

MPS 11 – Human Rights and Community

****Category:**** People and Culture

****Tags:**** human rights, VPSHR, community engagement, stakeholder engagement, security management, risk assessment, people and culture, use of force

****Description:**** Minimum Performance Standard for Human Rights and Community Management. Defines the intent, required actions, and guidance for implementing a rights-respecting approach to security and community interactions. Integrates stakeholder engagement, human rights risk assessment, responsible management of public and private security providers, and robust controls for use of force and firearms. Aligns with the VPSHR, UNGPs, and other best practices to promote effective, accountable, and respectful operations in all contexts.

Assessment Criteria (Structured)

1. 1.

****Requirement:**** An approved Human Rights Policy must exist, clearly stating the organisation's commitment and being communicated and available to stakeholders.

****Evidence:**** Published and signed policy document, internal and external communication records.

2. 2.

****Requirement:**** A stakeholder engagement strategy must be developed and include records of consultations and outcomes.

****Evidence:**** Meeting logs, consultation summaries, stakeholder feedback.

3. 3.

****Requirement:**** Security and human rights risk assessments must be conducted, including analysis of community and operational impacts.

****Evidence:**** Assessment reports with risk maps and mitigation plans.

4. 4.

****Requirement:**** Procedures for interacting with public security providers must be documented and include use-of-force expectations.

****Evidence:**** MOUs, protocols, or policy documents addressing conduct and coordination.

5. 5.

****Requirement:**** Contracts and SLAs with private security must include human rights clauses, force standards, and accountability mechanisms.

****Evidence:**** Signed agreements with compliance clauses and monitoring records.

6. 6.

****Requirement:**** Screening, vetting, and background checks must be completed for all security personnel, including third-party providers.

****Evidence:**** Background check logs, vetting procedures, and HR files.

7. 7.

****Requirement:**** Security personnel must be trained in human rights, conflict de-escalation, VPSHR, and legal use of force.

****Evidence:**** Training attendance records, evaluations, and content outlines.

8. 8.

****Requirement:**** Procedures must exist to manage grievances and human rights abuse allegations.

****Evidence:**** Reporting forms, remedy pathways, and protection procedures.

9. 9.

****Requirement:**** Protocols for community engagement must be documented to foster trust and support local stability.

****Evidence:**** Community engagement plans and communications materials.

10. 10.

****Requirement:**** Regular management reviews of human rights and community performance must be conducted.

****Evidence:**** Review reports, VPSHR self-audits, and action plans.

11. 11.

****Requirement:**** If subscribing to VPSHR, a full implementation plan, annual reporting, and improvement actions must be in place.

****Evidence:**** VPSHR documents, reports, and feedback records.

12. 12.

****Requirement:**** If not subscribing, an alternative risk management framework aligned with VPSHR principles must be implemented.

****Evidence:**** Internal framework documents demonstrating VPSHR alignment.

13. 13.

****Requirement:**** If firearms are used, a Firearms Management Program must exist, covering compliance, storage, and training.

****Evidence:**** Firearms policy, issuance logs, training certifications, and review records.

14. 14.

****Requirement:**** Post-incident reviews must be documented for all use-of-force events involving firearms or weapons.

****Evidence:**** Investigation reports, accountability reviews, and CAPA documentation.