

INCIDENT ANALYSIS

Gather the facts

When an incident occurs, once the personnel and assets are safe, it is important to accurately reconstruct the facts (what happened? in what order? who was involved? exact location? time? how did the incident unfold?), in order to:

- Write an accurate incident report/ file a precise complaint;
- Verify the application of our existing security rules;
- Understand the responses of our staff/ identify areas for improvement;
- Understand the operational procedures of those responsible for the incident.

Having the involved staff collectively reconstruct the sequence of events can help them move beyond the incident.

Analyse

Understand the motivations

Once the facts are precisely established, analyse the causes of the incident:

- Who is responsible for the incident (if it is criminal)?
- What is the interest/motivation of the perpetrators?
- Is the NGO specifically targeted? Is one or more of its staff members targeted?
- Was the NGO in the wrong place at the wrong time?

Analyse operational modalities

- Compare with the operational modalities of previous incidents in the area (methods used, targets, types of individuals involved, languages spoken, specific demands, location, time of the incident).
- Compare with the NGO's operational modalities.
- Review mitigation measures and/or revise the risk analysis if needed.

Don't forget to question internal behaviours

- How did our team react? Were our procedures adequate? Known? Were they followed?
- How was the support and response to the incident handled? Did we meet the challenge, and are we prepared to respond to future incidents?

Review, decide, and implement

- Based on the analysis,
- Internal/external, global/local measures and actions.

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- Be precise and neutral in documenting the facts.
 - Compare with other incidents that occurred in the area.
 - If the incident is the first of its kind, seek contextual explanations.
 - Share your analysis and questions with INSO and other NGOs.
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