



# HNPW x GISF

## 2 - 20 May 2022

Integrating Security Risk Management Across Humanitarian Action

Complete session summaries, resources, and recordings



3rd May | Virtual

### **Physical and Mental Wellbeing: Why an integrated approach to SRM is important**

Speakers: Philipp Burtzlaff (CBM), Lisa Reilly (GISF), Steve Dennis (SMRT Consulting), Dr Liza Jachens (Webster University Geneva)

Why do so many aid organisations, despite their best intentions, still get it wrong when they strive to ensure physical and mental wellbeing of their staff? In what ways is good security risk management important to the physical and mental wellbeing of staff?

This session delved into the details which can lead to the drastic difference between worst case and best-case outcomes of security risk management. The impacts on staff health, wellbeing and retention, trust relationships between employee and employer, as well as reputational considerations are too important to neglect. Participants were given the opportunity to join the panel discussion on what elements of physical and mental support we offer our staff during and following an incident or crisis situation, what role individuals and organisational resilience play, and why we are only safe if we are all safe.

The objective of this session was to raise awareness of the direct importance of Security Risk Management for ensuring mental as well as physical well-being across the humanitarian sector. It addressed and identified cross-cutting issues such as the importance of a person-centred approach for equity and inclusivity in SRM, why it is vital to consider the well-being of local partners, and the impact of our digital world on security risk management and well-being.

External experts shared their knowledge and best practices on what individuals and organisations can do to make a difference. The session was targeted at individuals who support, are connected to or have been involved in security and health related incidents in aid organisations. This could be staff from support functions, such as Health, Safety, Security, HR, staff care as well as supervisors, managers, and others.

#### **Resources:**

- GISP Website (<https://gisf.ngo/>)
- Lisa Reilly Website ([www.lisareilly.co.uk](http://www.lisareilly.co.uk))
- Steve Dennis Consulting (<https://www.stevedennis.ca/>)
- CBM (<https://www.cbm.org/>)
- CHS Alliance (<https://www.chsalliance.org/>)
- Headington Institute (<https://www.headington-institute.org/>)
- Duty of care paper (<https://gisf.ngo/wp-content/uploads/2022/04/EJOP-editorial.pdf>)
- UN mental health strategy (<https://gisf.ngo/wp-content/uploads/2022/04/UN-mental-health-strategy.pdf>)
- Line Manager Guidance (<https://gisf.ngo/wp-content/uploads/2022/04/Line-manager-guidance-on-managing-mental-health-work.pdf>)

**You can view the session recording, here:** <https://youtu.be/yba46wqkGw8>

4th May | Virtual

### **A Person-Centred Approach to Security Risk Management: Benefits and challenges**

Speakers: Philipp Burtzlaff (CBM), Lisa Short (Areté Business Performance), Bridget Hancock (UNHCR)

There is a growing discussion within humanitarian security risk management (SRM) about the importance of a 'person-centred approach (PCA)'. While to some this seems like an unnecessary statement, for many it provides an opportunity to highlight that effective SRM must consider the needs of the individual, as an individual, and not based on a 'generic aid worker'. Why is this important?

One of the biggest challenges faced within the humanitarian sector is the turnover of staff. A problem exacerbated when staff do not have their basic needs met, which, from Maslow's hierarchy of needs, includes safety and security. When informed consent ensures that everyone understands what threats they

face because of their individual characteristics, the more trust they will have in the organisation to look after them, and the more effective they will be in completing their given tasks.

This session looked at what a person-centred approach in security risk management looks like in practice. With case studies presented by both NGOs and the UN to demonstrate some of the benefits and challenges faced by both NGOs and UN in implementing this approach.

**Resources:**

- Intersectionality (<https://gisf.ngo/wp-content/uploads/2022/05/intersectionality-.mp4>)

**You can view the session recording, here:** <https://youtu.be/FiLw7J1QSak>

10th May | Hybrid

**Building an Organisation Culture for Effective Security Risk Management: Exploring element of Duty of Care before, during and after incidents**

Speakers: Steve Dennis (Steve Dennis Consulting), Christine Williamson (Duty of Care International)

Building on recent survey results (Incident support in aid organizations, survey open until Feb 10, 2022), Christine Williamson and Steve Dennis are studying how aid organisations currently implement support to staff injured or harmed in workplace incidents.

The goal of this session was for participants to gain a deeper understanding of key elements of incident support, with results from the survey shared and discussed. Participants went through an example 'stress test' where they worked with peers in other organizations to discuss components of support throughout phases of an incident.

The session was targeted at individuals who support, are connected to or have been involved in workplace incidents in aid organizations, from support functions, such as Health, Safety, Security, HR, staff care to supervisors, managers, and others.

**Resources:**

- GISF Resource: '[Family First: Liaison and support during a crisis](#)'
- GISF Resource: '[Duty of Care: A review of the Dennis v Norwegian Refugee Council ruling and its implications](#)'
- Duty of Care International, [website](#)
- Steve Dennis Consulting, [website](#)

**You can view the session recording, here:** <https://youtu.be/Z9i8PidHn44>

12th May | Hybrid

### **Fixing the blind spot: Private security contracting in the humanitarian sector**

Speakers: Panos Navrozidis (GISF), Jamie Williamson (ICoCa)

Private security has never been on the agenda of humanitarian conferences, yet the use of private security companies by aid agencies is a growing phenomenon and should be a matter of concern for security and operational managers as well as for humanitarian donors.

In the not-so-distant past, international aid agencies used to manage their security much more through dialogue, negotiated access, and trust-building with the communities, local authorities, and armed actors in the areas where they were operating. But UN and NGO clients alike now pay security companies dozens of millions and it can make up a fair percentage of their overall spending in some of the most dangerous countries. Contracting PSPs may create serious concerns in terms of adherence to humanitarian principles, leading to risks for the security, reputation, and acceptance of humanitarian organisations.

Are humanitarian actors equipped to make informed decisions when contracting PSPs? In this session, panelists discussed the findings of a recent joint research by the ICoCA and GISF Private security contracting in the humanitarian sector: time to take responsibility“. They also came with recommendations for humanitarian actors, their donors and the private security sector.

#### **Resources:**

- GISF Resource '[Security to Go, Module 14](#)', [full edition](#)
- iCoCA '[Private Security Contracting in the Humanitarian Sector: time to take responsibility](#)'
- [Misconduct Disclosure Scheme](#)
- iCoCA '[Guidelines for private security providers on preventing and addressing sexual exploitation and abuse](#)'

**You can view the session recording, here:** <https://youtu.be/Vb9vcOBShrc>

12th May | Face-to-Face

### **How Technology is Changing Security Risk Management in the Humanitarian Sector**

Speakers: Lisa Short (Areté Business Performance), David Clamp (Raleigh International)

Digitisation and technology are advancing so rapidly that changes that once took centuries now happen in years or months. In the past 18 months, the equivalent of 21 years of change has occurred which is at a faster pace than most humans can adapt. While the 'digital revolution' remains a strongly positive enabler, allowing the world to communicate, work and engage better with business communities globally, it does bring new challenges, risks, and opportunities for the humanitarian sector and security risk management. The threat terrain, complexity of risk, multiplicity of intent and global impact and the intersection of the sheer volume of information in a digital world has created an ever-changing landscape for the humanitarian sector.

The Bit by Bit report has highlighted three guiding principles government and business can benefit from moving forward when advancing a culture of innovation and also developing and deploying technology to support us be digitally safe and trusted. Focus on the mission, demonstrate the value of technology, and most importantly don't forget the people! This requires exploring, understanding and managing changed actions to new intersectionalities of the technologies that are both fundamental and driving Society 5.0 and beyond, with the critical need to keep pace.

#### **Resources:**

- Bit by Bit report: '[Impacts of new technologies on terrorism financing risks](#)'
- Bit by Bit report '[Three lessons governments learned using technology during COVID-19](#)'

**You can view the session recording, here:** [https://youtu.be/\\_pMXxqpHDPY](https://youtu.be/_pMXxqpHDPY)

12th May | Hybrid

### **Inclusive Security, balancing aspirations, and constraints**

Speakers: J-P Kiehl (ICRC), Catherine Deseure Plumridge (UNDSS)

The purpose of this session was to highlight the aspirations of inclusive security, constraints to implementation and suggested approaches. This was to address specific security needs of personnel according to their personal profile, which is often not understood, not planned for, or consistently met. Practice has not caught up with Strategy or Policy in its application at all stages of the employment cycle. This session sought to start the collective solving of this issue.

**Resources:**

- GISF | Inclusivity Podcast Series | [E1: Introducing a person-centred approach](#)
- ICRC Manual: Safe – [Security and safety manual for humanitarian personnel](#)

**You can view the session recording, here:** <https://youtu.be/zNwSczKP0qY>

17th May | Virtual

**How does race and racism impact aid workers' security?**

Speakers: Léa Moutard (Independent Consultant), Tara Arthur (GISF), Elodie Leroy-Lemoigne (Plan International), Saara Bouhouche (WCAPS)

'Race', ethnicity, and nationality are key factors influencing the safety of aid workers, operations and organisations. However, their interconnection is rarely discussed and included in NGOs' current work to implement a person-centred approach to SRM. Many security managers – and aid workers alike – feel uncomfortable even talking about these issues, afraid of saying the 'wrong thing'.

This session introduced GISF's new article entitled: Toward inclusive security risk management: the impact of race, ethnicity, and nationality on aid workers' security ; which seeks to encourage informed conversations by unpacking the ways in which race, ethnicity and nationality can affect the security risks aid workers face and the way they are managed.

The session included an opportunity to hear discussions from featured stakeholders who have contributed to the articles development and created a space for participants to ask questions.

**Resources:**

- ODI HPN Publication: '[Should we discriminate in order to act profiling a necessary but debated practice?](#)'

You can view the session recording, here: <https://youtu.be/CwihSHTcGu8>

19th May | Virtual

### **Tackling Mis-information and Dis-Information in Humanitarian Response**

Speakers: Lisa Short (Areté Business Performance), Sandrine Tiller (MSF)

In February 2022, the Digital Humanitarian Network [DHN] supported by UN-OCHA published a report by Kristen Pearns and Andrej Verity Mis & Disinformation: Handling the 21st Century Challenge in the Humanitarian Sector. The report arrived at a conclusion that given the pervasiveness of mis and disinformation in several domains, there is reason to believe the humanitarian sector is highly susceptible to becoming a direct or indirect target on a regular basis. However, the spread of false and/or misleading information is not new. A brief peek into the twentieth century provides us with examples such as Joseph Goebbels's machinery of Public Enlightenment. Today's information ecosystem though, has drastically changed the ways in which mis and disinformation are produced, disseminated, and consumed and the intent behind their initiation. False information is also rampant, and collectively during Covid 19 a new term called an 'infodemic' was coined and evidence is showing that that distrust in traditional and digital news media leads to selective exposure to news which can break the chain of being informed.

This session explored an understanding of what false, mis and disinformation are and how they have become more pervasive in several discourses, including humanitarianism. It was framed around the key points from the UN-OCHA Report and looked at how social engineering is being utilised and what actions the humanitarian sector needs to take to mitigate risk.

#### Key Messages Impacting the Infodemic Phenomenon

- The plethora of social media platforms and the technological architecture that run them, such as algorithms, bots and fake accounts.
- The COVID-19 pandemic and the influx of information, good and bad, online.
- The changing demographic of social media users – to younger generations, such as Generation Z, Millennials and Generation X – and their content consumption.
- A lack of sufficient digital literacy and critical-thinking skills in today's media-rich environment.
- Underlying social, cultural, and political issues.

#### Resources:

- Internews, [Misinformation and Disinformation article](#)

- Relief Web '[Mis and Dis information handling 21<sup>st</sup> Centiry century challenge humanitarian sector](#)'
- Relief Web Report – [How an outbreak became a pandemic](#)
- ICRC [blog on Misinformation](#)

**You can view the session recording, here: <https://youtu.be/yqwylVD1nol>**