

MODULE 4: REPORT WRITING

- Report writing is one of the most important tasks of security officers. All routine and emergency happenings during the shift have to be recorded in narrative form so that reader can draw relevant conclusions from the report. These reports should be written in clear and concise standard format to ensure that nothing important has been left and all essential information has been recorded for reporting and for future references. In this lesson, essential ingredients of report writing and notes taking will be covered as under:
 - **Part I**- Importance and guidelines for report writing
 - **Part II** – Types of reports and recommended methods of writing reports
 - Appendix A : Sample Daily Occurrence Report
 - Appendix B : Sample Special Occurrence Report

Part I- Importance and Guidelines for Report Writing

- **Purpose of Report Writing**
 - To maintain chronological record of shift activities.
 - Keeping superiors informed of events.
 - Evidence for police and courts.
 - Pinpoints responsibility / negligence.
 - Vertical and lateral mode of information sharing.
- **Principles of report writing** A complete report should answer the following questions regarding any incident :
 - **Who**- who was involved; complainant, witness, accused, suspects, victims
 - **What**- What happened, what did others do, what did you do
 - **When**- Time, date
 - **Where**- Exact location of incident, witness, victims, etc
 - **Why**- Why did it happen, motive? Not always able to answer
 - **How**- How did the incident/occurrence take place? How did it come to your attention?
 - **Action Taken** - Report yours and the actions of others
- **Guidelines of Report Writing** A report should be written as per following guidelines :
 - **Accurate** - Facts are to be reported as they happen
 - **Clear** - All facts are to be clearly stated in chronological order
 - **Brief** – All reports are to be brief and to the point, no excessive wordiness. You are writing reports to express not impress
 - **Objective** –Reports are never to contain personal opinions, you are only reporting facts
 - **Complete** – Must answer all seven essentials
 - **Legible** – Must be clearly printed in **BLACK** ball point pen so that it may easily be read by others

- **Prompt** – Reports should always be prepared as soon as possible after the event or incidents
- **Rules of report writing : As a convention, following rules should be observed while writing reports :**
 - Always *PRINT* your reports using a *BLACK* pen.
 - Use CAPITAL LETTERS
 - Record all times using the *24 hour clock*
 - Always include your briefing, equipment received and equipment turned over in your reports
 - Update all of your reports prior to going on break
 - Ensure all reports are complete by the end of your shift

Part II – Types of Reports and Recommended Methods of Writing Reports

- **Types of Reports :** During a tenure of duty, a security officer may have to fill up following types of reports :
 - Memo book
 - Daily officer/occurrence record/report (DOR)
 - Incident/Special occurrence reports (SOR)
 - Trespass to property reports
 - Maintenance reports
 - Company use of force report
 - Ministry required use of force report
- **MEMO BOOK**
 - Memo book is also called note book. It is given to each security guard on joining a security company. Though retained by security guard, it is property of the security company and must be returned to the Company when it is filled up or an employee leaves the company for any reason. It may be inspected at any time only by a designated employee, supervisor or member of management of the security company.
 - **Purpose of Memo Book:** It assists in :
 - ✓ Preparing reports
 - ✓ Refresh memory for giving witness in court
 - ✓ Later investigations
 - ✓ Helps in performance appraisal
 - ✓ May be required by court as evidence in future

police arrival for incident investigation, loss of power/heat or any unusual interaction with any visitor. Refer Appendix B for a sample of writing Special Occurrence Report .

The purpose of these reports is to:

- ✓ Inform the authorities of an incident and ensure that follow up action is taken as needed.
 - ✓ Assist in determining the cause of an incident / accident.
 - ✓ To exchange accurate information with other agencies.
 - ✓ To maintain permanent record for any legal action.
 - ✓ Maintain efficient operation and prevent recurrence of similar incident.
 - ✓ Ensure effectiveness and competence of security officer
- **Use of Force Report** Whenever force is used against empty hands, use of force report needs to be initiated. Use of force report is most important and it needs to include all relevant information obtained before, during and after the incident. It should be comprehensive and include all details which will be very useful during litigation and coverage of legal liability.
 - **Purpose and features of 'Use of Force Report'**
 - ✓ These reports are initiated when ever force is used against empty hands
 - ✓ Submitted within 24 hours
 - ✓ Also inform managements on phone, if weapons or serious injuries were involved
 - ✓ Also attach incident report along with this report
 - ✓ Utilize special forms where required
 - **Contents Of Use of Force Report**
 - ✓ Identification of individuals involved
 - ✓ Reason for action taken
 - ✓ Risk assessment and management factors
 - ✓ Officer arrival , action taken by him
 - ✓ Summary of the incident
 - **Ministry of Community Safety And Correctional Services : Use Of Force Reporting Requirement**
 - ✓ Memo book should be detailed and complete
 - ✓ Must fill company use of force report
 - ✓ Must fill the Ministry use of force report
 - ✓ All documents must be reviewed with your management company before submitting
 - **Guidelines for Effective Report Writing**
 - Keep the facts clear and accurate

- Keep sentences short
 - Use past tense
 - Use objective and neutral language
 - Keep short paragraphs
 - Use diagrams for difficult descriptions
 - Use correct terminology
 - Write legibly & coincide with your memo book
 - Avoid speculations
- **Ministry's Expectations from Security Officer Regarding His Report Writing Capabilities**
It is expected that an efficient security officer should be capable of performing following tasks :
 - Retrieve administrative report (i.e., from computer/file)
 - Writing/typing report (e.g., time sheets, check list, weekly or monthly inspections)
 - Compiling/updating reports (e.g., case documents)
 - Conveying administrative report to supervisor / manager in-person / FAX / email/ internal mail
 - Filing work documentation (e.g., filing cabinet, binder, computer)

Appendix A: SAMPLE DAILY OCCURRENCE REPORTS

This report is for Security officer on shift from 1600 Hrs to 2359 hrs. The recommended details could be:

- **1545 ARRIVED ON SITE**
- **1600 ON DUTY. READ RELIEVING OFFICER'S REPORT. TOOK BRIEFING FROM HIM. CHECKED ALL EQUIPMENT. PATROLLED THE SITE. EVERYTHING APPEARS SECURE. RESUMED OBSERVATION DUTIES.**
- **1705 GENERAL PATROL OF THE SITE. ALL APPEARS SECURE**
- **1830 GENERAL PATROL OF THE SITE. ALL APPEARS SECURE**
- **1910 PAT ARRIVES ON SITE FOR INSPECTION. BRIEFED HIM ABOUT SITE.**
- **2035 GENERAL PATROL OF THE SITE. TWO LIGHTS IN SIDE-CARPARK BLOWN OUT. INFORMED MAINTENANCE.**
- **2105 GENERAL PATROL OF THE SITE. ALL APPEARS SECURE**
- **2230 GENERAL PATROL OF THE SITE. ALL APPEARS SECURE**
- **2330 GENERAL PATROL OF THE SITE. FOUND BASEMENT WASHROOM FLOODED. SEE INCIDENT REPORT FOR DETAILS.**

- 2359 SHIFT ENDS. HANDED OVER DUTIES TO RELIEF SECURITY GUARD. REPORTED TO SITE SUPERVISOR. BOOKED OFF.

Appendix B : SAMPLE SPECIAL OCCURANCE REPORT

This Special Incident Report is for an incident that occurred at 2330 hrs during a shift wherein a security guard finds flooding of a washroom in the basement of the building during his routine patrol. Please note the actions of the security guard till the incident is resolved. Please study the report and assess if the security guard has answered who? What? When? Where? Why? How? Action Taken?

INCIDENT NO 4 TIME 2330

AT 2330, IN BASEMENT CENTRAL WASH ROOM, DURING MY ROUTINE PATROL, I FOUND WATER RUSHING ON FLOOR. I IMMEDIATELY INFORMED MAINTENANCE ON RADIO. I ALSO INFORMED THE BUILDING SUPERINTENDENT. AS PART OF EMERGENCY DRILL, I SIGNPOSTED 'NO ENTRY' INTO ALL ROUTES TO BASEMENT AND CLOSED THE EMERGENCY VALVE. I POSITIONED MYSELF AT BASEMENT ENTRANCE TO MONITOR THE WATER FLOW. MAINTENANCE ARRIVED AT 2350 AND I BRIEFED THEM OF SITUATION. I ALSO INFORMED MY RELIEF SECURITY GUARD OF THE SITUATION I FILLED AND SIGNED THE INCIDENT REPORT