

New Beginnings

JUNE NEWSLETTER HUMAN RESOURCE OFFICERS & STAFF IN THE GOVERNMENT SERVICE

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**special
feature**

Bloom where you are planted

Summer is here and now we can officially say goodbye to spring. However, let us take some time to reflect on the meaning of the past season. Spring symbolizes new beginning, new life, and rebirth. The spring season was filled with notable transformations. In nature, we experienced a rise in temperature, enjoyed longer daylight and embraced warmer temperatures. We also thankfully welcomed the showers of rain and watched the plants grow and the beautiful flowers bloom.

Not only did we witness the transformations in nature, but we also witnessed transformations in the lives of a number of civil servants across the Government Service.

We salute all employees and their family members who have reaped professional and academic successes during the last quarter. Going forward, we hope that you will continue to engage in personal and professional development and contribute to the growth and development of our island home, Jamaica.

So for the rest of us, personally and professionally, we may not have attained any notable successes during the last quarter.

It however does not have to remain this way. You have another chance to seize the opportunities that will come your way. Embrace the changes, face your fears and challenge yourself to be the best.

Right now, you may not be where you want to be in life; but do not give up. Take risks, persevere, work hard, be extraordinary and keep your dream alive. Like a flower that grows through the crack in the concrete, sometimes you have to make the best of your situation and bloom where you have been planted.

Take the challenge and choose to bloom beginning today.

Happy Reading!!

Would you like your Ministry/Department/Agency to be featured in the next Newsletter?

Click the [Contact us](#) link below and drop us a line.



Meet the Commissioner of Police

Mr. George F. Quallo, Commissioner of Police, enlisted the Jamaica Constabulary Force (JCF) on November 29, 1976. To date, he has given over 40 years of invaluable service to Jamaica and has moved up the ranks from a Constable to Assistant Commissioner of Police in 2010 and later Deputy Commissioner of Police in 2015, prior to his recent appointment as Commissioner of Police on April 18, 2017.

Commissioner Quallo benefitted from a number of specialized training in the areas of International Strategic Leadership Management, Witness Management, Risk Assessment, Community Based Policing, International Law Enforcement, Supervisory Management, Vital Installation Security, Senior Management Police and the Jamaica Junior Staff Command Course, just to name a few.



Commissioner George F. Quallo

THE JOURNEY

"I've always wanted to become a Police Officer", says Commissioner Quallo. His desire to join the Force was fuelled by the admiration and respect he had for two (2) policemen who served his community during his formative years. These men were held in high esteem by the members of his community; as they served with pride and dignity and were loved and respected by all.

He was so anxious to join the Force that he took the Entrance Test before leaving high school. He successfully joined the JCF as a Constable in 1976 and began his sojourn at the then Police Academy. Commissioner Quallo successfully moved up the ranks and to the top of the organization in 2017. Prior to his appointment as Commissioner of Police, he served in a number of other Divisions/Branches, namely, Patrol, Motorized Patrol, St. Andrew North, St. Andrew Central, Kingston Central, Services Branch, Mobile Reserve, Area 4 and Manchester Division.

Commissioner Quallo led a number of these Divisions over the last 40 years and made noteworthy contributions in Area 4 and the Manchester Division. In the Manchester Division, he spearheaded the restructuring exercise, during the period 2002 to 2006. In Area 4, he led the rebuilding of the JCF Armoury in 2009 and was also instrumental in the reduction of murders and major crimes during the period, March 2012 to December 2015.



A dream come true....

Commissioner Quallo was not motivated to apply for the position, at first. However, he was encouraged by members of the Police Service Commission, the JCF as well as members of the general public to apply.

This he did, and to his amazement, he was selected as the top candidate for the position.

"I was in disbelief... It was a pleasant surprise ... A dream come true", says Commissioner George F. Quallo.

THE beginning OF A NEW CHAPTER

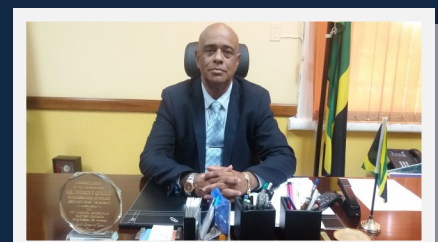
Commissioner Quallo is thankful to the many stakeholders for their overwhelming support so far. *"I have received excellent support from all stakeholders. These include members of staff from the Ministry of National Security, JCF, as well as corporate Jamaica",* says Commissioner Quallo.

His vision for the JCF is for it to *"Go back to the place where members of the Force were highly respected and trusted"*. This he intends to achieve by going back to basics - working with members of the community, participating in social gatherings, community-based meetings, and Farmer's Watch, among others.

Commissioner Quallo strongly supports the view that through interaction, confidence can be built, thereby motivating members of the public to willingly volunteer information to members of the Police Force. This approach was used by Commissioner Quallo in the past, and he is of the firm view that it can also be used going forward.

Outside of work, Commissioner Quallo enjoys riding his motorcycle and watching movies and cartoons. His life is guided by his mantra, which is taken from the words of a well-known gospel song *"If I can help somebody as I travel along, then my living shall not be in vain"*. His words of motivation to a Public Servant who has aspirations for leading at the highest level are: *"Make honesty your guide and maintain a high level of integrity, because integrity once lost cannot be regained."*

You did it!
Congratulations



It gives us great pleasure to extend warmest congratulations to you on your new appointment as Commissioner of Police.

From: The members of staff of the Office of the Services Commissions

Meet the CEO / COMMISSIONER OF CUSTOMS

Mrs. Velma Ricketts-Walker, JP



Landing my dream job

"MY ULTIMATE CAREER GOAL WAS TO BECOME A BANKER", says CEO/Commissioner of Customs, Mrs. Velma Ricketts-Walker. She proactively took the steps to realize this dream by pursuing the Bachelors of Science Degree in Accounting and Economics and a Masters Degree in Business Administration with specialization in International Business. She landed her dream job at the National Commercial Bank (NCB), where her professional career began.

Her inspiration to join the cadre of workers at the then Jamaica Customs Department, came during the study of the Micro Economics Course, as part of her Undergraduate Studies. She was inspired by the role of the then Jamaica Customs Department in International Trade. Later she opted to join the Department as a Trainee in 1999.

To date, she has served a total of seventeen (17) years at the Jamaica Customs Agency (JCA) and has moved up the ranks from a Customs Officer to Assistant Commissioner, Compliance and Enforcement in 2011. During her tenure, she has received training in a number of specialized areas, namely, Customs Administration, Customs Management, Trade Facilitation, Risk Analysis, Strategic Planning, International Trade, Security, Leadership, Public Relations, Compliance and Enforcement; all of which helped to prepare her for the enviable position of CEO/Commissioner of Customs.

MAKING HER MARK



While at the Agency, she welcomed the opportunity to become certified in the area of Risk Management and later played an integral role in the reengineering of the Risk Management Unit of the Agency, as well as the formulation of the Risk Management Policy and Committee.

This paved the way for Mrs. Ricketts-Walker to transition to the International Monetary Fund (IMF), as Revenue Administration Advisor, where she made her mark in Regional Customs Administrations with the development and strengthening of their Risk Management Programmes and Organisational Strategic Reform. During her tenure, she became IMF certified and was trained as a Tax Administration Diagnostic Assessment Tool (TADAT) Assessor.

Coupled with her years of international experience and passion for International Business and economic growth, she possesses a wealth of knowledge in Customs Administration and this propelled her to confidently apply for the position of CEO/Commissioner.

Mrs. Ricketts-Walker rejoined the Agency in the capacity of CEO/Commissioner in April 2017. She shared that she was "excited to be considered for the position" and is happy and eager to contribute positively to the legacy of the Agency. She encourages Public Servants who aspire to lead at the highest level to "be professional, serve efficiently and effectively and allow yourself room to grow as you engage in continuous learning."

SERVICE SELF

Mrs. Ricketts-Walker is grateful for the opportunity to serve at the highest level in the Agency.

She recounts that her greatest achievement to date is the ability to motivate and inspire members of staff through empowerment and recognition for contributions made towards revenue collection and compliance awareness. She is guided daily by her mantra:

"Always do your best and give of your best."

Outside of work, Mrs. Ricketts-Walker is a nature enthusiast who also enjoys reading and sight-seeing. She is a Justice of the Peace as well a member of the Optimist Club.

Mrs. Ricketts-Walker shared that since her appointment as CEO/Commissioner of Customs, she has received tremendous support from the Ministry of Finance and the Public Service, as well as from within the Agency.

Her vision for the Agency is for it to become a global leader in Customs Administration, and this she intends to achieve by focusing on improving the efficiency, productivity, transparency, predictability and professionalism within the Agency, coupled with international best practices.



BEHIND EVERY SUCCESSFUL WOMAN

Congratulations!

It gives us great pleasure to extend warmest congratulations to you on your new appointment as
CEO/Commissioner of Customs.

From: The members of staff of the Office of the Services Commissions

PRIVATE WORK AND THE PUBLIC SERVANT

Who is a Public Servant?

A Public Servant is any Jamaican or Caricom National who is employed by the Jamaican Government Service, in a temporary or permanent position for a fixed period of time or on a long term basis.

What is private work?

Private work is understood to be any work undertaken by a Public Servant at any time, outside of the core functions of the position for which s/he was employed by the Government of Jamaica.

Can a Public Servant engage in Private Work?

“Officers may engage in private work, only under specified conditions and with prior permission from the appropriate authority/Services Commissions, based upon an assessment of the potential conflict of interest.”

Staff Order No. 4.2.8 for the Public Service 2004

CONFLICT OF INTEREST EXPLAINED

A **conflict of interest** may be deemed to exist under any of the following circumstances:

- i. Engagement of private activity similar to official functions;
- ii. Using information and/or any material gained from official position for private gain;
- iii. Exploiting the status and privileges of one's position for private gain;
- iv. Soliciting and/or accepting payment and/or any other consideration relating to the performance of or neglect of official duties;
- v. Conducting private business during work hours and/or on Government property;
- vi. Engaging in transactions with relatives or family members, or an organization in which relatives or family members have interest;
- vii. Ownership of investment or shares in any company or undertaking;
- viii. Acting as auditors or directors of companies or societies.

In order to address the potential conflict of interest, officers should in all instances, inform the appropriate authority of any such undertakings, seek clarification and get permission. Any such permission would be subject to periodic review.

Staff Order No. 4.2.9 for the Public Service 2004

THE 3 STEP PROCESS

1

SUBMIT REQUEST

Submit all written requests to the Office of the Services Commissions (OSC) through the respective Permanent Secretary or Head of Department **BEFORE** the commencement of the engagement.

OSC Circular No. 50 dated February, 24, 2014

The request should outline:

- ◆ The exact nature of the activities to be undertaken;
- ◆ The nature of the employee's role in the organization;
- ◆ The time when these activities will take place, and;
- ◆ How the employee will make up for the work hours lost.

2

PROCESS REQUEST

The request will be presented to the appropriate authority/Services Commissions for consideration and the outcome will be communicated to the respective Permanent Secretary or Head of the Department in writing by the Office of the Services Commissions.

3

INFORM OFFICER

The Permanent Secretary or Head of Department should then communicate the outcome in writing to the Officer who submitted the request to engage in private work.



WHAT YOU NEED TO KNOW ABOUT DAY RELEASE

QUESTION: WHAT IS DAY RELEASE?

ANSWER: Day Release is a system which facilitates the granting of day-off to Public Officers to pursue accredited courses of study at accredited tertiary institutions.

QUESTION: HOW LONG AFTER EMPLOYMENT DO I QUALIFY FOR DAY RELEASE?

ANSWER: Officers with one (1) year of continuous employment may apply for Day Release.

QUESTION: CAN AN OFFICER BENEFIT FROM DAY RELEASE AND FULL TIME STUDY LEAVE DURING THE SAME ACADEMIC YEAR?

ANSWER: Yes. An Officer may be granted a combination of Day Release during the academic year and full time study leave during the summer semester for the same course of study. This will only be considered where evening classes are not available for the particular course.

QUESTION: WHAT ARE THE CONDITIONS FOR THE GRANTING OF DAY RELEASE?

ANSWER: The Officer is expected to attend classes 1 or 2 days each week and where necessary on full time, 2 to 4 weeks during the summer (if required by the institution).

The Officer will cease to earn Vacation Leave for the duration of the course. The day(s) and full time period utilized for the course will be charged to the Officer's Vacation Leave. After the Vacation Leave is exhausted, the Officer will enter into a period of Study Leave which may be granted on full salary for a total of 180 days to be utilized as above.

On completion of the course, the Officer will be credited with Vacation Leave equivalent to the number of days s/he was not in attendance at classes, subject to the provision that the Vacation Leave **WILL NOT EXCEED** the maximum prescribed.

QUESTION: HOW IS DAY RELEASE CALCULATED?

ANSWER: So let's say an Officer earns 35 days Vacation Leave per year and s/he applied for Day Release to pursue a course during the period January 1, 2016 to December 28, 2016. The Officer attended classes 2 days per week; which resulted in a total of 8 days each month and 96 days for the duration of the course.

As at January 1, 2016, s/he had a total of **70 days** Vacation Leave to his/her credit. In that case, s/he ceased earning Vacation Leave during the period January 1, 2016 to December 28, 2016.

The leave should be computed as follows:

STEP 1: Sum the Days - For the duration of the course, the Leave Officer should note all the days that the Officer was absent from work due to his/her course of study and at the expiration of the Day Release, sum the total number of days taken during the period.

STEP 2: Compute the Leave - If the total amount of days taken by the Officer during the period was less than the 70 days (Vacation Leave), then the Leave Officer should subtract the amount of days taken for Day Release, from 70 days Vacation Leave, and the balance should be added to the amount of Vacation Leave earned during the stated period.

However, since the total amount of days utilized for the Day Release **EXCEEDED** the Vacation Leave in this case, then the Officer would enter into a period of Study Leave (**maximum 180 days**) and the Leave Officer should subtract the amount that exceeded the 70 days Vacation Leave, from the 180 days, in keeping with the provisions of Staff Order No. 7.8.4 (iii) for the Public Service 2004.

Following this, the Officer should be credited the Vacation Leave earned during the stated period.

If the 180 days was also exhausted, then the Officer would enter into a period of No Pay Leave to cover for the Day Release granted.

For further information, you may contact the:

Benefits Administration Unit
Ministry of Finance and the Public Service
30 National Heroes Circle, Kingston 4
Telephone Number: 922-8600

1

Create or revise the Emergency Evacuation Plan detailing primary and secondary evaluation routes and exits as well as emergency assembly points.

2

Prepare a detailed contact list for all emergency contact persons. These should include the Fire Department, Police, Ambulance and ODPEM Parish Manager.

3

Prepare a detailed Office Inventory outlining all the assets owned by the organization and their current location.

4

Procure large plastic bags and water-proof containers to secure all electronic devices, and important organization documents. These should be stored in a safe and accessible area.

TOP 10

Hurricane Preparation

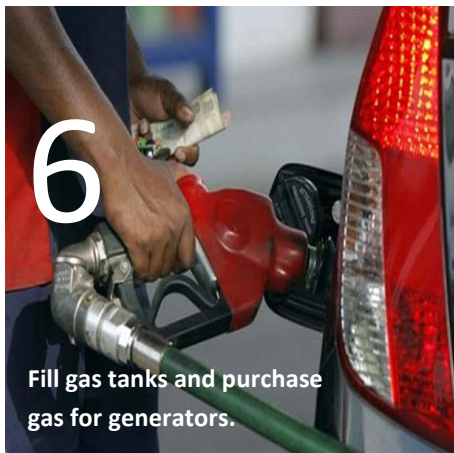
TIPS

5



Clean all drains in and around the office environment and keep all trees and shrubs well-trimmed.

6



Fill gas tanks and purchase gas for generators.

7

Procure additional office supplies to meet your daily office needs for 3-5 working days in advance.

8

Re-stock the first aid kit to include basic items such as tablets, band-aids, bandages, tapes, scissors, gloves, antiseptic, alcohol swabs and rubbing alcohol.

9

Identify and introduce emergency response officers throughout the organization as well as conduct evacuation practice drills.

10

Cover windows with hurricane shutters and pre-cut plywood and use tapes to reinforce glass windows and doors.

Source: <https://www.google.com/search?q=disaster+preparedness+preparedness+tips+for+the+home+and+office>

Congratulations
to

1. All Public Servants who were appointed during the last quarter.
2. All Public Servants who were successful in their application to pursue further studies.
3. All Public Servants who received permission to be engaged in private work.
4. All the parents and students who were successful in the recent Grade Six Achievement Test (GSAT) Examinations.

You all made us proud and we wish you all the best in your future endeavours!!!