore, legislation should be harmonized to address issues of wages and welfare. The issue of minimum wage for security guards need to be addressed collectively so that the reform process is seen to support the state of the economy and the interest the of industry players. CSOs and Media should support changes in the private security industry to ensure the economy is not adversely affected due to loss of livelihoods and social fabric that will come with compliance hitches at the end of the deadline set by the Authority.

The Role of CSOs in Private Security Governance

Speaker: Mr. Martin Mavunjina, Program Assistant, Transitional Justice - Kenya Human Rights Commission (KHRC)

Over the years, civil society organizations have been on the forefront in advocating for good governance, human rights, accountability, transparency and public participation in Kenya and across the region. Such efforts have borne fruit with regime changes, improvement in governance and increase in transparency and accountability.

As part of the security sector reforms currently taking place in Kenya, the police reforms working group of which KHRC and Usalama are part of have been actively involved in supporting and monitoring implementation of police reforms agenda in Kenya. The discourse has seen milestones realized in the security sector guided by provision of the constitution and other legislations. It is therefore imperative that Usalama has shown leadership once again in through technical contribution in private security sector reforms currently taking place. With the commencement of the Private Security Regulations Act 2016, the security sector is on the right reform trajectory.

CSOs Contributions

CSOs can contribute to the following:

- Undertaking public awareness creation on existing laws and advocating for the implementation of pieces of legislation of private security governance with involvement of human rights crusaders

- Provision of legal Aid and counselling services to private security officers and guards in cases of unlawful termination from employment and other abuses since hiring lawyers is expensive.



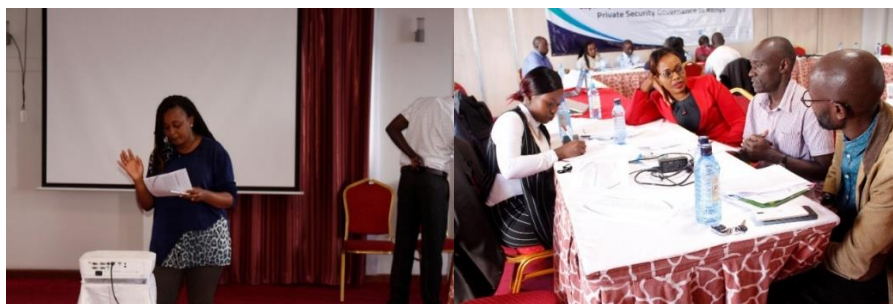
(Left) Martin Mavenjina presenting - Kenya Human Rights Commission. (Right) Gladys from PSTA

- Monitor human rights violations as part of defending workers' rights and reporting to relevant bodies for action.
- Research documentation and monitoring the conduct of security agencies including private security companies (Case at point is University of Nairobi where security guards assaulted a student in March resulting into death)
- Supporting the media through effective communication strategy to aid accurate and objective reporting on issues affecting the sector
- Engaging other players through lobbying and advocacy to support training and capacity building of CSOs and the media to participate from an informed point of view.

Key Recommendations

There is need for CSOs to pick issues to coalesce around with a big ripple effect rather than taking on everything. We need to make use of the space available in reforming the private security industry and not await to be invited to participate.

There is a need to have a national Network to monitor private security – (National CSOs and Media Observatory network), and a need for more Kenyan CSOs and Media to belong to the Observatory in order to increase best practices in the private security industry sector in Kenya



Left. A member of a group presenting during the breakout sessions Right. One of the group discussion during breakout session

PROCEEDINGS OF DAY TWO

Promoting good practices: International standards and initiatives available tools and capacity building opportunities

Presentation on International Code of Conduct Association (ICoCA)

Speaker: Mr. Caleb Wanga, Usalama

This session was to provide information to participants about international standards, good practices and available opportunities for industry players to consider joining a global network for learning and benchmarking on best practices.

Mr. Caleb Wanga presented the regional and international framework relating to private security, in particular:

- The Montreux Document
- The International Code of Conduct
- The Voluntary Principles on Security and Human Rights

He underline the role of Civil society within and how these regional an international frameworks can provide support.

The Observatory's tool

The private Security Governance Observatory was created as a regional forum for exchange in order to monitor the evolution of the private security sector in region. The observatory provides a space for reflections and the identification of proposal for action aimed at improving and harmonizing the control of the industry at the regional or national level.

Recommendation

- There is need for Usalama to encourage more CSOs to become members of ICoCA to deepen and amply the campaign for private security companies to comply with standards.
- The CSOs and Media should advocate for the Kenyan Government to become a member of ICoCA and the Montreux Document.
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Panel discussion on Emerging challenges and the role of CSOs and the Media

Speakers:

- **Mr. Samson Matete, Vice – Chair Kenya National Private Security Workers Union (KNPSWU)**
- **Mr. Jackson Muia-General Manager, Private Security Training Academy**
- **Mr. Jacob Nyauo, Trainer, National Industrial Training Authority - Training and emerging challenges in the sector**

Mr. Jackson Muia-General Manager, Private Security Training Academy

The Private Security Training Academy is a National Industrial Training Authority (NITA) approved training center. Over the years, PSTA has been a leading player in training sector stakeholders on how to respond to emerging issues in the private industry. The center has collaborated with international security consultant from Europe, Israel and within the region to improve the state of security and discuss critical issues affecting the sector. PSTA have established a security personnel database, which is properly vetted with a core purpose to protect, observe, detect and deter insecurity incidents.

Private security services are a continuum of many services including CCTVS, Alarm control, Patrol, CIT. Some of the opportunities available in the private security industry include the following: Security officers, CCTV controllers/ control room Operations, Receptionist, Screeners, Cargo Escort, Tally Security officers, Dog training and Handlers, Supervisors, VIP Protection, MRT and Covert officers among others.

He noted that training is part of improving the standards and procedures and operations. As part of a sector conversation, the private security industry curriculum review was inclusive at the initial stage and involved police officers, NITA, Unions, Private security industry players, companies, unions CSOs, PSRA, and FKE. He however, noted that along the way, some stakeholders felt excluded and reserved their participation leading to the current state with three sets of curricular. He proposed the need to bring every player back on track in harnessing the basic curriculum so that the industry can realize reforms as envisioned. The media, he noted, needs to be part of this process in order to report objectively on the private security industry.

Available curriculums

1. National Industrial Training Authority (NITA) level1 and ii reviewed in 2007. NITA gives taxes rebuts for entities undertaking the industrial based training
2. Technical Vocational Education Training Authority (TVETA) - Launched in 2018 for level 3-level 6.
3. Private Security Regulatory Authority (PSRA) level I launched in December 2019.

Because of the existence of three sets of training curriculum, Muia noted there is need to harmonize the curriculum into one standard acceptable curriculum for level one training of security guards. This effort would eliminate the current confusion and reluctance brought about by different interest groups within the sector.

Muia concluded his presentation by posed a fundamental question whether security companies should deploy guards who are already trained or train then recruit.

Mr. Jacob Nyauo, Trainer, National Industrial Training Authority

Training and emerging challenges in the sector

Main challenges are the following:

1. Lack of training standards
2. Lack of regulations
3. Lack of reporting channels
4. Lack of resources including human and capital.

On training challenge, there is need to look at how the training curriculum is presented on lenses of standardization and implementation. There are three training curriculums in Kenya fronted by Private Security Regulatory Authority- (PSRA) National Industrial Training Authority (NITA), Technical Vocational Education Training Authority (TVETA). These three training curricular are geared towards delivering a model of security solution different from the traditional security models.

The curriculum developed by PSRA is meant for skills upgrading course for security officers e.g. from a normal security guard to bank security guard, security consultant.

For a training curriculum to be developed and approved, the following must be submitted considerations.

- i. Training needs assessment- (TNA)
- ii. Qualifications pack (QP)
- iii. National Occupation standards (NOS)
- iv. Assessment criteria
- v. Assessment guidelines
- vi. Curriculum
- vii. Trainers guide

The curriculum developed must address arrange of challenges in the industry including; gaps on skills, knowledge, values and attitude of the industry.

There is need to demand for accountability – from the security guards, private security regulatory Authority and private security company associations. Advocacy should be heightened to facilitate implementation the Private Security Regulations Act of 2016 and increase media publicity of reforms taking place in the private security industry like:

- a) New private security industry model focused on and re-engineering the sector to emerging issues to including:
 1. Adopting new technology
 2. Developing effective and efficient human capital
 3. Value addition targeting improvement on processes and procures
- b) Harmonized curriculum
 1. Must address skills needed by the market
 2. Must be one, which adheres to the national qualification Authority framework
 3. One that conforms to principles of constitutionalism
 4. Technology based curriculum

The private security industry needs to work on the following to be able to transform:

1. The need to provide Training to;
 - i. Company and security directors on the private security regulatory laws and International code of conduct.
 - ii. The security guards

- iii. Members of the public on the reforms in sector and value the sector as critical profession not to be looked- down upon.
 - iv. Media on covering the private security sector in a positive way.
 - v. Civil society organizations on the training curriculum and need to demand for changes desired in the sector.
2. Violation of human rights in private security Industry perpetuated by:
 - i. End users of security services who assign non-essential service to the guards
 - ii. Certain guards who violate others
 - iii. Employers
 - iv. The public
3. Technology applications and integration:
 - vi. Address poor access to technology applications by private security companies
 - vii. Inadequate training in regards to use of new technology like drowns.
 - viii. Insufficient training and means of maintaining the technology.
 - ix. Global organized crime like terrorism

He concluded his presentation by posing a question, is there a need to navigate the politics in reviewing the basic training curriculum?

Mr. Samson Matete, Vice – Chair Kenya National Private Security Workers Union (KNPSWU)

The Kenya National Private Security Workers Union (KNPSWU) has been in existence 2006 and currently has a membership of about 105,000 security guards. The Union has 13 branches spread across the country with a team of 300 officials leading its' activities. The Secretary General, Mr. Isaac Andabwa, represents the Union in the Board of PSRA. As part of efforts to improve members' welfare, the union has signed five Comprehensive Bargaining Agreements (CBAs) with different entities.

Challenges affecting the Union

Since its' establishment KNPSWU has faced a number of challenges including;

- Lack of recognition by some employers, associations and other government agencies thus weakening its operations
- Lack of political good will with the Ministry of Labour, Federation of Employers of Kenya (FKE) leading to unstructured and informal engagements with relevant authorities
- Unwillingness by relevant government agencies to implement minimum wage increment agreements leading to poor and delayed payments to security guards
- Poor working environments and living conditions for security guards resulting into low morale within the workforce
- Unwillingness by the employers to remit statutory deductions such as National Social Security Fund (NSSF) and National Hospital Insurance Fund (NHIF) thus leaving security guards vulnerable and without any risk cover
- Lack of adequate training of security guards and managers on the new developments within the sector leading to ignorance and laxity

He noted that most of these challenges are as a result of lack of political good- will and selfishness of private security company owners who are resistant to changes and keep on undermining reform processes.

Opportunities and challenges in the private security industry

Speaker: Mrs. Annette- Private Security Training Academy

The existing political goodwill and efforts made by the PSRA should be recognised even with existing challenges in reforming the private security industry.

An appeal to the president to monitor the reforms he ordered implemented in the private security industry. This call for a multi-pronged Advocacy approach.

On curriculum development, there needs to be a middle ground reached by the industry players in conjunction with the ministry of Education and Kenya National Qualifications Authority.

Kenya Aviation authority and Kenya Maritime Authority have set their vetting standards, which are stringent and should be adhered to including eye testing after every six months at the cost of individual guards and companies. Abuse of screener by the aviation industry who insist on testing in order to validate the clarity of the luggage.

Consumers should be listened to and customer care be addressed among the state security officers who are unprofessional in handling clients. The state of security guards should be addressed - e.g. the case of corona virus where the guards are on the front-line screening clients in various places thus creating a threat on their lives and a demand for training in public health.

Key Recommendations

- There is need for proper understanding of the vetting process of private security companies in Kenya in order to avoid confusion and creating unnecessary anxiety.
- Customer care- appreciation by state security is still low in Kenya as compared to other places like Uganda where of clients are - treated with respect.
- There is need for gender mainstreaming in the private security industry through a robust advocacy to show- case female guards and officers can do well in the sector too.

Workshop Conclusion

The workshop discussions and presentations are well captured in the report with structured key recommendations for every session. This approach ensured that participants were able to make suggestions and recommendations when the discussions are still fresh in their minds. Therefore, the workshop conclusion identified key areas for CSO and Media engagements drawn from deliberations and recommendations from each session:

1. A media and communication strategy should be developed to guide implementation of the reform processes taking place within the sector.
2. There is need to form a National Observatory Network for the CSOs and the Media to monitor private security governance in Kenya. CSOs and the Media should therefore affiliate to the Observatory to build stronger networks and expand partnerships. The network should produce periodic reports on the level of compliance and the impact of reforms within the private security sector in Kenya.
3. A training for the media and CSOs should be organized to build the capacities of journalists, media managers and CSOs to effectively report and engage with private security sector reform agenda in Kenya.
4. Put in place a human rights monitoring mechanism to address compliance and violation of human rights and strengthen complains mechanisms, legal aid and counselling services.
5. CSOs should and the Media should be involved in multistakeholder dialogues. Opportunities for communication, consultation and exchanges should be facilitated between CSOs, Media, Regulatory Authorities, Industry actors and communities.



Usalama photo: A group photo of all the participants of the CSO and Media Capacity building workshop in Nairobi, Kenya.



**Capacity Building of Civil Society Organizations and
the Media In Kenya on Private Security Governance**

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