

Promoting responsible private security

The **International Code of Conduct Association** (ICoCA) is a multi-stakeholder oversight and governance mechanism for the private security sector that promotes respect for human rights in **complex environments**.

- ICoCA promotes, governs and oversees the implementation of the **International Code of Conduct for Private Security Service Providers** (“Code of Conduct”), and so promotes the responsible provision of security services, to include respect for human rights and national and international law.
- The **Code of Conduct** was developed by private security companies (PSCs), civil society organizations (CSOs), governments, academics, and non-state clients through a participative process grounded in **international human rights law** and **international humanitarian law**, and building on the foundations of the **Guiding Principles on Business and Human Rights** and the **Montreux Document**.
- The ICoCA’s **Membership** is made up of representatives from **PSCs, CSOs, and Governments**. Each of these three stakeholder pillars is equally represented on the **Board of Directors**.
- The ICoCA engages its Member Companies in **confidential and bilateral dialogue** and offers **technical support** in order to improve PSCs human rights performance. It provides oversight of Member Company activities through **certification, monitoring, and a complaints** mechanism.
- **Funding** for the ICoCA comes from a combination of **Membership dues** and **government contributions**. Donors include Switzerland, Australia, Sweden, and the United Kingdom.

ICoCA MEMBERS

PSCs, CSOs and Governments can become Members of the ICoCA.

- **PSCs:** By joining the ICoCA, PSCs demonstrate their commitment to complying with fundamental human rights and humanitarian law principles and standards. The ICoCA’s industry Members include many of the largest multinational private security providers.
- **CSOs:** CSO Members from a large variety of western and developing countries play an active role in the Association. Membership gives CSOs influence over the strategic direction of the ICoCA, which ensures that it maintains its integrity and human-rights focus. Eligible CSOs are independent, non-profit organizations with a demonstrated institutional record at the local, national, or international level of the promotion and protection of human rights, international humanitarian law or the rule of law.
- **Governments:** Membership is open to states and intergovernmental organizations who communicate their intent to support the principles of the Code of Conduct; this includes promoting compliance with the Code of Conduct in their contracting practices and policies.

In addition, numerous individuals, academics, associations and companies (including clients of PSCs) are official Observers of the Association, lending their substantial expertise to the development of the ICoCA.

For a full list of ICoCA’s Members and Observers, visit: www.icoca.ch/membership

ICoCA's INTEGRATED APPROACH

MONITORING

The ICoCA's monitoring function is designed to **identify concerns about**—or barriers to—**compliance with the Code of Conduct**. Information is collected through an integrated approach involving:

- **Remote monitoring:** public-source screening and the development of a monitoring network;
- **Company self-assessment** by Member Companies: an annual reporting process to identify areas for improved performance and patterns of non-compliance; and
- **Field-based reviews:** in-country missions monitor specific areas of Member Companies' performance.

The Secretariat engages Member Companies in a confidential dialogue on issues that arise as a result of monitoring, and how these issues could be remedied. Successful strategies are shared with other Member Companies in order to improve performance throughout the sector. In case of failure to act in good faith to remedy non-compliance with the Code, the procedures also provide a mechanism for corrective and disciplinary action, including membership suspension or termination.

CERTIFICATION

The ICoCA is accepting applications from Member Companies for certification, with a two-stage process incorporating certification (by an independent accredited certification body) to one of the ICoCA-recognized standards (currently PSC.1, ISO 28007 and ISO 18788) as well as meeting an additional set of requirements for personnel management and human rights performance.

COMPLAINTS

The Complaints function facilitates access to **fair and accessible grievance procedures that offer effective remedies** for individuals adversely affected by PSCs. The ICoCA will assist Member Companies in establishing company grievance mechanisms to effectively and fairly handle complaints, and, where complaints cannot be effectively handled by company grievance mechanisms, will facilitate access to alternative grievance procedures. We actively encourage participation by CSOs experienced in handling human-rights related complaints.

PRIVATE SECURITY CLIENTS

PSC clients, including governments, international organizations, commercial and non-profit clients, should consider requiring **PSC compliance with the Code of Conduct** as a condition for procurement, showing their commitment to the responsible provision of private security services. The ICoCA Secretariat offers guidance to clients and prospective clients of PSCs on how they can ensure responsible private security by including adherence to the Code of Conduct in their procurement policies, and how they can contribute to the ICoCA's Monitoring activities.

Join the ICoCA!

For more information, as well as updates on the development of the Association, please see the ICoCA website (www.icoca.ch) or contact the Secretariat at secretariat@icoca.ch

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