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**Commission on Crime Prevention
and Criminal Justice**

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**World crime trends and emerging issues and responses in
the field of crime prevention and criminal justice**

**Outcome of the planning meeting held in Abu Dhabi on
10 and 11 May 2010 for an expert group to study the role of
civilian private security services, their oversight and their
contribution to crime prevention and community safety**

Summary

The present paper provides the outcome of the planning meeting held in Abu Dhabi from 10-11 May 2010 in preparation for an ad hoc open-ended intergovernmental expert group to be established pursuant to Commission resolution 18/2.

The planned ad hoc open-ended intergovernmental expert group to study the role of civilian private security services: their oversight and their role in and contribution to crime prevention and community safety has yet to be established.

* E/CN.15/2011/1.



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I. Introduction

1. The recent years have witnessed a dramatic and global growth in the size and scope of the civilian private security industry. Increased demand on public police resources has led in many parts of the world to the privatization of aspects of the “policing” function. In this connection, the crime prevention and community safety dimension of the growth of civilian private security services is a profound development, keeping in mind the primacy of State responsibility in community safety and crime prevention.

2. While States have a primary role, public safety and crime prevention is not the sole responsibility of government or public law enforcement. Communities, non-governmental organizations, civil society, individuals, and the private sector all play a role in enhancing community safety. The United Nations Guidelines for the Prevention of Crime, adopted by the Economic and Social Council in 2002, call upon countries to develop national policies in the field of crime prevention. This includes cooperation and partnerships with the corporate sector, and increasing the risk of offender of apprehension. Civilian private security is a part of the corporate sector and through its approach to “observe, report and record” helps prevent crime in communities, enhance public safety and increase the likelihood of police apprehension of offenders.

3. National security policy reform can include a nodal approach to crime prevention along with governance and oversight of the many actors involved, such as civilian private security. Challenges in such a national public policy approach comprise promotion of security institutions which are transparent, accountable and fully cognizant of their roles and responsibilities. Integrated within this approach can be the civilian private security industry, working within established legal frameworks.

4. Civilian private security companies are most often purely defensive and preventative in nature, although they may in some locales provide a varied response to specific incidents. Usually, their role is limited to one of “observe, deter, report and record” in relation to crime, emergency or disorder, all in relation to community crime prevention. They provide commercial services aimed at protecting persons and physical assets.

5. The Commission on Crime Prevention and Criminal Justice at its eighteenth session (16-24 April 2009), by adopting resolution 18/2 decided to establish an ad hoc open-ended intergovernmental expert group, inviting experts from academia and the private sector to become members of that group in accordance with the rules and regulations of the Economic and Social Council, to study the role of civilian private security services and their contribution to urban crime prevention and community safety and to consider, inter alia, issues relating to their oversight by competent State authorities, and invited Member States and other donors to provide extrabudgetary contributions in accordance with the rules and procedures of the United Nations.

6. With a view to prepare the organization of the above open-ended intergovernmental expert group, a planning meeting was organized by the United Nations Office on Drugs and Crime (UNODC), with the financial contribution of the Government of the United Arab Emirates, in Abu Dhabi from 10 to

11 May 2010. The Planning Meeting was tasked with charting a road map to meet the mandate of resolution 18/2 of the Crime Commission.

II. Recommendations

7. At the end of its discussion, the Planning Meeting agreed on the following recommendations:

(a) The regulation of the activities of civilian private security services (CPSS) falls into the responsibility of Governments — as appropriate, at the national and/or local levels, consistently with their primary responsibility to provide safety and security for their citizens. Industry self-regulation may be a positive complement in specific areas, such as quality assurance, relationship with clients and trade unions, ethics and training, but cannot substitute such regulation. Relevant non-governmental organizations may also have a valuable complementary role, in particular for the strengthening of oversight — with particular attention to the prevention of abuses — and in awareness-raising aspects, as well as professional associations;

(b) As part of such governance and regulatory capacity, States should:

(i) Define CPSS and identify institutions and persons relevant to or affected by them;

(ii) Define activities and responsibilities, including any associated powers, for the providers of CPSS; and

(iii) Define the scope of the providers of CPSS, taking into account the following elements:

(1) They should provide security-related services;

(2) They should be legal entities or individuals;

(3) They should be private entities or individuals, not public entities;

(4) They may operate for profit, or may be non-profit organizations;

(5) They should be officially accredited and regulated;

(6) The services they provide should have the overall objective of protecting or securing people, goods, sites, locations, events, processes and information;

(7) The services they provide may be preventive, supportive of public law-enforcement agencies, and, where permitted, complementary to public law-enforcement agencies;

(8) They should not exclude qualifying private investigation (“c” above) service providers; private security consultants; electronic security system integrators and goods manufacturers, and related categories; and

(9) Private military or paramilitary operators are to be specifically excluded, even if part of their operations falls within the scope of CPSS;

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- (iv) Set minimum standards and eligibility criteria, including on competences and criminality, licensing (both for business and individuals), and enforcement and compliance; and
 - (v) Develop standards for the provision of CPSS and encourage the development by private industry of codes of conduct;
 - (c) CPSS should be provided in the full respect of human rights. Consequently, regulations of States concerning the provision of CPSS should be consistent with international human rights norms and standards as well as national labour laws and regulations;
 - (d) Governments should:
 - (i) Encourage business and industry associations to establish effective programmes and procedures for compliance with existing State regulation; and
 - (ii) Encourage industry associations to raise standards of compliance and competency above the State regulated minimum;
 - (e) States should recognize that training is an indispensable element for the adequate operation of CPSS. Consequently, States should be encouraged to:
 - (i) Consider the identification, development and adoption of minimum recruitment and selection criteria appropriate to their context for those seeking employment as civilian private security personnel. This should include, inter alia, minimum levels of education, literacy and language skills in order to successfully carry out their role and duties in community crime prevention;
 - (ii) Establish, in cooperation and consultation with industry, minimum licensing related training standards for civilian private security guards and other State regulated work categories within the civilian private security sector. Such training standards should be regulated by the State, and include at a minimum comprehensive instruction in: (1) civilian private security, its role and duties in community crime prevention, (2) relevant legal statutes, such as powers of arrest, evidence and use of force, (3) communication skills, including oral and written (notes, reports), verbal de-escalation/conflict resolution and customer service, and (4) emergency procedures for events such as fire or natural disaster. The training standards should help all participants develop an understanding on human rights and the role of civilian private security in adhering to national and international human rights standards and norms, in line with the United Nations Standards and Norms in Crime Prevention and Criminal Justice;
 - (iii) Regulate, certify and regularly inspect public and private entities and persons which deliver civilian private security training and establish a formal mechanism for ensuring the integrity of knowledge and competency assessments;
 - (iv) Require all licensed civilian private security personnel attend and successfully complete periodic refresher training, preferably not more than every three years;

- (v) Work with industry to support the development of professional associations, where such associations do not exist, as one aspect of ongoing professional development;
- (vi) Develop and implement, in cooperation with relevant professional associations and NGOs, mechanisms for educating consumers of CPSS in the role and function of the industry and its personnel in crime prevention and community safety; and
- (vii) Ensure that senior managers in civilian private security acquire appropriate knowledge in relevant industry statutes and processes to ensure regulatory compliance;
- (f) To further reinforce the role of training in the provision of CPSS:
 - (i) All relevant civilian private security personnel with supervisory and managerial functions of operational security personnel should be required to complete adequate mandatory training, appropriate to their level, in an effort to further professionalize the civilian private security industry and help ensure a common foundation of knowledge and competency;
 - (ii) For the purpose of ongoing professional development, membership in either a national, regional or international relevant professional association should be encouraged; and
 - (iii) Academe should work with the civilian private security industry to develop and offer ongoing professional educational programmes that may lead to post-secondary accreditation and assist in creating career development opportunities and career progression;
- (g) Member States should explore, in the framework of the CCPCJ and in cooperation with UNODC, the development of a set of basic principles or standards in the area of training, preferably with the support of a template, which should include the following elements:
 - (i) Minimum training standards;
 - (ii) An adequate mechanism of certification to ensure the capacity, integrity and quality of entities and persons providing training;
 - (iii) An adequate mechanism of professional qualifications progressively acquired, directed at ensuring sustainable training;
 - (iv) Appropriate working conditions conducive to receiving such training;
 - (v) The development of adequate curricula or similar training material, which notably includes human rights and ethics aspects; and
 - (vi) The designation of a governmental entity to coordinate such training;
- (h) UNODC, in consultation with Member States, should explore the organization of workshops, seminars or other similar activities raising awareness, in the context of the present recommendations, of the positive contributions of CPSS to crime prevention and community safety at the regional and subregional levels.
- (i) States should enhance cooperation between the public and private sectors providing civilian security services — when appropriate, and consistent with

national legislation, in cooperation with national, regional and international professional associations and NGOs. In this regard, Member States should explore, in the framework of the CCPCJ and in cooperation with UNODC, the development of specific guidelines. Among other elements, the inclusion in such specific guidelines of two elements should be considered, namely:

- (i) Provisions encouraging the exchange of information, which respect relevant laws, including privacy laws, protecting the different degrees of confidentiality of such information. In this regard, Governments should actively engage providers of CPSS in information-sharing efforts directed at maximizing the opportunity to prevent criminal and terrorist acts; and
- (ii) The development of partnerships — for example, in the form of Joint Coordinating Committees and/or Joint Advisory Councils, which are mainly directed at achieving coordinated action plans between the public and private security sectors — in cooperation with industry, as appropriate, and assisting Governments in the regulatory function. Such partnerships should be fully consistent with the principle of the central role of governments in the regulation of CPSS and be in line with the United Nations Guidelines for the Prevention of Crime (ECOSOC resolution 2002/13, annex);
- (j) Subject to adequate and sufficient extrabudgetary resources, UNODC, within its mandate and in consultation with Member States, should also initiate a project (“the PSO Project”) to prepare and publish a technical report containing generally-accepted Best Practice Guidelines for Private Security Operators (PSOs);
- (k) International, regional and national associations of providers of CPSS should be encouraged to establish a research system to collect information from members; and collate research information, store research materials and contacts;
- (l) The Conference of State Parties to the United Nations Convention against Corruption should consider the applicability of the Convention — in particular, arts. 21 and 22 to the provision of CPSS.

III. Organization of the Meeting

8. The Meeting was opened by the Federal Director of Private Security Business Department, Abu Dhabi Police, United Arab Emirates. The Director presented a brief outline of the meeting ahead and the importance of state governance and oversight of the civilian private security industry and encouraged meeting participants to share experiences, lessons learned and examples of good national and international practice.

9. The participants were also welcomed by a representative of the United Nations Office on Drugs and Crime who stressed the importance of the topic, especially in view of the close relationship between civilian private security and community crime prevention and that the meeting consider the issue in relation to the United Nations Standards and Norms in Crime Prevention and Criminal Justice. The Director of the National Security Institute, United Arab Emirates, Professor Peter D’Arcy, also welcomed the participants and gave a brief outline of the UAE national initiative to regulate and professionalize civilian private security.

A. Attendance

10. The Meeting was attended by 25 experts from 15 countries as well as by observers from industry and the academic community. The list of participants is contained in annex I.

B. Election of officers

11. The following officers for the meeting were elected by acclamation:

Chairman: Ahmed Al Hantoubi (United Arab Emirates)

Vice-Chairmen: Ariel W. Gonzalez (Argentina)

Robin W. Palmer (University of Natal)

Rapporteur: Mark W. LaLonde (Canpro Global)

C. Adoption of the agenda

12. The Meeting adopted the following agenda:

1. Opening of the meeting.
2. Election of the Chairman and the Rapporteur.
3. Adoption of the agenda.
4. The ways and means of developing the agenda and the road map for the future ad-hoc intergovernmental meeting:
 - (i) Scope and role of civilian private security services:
 - i. Types of civilian private security (reactive, guarding, equipment [vendor, installer, monitor], investigation, consulting);
 - ii. Role in community crime prevention;
 - (ii) Governance:
 - i. Regulation (government, self/industry association);
 - ii. Oversight;
 - iii. Enforcement, complaints, appeals process;
 - iv. Licensing;
 - v. Standards of conduct, ethics;
 - vi. Human rights;
 - vii. Labour relations;
 - (iii) Public and private security relationship and cooperation: relationship of civilian private security with civil society —

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- contribution of civilian private security to community crime prevention:
- i. Relationship between private companies, NGO's and public authorities;
 - ii. Joint coordinating meetings;
 - iii. Prevention of abuses by civilian private security agents/firms;
 - iv. Coordination of systems (compatibility);
 - v. Access to and storage of information;
- (iv) Training, awareness raising and education:
- i. Industry standards (frontline, managers): initial and continuing professional development;
 - ii. Corporate knowledge of national legislation and regulatory compliance;
 - iii. Certificate, diploma or degree professional qualification;
 - iv. End user clients (corporate and community);
 - v. Minimum recruitment standards;
- (v) Other matters:
- i. Regulation of force (includes firearms);
 - ii. Convention against Corruption;
 - iii. International and regional cooperation and standards of practice;
 - iv. Tool for public/private cooperation;
 - v. Research (government, industry, academe).
5. Discussion.
 6. Adoption of recommendations and closure of the meeting.

Annex I

List of participants

Member States

Argentina	Ariel W. Gonzalez
Argentina	Manuel Ignacio Izura
Brazil	Licinio Nunes De Moraes Netto
Canada	Aziz Mulay-Shah
China	Meng Xiangfei
Singapore	Ng Sze Meng
United Arab Emirates	Mr. Al Shamsi
United Arab Emirates	Ahmed Al Hantoubi
United Arab Emirates	Peter D'Arcy
United Kingdom	Nick Smith

Experts (Academe)

University of Natal, South Africa	Robin Wickham Palmer
Max Planck Institute, Germany	Ulrich Sieber
University of Bialystok, Poland	Emil Walenty Plywaczewski
Edith Cowan University, Australia	Narayanan Srinivasan

Experts (Industry)

Canpro Global, Canada	Mark W. LaLonde
Certis Cisco Security, Singapore	Charles Loh
G4S	David Zack
IACP, United States of America	George W. Anderson
COESS	Hilde De Clerck
Russian Association of Security Industry, Russian Federation	Alexander Ivanchenko
MBVMSZ, Hungary	Jozsef Kalo
CAPSI, India	Mr. Kunwar Vikram Singh

Observers

United Arab Emirates

Hassan Al Hamadi

Faisal Ibrahim Al Maghrabi

Saeed Abdulla Al Saadi

Ibrahim Al Satari

Salem Al Zaabi

Annex II

Papers submitted to the Meeting

Papers prepared by experts

1. The Private Security Situation in Argentina. Counsellor Ariel W. Gonzalez.
2. The Private Security Industry in Australia: Current Issues and Challenges. Prof. Narayanan Srinivasan.
3. Private Security Policies: Brazil. Mr. Licinio Nunes De Moraes Netto.
4. Civilian Private Security in Canada: An overview in response to advance meeting questions. Mr. Mark W. LaLonde.
5. The Function, Construction and Prospection of Education in Private Security Service Industry Development: China. Mr. Meng Xianfei.
6. Private Security Industry in Hungary. Dr. Jozsef Kalo.
7. An Overview of the Private Security Industry in India. Mr. Kunwar V. Singh.
8. Planning meeting on civilian private security services: their role, oversight and contribution to crime prevention and community safety: UAE. Mr. Dave Zack.
9. Private Security in Poland. Prof. Emil W. Plywaczewski.
10. Overview of Russian Private Security Industry vs. Public Police. Mr. Alexander Ivanchenko.
11. Developing the Private Security — Roles of Key Stakeholders: Singapore. Mr. Charles Loh.
12. A Paper on the UAE Model of Private Security. Prof. Peter D'Arcy.
13. The Engagement of the Private and Public Sector — Evolution of Security Practices in Singapore. Supt. Ng Sze Meng.
14. Planning meeting on civilian private security services: their role, oversight and contribution to crime prevention and community safety: SIA (UK) Briefing Paper. Mr. Nick Smith.
15. Planning meeting on civilian private security services: their role, oversight and contribution to crime prevention and community safety: IACP. Mr. George Anderson.
16. Online civilian private security governance references: COESS. Ms. Hilde De Clerck.