SECURITY INCIDENT INFORMATION MANAGEMENT
HANDBOOK

TOOL 4:
INCIDENT REPORTING TEMPLATE
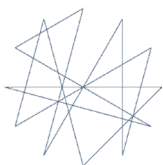
Immediate response

Security

Incident

Strategic decision-making

Organisational security risk management

Management

Information

Lessons learned and applied

Understanding the operational context

Tools

TOOL 4: INCIDENT REPORTING TEMPLATE

This template looks at the most immediate information needed for security incident management and preliminary analysis.

INCIDENT REFERENCE NUMBER:	
Reliability of the source and validity of information estimation[37] (according to the approved matrix):	

1. CONTACT DETAILS OF AUTHOR	
Author of the report:	Full name, position (relationship to organisation if external)
Is the author of the report the staff member involved in the incident?	Yes / No
Date of the report:	Date of submission (and version of report if not the first submission)
2. GENERAL INFORMATION ON THE INCIDENT	
Location:	Exact details on the location of the incident (including GPS coordinates if possible)
Country programme:	Exact details on the NGO programme(s) it affects
Date of the incident:	Date of the incident (if single) or detailed sequence of the incidents if multiple events
Time of the incident:	Exact time of the incident (if single) or detailed sequence/timing of the incidents if multiple events (time of the day / night)
3. CATEGORISATION OF THE INCIDENT	
Type of incident:	Intentional or accidental; Internal to the organisation or external; Hijacking; theft; robbery; extortion; road traffic accident; etc.

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[37] This can be either stated at the beginning of each report or as a note within the content of the report.

4. INDICATE SEVERITY OF THE INCIDENT	
Near miss	Any situation in which a security incident almost happened but did not, or happened near an aid worker/agency/programme, or where those affected were able to avoid any serious harm.
Non-critical	People have not been physically and/or psychologically threatened. No injury.
Moderate	People have been physically and/or psychologically threatened. Minor injuries that do not require extended medical follow-up.
Serious	Serious injuries that require extended medical follow-up. Serious threat to physical and/or psychological integrity.
Lethal	A staff member of the organisation is dead as a direct consequence of the incident.
Still unknown	

5. DESCRIPTION OF THE INCIDENT
Briefly but precisely provide an overview of the event.

6. VICTIM(S)	
Full name(s):	Please indicate whether the victim is national or international staff member?
National / International staff:	What is their nationality?
Gender:	Male(s) or Female(s) or Other
Age:	How old is the victim(s)?
Other details relevant to the case:	Was the person suffering any disability or sickness that could have impacted the event?
Seniority and position in the organisation:	How long has the person been working on the programme? Position/responsibility of the victim within the organisation.
Victim's current state:	Unharmed, injured (specify the seriousness, physical or psychological) or dead.

7. WITNESSES
Indicate the full name(s) and personal contact details of the people present when the incident occurred and who can help to clarify the facts.

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8. IMMEDIATE ACTION TAKEN FOLLOWING THE ACCIDENT	
Internal contacts:	Who has been informed internally about the incident (programme/mission)?
External contacts: *Donors:* *Other humanitarian/development organisations:* *Media:* *Other:*	What external authorities (local or national administrative and/or judicial, military) have been contacted following the incident?
Actions taken affecting programmes:	The incident has consequences for the programme such as the reduction of staff or the cessation of activities or the programme as a whole.
Actions taken affecting involved staff:	Follow-up/debriefing/counselling is/was necessary for staff involved in the incident.

9. PRELIMINARY ANALYSIS – RISK(S) FOR THE PROGRAMME	
Operational:	If the incident involves new risks or increases a pre-existing one for the organisation's operations, please specify.
Human Resources:	What mitigation actions were taken? If the incident involves new risks or increases a pre-existing one for the organisation's staff, please specify.
Financial/Material:	What mitigation actions were taken? If the incident involves new risks or increases a pre-existing one at the financial level or for the properties of the organisation, please specify.
Legal/Reputational:	What mitigation actions were taken? If the incident involves new risks or increases a pre-existing one at the legal level or for the image of the organisation, please specify.
Other:	What mitigation actions were taken?

10. HQ SUPPORT
Indicate whether headquarters support is necessary and, if so, what type of support is needed.

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