

SECURITY INCIDENT MANAGEMENT

What should be reported?

- All **incidents** affecting the people, assets, operations, or reputation of the NGO.
- **"Near miss"** incidents, avoided by chance or mistake.
- **Threats** targeting the people, assets, operations, or reputation of the NGO.

During and just after an incident

	Victims (Involved in the Incident) 	Safety & Security Manager (Not Involved in the Incident) 
	Safety of people + avoid aggravating the situation	
During the incident	Stay calm Team leader leads the response Others follow instructions	Is there any immediate danger? Locate the team and provide assistance if it is safe to do so Possible ad hoc security measures for other teams
After the incident	Verbal incident report Watch your stress level	Well-being of the staff involved - Gather the facts - Write security incident report - Conduct incident analysis - Implement internal and external actions

As a team leader directly exposed to the incident

- Breathe before reacting!
- Ensure the safety of people (you and your colleagues)
- Avoid making the situation worse (actions and behaviour)
- Communicate when it is safe to do so.

As a Safety and Security Manager

- Locate the team in danger as quickly as possible.
- Provide immediate assistance if necessary and safe.
- Take ad hoc safety measures for other teams, if necessary.

➤ Be prepared to manage a critical incident: review your notes, know where your crisis management documents are, and stay reachable.