



# NEWSLETTER

FOR HUMAN RESOURCE OFFICERS & STAFF IN THE GOVERNMENT SERVICE



## WHAT'S NEW?

The Office of the Services Commissions (OSC) hosted its 2020 HRM&D Practitioners Workshop on Thursday, February 20, 2020, under the theme, *"Unlocking Change... Releasing Transformation."* This workshop brought together eighty-two (82) HR Practitioners from forty-seven (47) Entities service-wide. The topics presented gave the participants the paddles they needed to effectively steer the boat on the waves of change in their respective Entities on the way to the final destination of public sector transformation.

Change is also being embraced in the workplace in regards to sexual harassment and the rise in its occurrence. As a nation, we are currently experiencing several changes due to the global spread of the novel coronavirus (COVID-19). We must prepare ourselves for all the upcoming changes that we will face in this new decade.

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**Inna di News:  
COVID-19 Update: March 26, 2020**

*Did not attend the Workshop?* This Newsletter got you covered. It will present highlights of the recently held Workshop as well as provide information on Sexual Harassment in the Workplace and the coronavirus (COVID-19).

**Happy Reading!!!**

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT PRACTITIONERS

# WORKSHOP 2020

## Highlights

The HRM&D Practitioners Workshop 2020 was held at the Talk of the Town Conference Room, Pegasus Hotel, from 8:45 am to 4:30 pm. Mrs. Jacqueline Mendez, JP, Chief Personnel Officer, wholeheartedly welcomed all participants and Ambassador the Hon. Douglas Saunders, OJ, CD, JP, Cabinet Secretary, brought greetings on behalf of the Government of Jamaica. The moderator, Mrs. Georgia Morris-Josephs, Deputy Chief Personnel Officer, Information Standards and Public Education, kept the audience engaged throughout the workshop. The keynote speakers were, *Mrs. Elaine Weir*, Senior Director, Pensions Policy and Administration, Ministry of Finance and the Public Service (MoF&PS), *Mr. Damian Cox*, Director, Access to Information Unit, Office of the Prime Minister (OPM) and *Deputy Superintendent Christopher Brown*, Officer-in-Charge of Criminal Investigations (Area 3), Jamaica Constabulary Force (JCF). The day ended on a high note with a motivational session from world-renowned customer-service trainer, speaker and author, *Mr. Geoffrey Fullerton*, Managing Director and Founder of the Fullerton Management Group (FMG).



MRS. ELAINE WEIR | PENSION REFORM



MR. DAMIAN COX | ACCESS TO INFORMATION & THE IMPORTANCE OF RECORDS MANAGEMENT



DSP CHRISTOPHER BROWN | IDENTIFYING FRAUDULENT DOCUMENTS



MR. GEOFFREY FULLERTON | CREATING VALUE FOR AND YOURSELF YOUR TEAM

# PUBLIC SECTOR PENSION REFORM



Two initiatives implemented by the Government of Jamaica on April 1, 2018 that changed the pension structure for public sector employees in Jamaica are the *Pensions (Public Service) Act (2017)* and *Pensions (Public Service) Regulations (2018)* and the *New Pension Administration System Public Employees' Pension Administration System (PEPAS)*. They were introduced to provide a pension system that is:

- Equitable
- Provide improved service delivery to retirees
- Adequate in benefits
- Affordable
- Sustainable

## The key features of the Reformed Pension arrangement are:

1. Extended pension coverage for district constables and dependents of teachers
2. Standardized vesting period
3. Pension that is no longer payable-retirement on the ground of abolition of office/re-organisation
4. Ease of linkage of service
5. Public Employees Pension Administration System (PEPAS)

## Particulars for pension processing

1. Approval of retirement
2. Medical Board Report
3. Determination of effective date
4. Service Record
5. Pension Particulars Form
6. Statement of pensionable emoluments
7. Proof of age and name (deed poll)
8. Marriage Certificate
9. Election
10. Taxpayer Registration Number (TRN)
11. Death Certificate
12. Birth Certificates of eligible children

## Current pension contribution rates

All permanently appointed public officers are required to contribute to the pensions (public service) scheme fund with effect from:

- April 1, 2018 an amount of 1% of pensionable emoluments
- April 1, 2019 an amount of 2% of pensionable emoluments
- April 1, 2020 an amount of 3% of pensionable emoluments
- April 1, 2021 an amount of 4% of pensionable emoluments
- April 1, 2022 an amount of 5% of pensionable emoluments

**PEPAS is a computerized system that integrates all parties involved in the pension payment process. PEPAS is designed to:**

1. Collect and store data used to determine pension rights and pension values for eligible employees and their dependents
2. Electronically transmit data and files between all stakeholders in the pensions administration process

## The key features of PEPAS are:

1. Active employee role in the review and correction of service records to ensure correctness
2. Standard reporting format for employee service credit records
3. Online historical service credit records
4. Calculation of pension values
5. Comprehensive audit trails and controls built into the core validation modules of the system
6. Automatic notification to employee/employer of forthcoming retirement



**PENSION REFORM**  
by Mrs. Weir was  
informative, relevant  
and interesting.

For more information on you may visit <https://mof.gov.jm/pspr.htm>.



## ACCESS TO INFORMATION AND THE IMPORTANCE OF RECORDS MANAGEMENT

ATI applies to all public authorities and reinforces the fundamental democratic principles of our constitutional democracy by ensuring:

- Government accountability
- Transparency
- Public participation in national decision-making

### WHAT IS THE ATI ACT?

The Access to Information (ATI) Act (2002), is a legislation that gives members of the public a general right of access to official documents.



### WHY SHOULD HR ENSURE GOOD RECORDS MANAGEMENT?

Human Resource Managers/ Officers should ensure good records and information management as it:

- Allows for accountability
- Meet legal requirements
- Saves time and money
- Improves services to clients
- Allows for better decision-making
- Reduces legal risks to organisation

### WHAT STANDARDS AND GUIDELINES SHOULD HR BE GUIDED BY?

1. GOJ RIM Policy
2. ISO Standards on Records and Information Management (ISO 15489)
3. ISO Privacy and Information Security
4. Guidelines and advice from Jamaica Archives and Records Department (JARD) and ATI Unit

*The  
information  
provided was  
clearly  
understood.*

### WHAT ARE OFFICIAL DOCUMENTS?

These are documents in the possession, custody or control of a Public Authority held in connection with its functions.

For example, maps, plans, graphs or drawing, photographs, films and soundtracks (s.3, ATI Act (2002)).

ATI gives the legal right for public sector employees to:

- See and/or get copies of official documents held by government bodies;
- Ask for information to be changed if incomplete, outdated, incorrect or misleading;
- Appeal against a decision not to grant access to a document or amend/annotate a personal record.



### WHAT MUST BE DONE AFTER A REQUEST HAS BEEN RECEIVED?

- i. Acknowledge receipt of the request within thirty (30) days
- ii. Inform the applicant whether the request will be disclosed
- iii. Indicate any difficulties with the request
- iv. Give an estimate of the cost of reproduction
- v. Provide access in the form requested



## FRAUDULENT DOCUMENT RECOGNITION

Fraudulent Document Recognition enables HR to rapidly recognize potentially altered, counterfeit or other fraudulent documents during a primary inspection and justify their reason for referrals (secondary inspections, police). **There are three categories of documents: 1. Genuine, 2. Altered and 3. Counterfeit.**



Ambassador the Hon. Douglas Saunders, OJ, CD, JP, Cabinet Secretary

In order to identify fraudulent documents, you should apply the six (6) Ds':

1. Detect
2. Deny
3. Defend
4. Deter
5. Dissuade
6. Defeat

Section 3 (2) of the Forgery Act 1985, states that a document is false if the whole or any material part thereof is made by, or on behalf of, or on account of a person who did not make it nor authorize its making. Section (2) (a) makes provision for alterations, erasure, removal, insertion and obliteration.

### IMPORTANT TO NOTE:

1. Any type of document has the potential to be counterfeited or altered.
2. Knowing what to look for and applying good interviewing skills can mitigate the risks.
3. When in doubt, consult.

*The presentations were awesome, very engaging and practical.*



## MITIGATION APPROACH

### PASS the Test

1. Check Print Quality
2. Check for Alterations
3. Check for Substitutions of Photographs
4. Check for Substitution of Bio-Data Page

### Tools that can be used to identify fraudulent documents include:

- i. Five senses (seeing, hearing, tasting, smelling and feeling)
- ii. Intuition
- iii. Loupe
- iv. Tweezers
- v. UV Light
- vi. Interviewing Skills
- vii. Emotional Intelligence





## CREATING VALUE FOR YOURSELF AND YOUR TEAM



### MORALE = PRODUCTION

Morale is the enthusiasm, confidence and loyalty of an individual or a group with regards to the work at hand.



IN ORDER FOR  
CHANGE TO STICK,  
THERE MUST BE  
**REPETITION.**

In order to create value  
in the workplace,  
there has to be value in  
**YOU.**



The sensitivity factor helps one to create value in their lives. These include being:

- i. Responsible
- ii. Empathetic
- iii. Sensitive
- iv. Professional
- v. Ethical
- vi. Complimentary
- vii. Tough

These seven (7) factors embody the traits of 21st-century leaders.



— “ —  
*The OSC Team was superb!!  
Good to have  
the notebooks.  
Thanks.*



*Congratulations*  
to all the  
HRM&D Practitioners  
who attended the Workshop.



*Thanks*  
for making the Workshop  
a resounding success!!





# sexual harassment

## in the workplace



### WHAT is Sexual Harassment?

Sexual harassment includes *unwelcomed sexual advances, requests for sexual favours, and other verbal or physical harassment of a sexual nature in the workplace or in a learning environment*. Sexual harassment can occur in a variety of circumstances; the harasser can identify with any gender and have any relationship to the victim, including being a direct manager, indirect supervisor, co-worker, teacher, peer, or colleague. If sexual harassment is to be eradicated, there will have to be a change in the mindset of the harasser that leads to a transformation in behaviour that no longer upsets, offends or violate others. Sexual harassment complaints have increased significantly since the *American #MeToo* movement started in October 2017. However, even with the movement, sexual harassment remains rampant in the workplace and many cases remain unreported.



Victims of sexual harassment sometimes do not report offences because of fear of being ostracized and/or fear of losing a job, especially when the harasser or offender holds a significantly higher post or has some clout in the organisation. Several cases also remain unreported because the victims are daunted by the investigative process; especially when the investigation may unfairly expose past sexual conduct. Sexual harassment has the effect of interfering unreasonably with the work performance of the person to whom the advance is made.

### WHAT ACTS constitute Sexual Harassment?

Sexual advance includes any or more of the following acts, forms of conduct or behaviour:

- i. **Physical contact of a sexual nature;**
- ii. **A demand or request for sex or for favours of a sexual nature;**
- iii. **Making sexual suggestions, remarks or innuendos;**
- iv. **Showing pornography or displaying images or objects of a sexual nature; and**
- v. **Any other physical, gestural, verbal, non-verbal or visual conduct of a sexual nature.**



# WHAT can HR do to COMBAT SEXUAL HARASSMENT?



1. **Design a clear policy** that discourages sexual harassment and communicate it to all employees from the orientation/ onboarding process. Ensure clear documentation that outlines the steps involved in making a report and the organisation should see the investigative process through to ensure it is credible and objective.
2. **Provide mandatory information sessions** to inform and educate employees about sexual harassment.

3. **Institute internal mechanisms** to address allegations in a structured way and ensure that the process of reporting all sexual offences is easy. HR teams should follow-up and investigate claims. More so, they should ensure that claims are properly reported, documented and tracked. A response team should also be formed and make themselves available during non-standard business hours for employees who wish to report sexual harassment at any time.



4. **Create a safe environment** in which employees or whistle-blowers feel safe to report sexual harassment .
5. **Ensure that issues are reported** up the chain. Along with being the first on the ground to respond, HR also needs to bridge between the employee and the management of the organisation, who rely on HR to keep them informed;
6. **Institute sanctions** for breaches as a punitive measure.

Jamaica is committed to seeing the eradication of sexual harassment in the workplace and currently the Sexual Harassment Bill is being deliberated in Parliament. There are times when sexual harassment can border sexual assault which includes any form of sexual touching. Occurrences of sexual assault is covered under the *Sexual Offences Act (2009)*. In the absence of a Sexual Harassment Act, if the victim was sexually assaulted in any way, he/she may seek redress through the Sexual Offences Act (2009).

The most important thing for HR to remember is that the health and safety of their employees is paramount. HR has been navigating the waves of change amidst the shifting landscape of technology, social media and increased scrutiny. There is a growing consensus around best practices that can help HR teams manage their role for the benefit of the organisation and the victims of sexual harassment.

**One of the services that the Office of the Services Commissions (OSC) offers is Policy Review. HR Managers are therefore encouraged to write their Sexual Harassment Policy and submit same to the OSC for Review.**

Source: Sexual Harassment Bill (2019)

# Inna di NEWS

COVID-19 Update: March 26, 2020

## What is COVID-19?



The Coronavirus disease 2019 (COVID-19) is a member of the corona virus family that made the jump from animals to humans in December 2019. As of March 26, 2020, the number of cases worldwide stands at 462,684 with 20,834 confirmed deaths reported, prompting the World Health Organization (WHO) to label the virus a pandemic and ask all government to change the course of the outbreak in their country by taking urgent aggressive action in order to control the spread of the novel virus. As of March 26, 2020. Jamaica has confirmed thirty (30) imported cases of the COVID-19 and one (1) death so far.

## What should I do?

- ⇒ Wash hands with soap and water for at least 20 seconds
- ⇒ Use hand sanitizer gel if soap and water are not available
- ⇒ Avoid touching your face
- ⇒ Cough or sneeze into a tissue or the crook of your elbow
- ⇒ Discard tissue in bin immediately after use
- ⇒ Practice social distancing and avoid close contact with people
- ⇒ Shower as soon as you get home. Wash your laundry thoroughly after wearing them
- ⇒ Clean and disinfect frequently touched areas
- ⇒ Clean your phone and glasses with soap and water or alcohol
- ⇒ Stay at home if you are sick and self-isolate from others in your household if you feel unwell
- ⇒ Boost your immune system to fight the coronavirus by:
  - Increasing the consumption of fruits and vegetables
  - Refraining from sugar-laden foods
  - Drinking lots of room temperature water
  - Maintaining daily exercise of 30-60 minutes
  - Minimizing your stress level and get adequate sleep
  - Getting adequate sunshine

## What is the difference between the flu and COVID-19?

FLU VIRUS	COVID-19
High fever	Fever
Sore throat	Dry cough
Muscle aches	Fatigue
Headaches	Muscle aches
Runny /stuffy nose	Pneumonia
Fatigue	Diahorrea
Vomiting	Sore Throat
Diarrhea	



**Stay COVID-19 Free**

Source: [www.who.int/emergencies/diseases/novelcoronavirus2019](http://www.who.int/emergencies/diseases/novelcoronavirus2019)

## REMINDERS



As we embark on the new financial year 2020/2021, here are a few reminders:

ITEM/EVENT	DEADLINE/DATE
End of year Evaluation	March 31, 2020
Study Leave/ Day Release	
Statutory Declaration	
Good Friday	April 10, 2020
Easter Monday	April 13, 2020
Administrative Professionals Day	April 16, 2020
Salary Increase	April 2020

*Join us in the next issue*

as we discuss the lessons learnt from the **COVID-19 pandemic** and how can better prepare ourselves for a national lockdown.

Share your stories and insights at:

[nwalters@osc.gov.jm](mailto:nwalters@osc.gov.jm),  
[rphillips@osc.gov.jm](mailto:rphillips@osc.gov.jm) &  
[smorgan-duvalier@osc.gov.jm](mailto:smorgan-duvalier@osc.gov.jm).

*See you in June*

**Nickesha N. Walters, JP (Editor)**

Director, HR Development and Public Education

**Mrs. Stacy-Ann Morgan-Duvalier (Writer)**

Human Resource Information and Development Officer

**Mrs. Rene Phillips (Writer)**

Human Resource Information and Development Officer

Information Standards and Public Education Unit

Office of the Services Commissions

(Ministry of Finance and the Public Service Complex)