



**Annual General Assembly
Geneva, Switzerland
12 October 2017**

Programme

The 2017 Annual General Assembly will include two parts:

- *Morning*: Sessions for Members and Observers on governance of the Association, updates from the Secretariat, and voting.
- *Afternoon*: Panel discussions for all participants on topical and emerging issues with invited experts and practitioners.

Members & Observers	8:30 – 9:00am	<i>Registration and Welcome Coffee</i>
	9:00 – 9:10am	Opening Remarks
	9:10 – 9:45am	ICoCA Governance Annual Report, Finance Review and Voting
	9:45 – 12:00pm	Secretariat Update Certification, Monitoring & Complaints
	12:00 – 1:00pm	Pillar Meetings Industry, Government, Civil Society and Observer
	1:00 – 2:00pm	<i>Buffet Lunch</i>
	2:15 – 3:30pm	Panel Discussion <i>“Access to Effective Remedy: Strengthening Company Grievance Mechanisms”</i> This session aims to address emerging issues and best practices in designing and implementing company grievance mechanisms in the private security industry. Speakers will discuss a variety of topics including the scope and accessibility of company grievance mechanisms and challenges and lessons learned in providing access to effective remedies in high risk or complex environments.
	3:30 – 4:00pm	<i>Coffee Break</i>
All Participants	4:00 – 5:15pm	Panel Discussion <i>“Client Perspectives on Procurement: Contracting with Private Security Companies”</i> This session aims to address procurement challenges and best practices in contracting private security in high risk or complex environments. Speakers representing both the private and public sectors will offer various perspectives.
	5:15 – 5:30pm	Closing Remarks Results of Board Director Elections
	5:30 – 7:30pm	<i>Reception and Welcome to Executive Director Jamie Williamson</i>