**Incident Reporting Procedure**

**This procedure is applicable to all staff, visitors, volunteers, consultants and others working on behalf of XXXX.**

***Incident:*** *Any situation or occasion where the safety, security, health or well-being of staff, partner or communities are compromised or put at any undue risk. An incident is termed Critical Incident if it is serious in nature and requires a coordinated response from the management.*

***Near-Miss:*** *Any situation that has narrowly avoided becoming an incident through either luck or adherence to policies or procedures.*

Step 01

**Quick Report**

Step 02

**Written Report**

Step 03

**Review**

Step 04

**Analyse**

**Step 01- Quick Report**

All staff or consultants that are involved in, affected by or that witness a safety and security incident, or near-miss must report this to XXXX within 24 hours of it occurring or as early as it is safe to do so.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Mobile no (Calls, Text, WhatsApp) | Landline | Alternative emergency number |
| SFP 01 |  |  |  |  |
| SFP 02 |  |  |  |  |
| Country Director |  |  |  |  |

In a rare situation where none of the above can be contacted, please let your own line manager know ASAP. If the affected staff is unable to make the initial notification, another staff, or staff’s line manager who is familiar with the situation can do so.

**It is important that initial notification is made as quickly as possible, especially if urgent support is required.**

Upon receiving the initial notification, the SFP or CD will:

1. offer quick advice on next steps
2. consult senior management team to seek guidance and arrange assistance
3. seek/arrange external services such as insurance, trauma counselling or evacuation.

In case of a critical incident, the Country Incident Management Team may be activated, led by the Country Director or the matter may be escalated to the International Crisis Management Team.

**Step 02 - Written Report**

Staff members must fill out an ‘Incident Report Form’ and submit to the SFP within 7 days of the incident.

**Step 03 - Review & Recommend**

SFP and relevant management will review the submitted report within 7 days of receiving it and share the recommendation and corrective/preventive actions with the staff.

The incident review will also identify and report any wider issues resulting from the incident, such as PSEA or safeguarding issues.

Any actions that have been defined must be assigned an owner and timeframe for implementation.

**Step 04 - Analyse**

All incidents and near-misses reported to XXXX will be logged and reviewed periodically to identify trends, patterns and strategic actions required. This analysis will be shared with the Global Security Advisor.

**Roles and Responsibilities**

**Individuals:** Each individual working with or on behalf of XXXX must:

* Ensure that all incidents in which they are involved are reported to XXXX within 24 hours or as soon as reasonably practicable;
* Submit an incident report within 7 days.
* Participate and cooperate in an investigation of the incident if one is carried out; and
* Act on the corrective/preventive measures recommended.

**Line Manager:**

* Ensure that all incidents involving staff, visitors and third parties under their line management are reported, investigated and corrective/preventive actions are implemented.
* They are also responsible for ensuring adequate financial provisions to institute preventive/corrective actions.

**Security Focal Person:**

* Devise a clear incident reporting procedure.
* Inform staff and management of their roles and responsibilities.
* Notify the Senior Management or Country Incident Management Team in case of a serious incident.
* Ensure that authorities are promptly informed following the occurrence of a notifiable hazard (check your local legal requirements).
* Inform PSEA and Safeguarding incidents to relevant focal persons.
* Participate in the incident investigation if necessary.
* Maintain record of all reported incidents.
* Draw out annual incident trends for senior management’s review.

**Senior Management Team**

* Ensure that an effective incident reporting system is in place and being followed.
* Conduct regular analysis of all incidents that have occurred within the country, and inform the Global Security Advisor of the trends, patterns and strategic actions identified.