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.

- Memo Book Contents Normally, the memo book has following printed material for ready reference of security guards:
 - ✓ **Radio** Ten codes ,Phonetic alphabets
 - ✓ National use of force framework
 - ✓ Emergency Procedures First aid procedures and Hazardous guide
 - ✓ Legal Aspects Salient aspect of following is printed :
 - o Powers of Arrest-Federal Statutes
 - o Charter of Rights And Freedom
 - o Criminal Code of Canada-Use of Force
 - o Powers Of Arrest-Provincial Statutes
 - o Ontario Family Law Act
 - o Ontario Trespass to Property Act
 - o Ontario High Way Traffic Act
 - Guidelines For Proceedings Involving Young Persons-The Youth Criminal Justice Act
 - o Demands Used In Alcohol Related Motor Vehicle Investigations
 - o Preservation Of Evidence
- Points to be Kept in Mind for Report Writing in Memo Book
 - ✓ All pages should be numbered and do not leave any page blank.
 - ✓ All entries should be done in black ink
 - ✓ Update your memo book every 20 minutes
 - ✓ No line should be left blank
 - ✓ Entries should be clear & specific and should not be vague
 - ✓ Witness's statement if obtained, should be signed with date, time and their name on top of their statement
 - ✓ Notes taken should be neat and legible and use only authorized abbreviations
 - ✓ Only official things should be noted in the memo book
- Daily Occurrence Report (DOR) The purpose of this report is to keep the client and the supervisor informed of security guard's shift activities. Security guard must ensure that all the duties listed in post orders are completed in the DOR. The report should list in chronological order, all the events from the time the security guard arrives till his shift is complete. Normally, at least one entry be made every hr in the Daily Occurrence Log to maintain continuity in duty performance. General contents like observation, patrols, access details, breaks etc should be recorded. However, special occurrences should be only listed here but the details of the incident should be shown on Special Occurrence Report. Refer Appendix A for a sample of writing Daily Occurrence Report.
- Special Occurrence Reports These reports are filled up whenever any non-routine occurrence takes place during the shift. It could be a fire incident, crime occurrence,

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
- Wrtie 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 SECURTY 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