

CHAPTER IV

Security Management



Section K

UNARMED PRIVATE SECURITY SERVICES

Promulgation Date: 18 April 2016
Technical Review: 1 May 2017

A. Introduction

1. The primary responsibility for the security and protection of personnel employed by the United Nations system organizations, their spouses and other recognized dependants and property, and of the organizations' property rests with the host Government. This responsibility flows from every government's normal and inherent function of maintaining order and protecting persons and property within its jurisdiction. In the case of international organizations and their officials, the Government is considered to have a special responsibility under the Charter of the United Nations or the host Government's agreements with the individual organizations.
2. Without prejudice to the responsibility of the host Government for ensuring safety and security, certain circumstances may arise where it is necessary for the United Nations Security Management System (UNSMS) to supplement the capacity of the Host Government. The UNSMS may use commercial (private) security services for specific security functions, to complement existing UNSMS capacities or to deliver security services in a cost-effective manner without endangering or compromising the security of UNSMS personnel and visitors.¹
3. The use of armed private security services on an exceptional basis is regulated by the UNSMS policy on Armed Private Security Companies,² adopted in 2012. The present policy regulates the use of unarmed private security services (UPSS) providers to ensure a consistent approach, common standards and guidelines for the contracting and management of such services.
4. The fundamental principle of this policy is that the use of UPSS³ will be governed by a clear accountability framework, common operational standards and the highest degree of oversight in line with United Nations procurement rules, international standards and human rights laws.

B. Purpose

5. This policy provides a list of the services for which UPSS providers may be contracted. It clearly identifies roles and responsibilities with regard to their engagement, management and oversight, including contract termination.
6. Further details are provided in the accompanying 'Guidelines on the Use of Unarmed Security Services from Private Security Companies,' which describes in more detail the decision-making framework, the assessment process and standards for the hiring and management of such companies.

¹General Assembly Resolution 59/289, "Outsourcing practices," dated 29 April 2005.

² *Security Policy Manual*, Chapter IV, Section I, "Armed Private Security Companies".

³ "Unarmed security services" are outlined in paragraph 11 of this policy and provided in more detail at paragraph 8 of the "Guidelines on the Use of Unarmed Security Services from Private Security Companies".

C. Applicability

7. This policy is applicable to all persons and organizations of the UNSMS in accordance with the *Security Policy Manual* (SPM), Chapter II, Section A, Framework of Accountability.
8. This policy applies to the selection, contracting and management of any UPSS from private security companies by any organization participating in the UNSMS.

D. General Policy

9. The UNSMS often establishes physical security systems to protect life, maintain order and deter terrorist and criminal attacks against personnel, premises, property and assets of UNSMS members.
10. The representative responsible for the organization's country operation must notify the Designated Official (DO) of the reason for engaging UPSS in the designated area.
11. UPSS duties may include the following:
 - (a) Entry control procedures management, screening, perimeter patrolling, escorts, counter-hostile surveillance, mail screening, responding to alarms and training⁴
 - (b) Security advisory and assessments services
 - (c) Site and specialist technical surveys
 - (d) Installation, maintenance and operation of security technology (e.g., close circuit television, tracking systems and communications)
 - (e) Safety, fire, traffic and medical services
 - (f) Residential guard services
 - (g) Other services as defined in the contract and in accordance with this policy.
12. Further details on the services outlined in paragraph 11 above are contained in the accompanying 'Guidelines on the Use of Unarmed Security Services from Private Security Companies'.
13. By definition, members of private security companies who deliver UPSS shall not, at any time, carry firearms. Their equipment shall be limited to non-lethal equipment and their reactions governed by the criteria on the use of non-deadly force, identified in the UNSMS Use of Force Policy,⁵ applicable host country legislation and international law.

E. Security Risk Management (SRM)

⁴ Such as Safe and Secure Approach to Field Environments (SSAFE) training

⁵ *Security Policy Manual*, Chapter IV, Section H ("Use of Force Policy").

14. The decision to use UPSS must be supported by the SRM process. The SRM process must evaluate any potential negative impacts that the contracting of services from a UPSSs could have on the United Nations system and its programmes.
15. The SRM process will be conducted in accordance with the *Security Policy Manual* (SPM), Chapter IV, Section A, “Policy on Security Risk Management (SRM).”
16. The SRM process must be supported by specific analysis and recommendations on the requirement for an unarmed security capability.

F. Roles and Responsibility

17. When the use of UPSSs is determined by the respective organization’s Representative based on the SRM process as outlined in paragraphs 14–16, the DO, Division of Regional Operations (DRO) and United Nations Department of Safety and Security (UNDSS) will be informed. The latter will be informed by the DO or through the Security Focal Point (SFP) of the organization concerned. Records of these decisions are to be retained in a central repository by the DRO. The “Guidelines on the Use of Unarmed Security Services from Private Security Companies” will outline applicable procurement processes and regulations, including circumstances where immediate emergencies are addressed, in the short-term, in a flexible and practical manner.

G. Authority

18. When contracted by a UNSMS organization, the UPSS provider is performing security risk management functions for the UNSMS at a given location or locations. In accordance with the Framework of Accountability,⁶ United Nations personnel are expected to abide by requests made by the UPSS provider in the conduct of their contracted duties, which forms part of the authorized security policies, guidelines, directives, plans and procedures of the UNSMS.

H. Selection Criteria for the UPSS Providers

19. Where the DO and/or the relevant organization Representative have approved the use of UPSSs, companies bidding for the contract must meet mandatory requirements for consideration of their bid. The mandatory requirements are described in the ‘Guidelines on the Use of Unarmed Security Services from Private Security Companies’ and in the applicable procurement regulations.

I. Screening Requirements for the Personnel of UPSS Providers

20. Any UPSS provider wishing to provide unarmed security services to an organization participating in the UNSMS shall confirm to that organization, in writing, that the mandatory screening process for its personnel, as outlined in the ‘Guidelines for Unarmed Security Services from Private Security Companies’ has been conducted and that only

⁶ *Security Policy Manual*, Chapter II, Section A, paragraph 28

personnel who meet the mandatory requirements will be used to provide unarmed security services to the UNSMS organization in question.

J. Use of Force, Non-Lethal Means and Standard Operating Procedures

21. Any UPSS provider wishing to provide services to an organization participating in the UNSMS is required to develop and implement its own Use of Force Policy that complies with the criteria on the use of non-deadly force included in the UNSMS Use of Force Policy⁷ and that is consistent with the International Code of Conduct for Private Security Service Providers.⁸

K. Training Requirements to be met by UPSS Providers

22. The UPSS provider is required to ensure that its personnel have the requisite skills and experience to perform the services required in accordance with the contract and the standard operating procedures.
23. Before commencing the provision of services to the UNSMS organization in question, the UPSS provider must provide a written certification that each of the company's personnel to be employed in the contract has undergone the training required in the contract and demonstrated the necessary level of associated skill.

L. Management and Oversight

24. As part of the contract execution, the Contracting Officer shall appoint, in writing, a Contracting Officer's Representative (COR). The COR is responsible for the day-to-day oversight of the UPSS provider. The COR shall represent the Contracting Officer in any discussions on contract performance with the UPSS provider as outlined in the Scope of Work and contract.
25. In the case of a single UNSMS organization, that organization shall manage the contract of the UPSS provider.
26. In the case of a common UNSMS facility,⁹ the senior security professional shall be appointed as the COR.
27. The COR must immediately submit a joint report to the Contracting Officer regarding any performance issues or concerns identified along with recommended remedial action.

⁷ *Security Policy Manual*, Chapter IV, Section H ("Use of Force Policy"), paragraph 10.

⁸ See <http://icoc-ppsp.org/>.

⁹ *Security Policy Manual*, Chapter IV, Section E: "Security of United Nations Premises".

M. Training and Compliance

28. This policy is to be part of the training for the DOs, Security Management Team (SMT) members, security professionals and managers in UNSMS organizations who have responsibility and accountability for managing security for their organization.

N. Utilization of Common Security Funding for Unarmed Private Security Companies

29. In instances where UPSS providers are funded through local cost-shared security budgets (LCSSB), a specific budget line indicating the amount for these services must be included in that local security cost-shared budget.

O. Final Provisions

30. This policy is to be made available to all UNSMS personnel.
31. This policy enters into effect on 18 April 2016.