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# **MANUAL OF POLICY AND PROCEDURE**

**SUPPLEMENT  
INVESTIGATIVE DIVISION**

**REVISED  
03/2024**

## **INTRODUCTION**

This supplement to the manual of policy and procedure is presented as a matter of information and has been prepared to inform employees assigned to the investigation division about specific practices and policies, as well as the conduct expected from them. While this manual is not intended to be a book of rules and regulations or a contract, it does include some important guidelines which employees assigned to the investigation division should know. Except for the at-will employment provisions, the manual can be amended at any time.

This supplement to the manual of manual of policy and procedure will not answer every question employees may have, nor would the Agency want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

No one other than authorized management may alter or modify any of the policies in this supplement. No statement or promise by a supervisor, manager, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this supplement be found to be unenforceable and invalid, such a finding does not invalidate the entire supplement, but only the subject provision. Nothing in this supplement is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA) or be incompatible with the NLRA.

We ask that employees assigned to the investigation division read this guide carefully, become familiar with the Agency and our policies, and refer to it whenever questions arise.

## **CASE MANAGEMENT**

### **Case Management System**

The Agency uses an online case management system to track casework, reporting, and expense entries. This system can be accessed online or through a mobile app in the Apple App Store or the Google Play App Store. Access to setup your username and password will be sent to your Agency email address. If you have not been granted access, please contact your supervisor for further details.

Access <https://origin.viewcases.com>  
Support <https://support.trackops.com/hc/en-us>

### **Case Assignments**

All casework assigned to an investigator will be located on the case list page from the Trackops dashboard. In the event you are assigned to a case, but do not see the case on your dashboard, contact your case manager.

<https://support.trackops.com/hc/en-us/articles/360060560372-Investigator-Quick-Start-Guide>

### **Report Writing**

Investigators are to prepare reports that clearly document the facts and activities of an investigation. Reports are expected to be clear and concise in order to produce reports that are easily understandable to clients, law enforcement agencies, the court, and attorneys. Reports will be reviewed for spelling, grammatical errors, and content prior to being approved for dissemination to clients. Reports that are found having errors will be declined and a notification email will be sent to your Agency email.

<https://support.trackops.com/hc/en-us/articles/212338103-Case-Updates-Communicating-with-your-Clients-and-Staff>

Investigator reporting is the primary method in which we communicate with Agency clients. Timely reporting is a necessary function not only from a client relations standpoint, but from an Agency profitability aspect as well.

Investigators must document all work, however slight, with an expense entry and report entry / update.

Investigators are expected to have reports / updates for casework submitted by the end of the following workday in which the investigation was conducted. Urgent reporting situations may exist and will be indicated by a case manager or supervision. Extensions must be approved by a supervisor.

It is vital that reports are grammatically correct and the word picture from the investigator is clear. A copy of *The Elements of Style* by William Strunk Jr. and E.B. White is located in the equipment locker in Room 1951 and can be referenced for any grammatical issues. For further details on writing practices, reference the CA POST course on investigative report writing learning domain 18 located at <https://origininvestigations.com/internal/training/post/>.

While everyone has different nuances in the style of writing that they utilize, the following are some of the uniform expectations when preparing a report.

- All times are an approximation and in the military time format (12/01/2023 at approximately 2200 hours)
- All reports will be written in first person and past tense
- Use of slang or profanity is not to be used unless it is a direct quote from an involved party
- When identifying persons in the narrative of a report, the first instance will have the persons full first and last name. Any time after the initial reference, the person will be referenced by their last name, unless there are multiple people with the same name. In this case, all subsequent references will have the first initial and the last name.
- All work from a single workday for each case will be submitted into the investigation management system as a single narrative report. Multiple days of work are not to be submitted in one narrative entry.
- Reports that are collaborative with other investigators require an individual report from each investigator annotating their own actions. A short summary of the actions of other investigators may be referenced by the lead investigator in their report, but be concise and cautious not to describe the actions in too much detail. After summarizing the actions of another investigator, reference their report as follows (See Investigator Name's supplemental report for further details)

## Subjects

Subjects in the Agency's case management system are people, places, and assets that are of investigative value during casework. All relevant subjects in a case are expected to be identified and added to the system and to have complete information.

<https://support.trackops.com/hc/en-us/sections/202386903-Subjects>

## Expense Entries

All billable hours and expenses for a case that has been worked will be entered onto the Agency case management system by the end of the same workday in which the investigation/work was conducted.

Investigators must document all work, however slight, with an expense entry and report entry / update.

<https://support.trackops.com/hc/en-us/articles/212338283-Submitting-Case-Expenses>

Time Entry Code	Description
Administrative	Not used by investigators
Background Investigation	State the name of the subject individual or entity
Case Discussion	State the nature of the discussion. This is used for internal discussion among investigator or client discussion
Case Preparation	State the nature of the preparation. This is generally used for document review prior to investigation
Case Review	State the nature of the case review. This is used specifically for case reviews and is not part of a general investigation
Consultation	State the nature of the consultation. This is used for either consultation with an expert or for general consultation services provided to a client
Consulting Expert	State the nature of the work done by the expert. This is used when in-house or contracted expert services are provided to a client at a rate other than our standard rate
Court Appearance	State the location and nature of the court appearance
Forensics	State the nature of the forensic investigation. This is used for all types of forensics services
Intelligence Analysis	State the nature of the analysis. This is used for OSINT or other research-based investigations. Be specific, but not too specific. This becomes a line item on a bill, so only one or two sentences
Interview / Interrogation	State the nature, subject, and location of the interview
Investigations	State the nature of the investigation. This is used for general investigations. Be specific, but not too specific. This becomes a line item on a bill, so only one or two sentences
Locate	State the nature of the locate. This is used specifically when locating an individual, either research or field based
Process Service (Complex)	State the person served, the location, and if the service was successful or only attempted. This is used for process service completed by Origin investigators
Report Writing	State the nature of the report writing. This is used when entering notes or preparing reports
Security / Personal Protection	State the nature of the security assignment. This is used when providing executive protection services to our clients
Surveillance	State the nature, subject, and location of the surveillance. Be specific, but not too specific. This becomes a line item on a bill, so only one or two sentences
Travel Time	To/From Field Investigation Location

<b>Expense Entry Code</b>	<b>Description</b>
Asset / Informant	State the nature of the asset / informant. This is used for payment to outside parties who assist with field investigations
Court Filing Fee	State the nature of the documents and location filed
Document Retrieval Fee	State the nature of the documents and location retrieved. This is for in-person document retrieval only and is not used for any online database related fees
Mileage	Field Investigation
Miscellaneous	State the nature of the expense. This is only used for expenses that do not fit any other category
Parking / Tolls	State the location and nature of the parking or toll expense
Process Service (Simple)	State the person served, the location, and if the service was successful or only attempted. This is used for process services completed by an outside process service company
Specialized Data	Do not use this billing code. This is only to be used internally
Stationary Camera Surveillance	State the location and nature of the surveillance
Transcription	State the nature of the transcription
Translation	State the nature of the translation and language
Travel Expense	State the nature of the travel. This is only for travel expenses related to airfare, hotel, car rental, and per diem. This is not used for mileage or travel time. Per diem is \$25 / \$25 / \$50 (breakfast / lunch / dinner) depending on the duration of travel
TSCM	State the location of the TSCM investigation

### **Travel Time**

For casework in Los Angeles County, CA, travel time is generally added to the investigative action being conducted. For example, if you conduct an 8-hour surveillance and the drive time to and from the field investigation location is 30 minutes, you will log 9 hours of surveillance.

For casework outside of Los Angeles County, CA, travel time is always billed separately. Only the travel time to the location is billed and no travel time should be billed while at the assigned location. For example, if you take a 3-hour flight to Seattle, WA and work for 8 hours one day and 6 hours the next day, then take a return 3-hour flight to Los Angeles, CA, you would log 6 hours of travel time and 14 hours of investigative time.

Certain clients require that travel time is entered separately, and the notes completed with specific terminology. The assigned case manager will advise you of specific client policies.

### **Mileage**

Mileage will always be billed as the distance from the Agency's office (515 S. Flower Street Los Angeles, CA 90071) to the field investigation location. However, if you traveled by air to a location, the mileage billed is that which is driven at that location during the investigation.

Mileage is entered as part of an expense entry in the case management system if you are using a personal vehicle or Agency rental vehicle. Mileage is only reimbursed when using a personal vehicle.

### Per Diem

Per diem is billed to clients for cases in which the investigator is on an overnight assignment greater than 50 miles from the Agency's office (515 S. Flower Street Los Angeles, CA 90071). Per diem is allotted at the rates of \$25 / \$25 / \$50 (breakfast / lunch / dinner) depending on the duration of travel as outlined below.

- Actively traveling between the hours of 6am - 8am, you can charge a maximum of \$25.00 for breakfast.
- Actively traveling between the hours of 11am - 1pm, you can charge a maximum of \$25.00 for lunch.
- Actively traveling between the hours of 6pm - 8pm, you can charge a maximum of \$50.00 for dinner.

For employees issued an agency American Express card, all travel meals are to be charged directly to the card and not expensed or reimbursed through Gusto. The same expense limits apply. If your meal cost exceeds the amount, you must complete two transactions (one on the agency American Express card and one through a personal payment method) to ensure you do not exceed the amount.

For staff not issued an agency American Express card, meals are to be paid by the staff member and reimbursed through an expense reimbursement in Gusto. The same expense limits apply.

### Fuel

Fuel is not billed to clients or reimbursed to investigators unless they are using an Agency rental vehicle. For employees issued an agency American Express card, fuel is to be charged directly to the card and not expensed or reimbursed through Gusto. For staff not issued an agency American Express card, fuel is to be paid by the staff member and reimbursed through an expense reimbursement in Gusto.

### Court Billing Codes

Investigators assigned to casework that is court appointed are required to select court codes on their expense entries. Most of these codes are auto-populated when selecting the correct expense entry code.

Court Billing Code	Description
AC	Attorney Conference
CN	Conference
CR	Court Testimony
EP	Examine Evidence
ER	Examine Report/Evidence
ET	Interview Experts
EX	Miscellaneous Expense
ID	Interview Defendants
IS	Investigate Scene
IW	Interview Witnesses
PR	Preparation
RF	Review Case Files
RW	Report Writing
TR	Travel Time
WJ	Waiting Time - Jail

## **DOCUMENT MANAGEMENT**

Some casework may be provided to investigators in a case file folder prepared by Agency analysts. While the expectation is that the file will be comprehensive, it is the assigned primary investigator's responsibility to review the case file for accuracy and content prior to conducting fieldwork. File folders contain confidential information and are not to be shared with anyone other than Agency members who are assigned to the casework and members of management. Investigators are expected to maintain the file folder in a secure location at all times, until the completion of the investigation. At the conclusion of the investigation, investigators shall return the case file folder to the analyst who prepared the file.

## **DATA ACCESS**

Investigators are required to know Agency policies surrounding the use of the data systems provided as investigative resources. Agency resources provide investigators access to sensitive information, including detailed personal information, in-depth criminal history, nation-wide department of motor vehicle records, etc. As such, to maintain access to these resources, it is Agency policy that investigators exercise unwavering good judgement and good faith when accessing systems.

Use of data systems are subject to frequent and irregular audits by members of management and by data providers. It is Agency policy that all queries submitted through Agency data systems must meet the following two-prong standard. The investigator must have the right to know and the need to know. Review the following scenarios to better understand this standard.

### **Scenario 1**

An investigator is having a reoccurring issue with a neighbor parking in front of his driveway, but he does not know which neighbor it is. The investigator reports for duty the next morning and runs the plate of the vehicle through agency resources to find out who the vehicle belongs to. In this case the investigator has the right to know because he is on duty as an investigator, but does not have the need to know and as a result is a violation of policy. The plate is not associated with assigned casework or agencies needs, but instead is for personal reasons.

### **Scenario 2**

An investigator is working several long shifts and is struggling to keep up with the reports associated. The investigator is too tired to run the names of the subjects for the case he is working the next day. Instead of running them himself, he asks his spouse to run the names for him through agency resources. In this case the investigator has the need to know, but because the person accessing the system does not have the right to know, this is a violation of policy.

### **Scenario 3**

An investigator is tasked with serving a hard to locate subject with a subpoena. The investigator conducts an in-depth background on the subject during working hours and locates a new address. In this case the investigator has both the need to know and the right to know.

Access to the data systems are an integral part in an investigator's basic ability to function as an investigator. Loss of access to agency resources as a result of poor judgement or bad decisions may result in disciplinary action and/or termination of employment.



## **EQUIPMENT**

Investigators have access to many different types of equipment to assist in fieldwork. Equipment is located at the locker in the report writing room located at 515 S. Flower Street, Room 1951. Investigators are issued the following equipment to be kept on their person or readily accessible daily:

- Agency Identification Card
- Agency Business Cards
- Sonim Phone/Radio
- Transcend Bodycam
- Sony ICD-UX570 Audio Recorder

Investigators who identify equipment that would be effective additions to fieldwork are encouraged to submit a request to a supervisor outlining the benefits of the equipment.

## **UNIFORM AND APPEARANCE**

Investigators are expected to represent the Agency in a professional manner and maintain a professional appearance. As such, we have implemented a uniform policy for investigators. Agency uniform standards are as follows:

- 5.11 Tactical Stryke Shirt
  - Long or Short Sleeve
  - Black / Dark Navy / Storm Gray / TDU Green / Tundra
- Undershirt
  - Black in Color
  - No visible logos or prints
- Pants
  - Jeans or 5.11 Tactical Pants
  - Well-Fitted
  - Conservatively-Washed (Jeans)
- Outerwear
  - Any Appropriate Solid Color 5.11 Tactical Jacket
- Professional Footwear
  - Suitable for Fieldwork
  - Boots
  - Black / Brown / Tan
  - Non-Steel Toe (absent extenuating circumstances and approved by management)
- Hats (Optional – Provided Upon Request)
  - Black or Grey Baseball Cap w/ Origin Logo

New employees assigned to the investigation division will be provided with two uniform shirts in the sleeve length(s) and color(s) of their choice. Employees assigned to the investigation division will be provided with an annual uniform allowance dispersed on January 1st of each year for non-probationary employees.

Investigators working undercover assignments are permitted to wear clothing appropriate for the assignment.

## **COMMUNICATION**

### **Microsoft 365**

Investigators are provided with an agency email and full access to all applications through Microsoft 365. Investigators are expected to utilize Outlook daily to obtain important agency wide updates.

### **Microsoft Teams**

Microsoft Teams is the formal method of communication for investigators and administrative staff. Investigators needing assistance while in the field or providing updates on casework are encouraged to utilize Microsoft Teams as a primary method of communication. Investigators are expected to have Microsoft Teams installed on their work computer and on their personal mobile phones. The Microsoft Teams application provides investigators with an agency phone number, that not only makes it convenient to contact clients or other agency staff, but also protects the confidentiality of the investigator's personal phone number. Microsoft Teams can also be used to record audio and video interviews conducted through the conferencing system. At this time, the agency phone number does not send or receive text messages to numbers outside of the Agency.

### **Sonim Phone/Radio**

Investigators are issued a Sonim Phone/Radio. This device is an instantaneous method of communication between investigators in the field, analysts, case managers, and supervisors. Investigators are required to have their radio charged, turned-on, and on their person during work hours.

## **ADDITIONAL RESOURCES**

Additional agency resources, such as documents, training materials, platform logins, and support are available at the following web address.

<https://internal.origininvestigations.com>

Password: origin5

## **MANUAL OF POLICY AND PROCEDURE ACKNOWLEDGEMENT**

I acknowledge receipt of the Origin Investigations, Inc. Manual of Policy and Procedure (Supplement - Investigation Division) and agree to follow the guidelines within it. I also acknowledge the following:

- Receipt of this manual supplement does not create a contract of employment or in any way alter my at-will employment status; the Agency or I can end the employment relationship at any time, with or without notice, and with or without cause.
- I am not entitled to any particular sequence of disciplinary measures prior to termination.
- With the exception of the at-will employment policy, this manual may be modified at any time.
- Violation of any policy in this manual, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
- This manual does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the manual.
- Should any provision in this manual be in conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the manual remains effective.
- If I have questions regarding any policy in this manual, or other expectations related to my behavior or performance, it is my responsibility to speak with Jayden Brant.

### **EMPLOYEE**

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Signature

Date

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Name