



INCIDENT MANAGEMENT

In the heat of battle it is often easy to allow emotions to come into play. When it comes to the management of incidents, it is critical to apply a methodical and calculated approach. Here are a couple of key pieces of information that will help you:

First it is important to define what an incident is. In our training programs **Guard Management Inc.** identifies an incident as follows:

“Any event that results in an injury to person, damage or theft of property or the disruption of the normal flow of business.”

From a property management or ownership perspective, another definition could be:

“Any event that has potential liability associated with it.”

Incident Management is a four step process:

1. Prevention (pri ven' shen) n. 1. The act of preventing 2. A hindrance or obstruction

The most effective step in Incident Management is to stop the incident before it ever occurs. From a security standpoint that all revolves around building and maintaining a solid integrated security program based on the four pillars of physical security.

- Security hardware
- Security technology
- Security policies and procedures
- Security personnel

2. Respond (ri-spond') v. 1. To give an answer or reply 2. To act in reply

While critical to respond as quickly as possible, it is more important to respond correctly. Three common mistakes that can occur are:

- Failure to respond
- Failure to respond in a timely fashion
- Responding improperly before the situation has been fully assessed

3. Mitigate (mit' e gat) v. 1. To make less severe

The most effective mitigation tool is a proper response, however once you have responded, the second step needs to be corrective action to show good faith and to remove the possibility of the incident repeating itself. This is the step where you can reduce any potential liability so whenever possible be sure to seek out legal counsel.

4. Recover (ri' kuv er) v. 1. To restore; to retrieve, as a loss 2. to gain or regain legally

The goal should always be get back to a healthy and productive state of operations as quickly as possible. If you take the time and manage incidents methodically you will find that you complete recovery in the quickest route possible.

As always, with any security related matter feel free to contact **Linda Keefe** at **858.952.9943** or **lkeefe@gmiweb.com** and remember all consultations are free for GMI clients.