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Partner Liaison Security Operations Services Guide for Nigeria

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The USAID PLSO Nigeria Project

Risk and Strategic Management, Corp - or RSM - have been selected by USAID to implement the Nigeria Partner Liaison Security Operations - or PLSO - project. The PLSO project is designed to provide the USAID Implementing Partner community with a range of services intended to support the management of security risks for organizations operating within Nigeria; protecting people, operations, facilities and assets, information, business interests and the hard-won reputation of USAID Implementing Partners.

The services provided to USAID Implementing Partners within Nigeria come at no cost, and include:

- Time-sensitive threat reporting [Text Alerts and Email Alerts].
- Online ‘Know-Before-You-Go’ training and new arrival security awareness briefings.
- Internationally certified training for leaders, staff and drivers [online and in-person].
- Briefings for leaders on security risk management in Nigeria.
- Security document framework templates and online tutorials.
- Office and operating area security risk assessments.
- A fusion point for Implementing Partner and private sector collaboration.
- Opportunities for workshops and networking to build a community of risk practitioners.
- The identification and consolidation of useful suppliers and vendors within Nigeria.
- Useful report and publication resources.
- Program start-up and expansion advisory services.
- A consolidation point to raise common community security needs and concerns to USAID.

The PLSO Nigeria team will also seek to establish a ‘Training Clinic’ with IT assets and strong bandwidth for those attending eLearning training in order to overcome bandwidth challenges; facilitating rapid knowledge and skills growth within the field of security and emergency risk management.

The PLSO Nigeria team is not seeking to replace any existing security standards, practices, resources or expertise the Implementing Partner community already has in place. Nor will it dictate how Implementing Partners address security risks, or react to emergency situations. Rather, it is designed to augment the current measures and resources USAID implementors are using to address security risks in Nigeria; providing advice, tools and training to build capacity within individual organizations, and the community as a whole. The team’s goal is to act as a force multiplier within the community, enhancing the ability of Implementing Partners to identify emergent threats, respond to risk and deal with incidents.

In addition to supporting activities within Nigeria, the RSM PLSO Team can also provide briefings to those within, or visiting from, an Implementing Partner’s Home Office; supporting organizational level knowledge-led decision making on security risk management in Nigeria.

Supporting the Implementing Partner Community

The PLSO team will provide a number of specific services for the USAID Implementing Partner community, both in Abuja, as well as in the field where work is delivered, including:

- **Threat and Security Reporting:** Acting as the fusion point for time-sensitive threat reporting. The PLSO team will encourage Implementing Partners to channel real-time information to support Text and Email Threat Alerts, as well as scheduled weekly security reporting. Your information will be combined from multiple sources of reporting to provide rapid insights into emergent threats or occurring risks. It will be sanitized so that no proprietary information is shared with other members of the community.
- **International Staff Security Briefings:** The PLSO team will offer an online ‘Know-Before-You-Go’ video for international travelers on pre-deployment considerations before travel starts, and can then provide new arrival security awareness briefings for first-time, returning or long-term visitors to Nigeria. The team will also provide 90-minute in-person briefing sessions on personal safety, security and cultural awareness; including addressing gender risks. And, the team can brief your senior leaders or security professionals on the security situation at a national and local level.
- **Online and In-Person Leadership Training and Exercising:** The PLSO team offers free 12-month online training access to Chief of Party and Security Focal Point training. The training is externally certified by the Institute of Leadership Management, Human Resource Certification Institute and Society for Human Resource Management. And, RSM will run a series of one day workshops for Chiefs of Party, and one day courses for Security Focal Points on risk management, operational security risk management, and emergency management. The team can also run facilitated an online supported 90-minute Local Incident Management Team exercises.
- **Staff Security Awareness Training:** The PLSO team can provide half-day and full-day personal safety, security and emergency response training courses for long-term international staff, and most critically, for local national Nigerian staff. And, this training includes using Virtual Reality immersive training resources to bring the training to life.
- **Safe Driver Training Program:** The team can also provide 2-day Safe Driver Training programs of instruction to help reduce risky driving practices, as well as increasing driver knowledge and skills associated with security risk and response actions to hostile situations.
- **Security Planning Briefings for Leaders:** The PLSO team can provide planning briefings to Chiefs of Party and security professionals or security focal points on security risk management, as well as help projects plan for identified periods of elevated risk. These can be scheduled, or can be event driven.
- **Security Document Design:** The team will also provide in-person mentoring and online video tutorials on how to design documented safety, security and emergency management systems; and will provide start-point framework documents.

- **Risk Assessments:** The team can deploy to your office or operating area to assist with security risk assessments; working with your leaders, security professionals, vendors or focal points to conduct risk assessments on facilities and operating areas.
- **Stakeholder Fusion Point:** The team will seek to act as a fusion point for Implementing Partner and private sector collaboration, encouraging the sharing of information, experience and knowledge on how to address security risks; for the benefit of all. And, the team will promote opportunities for professional and personal growth through recognizing those contributing to managing security risks for the community.
- **Useful Support and Resources:** The PLSO team will seek out and provide details on useful safety, security, communications and logistics product and service providers within Nigeria, and will consolidate information provided by the Implementing Partners and private security before sharing this within the community – for the benefit of all.
- **Project Start-ups and Expansions:** The PLSO team is also available to support project start-ups and expansions, offering useful ideas, information and networking opportunities to ensure security risk management requirements are supported from day one.

The RSM PLSO team are seeking to augment the community of risk practitioners within Nigeria, working principally to support USAID Implementing Partners, but recognizing that the security of aid and development operations in Nigeria can only benefit from collective effort, also extending this support to other donor-funded implementors, as approved by USAID. As such, if your organization has projects funded through sources other than USAID, and including non-US government donors, then please contact the team to explore what support and resources may be available to these projects.

What we need from you!

In order for the project to maximize its effectiveness the PLSO team requires engagement from you. This includes:

- Nominate a focal point for engagement with the PLSO Nigeria team;
- Tell us who you would like to register in the Chief of Party and Security Focal Point online risk leadership courses;
- Meet with the PLSO Nigeria team, in Abuja and in the field;
- Contribute to the reporting of threat information for analysis and sharing; and
- Tell us about any useful suppliers and vendors which might be useful for your peers.

The mission of the USAID Nigeria PLSO project is to provide Implementing Partners with the support needed to understand, control and respond to security risks in Nigeria, helping to protect your people, operations, facilities and assets, information, business interests and your organizational reputation.

For more information on the PLSO Nigeria project, or to request support, please email: copplsonigeria@rsmconsulting.us