

# World Vision International Incident Reporting System

World Vision

World Vision International has partnered with NAVEX Global™, an international provider of risk reporting services, to support this Integrated Incident Management website. This system provides a website for employees of World Vision to use as a reporting tool for a broad variety of incidents. This includes any allegation or event that may negatively impact World Vision's people, programmes or assets. It is especially important to report all high impact incidents as soon as possible. Many of these are marked with red markers labeled Code Red ■. Incidents reported through this website are distributed immediately to the appropriate Regional case manager.

This website is designed to capture several primary types of incidents, including: violence or staff security incidents, employee grievance or harassment, sexual assault of an employee, injury to or death of an employee, vehicle accidents, financial misconduct, child protection issues, lawsuits, media or reputation management issues or matters involving Staff Care. Should you wish to make a report not identified in one of the aforementioned categories, please utilise the category you believe most appropriately fits the description of the incident. If in doubt, please notify the appropriate Regional management directly.

There are eight sections of the Incident Report Website (link below) that you must complete to successfully make a report. This Quick Reference Guide includes step-by-step instructions for each section. As you become more familiar with the reporting process and the website itself, refer to this Quick Reference Guide should you have questions about a specific section or a step within a given section.

At the end of the Quick Reference Guide, there are additional resources you may need to refer to occasionally. Specifically, you will find an Appendix that outlines all the Incident Issue types along with descriptions and the classifications you may be required to select among, depending on the type of issue selected. You may also find additional resources provided on the website under the WVCentral Resources dropdown menu. If you have any questions related to this process, or how to use the website, please contact your Regional management to request additional clarification.

To access the Incident Reporting Website, direct your browser to:

<https://worldvision.ethicspointvp.com/custom/worldvision/irf>

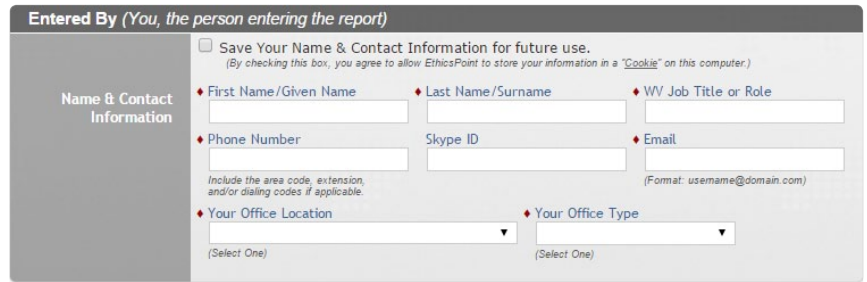
Note for any section, fields marked with a red diamond ◆ are required. Even if you do not have this information or are unsure of the information you have, you must provide content for these fields.

The screenshot displays the 'Incident Report Form' interface. At the top, it includes the 'Incident Report Form' title, 'VisionFund | World Vision' logo, and navigation links for 'New Report', 'Follow-Up', 'Quick Reference Guide', and 'WVCentral Resources'. The form is divided into several sections:

- Statement of Purpose:** A brief introduction explaining the form's use for reporting incidents.
- Entered By (Your Information):** A section for user identification, including fields for Name, Phone Number, Email, and Office Type.
- Incident Issue Selection:** A section for selecting the incident category, with options for 'Actual Incident/Event', 'Allegation', and 'Context Event / Near Miss'. It also includes a field for 'Issue Type' and 'Incident Level'.
- Incident Details:** A section for providing specific details about the incident, including 'Date of Occurrence', 'Incident Location', and 'What Happened'.
- Initial Actions:** A section for selecting actions taken, such as 'Medical Assessment/Treatment', 'Internal Investigation', and 'Staff Care'.
- Relief Response:** A section for indicating if the incident was a relief response.
- Child Protection:** A section for reporting if children were involved.
- All People Involved:** A section for identifying other individuals involved in the incident.
- Assets/Vehicles/Motorcycles:** A section for reporting if any assets or vehicles were involved.
- Outside Agencies Involvement:** A section for reporting if any external agencies were involved.
- Submit:** A final section with a 'Submit' button and a note about the reporting process.

## I: Entered By You, the person entering the report

In this section, you will provide your contact information, including your **First** or **Given Name** and your **Last Name** or **Surname**. Include your **WV Job Title or Role**, **Phone Number** and **Skype ID**, as well as your **Email** address should additional information be needed.



**Entered By (You, the person entering the report)**

Save Your Name & Contact Information for future use.  
(By checking this box, you agree to allow EthicsPoint to store your information in a "Cookie" on this computer.)

**Name & Contact Information**

◆ First Name/Given Name    ◆ Last Name/Surname    ◆ WV Job Title or Role

◆ Phone Number    Skype ID    ◆ Email

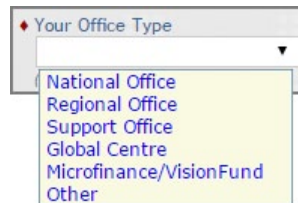
Include the area code, extension, and/or dialing codes if applicable.    (Format: username@domain.com)

◆ Your Office Location    ◆ Your Office Type

(Select One)    (Select One)

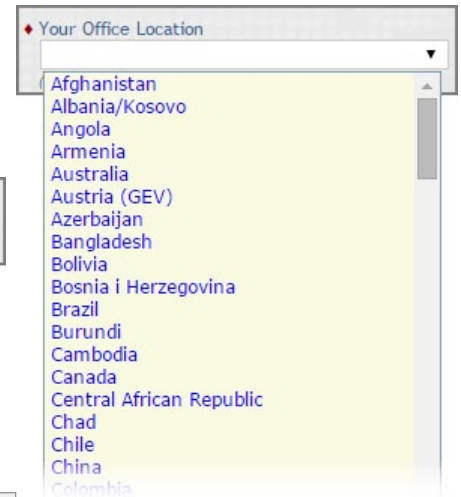
Specify your **Office Location** (the office in which you are primarily based, not necessarily where the incident took place) by selecting the Country or Region from the dropdown values available. If you are unsure or your **Office Location** is not included in this list, select **Other**.

Lastly, identify your **Office Type**. Note if you select **Other** for your **Office Type**, an additional box appears in which you may define the **Other Office Type**.



◆ Your Office Type

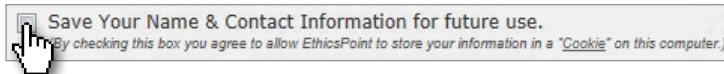
- National Office
- Regional Office
- Support Office
- Global Centre
- Microfinance/VisionFund
- Other



◆ Your Office Location

- Afghanistan
- Albania/Kosovo
- Angola
- Armenia
- Australia
- Austria (GEV)
- Azerbaijan
- Bangladesh
- Bolivia
- Bosnia i Herzegovina
- Brazil
- Burundi
- Cambodia
- Canada
- Central African Republic
- Chad
- Chile
- China
- Colombia

If you have an assigned computer or tablet or frequently log on to a shared machine, check the box to save your information in a "cookie" on the computer. Doing so will reduce the amount of time it takes to complete this section in the future.



Save Your Name & Contact Information for future use.  
(By checking this box you agree to allow EthicsPoint to store your information in a "Cookie" on this computer.)

## II: Incident Issue Selection

### What kind of incident are you reporting?

In this section, you will identify the type of issue you are reporting based on the options available. While some issues may be simple and only require selection of one issue type, more complex situations may require selection of multiple issue types. Identify the primary issue of the incident you are reporting and then add additional issues as necessary.

When selecting an issue, a **Description** appears you may review to validate that you chose the most appropriate issue type for this incident. You can change your selection and review different descriptions, if necessary.

For most issue types, there are **Classifications** you must select once you identify the issue. For a number of Classifications, there is an additional Classification to further clarify the incident.

Refer to the Appendix at the end of this Quick Reference Guide that lists all the **Issues, Descriptions** and **Classifications**.

To add a secondary issue, click **Add Issue** and repeat the process above. Otherwise, proceed to the next question. If the incident is complex, please add additional issues to ensure all responsible parties will be appropriately notified.

Next, indicate if the issue being reported is an **Actual Incident / Event** that has just occurred or if the report is based on an **Allegation** or **Context Event / Near-Miss** event. *The latter option is for use by Security only.*

Finish this section by identifying the **Incident Level**.



**Incident Issue Selection (What kind of incident are you reporting?)**

Incidents can be simple and one-dimensional, or complex with more than one issue type. Select one primary incident issue type below and additional issue types as necessary.

**Issue One**

- Please select the category that most represents the actual incident/event, allegation or near-miss/threat that is being brought forward.
- If you are reporting a Child Protection incident, please utilise a Child Protection issue category. (Select One)
- Description: No type of issue or event selected.

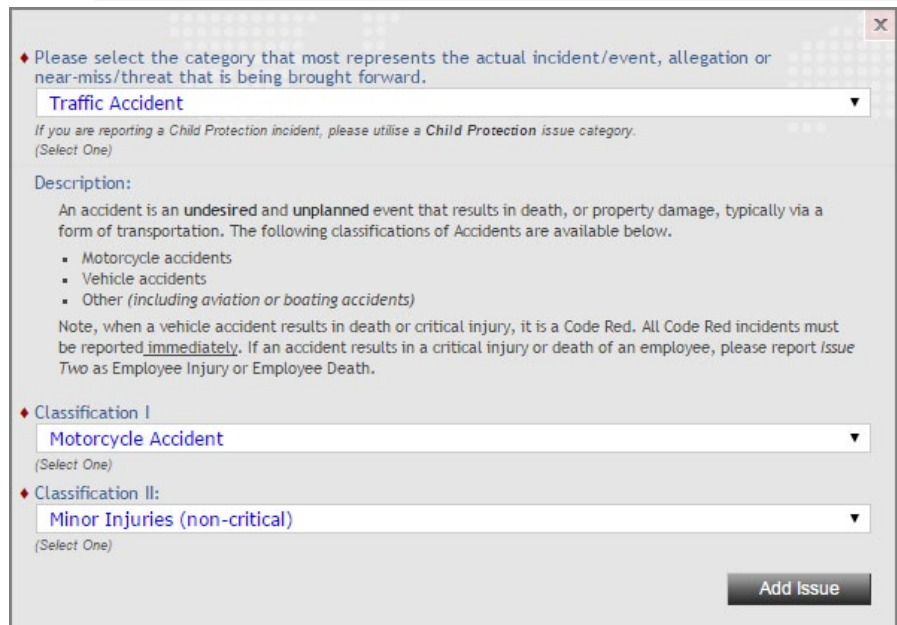
**Issue Type**

- Is this issue being reported an Event, an Allegation or a Context Event / Near Miss?
  - Actual Incident/Event
  - Allegation
  - Context Event / Near Miss (for use by Security only)

**Incident Level**

- Identify the Incident Level below.
  - Code Red / CP L3
  - Code Yellow / CP L2
  - No incident level / CP L1

Add Issue



Please select the category that most represents the actual incident/event, allegation or near-miss/threat that is being brought forward.

Traffic Accident

If you are reporting a Child Protection incident, please utilise a Child Protection issue category. (Select One)

**Description:**

An accident is an **undesired and unplanned** event that results in death, or property damage, typically via a form of transportation. The following classifications of Accidents are available below.

- Motorcycle accidents
- Vehicle accidents
- Other (including aviation or boating accidents)

Note, when a vehicle accident results in death or critical injury, it is a Code Red. All Code Red incidents must be reported **immediately**. If an accident results in a critical injury or death of an employee, please report **Issue Two** as Employee Injury or Employee Death.

**Classification I**

Motorcycle Accident

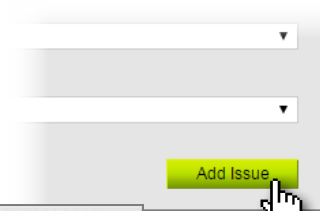
(Select One)

**Classification II:**

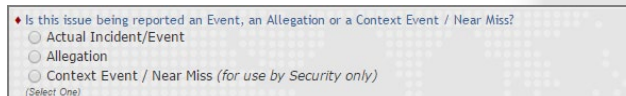
Minor Injuries (non-critical)

(Select One)

Add Issue



Add Issue



Is this issue being reported an Event, an Allegation or a Context Event / Near Miss?

- Actual Incident/Event
- Allegation
- Context Event / Near Miss (for use by Security only)

(Select One)



Identify the Incident Level below.

- Code Red / CP L3
- Code Yellow / CP L2
- No incident level / CP L1

(Select One)



### III: Incident Details

In this section, you will provide a number of important pieces of information about the incident you are reporting. Complete this section with care as a number of these details can greatly impact the efficacy if an investigation or follow-up action is necessary during case management.

First, identify the **Approximate Date of incident** and, if known, the time.

Second, provide the **Address** where the incident occurred. If you are unsure of the address, complete this section with the details you have.

If **GPS Coordinates** or the **ADP** are known, you may also provide those.

**What Happened** is where you will provide a more detailed description of what has taken place. You can provide a description up to 1,500 characters. Note the counter that ticks up incrementally as you type. If you have more details than you can supply here, provide them in a separate Word or Text document, which you can attach to the report following the successful submission of the incident.

**IMPORTANT: if the incident involves a child, take care to NOT use the child's real name.**

Next, identify what initial actions have been taken. At least one selection for this question is required; you may, however, check more than one if more than one action applies. Selecting **Other** provides a box where you may describe the Other action. Selecting **Staff Care** enables additional checkboxes where you can identify exactly what Staff Care was involved in the intervention.

Finish this section by identifying if this incident occurred in a Relief Response (HEA) area, and if so, whether part of a **National Office Response** or a **Partnership Response**.

The screenshot shows the 'Incident Details' form with the following sections:

- Incident Date & Time:** Includes fields for 'Approximate Date of Incident' (mm/dd/yyyy), 'Approximate Time (if known)', and 'Date of Discovery' (mm/dd/yyyy).
- Incident Location:** Includes 'Address', 'GPS Coordinates (if known)', 'ADP', and 'Country'.
- What Happened:** A text area for a narrative description with a character count of 1500.
- Initial Actions:** A list of checkboxes for actions taken, including 'Not Applicable', 'Medical Assessment/Treatment', 'Notification of Authorities', 'Internal Investigation', 'Individual(s) Arrested', 'Disciplinary Action/Administrative Leave', 'SOS/Medical Evacuation', 'Fleet Accident Report Form', 'Other', and 'Staff Care...'. The 'Staff Care...' section has a sub-section for 'Type of Intervention' with various options like 'Staff Well Being Education / Critical Incident Stress Management Training', 'Basic information package', etc.
- Relief Response:** Radio buttons for 'National Office Response', 'Partnership Response', and 'No'.

This close-up shows a calendar for March 2015. A mouse cursor is hovering over the date '13' (Friday, March 13th). The calendar is part of the 'Approximate Date of Incident' field.

This close-up shows the 'What Happened' text area with a sample description: "she had some in her bag but he had earlier in the evening." The character count is 172 out of 1500.

This close-up shows the 'Initial Actions' section with the 'Staff Care...' checkbox selected. It lists various intervention types such as 'Staff Well Being Education / Critical Incident Stress Management Training', 'Basic information package', 'Group Crisis Intervention', 'Individual Crisis Intervention', 'Pastoral Crisis Care', 'Suicide Intervention / Prevention', 'Referral', 'Strategic Response', 'Distance Support', and 'Other'.

This close-up shows the 'Relief Response' section with radio buttons for 'National Office Response', 'Partnership Response', and 'No'. The 'No' option is selected.


This close-up shows the 'Initial Actions' section with the 'Other' checkbox selected. Below it is a text box labeled 'Define "Other":' for providing a description of the other action taken.

This section is only to be used if an incident involves a child. Please provide any details you may have about the children that may have been involved in the incident.

To add information about a child involved, answer the initial question as **Yes**. Doing so brings up the various questions where you can provide details about the child.

Identify the child's **Role** and **Relationship** to World Vision.

**Role** refers to the child's role in the incident you are reporting. Selecting **Other** provides a text box where you may describe the role.



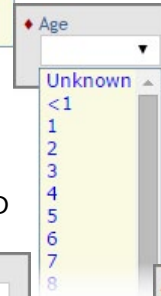
Role dropdown menu options: Victim, Reporter, Witness, Other

**Relationship** to World Vision indicates if the child is sponsored or not and whether they are in the project area or not. Again, selecting **Other** provides a text box where you may describe their relationship to World Vision in more detail.



Relationship to World Vision dropdown menu options: Non-Sponsored Child in Project Area, Non-Sponsored Child outside of Project area, Sponsored Child, Other

The next several fields allow you to provide identifying details about the child. As with the section above, it is very important that you NOT use the child's real name. Instead, provide a code for their name or a description that would, along with their age and gender, enable the proper staff to identify the child. Please do not use a child's sponsor ID for this code.



Age dropdown menu options: Unknown, <1, 1, 2, 3, 4, 5, 6, 7, 8

For a child's location, please select the whereabouts of the child. If unknown, please select **Unknown** from the dropdown list.



Child Location dropdown menu options: Deceased, Detained by the police/authorities, In care of community member, In care of social services, In family's care, Hospital, Kidnapped/Hostage, Left Community, Living in Local Community, Missing, Moved to safe location, Project area, Unknown, Other



Gender dropdown menu options: Male, Female, Unknown

To add more than one child, click the **New Child** button. Otherwise, proceed to the next question to complete this section.



New Child button



Child Protection form header: Children, Were any children involved in this incident? (Yes/No)

Question: Were any children involved in this incident? (Yes/No) (One)

Instruction: Using the input controls below, create a list of children. (At least one child is required.)

Child entry: 1. Undefined Child

Section: Role & Relationship

Field: Role (Select one)

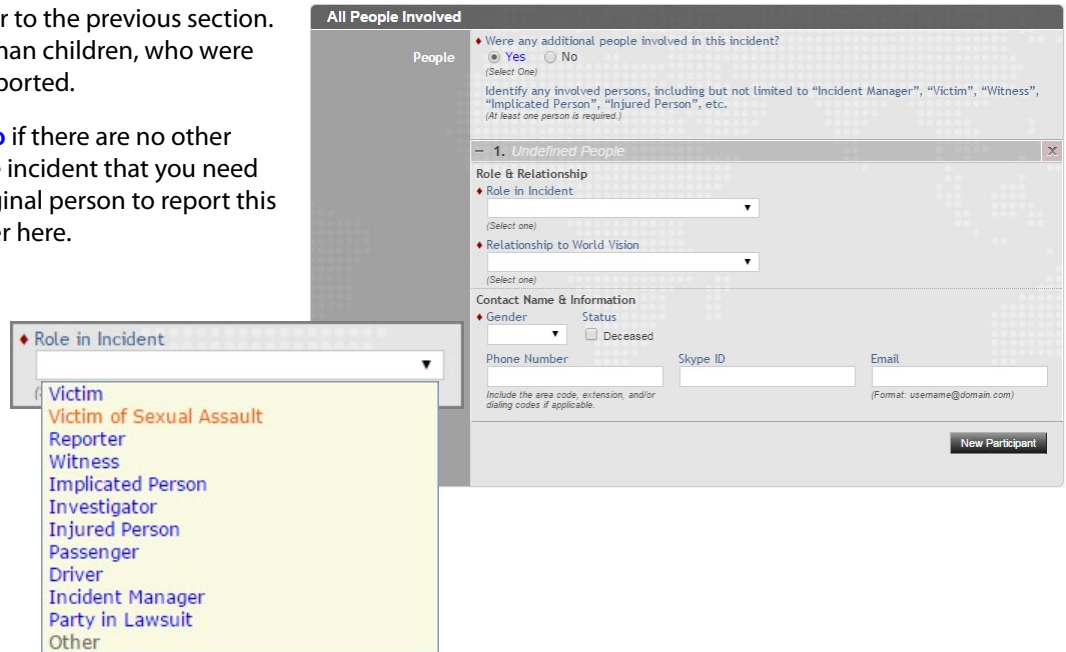
Field: Relationship to World Vision (Select one)

## V: Additional People Involved

This section functions very similar to the previous section. Here you identify people, other than children, who were involved in the incident being reported.

Answer the first question with **No** if there are no other additional people involved in the incident that you need to identify. If you are not the original person to report this event, please identify the reporter here.

Select the person's **Role** in the incident. The values presented here are different than those available for children. Then identify their relationship to WVI.



The screenshot shows the 'All People Involved' form. At the top, there is a question: 'Were any additional people involved in this incident?' with radio buttons for 'Yes' and 'No'. Below this is a text box for identifying involved persons. The form is currently showing a new participant entry labeled '1. Undefined People'. The 'Role & Relationship' section has a 'Role in Incident' dropdown menu open, showing options: Victim, Victim of Sexual Assault, Reporter, Witness, Implicated Person, Investigator, Injured Person, Passenger, Driver, Incident Manager, Party in Lawsuit, and Other. The 'Relationship to World Vision' dropdown is also visible.

**IMPORTANT:** selecting **Victim of Sexual Assault** removes the option to provide a name. Note that organisational guidelines require that victims of sexual assault be protected to the maximum extent possible. Use a code or description.

Note if you select **Driver** as the **Role** type, an additional question appears clarifying if their sole or primary function is that of a driver.



This screenshot shows the form with 'Victim of Sexual Assault' selected in the 'Role in Incident' dropdown. An 'Attention' icon and message appear: 'Organisational guidelines indicate that the name of a victim of sexual assault should be protected to the maximum extent possible and not be entered on any incident report form. Please use an identifying code instead. For additional information please refer to the following documents. Partnership Guidelines on Sexual Assault and Rape Annexes to Partnership Guidelines on Sexual Assault and Rape'. The 'Identifying Code' field is now required.




This screenshot shows the 'Sole or primary function is to drive?' dropdown menu, which is triggered when 'Driver' is selected as the role. The options are 'Yes' and 'No'.

Next, select the person's **Relationship to World Vision**.

Then, select their **Gender**, note if the person is **Deceased** then fill in their **Phone Number**, **Skype ID** and **Email** address, if you have access to that information.

If there is only one additional person to identify, you may move to the next section once you complete all the relevant fields. To add another person, click **New Participant** and repeat the steps above.



This screenshot shows the 'Relationship to World Vision' dropdown menu open, displaying a list of relationship types: Employee - National, Employee - International, Board of Directors/Advisory Council, Contractor, Donor/Sponsor, External Party, Former Employee, Partner, Vendor, Volunteer/Intern, Other, and Unknown. A 'New Participant' button is also visible at the bottom of the form area.



## VI: Assets/Vehicles/Motorcycles



In this section, you will identify any World Vision assets, vehicles or motorcycles that may have been involved in the incident being reported. Assets includes buildings, cash, equipment, supplies, food, gifts in kind, vehicles, motorcycles or other kinds of items, depending on the situation.

Answer the first question to enable the controls to identify an asset, vehicle or motorcycle.

Identify the **Type** of asset you are reporting.

Identify who owns the asset.

Indicate the **Loss Results** related to that asset

On the next line, be sure to provide a description of the asset you are reporting.

The next section focuses on the applicable **Funding Office** and **Funding Type** for the Asset, Vehicle or Motorcycle.

Depending on what you select as the **Funding Type**, you will see an additional field, **Donor Name and Grant Code**, with a dropdown of selection options or additional fields to input.

For **Sponsorship** and **Private Non-Sponsorship**, however, you will need to identify the **Programme Number and Name**.

## VI: Assets/Vehicles/Motorcycles

### Continued

For Vehicles or Motorcycles, additional fields are available where you may provide more identifying details about the vehicle or motorcycle. Specifically, provide the **Make** or **Manufacture** of the vehicle, as well as the **Vehicle Registration Number**, if you have access to that information.

If the vehicle was involved in the incident as part of a collision, specify what type of collision occurred.

There is also a box where you can provide additional details about the vehicle.

The screenshot shows a form with several sections: 'Description of Asset / Vehicle', 'Ownership', 'Loss Results', 'Vehicle Information', and 'Additional Details'. The 'Collision Details' dropdown menu is open, showing options: 'Vehicle only', 'Rollover', 'w/ Pedestrian', 'w/ Fixed Object', 'w/ Vehicle', 'w/ a 3rd party vehicle', 'w/ World Vision Vehicle', 'w/ motorcycle', 'w/ a cyclist', and 'w/ livestock'. The 'Type' dropdown is set to 'Assets/Vehicles/Motorcy'.

Next, estimate the loss value and any amount recovered, if relevant. The website will calculate the **Net Loss** once those values are provided.

The screenshot shows three input fields: 'Loss Value', 'Amount Recovered', and 'Net Loss'. Each field has a currency converter icon and a '(USD #.##)' label. The 'Estimated Value (if unknown enter "50.00")' is displayed above the 'Loss Value' field.

If you do not know the value of the asset in US dollars, use the currency converter available by clicking **Currency Converter** under the value fields.

The screenshot shows the Google Currency Converter tool. The input field contains '1', the 'From' field is set to 'Euro (€)', and the 'To' field is set to 'US Dollar (\$)'. The conversion result is '1 EUR = 1.0659 USD'. A 'Convert' button is visible.

To identify an additional asset, vehicle or motorcycle click **New Asset**. Otherwise, proceed to the next section.

The screenshot shows a 'Net Loss' field with a dollar sign and a 'New Asset' button below it.

report, you will be issued a Report Key. You will need this Report Key to  
your report at a later time. Please write the Report Key down in



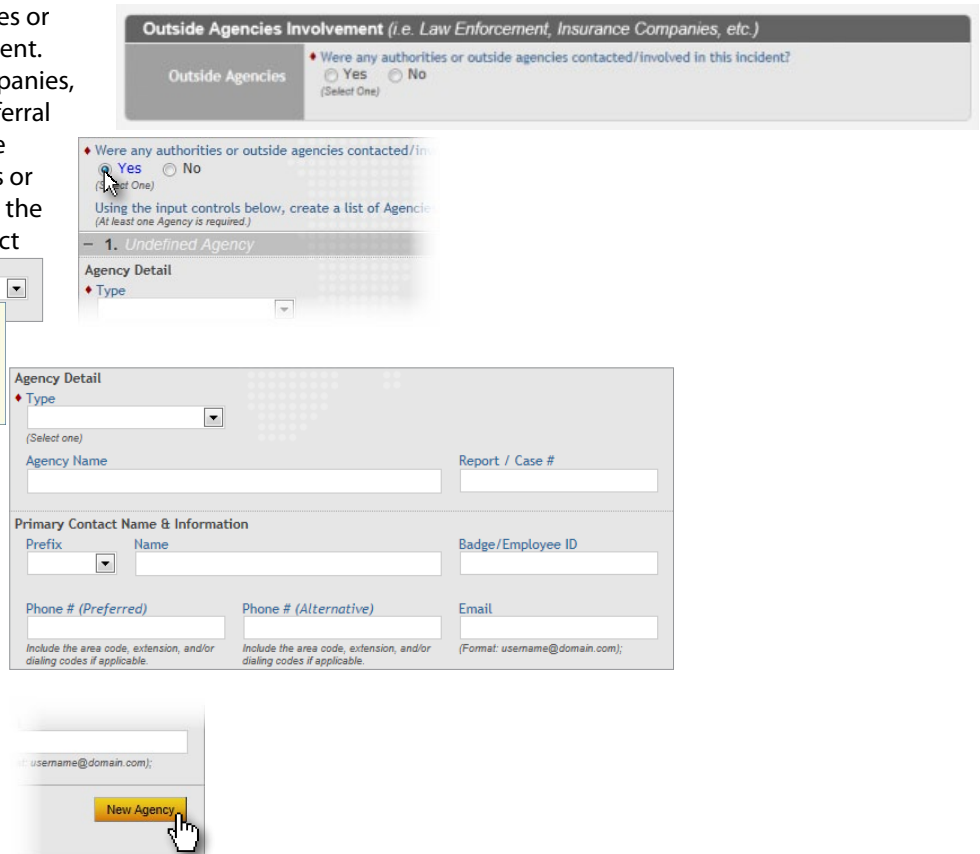
## VII: Outside Agencies Involvement Law Enforcement, Insurance Companies, etc.

Here you may identify any outside agencies or authorities that were involved in the incident. Outside agencies includes insurance companies, local police or other local authorities, a referral agency, social services or an agency of the UN. There may be other types of agencies or authorities you need to identify, based on the incident. For ones not included here, select **Other** and describe the type of agency you are including in the report.



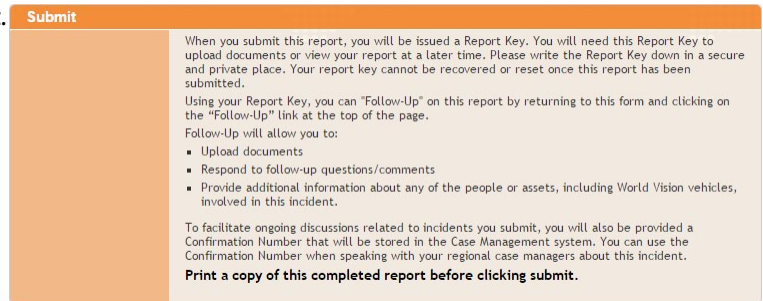
Provide the name of the agency, a report or case number if you are aware of one, and the name and contact details of any one person you are working with at that agency. This will help to coordinate with that agency in a follow-up action, should that be necessary.

To identify an additional agency, click **New Agency**. Otherwise, proceed to the next section.



## VIII. Submit & Follow-Up

When you have finished, print a copy of the completed report.



**Submit**

When you submit this report, you will be issued a Report Key. You will need this Report Key to upload documents or view your report at a later time. Please write the Report Key down in a secure and private place. Your report key cannot be recovered or reset once this report has been submitted.

Using your Report Key, you can "Follow-Up" on this report by returning to this form and clicking on the "Follow-Up" link at the top of the page.

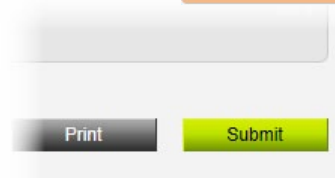
Follow-Up will allow you to:

- Upload documents
- Respond to follow-up questions/comments
- Provide additional information about any of the people or assets, including World Vision vehicles, involved in this incident.

To facilitate ongoing discussions related to incidents you submit, you will also be provided a Confirmation Number that will be stored in the Case Management system. You can use the Confirmation Number when speaking with your regional case managers about this incident.

**Print a copy of this completed report before clicking submit.**

Once you have printed a copy, click **Submit**.



Print Submit

If any required fields were not completed, an error message will appear directing you to fill in the missing data. **Cancel** will clear out all entries and return you to the top of the website.

When you submit this report, you will be issued a **Confirmation Number** and **Report Key**. The **Confirmation Number** will enable you to correspond with the regional case managers and help them refer to the report within EthicsPoint.

The **Report Key** enables use of the **Follow-Up** feature available on the form. You will also need the **Report Key** to upload documents or view your report at a later time.

Please write the **Confirmation Number** and **Report Key** down in a secure and private place. Your **Report Key** cannot be recovered or reset once this report has been submitted. You may share the **Report Key** with any others in your office that may need to add additional information about this case.

Using your **Report Key**, you can **Follow-Up** on this report by returning to this website and clicking on the **Follow-Up** link at the top of the page.



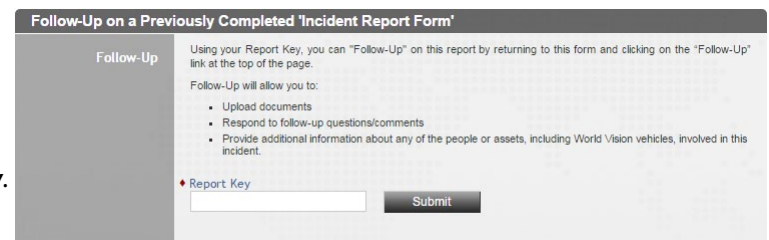
**Incident Report Form**

New Report **Follow-Up** Quick Reference Guide

**Statement of Purpose**

This form is intended for use by World Vision employees... allegation or event that may negatively impact World Vi... of Traffic Accidents, Child Protection Issues, Employee...

Please use the **Follow-Up** page to follow up on a report you have already submitted, such as providing additional information, or submitting attachments (documents, pictures, or other relevant files) regarding this incident. This is also where you can respond to any follow-up questions or comments later. You will need the **Report Key**.



**Follow-Up on a Previously Completed "Incident Report Form"**

**Follow-Up**

Using your Report Key, you can "Follow-Up" on this report by returning to this form and clicking on the "Follow-Up" link at the top of the page.

Follow-Up will allow you to:

- Upload documents
- Respond to follow-up questions/comments
- Provide additional information about any of the people or assets, including World Vision vehicles, involved in this incident.

Report Key

Submit

## Traffic Accident

An accident is an **undesired** and **unplanned** event that results in death, or property damage, typically via a form of transportation. The following classifications of Accidents are available below.

- Motorcycle accidents
- Vehicle accidents
- Other (*including aviation or boating accidents*)

Note, when a vehicle accident results in death or critical injury, it is a Code Red. All Code Red incidents must be reported immediately. If an accident results in a critical injury or death of an employee, please report *Issue Two* as Employee Injury or Employee Death.

Classification I	Classification II
Motorcycle Accident	Fatal (Person/s died in the accident)
	Major Injuries (Critical injuries, hospitalised)
	Minor Injuries (non-critical)
	No Injuries
Vehicle Accident	Fatal (Person/s died in the accident)
	Major Injuries (Critical injuries, hospitalised)
	Minor Injuries (non-critical)
	No Injuries
Other Accident	Aviation Accident
	Boat Accident
	Other

## Child Protection

WV offices are required to investigate and respond to reports of child abuse in areas where WV is operational in ways which are consistent with local law. WV uses three levels of Child Protection Incidents to determine WV's response, which is based on WV's potential responsibility and risk of liability. Several classifications of Child Protection incident types are available below.

- **Level 1** - A child protection incident that is not committed by WV staff member/personnel, board/ advisory council member, volunteer, intern, contractor, consultant, donor, sponsor, partner or other WV affiliate is a Level 1 Incident.
- **Level 2** - Any violation of the WVI Child Protection Policy and Standards which puts children in direct risk of harm.
- **Level 3 Code Red ■** - Any child protection allegation or incident in which WV has responsibility to respond and/or protect, and may carry some risk of liability.

Classification I	Classification II
Abuse	Emotional Abuse
	Physical Abuse
	Rape or Attempted Rape
	Sexual Abuse
	Sexual Exploitation
	Other
Crime or Violence	Abduction
	Child in Conflict with the Law
	Gang Violence
	Kidnapping/Hostage Taking
	Murder
	Rape or Attempted Rape
Death	Accident
	Murder
	Suicide
	Other
Misconduct	Child Pornography
	Inappropriate Behaviour
	Inappropriate Comment
	Inappropriate Contact
	Other
Protocol Violation	Non-reporting of Information
	Unaccompanied Meeting
	Unannounced Sponsor Visit
	Unannounced Visit
	Unauthorised Release of Information
	Violation of Confidentiality
	Other



Other

Child Labour

Early Marriage

Exploitation

Neglect

Other

## Employee Death

This category of incident is for reporting employees' deaths due to accidents, illness or suicide, whether in the workplace (or on duty) or not in the workplace. The following classifications of Employee Death are available below.

- Death - Accidental Code Red ■
- Death - Natural
- Suicide
- Other or Unknown

Note that all Code Red incidents must be reported immediately.

If the death of an employee is the result of an accident or act of violence, please report that as *Issue One* and include the Employee Death as *Issue Two*.

Classification I	Classification II
Death - Accidental	Non-workplace
	Workplace/On duty
Death - Natural	Non-workplace
	Workplace/On duty
Suicide	Non-workplace
	Workplace/On duty
Other/Unknown	Non-workplace
	Workplace/On duty

## Employee Injury

This category of incident is for reporting employees' critical injuries or hospitalizations due to an accident, illness or when attempting suicide. The following classifications of Employee Injuries are available below.

- Critical Injury or Illness - Code Red ■
- Suicide Attempt

Note that all Code Red incidents must be reported immediately.

If the critical injury of an employee results from an accident or an act of violence please report that as *Issue One* and include the Employee Injury as *Issue Two*.

Classification I	Classification II
Critical Injury or Illness	Workplace/On duty
	Non-workplace
Minor Injury	Workplace/On duty
	Non-workplace
Suicide Attempt	

## Employee Sexual Assault

This category of incident is for reporting the sexual assault of an employee. This is a highly confidential incident, and will be treated as such. As a Code Red incident, this must be reported immediately. The victim's name should not be used in this report. Please refer to the Partnership Guidelines on Sexual Assault and Rape when making this report.

## Financial Loss

Use this section to report incidents where a loss of World Vision assets of any amount has occurred. Also report incidents of employee financial misconduct or corrupt behaviour which may not have resulted in a loss but which are required to be reported by the Anti-Corruption policy. The following classifications of Financial Misconduct and Loss are available below.

- Cash Losses
  - Fraud or Embezzlement - Code Red ■
  - Bribery or Extortion
- Non-Cash Losses
  - Accidental Loss
  - Loss due to Civil Unrest or a Natural Disaster
  - Misappropriation of Assets
  - Misuse of Assets
  - Commodities Losses
  - Or other financial misconduct/losses that do not fit the above categories

Losses due to theft or robbery should be reported under Violence & Staff Security.

Any incident or allegation of Fraud or any loss over USD \$5000 are all considered Code Red and should be reported immediately.

Classification I	Classification II
Loss - Cash	Bribery or Extortion (Code Yellow)
	Fraud or Embezzlement (Code Red)
	Other
Loss - Non-Cash	Accidental Loss
	Civil Unrest / Natural Disaster
	Commodities Loss
	Misappropriation of Assets
	Misuse of Assets
	Other

## Grievance/Harassment

**Grievance** is a formal procedure to address and bring resolution to an employee dispute and/or complaint in the workplace. Example: Dispute with a supervisor, wrongful termination etc.

**Harassment** concerns stem from possible discrimination and unlawful treatment based on race, color, national origin, age, gender and disability or any other characteristic protected by discrimination laws.

The following classifications of Grievance and Harassment are available below.

- **Sexual Harassment** (High confidentiality) – Code Yellow
- **Discrimination** – Code Yellow
- **General Harassment** – Code Yellow
- **Grievance – Group** – Code Red ■
- **Grievance – Individual** – Code Yellow
- **Senior Management Disciplinary Action** – Code Yellow
- **Wrongful Termination** – Code Yellow

Note that all Code Red ■ incidents must be reported immediately.

Classification I	Classification II
Sexual Harassment	
Discrimination	
General Harassment	
Grievance	Group
	Individual
Senior Management Disciplinary Action	
Wrongful Termination	
Other Policy Violation	



## Hostage/Kidnapping/Abduction

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A Hostage / Kidnapping situation is the illegal **actual**, or **alleged** taking, and holding captive of one or more World Vision staff members, dependents, contractors or persons under World Vision's care, by persons who then demand specifically from World Vision a ransom or concession as a condition of the release of such captive(s).

When such incidents occur, it is a Code Red incident and it is critically important to **contact line management immediately by phone** and to then provide further details through this incident intake form as soon as possible. These situations have primary oversight by World Vision's Executive Crisis Management team, as described in our Hostage Incident Management guidelines, and notifications are sent accordingly.

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## Cybersecurity

Please note this is a different function than the Office of Corporate Security. In the event of an Information Security Breach or attack (also known as an Incident); Cybersecurity’s role includes assessing the extent of the damage, containment, basic forensics, and recovery in an organized approach to addressing and managing the aftermath of an incident. Please report any incidents related to Cybersecurity in one of the categories below:

- **Cyber-Attack** – Attack that disrupts business operation of technology, digital, or data services.
- **Data Breach** – Unauthorized access to World Vision data. This category includes breach of personal data and payment card data.
- **Digital Abuse** – Abuse of World Vision brand by domain infringement, digital account takeover, counterfeiting, spoof phishing domains, fake mobile applications, or fake social media profiles.
- **Violation of Policy** – An individual violates the acceptable use policy (AUP).
- **Third Party Incident** – Cyber-attack or data breach event related to a supplier or partner organization impacting World Vision brand, reputation, services, or data.

Classification I	Classification II
Cyber-Attack	Crypto mining
	Denial of Service
	Malware
	DOS for Bitcoin
	Website Attack
	Business Email Compromise
	Digital Identity Theft
Data Breach	Ransomware
	Personal Data Theft
	Personal Date Leakage
	Personal Data Loss
	Information Theft (Non-PII)
	Information Leakage (Non-PII)
Digital Brand Abuse	Information Loss (Non-PII)
	Fake Domain
	Fake Website
	Fake Mobile Application
	Fake Social Media Account
	Fake News or Posts
	Fake Digital Content
Executive Identity Abuse	

Violation of Policy	Unauthorized Use of Internet
	Unauthorized Use of Email
	Unauthorized Use of Digital Identity
	Unauthorized Use of Data
	Unauthorized Use of System
	Unauthorized Software
	Unauthorized Hardware
	Tampering of Security Controls
	Non-Compliant Computing Device
Third Party Incident	Personal Data Breach
	Information Leakage
	Cyber-Attack

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## Legal Matter

This is for reporting a lawsuit actually filed or likely to be filed against a World Vision entity worth more than USD \$100,000, or a lawsuit that a World Vision entity has filed or is likely to file against someone else. Only certain lawsuits need to be reported, and it is important to try and quantify the amount of money at stake (*for example, what is the possible “worst case” if WV loses the suit*). Please make sure to enter in the value of lawsuit in the “Assets” section of the intake form.

The following actual or likely lawsuits should be reported using the classifications below:

- An Employment/Labour Lawsuit that could be worth more than US\$100,000;
- Government Compliance Matter - a dispute with a government agency, likely involving compliance with government laws or regulation exceeding \$100,000;
- Other Lawsuit or Compliance Matter that could be worth more than US\$100,000.

The following should also be reported under the applicable classification above:

- A matter under the US\$100,000 threshold if it involves an important public issue, could set an important precedent, or involves high reputational risk;
- Multiple smaller matters that in the aggregate could be worth more than US\$100,000.

Note that all lawsuits described above must be reported immediately.

Classification I	Classification II
Employment/Labour matter worth more than US\$100,000	Group of employees suing World Vision
	International staff and/or sr. management suing WV
	National staff suing World Vision
	Other
Government Compliance Matter worth more than US\$100,000	Compliance w/tax, social benefits, etc. req.
	Compliance with data privacy regulations
	Corruption
	Environmental laws
	Local registration
	Other
Other Matter worth more than US\$100,000	Contract dispute, w/vendor, contractor, licensor etc.
	Dispute w/landlord, 3rd party of owned/leased R.E.
	Dispute with a donor or lender
	Other



## Media & Reputation Management

Media & Reputation Management is responsible for assisting national, regional and support offices in strengthening the organisation’s reputation among the public and manage existing or potential communications crises. These functions have become vital to our organisation and, the changing nature of mainstream and social media has brought new and complex challenges to preserving and enhancing our reputation of organisations. The Risk Protocols and Crisis Communications Plan (available on WVCentral), outlines what actions are taken when an event or risk issue arises.

Some examples of major risks to World Vision’s reputation that should be reported here include:

- Accountability issues, including: compliance failure, government or independent authority investigation, hiding damaging information, or unwanted, inappropriate or dangerous GIK, etc.
- Christian identity issues, including: abortion, Bibles, Christian hiring rights, contraception, homosexuality, proselytism, or same-sex marriage, etc.
- Donor promise issues, including: CEO salary and benefits, child favouritism, children not benefitting from sponsorship, excessive money spent on luxury goods or service, or high overheads, etc.
- Other issues with the potential to damage our reputation

Classification I	Classification II
Accountability	Major/Infuential - International Media
	Minor - Local Media
	Online Content
	Social Media
Christian Identity	Major/Infuential - International Media
	Minor - Local Media
	Online Content
	Social Media
Donor Promise	Major/Infuential - International Media
	Minor - Local Media
	Online Content
	Social Media
Other	Major/Infuential - International Media
	Minor - Local Media
	Online Content
	Social Media

## Staff Care

This category is for reporting all situations in which an employee has requested or has otherwise been provided with Staff Care. Staff care is a peer supported, psycho-social intervention that promotes wellness in the workplace, prepares staff to deal with the stressors in their work, and assists staff in managing stress such as:

- Cumulative Stress - work-related stress (*untreated*) that has built up over time.
- Critical Incident Stress - stress as a result of a critical incident or major life-event.
- Compassion Fatigue - stress as a combination of burnout and secondary trauma.

Classification I	Classification II
Employee Conflict	Office Conflict
	Staff - Staff Conflict
	Staff - Supervisor Conflict
	Other
Employee Stress	Burnout
	Compassion Fatigue
	Critical Incident Stress
	Cumulative Stress
	Faith Related
	Other
Pre-Incident Preparation	Critical Incident Stress Management Training
	Occupational Stress Management Education Training
	Strategy and Policy Development
	Other

## Violence & Staff Security

Violence is the intentional use of physical force or power, threatened or actual, against a person, or against a group/community, that either results in or has a high likelihood of resulting in injury, death, psychological harm or deprivation. In World Vision, this category represents many security related incidents. The following classifications of Violence & Staff Security issues are available below.

- Arrest/Detention – Code Red ■
- Attack (*such as an ambush, shooting, or a physical attack*) – Code Red ■
- Bomb / Explosive – Code Red ■ (*Severe Damage*)
- Civil Unrest, Conflict & War – Code Red ■
- General / Other Violence or Criminality
- Missing Person
- Murder or a Criminal Death – Code Red ■
- Property Damage
- Theft, Burglary or Robbery
- Threats (*such as Death Threats, Harassment, Illegal Checkpoints, or Surveillance*)

Note that all Code Red incidents must be reported immediately.

If an act of violence or criminality results in a critical injury or death of an employee, please report Employee Injury or Employee Death as *Issue Two*.

Classification I	Classification II
Arrest/Detention	Arrest
	Detention
Attack	Ambush
	Crossfire / Shooting
	Hijack
	Physical Attack / Armed Assault - with weapon
	Physical Attack / Bodily Assault - no weapon
Bomb / Explosive	Aerial Bombing
	Bomb / Improvised Explosive Device
	Hand Grenade / Rocket Propelled Grenade
	Landmine
	Mortar
	Unexploded Ordinance
Civil Unrest, Conflict & War	Armed Group or Troop Movements
	Civil War
	Coup d'Etat
	Criminal: Looting / Rioting
	Political: Demonstration / Protests
	Tribal / Clan Clash
	War Between Nation States
General / Other Violence or Criminality	

Classification I	Classification II
Missing Person	
Murder (Death - Criminal)	
Property Damage	Arson
	Fire - Accidental
	Malicious to WV Assets (Signs, Vehicles)
	Malicious to WV Buildings
Theft	Burglary / Break In
	Robbery
	Theft
Threat	Death Threat
	Harassment
	Illegal Road Block / Check Point
	Intimidation with a Weapon
	Surveillance
	Threat - General