

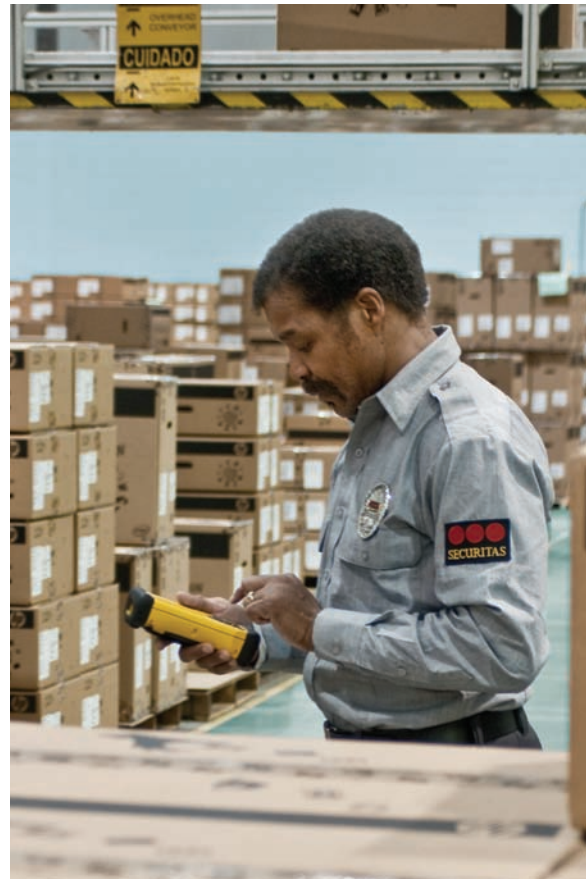
Put it in Writing

Every Securitas security officer has two primary job responsibilities: observe and report.

You can observe things all day long, but it won't mean very much unless you tell somebody what you saw. And telling somebody doesn't mean calling your supervisor and saying, "Hey, you won't believe what I just saw!"

Whether handwritten or electronically, you need to document your observations in the form of a report. A site may have a couple of different types of report forms: the Daily Activity Report (DAR) or Log Book is used for reporting routine matters. The Incident Report is used for reporting non-routine, particular situations such as accidents, emergencies and criminal acts. Your post orders may require other reports.

Whatever form your reports take, they all start with your notes—what you jot down when you encounter an incident, safety hazard or security threat. Some sites are replacing the traditional pen and paper method with electronic devices. Whatever method you use, remember, your notes may be read by other people so, if writing by hand, print neatly, and always only write down what would be appropriate for anyone and everyone to see.



Journalism 101

When you are documenting what occurred during your shift, think like a newspaper reporter and follow these five rules of effective report writing:

- 1. Try to answer the 4 W's:** **Who** were all the parties involved? **What** happened? **When** did it happen? **Where** did it happen? Answer only what you know. If you have to guess, leave it out.

2. **State the facts clearly:** Rely on your observation skills and your notes. Only report what you know. Don't state opinions. And use precise, professional language—many people might read your report.
3. **Be concise:** Be brief, but don't leave anything out. Keep it simple and get to the point.
4. **Be accurate:** Check your facts, grammar and spelling. Proofread. Don't make assumptions or draw conclusions.
5. **Report events in chronological order:**
This makes the reports easier to read, more logical and more organized. Documenting the time and the order of events can be vital for legal proceedings and other purposes.

The attached page looks at the 4 W's in more detail. You can use it as a reference sheet for your next report.

For the Record

Your reports are an essential part of our security services. They keep clients and management informed about what's happening at the site, and can help them to:

- Spot trends, so they can proactively adjust the security program to minimize risk
- Document compliance with various local, state and national regulations and standards

Well-written reports serve additional purposes including:

- Providing a permanent record of your observations

- Providing clients with documentation of how and when you carry out duties and responsibilities outlined in your post orders
- Ensuring continuity and reliability of service by passing on vital information to others who work the next shift
- They may be used for legal proceedings, insurance purposes or other third-party actions
- Helping to protect you, the company and the client from misinformation and misunderstandings

Reporting is a vital part of your job as a professional security officer. The interactive e-learning course, *Report Writing*, can help you develop—or refresh—your report writing skills. It is available on the Securitas Online Academy.

Beyond Words

When you write accurate and concise reports, you not only fulfill a primary duty, you also demonstrate the three Securitas core values:

Vigilance—your reports reflect that you are alert and aware at your post or on patrol

Helpfulness—your reports benefit our clients, Securitas management and your co-workers

Integrity—by signing and filing the report in a timely manner, you let your security team know that your report truthfully and accurately reflects your observations

This guide is for informational purposes only and does not contain Securitas USA's complete policy and procedures. For more information, contact your Securitas USA supervisor or account manager.



The 4 W's of Effective Report Writing

Who, What, When and Where. If you have to guess or give an opinion, leave it out.



WHO Who were all the parties involved in an incident? Who was notified? Who saw the incident?

- Last name, first name and middle initial
- Home address and phone number
- Business name, address and phone number
- Relationship to others involved in the incident (friend, boss, witness, etc.)
- Physical description

For a crime:

- Who is the victim?
- Who are the witnesses?
- Who reported the crime to the police?
- Who responded to the call?
- Who is the perpetrator? (may not be answerable)
- To whom should the crime be reported in the company?
- Who may have seen something before or after the crime occurred?
- Who was arrested?
- Who was questioned?



For an incident

- Who is involved?
 - Who are the witnesses?
 - Who reported the incident?
 - Who responded to the call?
 - Who is the insurance agent of the victim or injured individual?
 - Who may have seen something before or after the incident?
 - To whom should the incident be reported?
 - To whom was the incident reported?
 - Who was charged? (if an automobile accident)
-



WHAT What happened?

- What was the response to what happened?
 - What evidence was found?
 - What was damaged?
 - What was saved?
 - What vehicles were involved? (traffic accident)
 - What was stolen? (robbery/theft)
 - What role did each participant play?
-



WHEN When did it happen? When was it reported? When did you report it?

- When did the incident occur?
 - When was it reported?
 - When were you notified?
 - When were the police called?
 - When did you arrive on the scene?
 - When did the police arrive?
 - When did you notify the police? The company? The customer?
 - When was the fire department called?
 - When was the suspect apprehended?
-



WHERE Where did it happen?

- Where did the suspect enter the facility?
- Where was the vehicle parked?
- Where were the items stored?
- Where were you on duty when the incident occurred?
- Where were the witnesses located when the incident occurred?