

AGA October 2017

Panel Discussion 1 (2:15pm – 3:30pm)

Access to effective remedy: strengthening company grievance mechanisms

Description

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.

Speakers

Moderator:

Lene Wendland, Chief of the Human Rights and Economic and Social Issues Section, OHCHR

Ms. Lene Wendland is Chief of the Human Rights and Economic and Social Issues Section in the Office of the UN High Commissioner for Human Rights (OHCHR) and heads OHCHR's work on Business and Human Rights. She was part of the team of former Special Representative of the UN Secretary-General on business and human rights, Professor John Ruggie, and contributed to the drafting of the UN Guiding Principles on Business and Human Rights. Lene leads OHCHR's work to support effective implementation of the UN Guiding Principles and directs OHCHR's Corporate Accountability and Remedy Project which aims to enhance accountability and access to remedy in cases of business involvement in human rights abuse. She also directs the secretariat of the inter-governmental working group drafting a legally binding instrument on human rights and transnational corporations and other business enterprises.

Speakers:

Nelleke van Amstel, Programme Manager, DCAF

Nelleke van Amstel is a Programme Manager in the Public-Private Partnerships Division of the Geneva Centre for the Democratic Control of Armed Forces (DCAF) and is mainly responsible for implementation of international standards governing the private security sector (in particular the International Code of Conduct for Private Security Service Providers, ICoC), through policy development and advisory to national authorities, civil society and the private security industry, with a special focus on Latin America and the Caribbean, and West Africa.

Prior to joining DCAF, Nelleke worked for the Netherland's Red Cross as a legal advisor on International Humanitarian Law, and as a trainee at the ICRC Unit for Relations with Arms Carriers. Before that, she also worked at Geneva Call, the Geneva Academy and the Netherland's Ministry of Foreign Affairs.

Nelleke holds an LL.M. from the Geneva Academy of International Humanitarian Law and Human Rights and an LL.M in International and European law from Groningen University.

Andrew Farquhar CBE, Managing Director, GardaWorld

Andrew Farquhar is the Managing Director of the UK arm of GardaWorld based in London. His focus is client management and compliance, especially the improvement of standards of performance and behaviours. He has been the firm's lead for the International Code of Conduct (ICoC) and for full membership of the ICoC Association. He is well placed to encourage clients to fully support the ICoC Association and to drive best practice across the industry. He was the chair of the Security in Complex Environments Group (SCEG) for three years and seeks to rejoin the SCEG Executive Committee later this year.

Prior to his current role he worked as a consultant advising clients on intelligence, strategy and communication. He was engaged as a crisis negotiator working with the insurance industry and supporting host nation governments.

His working life started in the military in 1975, when he joined the British Army. During his military career he has been all over the world. He has specialised in counter terrorism with a focus on intelligence and surveillance.

He has considerable experience working with multi-stakeholder initiatives, especially with Governments, NGOs and the wider security sector. He took an active part at the ICoC Association drafting conference in February 2013.

He has been a member of boards in a variety of roles; from management boards, as a non-executive director, to the chair of charitable trusts.

He was appointed an MBE in 1981 and promoted to CBE in 2003. He was awarded a Queen's Commendation for Valuable Service in 1995 for operational service. He was appointed an Officer Grade of the United States of America Legion of Merit in 2005. He holds eight other medals or decorations.

A graduate of Sheffield University, the Royal Military Academy Sandhurst, the Army Staff College and an alumnus of both Manchester University and London Business Schools.

Eddy Stam, Head of UNI Property Services, UNI Global Union

Mr Stam is a seasoned trade unionist who worked for over 25 years for trade unions. Starting of as a regional officer in industrial sectors in the Netherlands he became the national negotiator for the cleaning sector in NL for several years, initiated innovative campaigns in the sector and was a member of the national sectoral committee on "ongewenst gedrag" (unwanted behaviour). Mr Stam then became a senior policy adviser for the European Metalworkers Federation in Brussels (aerospace, rail and infra and industrial policy) where he also served as harassment officer under Belgian law. He returned to the Netherlands to become head of the collective bargaining department of a Dutch public service union. Mr Stam is since November 2016 Head of Department property services (cleaning and security) for UNI Global Union in Switzerland. UNI represents more than 20 million workers from more than 150 countries in the fastest growing sectors in the world – skills and services. It has entered into over 50 Global Agreements with multinational companies that have set fair standards and conditions for their more than 10 million workers around the world. UNI Property Services represents cleaners and security workers and has global agreements with four major MNC's in the sector: G4S, Securitas, ISS and Loomis. UNI Property Services brings together approximately 130 national unions around the globe working together in 77 countries.

Charlie Mayne, Managing Director, VSC Security

Charlie Mayne is an Industry member of the ICoCA Board. He has been the Managing Director of VSC Security since 2006. In this position, he has gained practical strategic knowledge of the challenges facing organisations operating in complex environments. Through this experience he has developed a keen understanding of the need to provide security services that are sensitive to conflict and adhere to international guidelines.

Since joining the Board of the ICoCA he has supported the development of complaint procedures. This involvement has developed his understanding of how a complaints or grievance mechanism can directly support the provision of effective security services. In his commercial role he has direct experience of how a complaints procedure can work and the importance of making this as accessible as possible.

Before joining the security industry he enjoyed a varied and challenging career as an Officer in the Royal Marines. He has been working in Iraq and latterly the Kurdistan Region for more than a decade and has an in depth understanding of how commercial security can be sustainably deployed in challenging geopolitical environments. Charlie has a B Eng degree from Edinburgh University and a PG Dip in Security and Risk Management from the University of Loughborough.