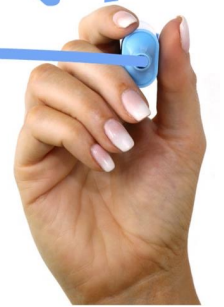


# INCIDENT MANAGEMENT

Clayton Omwanga, Global Safety Manager

REPORT



# How you came into the sector and

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- Education
  - Undergraduate degree
  - Masters degrees
  - Professional Diploma from International Security Management Institute (UK),
  - UNSMS Certification, etc
- Served 10 years as an investigator at CID
- 13 years in humanitarian safety and security management.
- Have worked with IRC, SCI and now FHF.

# My current role

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## *a) Strategic safety and security leadership*

- policy formulation and update
- security guidelines, policies and procedures, and monitor implementation for compliance.
- Manage global security budget

## *b) Technical and operational support*

- Conduct security risk assessments put in place adequate preventive measures;
- Assess and approve high-risk trips
- Support countries to set up crisis management teams and support them in management of critical crises and

## *c) Capacity building and knowledge management*

- TNA
- Training global, country and partner teams;

## *d) Representation security networks*

- participate in relevant global, regional or country safety and security networks
- Act as the Foundation's liaison with safety and security networks

# Why security is important to you and the work that I do.

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## *a) People:*

Staff, People close to staff: family and friends' People for whom programs are meant aka beneficiaries

## *a) Assets:*

Personal assets; organisaitonal assets; program related assets

## *a) Reputation:*

A ruined reputation will deny an organisation of donor funding, invite investigation by authorities, and scrutiny by everybody and everything. This means death.

1

# Incident Management



**All incidents should be treated as  
opportunities to learn and  
improve.  
Start with the basics and by  
collecting facts**

Richard Cuerden, chief scientist in engineering and technology at TRL

(Technology Readiness Levels)

<https://www.trl.co.uk/about-us/who-we-are>

# Security Incidents that may occur in humanitarian settings

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## Crime

Sexual violence, robbery, assault, threat, homicide, compound intrusion, theft

Humanitarian Access Impediments

Kidnapping  
Abduction  
Hostage taking

Banditry  
Crossfire  
Ambush

## Insurrection

Intercommunity violence, cattle rustling, revenge killings

Riots, demos,  
Office occupation

Staff illness  
Death  
Missing staff

## Fleet incident

Road traffic crash, boat capsizing, etc

Child Safeguarding

Workplace Incident  
Harassment, injury  
Sexual exploitation

Natural disaster  
Flooding, earthquake,  
Tsunami, Cyclone

# Why should an incident be reported?

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**Warn**

**Duty of Care**

Assistance, search & rescue, Advisory, etc

Intervention

**Investigation**

Administrative action, insurance, donor/legal requirement, etc

**Analysis**

...for trend

**Identify  
priority areas**

to address





# Response at Different Levels

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## **Incident Field Office**

FO can manage locally

### **Examples**

Non injury RTC  
Burglary, Theft  
Low level threats

## **Critical Incident Country Office**

CO supports field office

### **Examples**

Serious RTC  
Medevac  
Security Relocation

## **Crisis Management Regional / Head Office**

RO/HQ supports CO

### **Criteria**

Capacity  
Nature  
Scale

# Incident Mapping

**A Map Showing the Spread of Significant Incidents Across South Sudan During the Reporting Period 08 – 14 August 2021**



**LEGEND**

★ Inter-Communal Violence	🗣️ Protest
🔺 Cattle Raiding	🚫 IED
★ In-Transit Insecurity	🚫 Sexual Assault
🔱 Military Activity / Conflict	🔒 Arrest
😬 Abduction	
🔪 Homicide	
🚫 Access Denial	
🔥 Criminality	
🔪 Compound Intrusion	

Return

2

## Overview of a Real Incident



Women wade through flood water from broken dykes on Nile river in Duk Padiet county of Jonglei state in south – Sudan; September 24 2020

Photo by Reuters Denis Dumo 2CTR6BX.jpg

# Staff Evacuation from Duk Padiet, North Bor, Jonglei State, South Sudan

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## Inter-Clan Conflict/ Shooting

- 6 Dec 2020 at 1000hrs, in Duk Padiet,

## Concerns

- Safety of staff and the participants of the workshop.
- How to get the staff safely out of the location.

# Critical Incident Management Security Relocation

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## Action Taken

- Staff advised to stay down
- Communication maintained
- CMT established at Juba
- A Charter flight was secured
- Charter flight budget approved

## Evacuation

- Ten staff Landed in Juba at 1600hrs.
- DHA & HRD received staff at the office.
  - Counselling availed.
  - Hotel availed for National staff

## Areas of Improvement

- Standard practice: Receiving evacuated staff at the point of arrival e.g. airport .
- Standard Practice: Staff travel to the field must carry satellite phone

[comwanga@hollows.org](mailto:comwanga@hollows.org)