



Session 11	Incident Reporting & Support		 Duration: 30 mins
<p>Session Summary</p> <p>This session highlights the importance of reporting incidents, explains what incidents to report and how, and provides information on how organisation's manage critical incidents and the support provided to those affected.</p>			
<p>Session Objectives</p> <p> <ul style="list-style-type: none"> • Explain the role incident reporting has in protecting staff. • Clarify what constitutes an incident and how they should be reported. • Outline an organisation's incident management structure and how it responds to incidents involving staff. </p>			
<p>Learning Outcomes</p> <p>By the end of this session participants should be able to:</p> <p> <ul style="list-style-type: none"> • Recall how to report incidents and explain an organisation's structure and approach to managing incidents. </p>			
<p>Supporting Material</p> <p> <ul style="list-style-type: none"> • Security Incident Information Management (SIIM) Handbook. • Safety and Security Incident Information Management (SIIM) for Staff. </p>			
Time	Suggested Activities		Resources
2 mins	<p>Introduction</p> <p>Introduce the session and provide a brief overview of what this session will cover.</p>		<ul style="list-style-type: none"> • S.11 Incident Reporting & Management Presentation - Slide 1
8 mins	<p><i>ACTIVITY: Incident or Not?</i></p> <p>Divide the participants into pairs, ask them to review the different scenarios and consider:</p> <ul style="list-style-type: none"> • <i>Would they report it?</i> • <i>If yes, when would you report it, how and to whom?</i> <p>After a few minutes, ask participants for their answers to the different scenarios. Ask each pair to provide their response to one scenario, move around the group until all scenarios are answered.</p> <p>All are reportable incidents - the only difference is when they would be reported, how they are reported, and to whom.</p> <p> If you are in any doubt whether something it is a security or safety incident, report it anyway and let others decide. What may seem an isolated and insignificant incident may in fact signify a significant threat to staff when viewed in the context of other incidents or events.</p>		<ul style="list-style-type: none"> • Slide 2
10mins	<p>Reporting Incidents</p>		<ul style="list-style-type: none"> • Slides 3-5

	<p>Explain the importance of reporting incidents and how this helps to protect staff, improves understanding and decision-making, and ultimately improve programmes.</p> <p>Provide some examples of what reportable incidents are in that location and emphasise the need to also report 'near misses'.</p> <p> Perceptions of what is an incident will vary greatly between staff members and locations, depending on what is considered the norm in that context. A security incident is: any situation or event that has caused, or could result in, harm to staff, associated personnel or a third party, significant disruption to programmes and activities, or substantial damage or loss to the organisation's property or its reputation.</p> <p>'Near misses' must also be reported as they may prevent others from being involved in an incident and help staff to understand if and how the security context is changing.</p> <p>If an internal training, explain the organisation's incident reporting procedures in that location, who incidents must be reported to, when and in what format.</p>	
10 mins	<p>Critical Incident Support</p> <p>Draw attention to an organisation's incident management structures (titles will vary, so if an internal training remember to adjust slides to reflect your organisation's own structure) and briefly explain how these structures respond to critical incidents involving staff and the support provided.</p> <p> Most incidents will be handled through regular line management. However, critical incident require a dedicated structure to respond, due to their nature and severity, or wider implications for the organisation, The country-level Incident Management Team (IMT) and HQ Crisis Management Team (CMT) would manage all aspects of a critical incident, liaising with different stakeholders and providing support to the victims and their family members.</p>	<ul style="list-style-type: none"> • Slide 6