

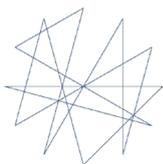
SECURITY INCIDENT INFORMATION MANAGEMENT HANDBOOK

TOOL 2: TYPOLOGY OF INCIDENTS



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Aid in Danger



**Insecurity
Insight**

Data on People in Danger



TOOL 2: TYPOLOGY OF INCIDENTS

The following definitions of different types of incidents are given as an indication. Organisations do not have to use all the categories in their security incident information management. However, they are encouraged to use the proposed standard definitions to facilitate data exchange and cross-agency comparisons.

Incidents are defined in broad categories (such as accident, authority action, crime etc.) and associated subcategories. Agencies may choose to only use the broad categories, selected sub-categories or the broad categories and sub-categories combined.

The broad categories fulfil different functions. Some classify the event by impact (e.g. death or damage). Others describe the nature of the event (e.g. sexual violence) while others include some information on the perpetrator in addition to describing the nature of the event (e.g. crime or authority action). Others classify the context in which the event occurred (e.g. general insecurity) while other categories describe the means (e.g. use of weapons). Others classify the agency response.

It depends on the analytical focus which categorisation is the most appropriate. A single event can be considered from a variety of perspectives.

For most events, more than one of the broad categories are relevant. The subcategories can be treated as mutually exclusive, which means that only one of the subcategories usually applies.



See also the definition of event categories used in Insecurity Insight trend analysis and the data on the [Humanitarian Data Exchange](#).

| BROAD CATEGORY | SUB-CATEGORIES | DEFINITION |
|--|---|---|
| Accident Illness Natural disaster Any road traffic accidents involving staff members or agency vehicles and other incidents that were not intentional, accidents, disasters or sudden illness. | Accident: Death | Any unintentional death that cannot be attributed to natural causes. Causes of accidental death may include vehicle accidents, complications from injuries, etc. |
| | Accident: Other | A random incident that results in harm to staff and/or damage to the organisation's property. |
| | Accident: Vehicle | An accident involving an organisation's vehicle. Vehicle refers to any form of transportation, including, but not limited to, cars, trucks, buses, motorcycles, etc. |
| | Accident: Natural fire | Any fire damaging the property or endangering staff of natural or unintentional cause. |
| | | This may include wildfires or accidental fires (such as electrical fires or gas leaks), etc. |
| | Illness | Any serious illness of an employee. |
| Authority action (AA) Direct or indirect actions taken by a state or non-state actor that impede the delivery of aid. | AA: Abuse of power | The use of legislated, executive, or otherwise authorised powers by government officials for illegitimate private gain. An illegal act by an office-holder constitutes abuse of power only if the act is directly related to their official duties. |
| | AA: Access denied | Acts that a) prevent an organisation from reaching beneficiaries or potential beneficiaries for needs assessments or direct service provision or acts that b) prevent beneficiaries from reaching services provided by an organisation. |
| | AA: Accusations | A charge by the authorities of the host country of wrongdoing. |
| | AA: Application of laws | Application of existing or new laws, executive orders, decrees, or regulations that, when applied, have an actual effect on the delivery of aid. This might include confiscation of equipment, putting people/organisations on watch lists, etc. |
| | AA: Arrest (See also Charges, detentions and imprisoned) | Arrests of staff. The arresting party must be operating in a governmental capacity (such as the police) in order to differentiate this incident from a hostage-taking incident. Arrests usually follow formal charges. |
| | AA: Charges | Formal legal charge made by a governmental authority asserting that a staff member or the organisation has committed a crime. |

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| Authority action (AA) Direct or indirect actions taken by a state or non-state actor that impede the delivery of aid. | AA: Checkpoint | A non-border or frontier checkpoint erected in areas under military, paramilitary, or armed group control to monitor or control the movement of people and materials that impact the delivery of aid. |
| | AA: Denial of visa | Delay or denial of an official stamp, visa, or other permit granting permission to enter a country or territory within a country required to deliver aid. |
| | AA: Detention | Keeping a staff member in custody prior to official charges or without any official charges; includes temporary detention for hours or days. |
| | AA: Expulsion | Act of forcing a staff member or organisation to leave a country or territory. |
| | AA: Fine | Money that must be paid by the organisation as a punishment for not obeying a rule or law. |
| | AA: Forced closure | Order by government or other authorities to halt operations in a country or territory; includes closure affecting only one or multiple programmes. |
| | AA: Government action | Action by host or donor government that has a direct or indirect impact on the financial ability of an agency to deliver aid; includes freezing of funds, introducing taxes, or ending subsidies. |
| | AA: Imprisonment | Holding of a staff member in a known official or unknown location, such as a prison, often following formal charges. |
| | AA: Introduction of laws | Refers to the drafting or voting on laws, executive orders, decrees, or regulations that, when applied, will have a potential or actual effect on the delivery of aid. This can include, but is not limited to, restrictive registration procedures, import regulations, or regular disclosure of financial sources. |
| | AA: Investigation | The process or act of examining facts related to allegations against staff members or the organisation. |
| AA: Property entry search | Search of a premise by external authorities. | |
| Crime Criminally-motivated incidents that affect an agency's or staff's property. | Crime: Armed robbery | A robbery at gunpoint or in which the perpetrators of the robbery carried firearms that affected employees or property. |
| | Crime: Arson | Any fire damaging property or endangering employees that is caused intentionally. Arson includes, but is not limited to, the use of incendiary devices, the intentional sabotage of electrical systems or gas lines/tanks, and the use of an accelerant to destroy the property. |

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| Crime Criminally-motivated incidents that affect an agency's or staff's property. | Crime: Blackmail | Threats, extortion or the manipulation of someone to compel them to do something; includes obtaining something, especially money, through force or threats. |
| | Crime: Break-in | The act of unlawfully gaining entrance into aid agency premises or vehicles, with the intention of theft. |
| | Crime: Burglary | Break in to a staff residence, usually with the intention of theft. Use if individuals were sleeping or otherwise unaware of the break-in. |
| | Crime: Carjacking/ Hijacking | Any incident in which a vehicle containing an employee(s) or owned by the organisation is forcibly seized. |
| | Crime: Cyber attack | Deliberate exploitation of computer systems, technology-dependent enterprises and networks resulting in disruptive consequences that can compromise data and lead to cybercrimes. |
| | Crime: Fraud | Wrongful or criminal deception intended to result in financial or personal gain. |
| | Crime: Intrusion | Wrongful or unauthorised entry into aid agency premises, vehicles or staff residences by criminals or civilians (but not state authorities). |
| | Crime: Looting | Theft during unrest, violence, riots or other upheavals. |
| | Crime: Piracy | Attacking and robbing ships at sea or boats on rivers. |
| | Crime: Robbery | Events in which a) the perpetrator was not armed, b) the staff member was present during the incident and fully aware of being robbed, and c) assets were taken. |
| | Crime: Theft of property | Any situation in which personal property is stolen from an employee or location without the crime victim being aware of the items being taken. |
| | Crime: Theft of organization's property | Any situation in which property (above a predefined value) is stolen from an organisation without a staff member observing how the property is taken. |
| Crime: Vandalism | Deliberate destruction of or damage to agency or staff property. | |
| Damage Any damage to agency property. | Damage to property | Any damage or harm, in excess of a predefined amount, that is done to the organisation's property, either unintentionally (e.g. natural disasters, accidents, and the like) or intentionally (e.g., riots that cause property damage, and the like). |

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| Death Any death of staff members by any cause. | Death: Accident | (See Accident) |
| | Death: Intentional (homicide) | (See KIK) |
| | Death: Natural | Any death that can be attributed to a natural cause, such as heart attack, illness, or stroke. |
| | Death: Suicide | The voluntary and intentional death of an employee by their own hand. Suicide is defined as the voluntary and intentional taking of one's own life. |
| General insecurity (GI) Incidents related to the general context that cause insecurity and directly or indirectly affect the delivery of aid. May or may not directly affect the agency, its staff or infrastructure. | GI: Armed activity | Actions involving weapons by one state, non-state, or organised armed entities. |
| | GI: Attack on another agency | Reported attack on another aid agency that did not affect the agency directly. |
| | GI: Coup | Coups, mutiny and other rebellion by any armed force. A coup is defined as an attempt (generally armed) to remove and replace a government, whether successful or not, violent or not, an attempted coup may be politically destabilising |
| | GI: Crossfire/active fighting | Any situation in which an employee(s) or agency property is caught in an attack or firefight between two or more armed parties. In this situation, the involved employees and properties are not the target of the attack. |
| | GI: Demonstration | Any demonstration (including protests, marches, sit-ins, picketing, and the like) that is nonviolent. Mass gathering of people for a political or social purpose. |
| | GI: Shooting | Deliberate shooting of people other than agency staff (see also KIK: homicide and WU: firearms). |
| | GI: Strike/no show | Deliberate decision by staff not to come to work for reasons other than illness. |
| | GI: Unrest | Civil or political unrest, as well as behaviour presented as tumultuous or mob-like. This behaviour includes looting, prison uprisings, crowds setting things on fire, general fighting with police (typically by protestors). |
| Killed, injured or kidnapped (KIK): Any incident that results in a staff member being killed, injured or kidnapped. Usually critical events. | KIK: Abduction/hijacking/hostage-taking/kidnapping | Any incident in which staff are forcibly seized. This incident may or may not involve a ransom demand. |
| | KIK: Beaten | Incident in which a staff member was assaulted, usually carried out with body parts (fists, feet) or objects (sticks or blunt objects). |
| | KIK: Death: Intentional (homicide)/killed | Any death which has been intentionally caused, for example by shooting, physical attack, poisoning, etc. Intentional deaths do not include suicides. |

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| <p>Killed, injured or kidnapped (KIK): Any incident that results in a staff member being killed, injured or kidnapped.</p> <p>Usually critical events.</p> | <p>KIK: Missing</p> | <p>Incident in which a staff member has disappeared or went missing.</p> <p>Distinction between missing and kidnapping:</p> <p>a) by actor: non-state actors tend to kidnap while state actors tend to 'disappear' people who are then referred to as 'missing';</p> <p>b) by how the perpetrator communicates about the action that a staff member has been taken: kidnappers tend to make demands (e.g., ransom) while disappeared and missing people are usually never heard from again;</p> <p>c) by motive: kidnapping tends to be for a specific demand while disappearances tend to be carried out to silence a staff member, often for political reasons.</p> |
| | <p>KIK: Torture</p> | <p>Intentional physical maiming/injury that is explicitly characterised as torture of staff.</p> |
| | <p>KIK: Wounded</p> | <p>Incident in which a staff member was injured. Most injuries under wounded are inflicted with weapons as opposed to being beaten.</p> |
| <p>Motive Classification of motive of the perpetrator(s).</p> | <p>Motive: Attack</p> | <p>Attacks directly targeted at the agency.</p> |
| | <p>Motive: Wrong place, wrong time</p> | <p>Attacks that were not directed at the agency or its staff and in which staff members or agency property were affected because they happened to be near a general attack or a targeted attack against some other entity or individual.</p> |
| <p>Near miss (NM) Incidents that could have caused harm or otherwise affected the delivery of aid. Includes any situation in which a security incident almost happened but did not, happened near an aid worker/agency/programme, or where those affected were able to avoid any serious harm. (If harm results, the event is included under KIK).</p> | <p>NM: Crime</p> | <p>The near miss occurred in the context of a crime event.</p> |
| | <p>NM: Explosive weapons</p> | <p>The near miss occurred in the context of the detonation of an explosive weapon (e.g. a bombing of a neighbouring building, or a bombing at a restaurant frequented by agency staff members). Records specific events as opposed to the general use of explosive weapons in an insecure environment.</p> |
| | <p>NM: KIK</p> | <p>The incident narrowly avoided a staff member being killed, injured or kidnapped.</p> |

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| Security measures (SM) Actions taken by agencies in response to generalised insecurity or a security incident. | SM: Evacuation: medical | An evacuation of an employee for medical reasons, generally involving injuries or illness that cannot be treated adequately at the local hospital, doctor's office, or treatment centre. |
| | SM: Evacuation: non-medical | An evacuation of an employee for security reasons. Note that evacuation refers to the removal of staff from the country of operation. The shifting of staff to another location within the country for security reasons is called relocation. |
| | SM: Hibernation | Process of sheltering in place until the danger has passed or further assistance is rendered. |
| | SM: Imposed curfew | The imposition of a curfew in a city or country in which the organisation has an office. |
| | SM: Office closure | Decision to close an office in response to the general security context or a specific event. |
| | SM: Ongoing monitoring | Process of actively monitoring a security situation with a view to potentially changing the security measures. |
| | SM: Programme suspension | Process of significantly modifying plan activities usually by halting a specific activity or programme. |
| | SM: Relocation | The movement of staff to another city or office within the country of operation for security reasons. |
| | SM: Restricted travel, no curfew | Any restrictions on travel that affect staff. This type of event is similar to a travel advisory, and may be the result of political or social unrest, outbreaks of disease, or natural disasters. |
| Sexual violence Any incident in which a staff member experienced any form of sexual violence. | Sexual violence: Aggressive sexual behaviour | Potentially violent behaviour focussed on gratifying sexual drives. |
| | Sexual violence: Attempted sexual assault | Attempted act of sexual contact on the body of another person without their consent. |
| | Sexual violence: Rape | Sexual intercourse (oral, vaginal, or anal penetration) against the will and without the consent of the person. |
| | Sexual violence: Sexual assault | Act of sexual contact on the body of another person without their consent. |
| | Sexual violence: Unwanted sexual comments | Verbal advances that include whistling, shouting, and/or saying sexually explicit or implicit phrases or propositions that are unwanted. |
| | Sexual violence: Unwanted sexual touching | Touching of an unwanted sexual nature regardless of the intensity of touch. Can include massage, groping, grabbing, or grazing of any part of another person's body. |

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| <p>Sexual violence Any incident in which a staff member experienced any form of sexual violence.</p> | <p>Sexual violence: Sexual harassment</p> | <p>Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature that affects the employment of the targeted person. For example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or b) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.</p> |
| <p>Threat Direct or indirect threat(s) made by a state or non-state actor that impede the delivery of aid.</p> | <p>Threat: Face-to-face harassment</p> | <p>Events in which a staff member is directly harassed by a person or group of people (e.g. harassment over agency's program activities or programs).</p> |
| | <p>Threat: face-to-face intimidation</p> | <p>Events in which a staff member is directly intimidated by a person or group of people (e.g. a staff member felt intimidated by armed actors patrolling near a food distribution).</p> |
| | <p>Threat: face-to-face threats</p> | <p>Events in which a staff member is directly threatened by a person or group of people; should include some form of consequence for non-compliance (e.g. a threat of retaliation for not including someone in an agency activity).</p> |
| | <p>Threat: Remote threat against agency</p> | <p>Events in which the agency or a staff member receives a threat not delivered face-to-face but by some remote mechanism (e.g. email, SMS, phone, or general threats issued on a website, or social media (Twitter, Facebook). Can include direct threats shouted by civilians during demonstrations.)</p> |
| | <p>Threat: reputational risk</p> | <p>Events involving a perceived or real, actual or potential risk to the agency's branded logo/emblem, image, or reputation.</p> |
| | <p>Threat: Threat of closure</p> | <p>Events involving the threat of forced closure to an activity, programme, or agency.</p> |
| | <p>Witness</p> | <p>Events in which a staff member witnesses an attack or crime on another staff member, family members, or beneficiaries.</p> |
| <p>Weapons use (WU) Records the type of weapon that was used in the incident, which affected staff, infrastructure or the delivery of aid.</p> | <p>WU: Explosives: Aerial bombs</p> | <p>Air-dropped explosive weapons, including incendiary weapons, excluding cluster bombs, and surface to surface missiles.</p> |
| | <p>WU: Explosives: Cluster bomb</p> | <p>Air-dropped or ground-launched explosive weapons ejecting smaller sub-munitions.</p> |
| | <p>WU: Explosives: Hand grenade</p> | <p>Small explosive device thrown by hand, designed to detonate after impact or after a set amount of time.</p> |

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|---|---|---|
| Weapons use (WU) Records the type of weapon that was used in the incident, which affected staff, infrastructure or the delivery of aid. | WU: Explosives: Mines | Any mine explosion that involves staff. |
| | WU: Explosives: Other | Any other explosive weapon not listed or a combination of the above. |
| | WU: Explosives: RCIED | Remote-controlled improvised explosive device, such as a bomb reported to have been left at the roadside and detonated when the target is near. |
| | WU: Explosives: Surface launched | Includes missiles, mortars, or shells that are launched from a mobile or stationary launch system, including rocket propelled grenades. |
| | WU: Explosives: SVIED | Person-borne improvised explosive device, e.g. explosive suicide belt, explosive in a backpack. |
| | WU: Explosives: VBIED | Vehicle-borne improvised explosive device, e.g. car bomb, or a car containing an explosive device. |
| | WU: Biological | Any use of biological weapons in a city or country in which the organisation has an office. |
| | WU: Chemical | Any use of chemical weapons in a city or country in which the organisation has an office. |
| | WU: Nuclear | Any use of nuclear weapons, both explosive and otherwise, in a city or country in which the organisation has an office. |
| | WU: Radiological | Any use of radiological weapons, commonly described as 'dirty bombs', in a city or country in which the organisation has an office. Possible incidents involving radiological weapons range from attacks on nuclear power plants, to attacks by improvised nuclear devices which could be constructed from stolen radiological materials. |
| WU: Small arms fire | Any use of firearms or handheld weaponry which involves the organisation's employees or property. | |
| Occupation | Occupation of organisation's offices | The seizure and occupation of any organisation building, warehouse, or compound by civilian or government agents. |
| Other | Other incident | An incident that cannot be adequately described by any of the pre-defined incident categories in this list. Note that if this category is selected, the reporter should provide a full description of the incident in the 'incident description' field. |