



CHAPTER 4: REPORT WRITING

LEARNING OBJECTIVES

This unit will help you to learn:

- ❖ The importance of using a notebook and the rules and format for taking accurate notes
- ❖ Different types of reports depending on the situation (e.g. incident, use of force, witness statements)
- ❖ The basic elements of report writing (e.g. date, time, location, actions/behaviours, description of individuals, observations, time of completion, etc.)
- ❖ Content of reports (e.g. factual information only)
- ❖ The legal implications of reports (e.g. necessary for audits or evidence in court) and Confidentiality
- ❖ The difference between statements and reports
- ❖ How to properly distribute reports (e.g. problems with e-mailing confidential reports)
- ❖ Incorporating who, what, where, when, why and how in report writing
- ❖ How to take a statement
- ❖ Identifying the appropriate method of communication to report an issue



Security guards must record their activities, observations, and tasks in written reports. These reports must be clear, standardized, and free from bias to ensure that the information conveyed is accurate and understood by different audiences. The format of these reports must be consistent to meet the needs of those who will be reading them.

NOTE BOOK / MEMO BOOKS

Security guards are responsible for keeping a detailed record of their activities during their shift, using a notebook or memo book. This documentation serves as the basis for creating written reports, referencing incidents, and providing evidence in court.

To ensure accuracy and completeness, security guards should make an entry in their memo book at least every 20 minutes, and immediately document any incidents or changes in duties that fall outside of their regular activities.

To save space, guards may use abbreviations in their memo books, but it is important to create a legend that explains the meaning of each abbreviation.

It is essential to be consistent and capture as much information as possible, as it may become difficult to remember details of an occurrence after a significant amount of time has passed.

Inadequate or incomplete notes may result in incorrect or incomplete reports, so keep in mind that the memo book is a record of everything you see, hear, and do.

Good notes are crucial for security guards because they enhance the reports that are written, support statements given or taken, give credibility and integrity, and meet the requirement of civil responsibility. In the judicial process, it is important to note that a trial is not an examination of the truth, but an examination of the proof.

Writing things down at the time or while the information is fresh in your memory allows for effective testimony. If notes are not taken, it is likely that important details will be forgotten and testimony will be less effective. The power of detail in notes provides the facts, explains what happened, convinces the trier of fact, convicts the guilty, and protects the innocent.



One of your most critical responsibilities as a security guard is to keep a complete written record of everything that occurs during your shift. The notes you take and the reports you write will be read by several persons for a range of reasons.

The following list gives the key things to think about whenever you write something. In fact, all writing involves these four factors:

- Audience: who you are writing to – all of the possible readers
- Purpose: why you are writing – to record, inform, persuade, entertain, etc.
- Format: how you will write – the style. For example: notes, report, letter, list, proposal, poem, article, short story, etc.
- Voice: how you want it to “sound” – the tone. For example: formal/informal, personal/impersonal, serious, funny, sarcastic, etc.

THE PURPOSE OF A NOTEBOOK:

There are a number of purposes in keeping a notebook, most notably:

To aid you in recalling details, and providing accurate testimony.

A notebook is first and foremost an aid to giving accurate testimony. There is a considerable amount of information gathered during an investigation, such as the names and addresses of witnesses, descriptions of things, measurements that are taken, locations of key events, and so on. If these types of things are not taken down and recorded as soon as possible, they may never be accurately and completely remembered.

Furthermore, the passage of time will erode your memory of the event. The lapse in time between the event and the trial is usually at least five or six months. If you do not record the information properly, critical details may be forgotten. Without proper notes you will end up answering questions with “I don’t know”, “I don’t remember” and “I’m not sure”.

Remember, a judge and a jury are not likely to be impressed by someone who stumbles through a vaguely remembered incident. Your credibility is at stake. Take the time to write down the basics – the “who, what, where, when, why and how.”



Finally, things that may not seem terribly relevant at the time may become very important at a later date. You may get lucky and write down some of these facts. Or, a detailed series of notes may be used to refresh your memory and may prompt the intimate details of the incident you are trying to recall.

As a reflection of your work and ability. People reviewing your materials will be making judgments on your abilities on the basis of your notebook and reports. Remember, a good notebook reflects favourably on the author and adds to his or her credibility. A poorly recorded incident may result in the conclusion that the work behind it was sloppy as well.

An efficient, neat, and well-organized notebook reflects your organizational skills and abilities. The relevancy of the material in your notebook shows the knowledge of the law and the offences you are dealing with. The quality of your notes reflects the amount of effort that you put into your work.

As a basis for writing a report. A good notebook will allow you to accurately portray the chain of events that took place for the police, your supervisor, or the client. Writing notes will help you organize and prioritize the information for writing a report.

RULES & FORMAT OF THE MEMO BOOK

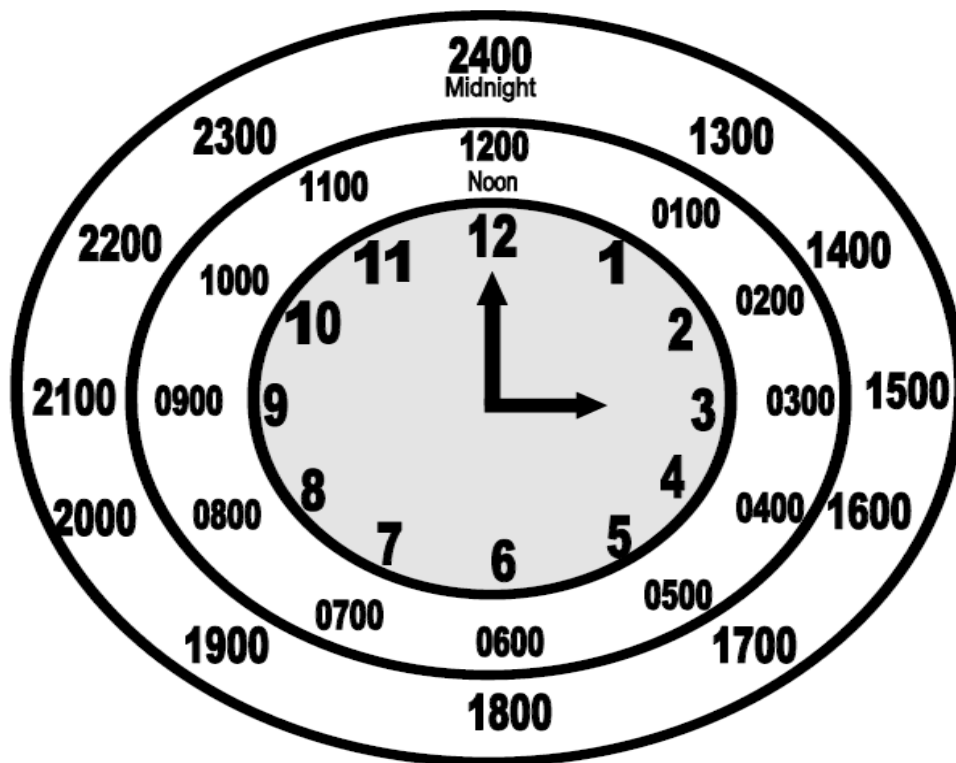
You will establish your own note-taking style by good practice. But there are several things you must do as soon as you begin taking notes for them to become a habit:

- In the front of the book, write your name and other identifying information.
- Only use the dedicated notebook with numbered pages provided by your company.
- Record the start and end dates of the book, as well as the book number.
- Only use one notepad at a time.
- Begin each day by noting the time on a 24-hour clock, the date, your location, your supervisor, the weather, and any unexpected situations.
- Use a pen rather than a pencil.
- Put a single line across any errors and write your initials beside it.

- Complete each line in your notepad. If you leave a gap between entries, draw a line across it and put your initials beside it.
- Compose or print legibly so that others may read it.
- Only use popular abbreviations, such as ON for Ontario. If you create your own acronyms, explain them the first time you use them.
- You must take notes as quickly as possible once the occurrence occurs.
- These must always be completed within 24 hours.

Your notebook will seem neat and well-organized if you follow these principles. It will improve your professional image, which is vital if your boss utilizes it to assess you. If used in court, a notebook with legible writing, where nothing is erased and no pages are removed, may be regarded as powerful evidence.

24-Hour Clock



There are two instances of every hour on a standard 12-hour clock, such as six o'clock in the morning and six o'clock in the evening. This may be really confusing. The 24-hour



clock is significantly more straightforward, as each number corresponds to only one time of day. Morning six o'clock is 0600 hours, whereas evening six o'clock is 1800 hours.

When the precise time is of the utmost importance, a large number of individuals and locations employ the 24-hour clock. It is utilized at airports, train stations, and bus terminals. Also, the military, the police, and the security business employ it. You will need to use a 24-hour clock while writing your notes and reports. When testifying in court, you will also utilize the 24-hour clock.

In the diagram, the outside circle represents the times from 1:00 p.m. to 12:00 a.m., while the inner circle represents the times from 1:00 a.m. to 12:00 p.m. Note: Midnight is also referred to as 00:00 on occasion.

An example of what a memo book entry look like:

Date: January 26, 2023

Time: 1800-2100

Location: XYZ Corporation

Briefing from off-going guard:

Checked all doors and windows, everything secure
No incidents or abnormalities to report

My activities:

1800 Hrs.: Started shift, conducted perimeter check

1815 Hrs.: Checked in with security control room, received updated information on any incidents or concerns

1830 Hrs.: Responded to report of suspicious person near main entrance, identified as delivery driver with valid ID

1900 Hrs.: Conducted hourly patrol of the building

2000 Hrs.: Responded to fire alarm in west wing, assisted with evacuation and checked for any signs of fire or smoke



2100 Hrs.: Finished shift, briefed incoming guard on any incidents or concerns

Briefing to incoming guard:

No incidents or abnormalities to report

Reminded to check all doors and windows before starting patrol

This is an example of a memo book entry for a security guard. It includes the date and location, a briefing from the off-going guard, a record of the guard's activities during the shift, and a briefing to the incoming guard.

REPORTS

Reports are a vital tool for security professionals to record, summarize, and communicate information related to their duties. They serve several purposes, including:

- Guiding future activities
- Recording events
- Retaining information
- Providing evidence
- Detailing operations and procedures
- Summarizing occurrences
- Reaching conclusions
- Relating investigation results
- Transmitting information
- Recording and describing messages or threats
- Determining the cause of accidents and incidents
- Accounting for security activity used as evidence in court



❖ CONTENT OF REPORT

▪ AUDIENCE

A report is a method to document the specifics of an event so that others can learn what happened. A report must provide the reader with a comprehensive picture of what happened. While some of your notes may only be read by yourself, everyone will read your reports. Perhaps only one individual will read your report so as it should be documented on factual information.

For instance, your client may read a report detailing who visited the site over the duration of your shift. Your report might be viewed by a large number of people. A robbery report may be seen by the client, your supervisor, an insurance company investigator, and the court.

▪ PURPOSE

You complete routine reports to tell your supervisor and customer that you are doing your duties and to provide them with particular information.

These reports may include information regarding:

- Visitors who arrived and exited the facility
- Issued Passes
- Provided Equipment.
- The instruction that was requested
- Carried out patrols

They are referred to as daily reports since they are prepared regularly and may not include anything out of the usual. When you witness something out of the ordinary, you are required to submit an incident (or occurrence) report. You may submit an incident report regarding property damage, theft, missing equipment, accidents, fire dangers, and other hazards.



Your report will be included in an official record of an incident's occurrences. For instance, if you record a dangerous condition and someone is injured, your report may be used as evidence in an insurance claim or court proceeding to determine liability.

Reports are often used to assist with information retention. Often, there is a significant amount of time between the act that is committed and the trial. A detailed report may assist you in remembering precisely what happened at the time of the offence, allowing you to better prepare for the trial.

❖ FORMAT

Format created by your organization or customer are used to create routine reports. Often, they have boxes or checkboxes to assist you arrange the information you provide. You will only be required to provide specified information. For instance, your client may provide you with a property inspection form comprising a list of items to inspect during your patrol.

You will also fill out a Daily Log form. It is a brief summary of the tasks you performed from the start to the end of your shift. It comprises duties such as patrolling, granting access, monitoring a certain activity, taking breaks, etc. Whenever something out of the usual happens that requires particular attention or additional details, you will be required to complete an incident report. There is ample room on an incident report form for you to provide a detailed description of what you witnessed.

This will allow you to design your own style, but you must adhere to the following guidelines:

- Clearly write your name and any other necessary identifying information.
- Add the date and record the time using a 24-hour clock.
- Provide the location where the event happened.
- Document everything you see, hear, say, and do.
- Describe the incident's specifics in the chronological sequence in which they occurred.
- Keep the information accurate and precise.
- Maintain concise phrases and paragraphs.



- Make use of the past tense. For example, use went rather than go, said rather than says, etc.
- Create a diagram if it will facilitate comprehension of the content.

❖ VOICE

You must adopt the same tone in your reports as you use in your notebook, although your reports will be slightly more official. Remember to maintain objectivity in your writing. Do not provide your own opinions or take sides.

TYPES OF REPORT

There are several types of reports are being used in the security industry. The names and specific formats may vary from employer to employer. However, some common classifications include:

❖ DAILY ACTIVITY REPORTS (DARS)

Shift Logs, Daily Logs and DARs deal mainly with duties that are outlined in the Post Orders of a site. They are records of what took place during a shift. As their names suggest, these are part of the daily routine for security guards. They are a record of the routine occurrences, basic facts, conditions and incidents encountered during a shift.

Among the myriad of details that may be noted are the guard's name, relieved guard's name, patrol times, equipment conditions, break time, etc. These details are printed legibly in block letters in blue or black ink, never pencil and must be sufficient in nature as to clearly identify them.

The DAR is often a pre – printed form that the security guard fills in.

For an eight – hour shift, activities noted in a memo book can be transferred to the DAR in about 15 minutes, although the DAR should be updated whenever possible. If a Mobile Supervisor visits your site, that guard will inspect it and sign it. When it is necessary to write an Incident Report, additional time will be required.

Although there may be variations from agency to agency in rules and procedures for creating Log Book entries, in general, follow this basic procedure:

- At the start of your shift, you will make a sign – in entry that will include the following:



- a) The time
 - b) Your name in block letters followed by the term “on duty”
 - c) The number of keys and any equipment you receive
 - d) Your signature
- Write your signature after every printed log entry
 - Enter log entries chronologically as they happen and never in advance
 - When you begin a patrol, record the start time
 - When you complete a patrol, record the completion time
 - Create an entry for every routine or non – routine situation that affects safety and/or security
 - Never tear pages out of the log
 - Skip lines in one instance only: between one day and the next
 - Do not erase or blot out mistakes. Draw a single line through them, initial them, and continue writing.
 - At the end of your shift, ensure that your relief complies with first point
 - Once your relief has completed his or her sign – in entry, sign off by recording the following:
 - a) The time
 - b) Your name in block letters followed by the term “off duty”
 - c) Your signature

The Log Book and DAR contain a brief description of unusual or threatening incidents and all hazards. A more complete description of these events is recorded in the Incident Report.

❖ INCIDENT REPORTS

Incident Reports are often pre – printed forms that are triplicate (carbon paper): one copy for the client, one for the local guards, and one for the agency.



Incident Reports are written when something happens that is irregular, unusual or threatening. An Incident Report is a chronicle of a single serious event. In other words, if two incidents happen while a security guard is on duty, two Incident Reports will be created.

These reports convey the detailed specifics (the Five Ws and One H) of what happened during one particular occurrence. The reports include your actions and what you were doing at the time of the incident. Incident Reports detail occurrences like crimes, floods, fires, safety hazards, group loitering, incidents involving employees, motor vehicle accidents, property damage, burned street lights, leaking pipes and unlocked doors, etc.

A good rule of thumb to follow: Link the notation of an event in your daily/ shift log to the incident report.

As in the DAR, when a mistake is made, cross it out with a single straight line and initial the error. Reports that have more than three errors are generally rewritten.

❖ VEHICLE LOGS

Vehicle Logs document vehicular traffic going in and out of a facility. They are used primarily to monitor the delivery and/or pick – up of material and ensure that drivers are taking the correct shipments. The logs may include time and date of arrival and departure, vehicle weight in and out of the facility, tractor and trailer numbers, manifest numbers, bill of lading numbers, and seal or lock numbers.

It is important that these logs are accurate. If a license is recorded inaccurately, for instance, it will be impossible to track should a crime occur.

❖ VISITOR/CONTRACTOR LOGS

Visitor and Contractor Logs record the visitors who entered a facility and contractors who are working at it. These logs include details such as the date and time of arrival, the person being visited, whether the visitor is escorted, the equipment, material or tools brought in to the building, the equipment, material or tools leaving the building and the time of departure. These logs help ensure visitor and employee safety, keep information secure, and aid in determining issues with warranties and maintenance agreements.



❖ MATERIAL CONTROL PASSES/LOGS

Material Control Passes and Logs are used to monitor and control material, tools, or equipment taken off site by employees. These log and pass systems are used to ensure that borrowed equipment like laptops are returned or provide reasons why the material will not be returned. Items that might not be returned include scrap paper, fabric or lumber. Include the date and time, name of person removing items, a description of the items, who owns them, date item is to be returned, and the person who authorized the removal of property.

WITNESS STATEMENTS

A witness statement is a statement summarizing the oral evidence that a witness will give. Employers typically have specific forms that are to be used for this purpose, and they typically include the following key components:

- Basic Information: Date, time, and place statement was taken.
- Description of and relevant information on witness
- Narrative: Description of what happened
- Clarification: Questions and answers
- Confirmation of statement accuracy
- Signatures
- Concluding time and date statement was taken.

❖ HOW SHOULD I CONDUCT INTERVIEWS WITH WITNESSES AND OTHER INDIVIDUALS?

If an event occurs while you are on duty, you may be required to conduct interviews with those involved and any witnesses. Most individuals will feel comfortable sharing information with you if you apply active listening techniques.



Here are some further actions you should do.

- Find a place where you will not be disturbed, but don't forget your obligations and responsibilities on the job site. Whenever feasible, you should delegate your responsibilities to a competent individual while you engage in conversation.
- Address the individual directly and at their eye level. If they are seated, you must be seated as well.
- Concentrate on the speaker's words. Don't consider your next inquiry while the speaker is still speaking. Do not concentrate on a particular aspect of the person's look. Bring your focus back if you feel it wandering.
- Don't get him distracted. If the individual begins chatting about anything other than the event, gently bring them back to the topic at hand. Tell them that it is necessary to get the facts.
- Take thorough notes. If the individual is speaking too quickly, request that they calm down. To ensure accuracy, it is necessary to repeat crucial details. Always inform the individual at the beginning of a discussion that you will be taking notes and the significance of those notes to your inquiry. If the individual opposes, you must take notes as quickly as possible following the interview, while the information is still fresh in your memory.
- Get contact information, if feasible, in the event that you need more information or someone else, such as the police, wants to speak with the witness.
- Maintain the confidentiality of any information you get. Clarify that you will share information only with those who need it.
- Do not make unfulfillable commitments. For instance, "I will protect your identity" or "It will be easier for you if you cooperate."
- Respect an individual's rights. You cannot compel a person to assist. For example, children may have different rights.



QUALITIES OF A GOOD REPORT:

❖ SELF-EXPLANATORY:

A report must be able to explain itself as it may be directed to a person who is not familiar with the incident.

❖ FACTUAL INFORMATION:

A well-written report requires more than just solid writing mechanics. This is an excellent exposition of ideas. And since its purpose is to report, it avoids speculation and unjustified opinion in favour of factual facts and convincing conclusions. Reports must be written with precision, accuracy, and objectivity. The writer's assessment must be free of bias and prejudices.

❖ CLARITY:

Clarity in writing improves the reader's comprehension of the concepts being delivered. Clarity begins with the sentence. Ensure that the subject of the phrase is the main character and that the verb describes the activity. Maintain subject and verb cohesion.

In other words, an active verb should immediately follow the subject of the phrase. Where feasible, choose the active voice over the passive voice. Avoid difficult linguistic structures and lengthy, convoluted statements.

Clarity begins with clarity of thought. Decide what you want to convey and communicate it clearly. Yet, it is often necessary to revise or rewrite anything many times to get clarity. Also contributing to clarity are cohesiveness, coherence, and conciseness.

❖ COHESION:

Coherence refers to the relationships between sentences inside a paragraph. Using linking words to connect sentences is one approach to do it. Connecting words, often known as transitions, logically link concepts between sentences. They can emphasize time or order, contrasting information, more information, cause or effect, examples, generalizations, and conclusions, among other things.

❖ COHERENCE:



Coherent writing is well ordered and contains a logical progression of ideas. Chronological order, with its beginning-to-end sequencing, is an useful method for organizing ideas when describing an event and its results.

❖ CONCISION:

When we are concise, we may convey a great deal in a little number of words. A concise written work is clear of errors, unnecessary modifiers, and meaningless "filler" words. Clear writing is characterized by its conciseness. A writing style that is simple and straightforward makes the words seem invisible and the thoughts tangible.

When composing your field notes, you should not consider conciseness. If required, you may take detailed notes. Observe and record every detail in your notebook. Use your own abbreviations, but be consistent with their usage.

But report writing requires a higher level of reflection. Your thorough notes will assist you in producing short, information-packed phrases for your report.

Frequently, our initial attempts at writing are bloated with redundancies, superfluous adjectives, and meaningless words. It is okay. Writing is a methodical process. We do not produce flawless writing on the first attempt.

❖ THIRD PERSON POINT OF VIEW:

Reports are written from the third person perspective. In other words, the pronouns "he," "she," "it," and "them" are used instead of "I," "we," and "you." When you must refer to yourself in a report, use the word "the writer."

Supervisors evaluate work performance through reports. They should also provide suggestions for how you can improve your reporting. Some guards do not record enough information. Some guards provide a great deal of irrelevant supplementary information.

BASIC ELEMENTS OF REPORT WRITING:

Regardless of the type of report that you are writing, here is a list of important parts that should be included in it:



DATE: The exact date of the incident, written out in full.

TIME: The exact time the incident began at. Also record time that events happened.

LOCATION: The address of the building you are working in and the exact location within the building.

ACTIONS/BEHAVIORS: The actions taken by all those involved and the behaviors of the subjects you are dealing with.

DESCRIPTION OF INDIVIDUALS: This should include items such as height, hair color, eye color, and clothing. Distinctive markings such as tattoos or scars should also be noted.

OBSERVATIONS: What the security guard saw or witnessed during the incident/situation.

If you observe an event about which you know you will be required to write a report, ensure that your notes contain the answers to the following questions: Who, What, Where, When, Why, and How.

Let's examine each of these questions in further detail to see what you should add.

WHO WAS INVOLVED?

- Suspects, victims, witnesses, complainants, and the property owner
- Complete names, addresses, phone numbers (including area code), and descriptions
- Always use the individual's real name and include any known nicknames or aliases

WHAT HAPPENED?

- Details from start to end
- Participants' conduct



- Evidence
- Damages

WHEN DID IT HAPPEN?

- Date and time with a 24-hour clock
- When you last viewed the area prior to the occurrence;
- When the event began and finished;
- When you contacted a witness; and when the police, fire department, or ambulance arrived.

WHERE DID IT HAPPEN?

- Company name, exact street address, and incident location; if no address is available, explain the location.

For instance, on the playground near the swings; where you and others were when the incident occurred; and where evidence or a suspect was discovered.

WHY DID THAT HAPPEN?

- State the cause if it is evident, such as an accident;
- Identify the purpose (motive) for a crime if it is obvious;
- Do not speculate if you do not know the reason;

HOW DID IT HAPPEN?

- Explain how the event came to your notice, how the suspect and witnesses reacted, how the evidence was obtained, and how the suspect was detained;
- Describe how the situation happened and how you responded;

INCIDENT REPORT #1

Location: Safety First Security
55 Nugget Ave, Unit 207
Scarborough, ON

Date: May 12, 2023

Time: 0345 exactly

55 Nugget Avenue, Unit#207,
Scarborough, Ontario, M1S 3L1

© Safety First Security

(416) 906-4011

Safety1security@gmail.com



Prepared by: Raman Sharma

I was eating my meatloaf sandwich in the guard shack when I heard a noise. I tried looking out the window but it was so dirty I couldn't see a thing. (I've complained about this before and I've even washed the inside of the window but the outside is still filthy). I got my flashlight and went outside just in time to see a couple of kids trying to get over the fence. One was still in the tree beside the fence. The other one was hanging on to the fence for dear life. This is the first time I've ever had someone try to get into the yard in all the time I've been working here. I yelled at them and I must have scared the crap out them! They swore at me and ran to an old beater parked near the fence.

They took off in a 1990 red Nissan Stanza 4 door hatchback like there was no tomorrow. Gravel and dust were flying all over the place. The battery in my flashlight was low so I couldn't make out the licence plate. (It sure is hard to get supplies around here.) I kept a close watch on the yard for the rest of the night but nothing else happened.

Security Guard: Raman Sharma

P.S. Both males looked too young to drive a car, but they could have been 16. One was taller and heavier than the other. The shorter one had long hair. I think they were both wearing jeans.

INCIDENT REPORT #1 - COMMENTS

TIME

- Should be reported as approximate, not exact.

UNIMPORTANT DETAILS:

- "I was eating a meatloaf sandwich."
- "This is the first time I've ever had someone try to get into the yard in all the time I've been working here."
- "I've even washed the inside of the window but the outside is still filthy."

MISSING DETAILS:

- Descriptions of intruders general and confusing

LACK OF ORGANIZATION:



- P.S. should not be used. Plan how the report will be organized and include information within the report, not as something you thought of afterwards.

IMPROPER COMMENTS:

- "I've complained about this before." (dirty window)
- "It sure is hard to get supplies around here."
- Guard should fill out Suggestions for Improvement or Supply Request report.

USE OF SLANG:

- "for dear life"
- "scared the crap out of them"
- "like there was no tomorrow"
- "old beater"

CORRECTED: INCIDENT REPORT

Location: Safety First Security

Date: May 12, 2023

55 Nugget Ave, Unit 207

Scarborough, ON M1S3L1

Time: Approximately 0345

Prepared by: Raman Sharma

At approximately 345 Hrs., Thursday, August 12, 2005, while on duty at Safety First Security Services, The writer heard a clanging noise coming from the south fence area. The writer saw two young men trying to get into the yard approximately 10 meters from the guard shack where the writer was standing. One young man was on top of the fence and the other one was in the tree beside the fence.



The writer ran toward them yelling, and they jumped down and ran to a car parked behind a nearby tree. They drove off at a high rate of speed, north along the east perimeter fence road in a red 1990 Nissan Stanza hatchback. The rear light on the driver's side was broken. The license plate was very dirty and there was so much dust when they sped away that the writer was unable to get a license number.

Security Supervisor Dorender and city police were notified. Constables Schmidt, Badge#78522 and Ng, Badge#52241 from south Scarborough Division arrived at approximately 445 Hrs. and made a report. While checking the area with the Police officers, a piece of fabric was found hooked on to the top of the fence near the tree. Police retained the fabric. Case # 2445 assigned by the police.

Intruders' Descriptions

1. Male on fence: Caucasian, 15-18 years old, approx. 5 ft. 8 in., 165 lbs., shoulder length fair hair. Wearing jeans, knee-length baseball shirt, white with black stripes, and white running shoes.

2. Male in tree: Caucasian, 15-18 years old, approx. 5 ft. 10 in., 200 lbs., hair covered by dark baseball cap. Wearing black T-shirt, black jeans and black shoes.

The writer informed supervisor and the police that he had seen someone in the yard earlier that week who matched the description of the second man.

No further incident.

Security Guard Raman Sharma

SFSS Security Company

Scarborough, ON

LEGAL IMPLICATION OR USE OF REPORT

The Canada Evidence Act provides for the admissibility of records in Part I of the Act under the section entitled "Documentary Evidence."

A "record" is defined by the Canada Evidence Act as follows:



“record” includes the whole or any part of any book, document, paper, card, tape or other thing on or in which information is written, recorded, stored or reproduced,. R.S., 1985, c. C – 5, s. 30; 1994, c. 44, s. 91.

For records to be admissible as evidence, they must comply with the following three requirements:

- The record must be made in the usual and ordinary course of business
- The record must be created at or near the time of the event it is recorded
- The observation and recording must have been done through a business obligation.

❖ DOCUMENTARY EVIDENCE

This includes any written, recorded, or stored evidence. This comprises documents, journals, cards, photographs, audio recordings, motion pictures, videotapes, and computer records, among others.

This form of evidence will be examined by specialists to ensure that it is authentic and of high quality.

For instance, a video recording may have an indistinct image or audio, while handwriting or a photograph may be difficult to interpret. Certain forms of proof might not be accepted.

To preserve their validity as evidence, records that you create should be factual, accurate, unbiased, and objective.

They should be neatly printed in ink. Errors such as spelling mistakes should be crossed out with a single, straight line, initialed and then printed correctly.

Pages in notebooks must not be torn out. Both sides of the pages should be written on. Every line of reports, logs and notebooks should be written on. Blank lines should have a straight diagonal line drawn through them.

Signatures are provided at key points in the logs such as “on duty” and “off duty” and when patrols are completed. The pages should remain free of doodling and graffiti.

Detailed reports will be respected as diligent accounts of incidents and will be useful in the administration of business, criminal law and justice.



❖ WHAT SHOULD I DO IF I AM REQUIRED TO TESTIFY?

You may receive a document instructing you to provide testimony in court. This document is known as a summons, and it specifies when you must appear in court to testify. This is an order and not a request. Even if you switch jobs, the subpoena remains in effect. If you fail to appear, you may be charged with contempt of court.

You will likely be summoned as a witness for the Crown. This indicates that you will testify against a suspect accused of committing a crime. You will first be questioned by an attorney for the Crown (Prosecutor), then by an attorney for the defendant (Defense). It is essential that you project a professional image and persuade the court that the evidence you give is credible. These are some possible actions.

Getting ready for court

- Reread all of your notes with care. Confirm the time, date, and location at which the incident occurred.
- Review the sequence of events that transpired and attempt to recall exact details, such as weather conditions, license numbers, illumination, etc.
- Discuss with the Crown what they intend to emphasize in your testimony and what types of questions the defense attorney may ask you.
- Ensure that your uniform is clean and ironed, and that you have a neat appearance.
- Attempt to appear early in case the Prosecutor has pre-testimony questions for you. This will also give you time to relax before your testimony is required. If you are unable to attend early, arrive on time.

DIFFERENCE BETWEEN STATEMENTS AND REPORTS

An incident report is a document that is used to record all the necessary information regarding an incident, accident, or any other unforeseen event that has occurred in a specific setting.

It is usually created by security personnel, support staff, or management personnel to document all the details of the incident from different perspectives for future reference. An incident report will typically include information such as the date and time of the



incident, location, nature of the incident, loss or damage incurred, individuals involved, and any significant information related to the incident.

On the other hand, a statement is a recorded or written account of what someone has seen, heard or experienced in relation to an incident or event. A statement can be made by anyone who has information or knowledge of the incident, including witnesses, victims or suspects.

The purpose of a statement is to provide an accurate account of the event from the perspective of the person making the statement. In a legal context, statements are often used as evidence in court cases.

In summary, while both incident reports and statements are used to document information related to an event or incident, an incident report provides an overview of the incident from different perspectives while a statement is a first-hand account from a specific individual.

METHOD OF COMMUNICATION TO REPORT AN ISSUE

An abnormal circumstance or occurrence, whether it has already occurred or is about to happen, can be classified as an emergency situation. This type of situation necessitates rapid action that goes beyond the standard protocols in order to minimize damage to people, property, or the environment.

Effective security staff must possess the ability to remain level-headed and productive in the face of a crisis. This ability is crucial to the job. Communication in an emergency is quite straightforward. Always remember to keep a level head and communicate clearly.

When there is a need to respond to a crisis, it is essential to be familiar with the following:

- Who to contact
- How to contact them
- What to report
- Nature of incident
- Location of incident

When making calls to emergency services, the first thing you should do is identify yourself (including your name and position or rank), your company, the nature of the problem, and the location of the situation.



In the event that the nature of the incident requires a description of a person or persons, a piece of property, or a medical condition, you should be prepared to deliver a description that is appropriate.

Be familiar with the precise location and address. It's possible that you'll need some directions. (When an emergency situation arises, as part of your mental preparation, practise mentally giving directions to the location of the incident. Always be ready for anything.)

Do not hang up the phone until you have been instructed to do so when speaking with 911 operators or emergency personnel.

Communication resources may be limited in some emergencies. Due to this fact, it will be required to exercise discipline in order to communicate effectively at times of need. It is possible that it will be essential to discover alternative channels of communication in the event that standard means are unavailable or otherwise impeded.

The following are some alternatives that might be more suitable for your needs:

- Public address systems
- Signals: hand or flashlight
- Messengers
- Radios
- Whistles

During an emergency, special radio etiquette is required. When the caller presses the button and declares that there is an emergency, all radio transmission in that frequency is stopped and stays stopped until the caller broadcasts "Emergency has terminated."

DISTRIBUTION OF REPORTS:

The distribution of Security Guard reports is a crucial aspect of their work as it ensures that all relevant parties are informed about the security situation at a given location. The distribution of Security Guard reports involves the dissemination of information contained in the Security Guard report document, which is a detailed report that provides a record of all activities and incidents that have occurred during a specific shift or period.



The primary purpose of the Security Guard report is to ensure that security personnel, law enforcement agencies, and management personnel are aware of any incidents, accidents, or security issues that have occurred.

There are several ways in which Security Guard reports can be distributed, depending on the organization's policies and procedures.

EMAILING THE REPORT, where the Security Guard report is attached to an email sent to all relevant parties, including management personnel, other security personnel who work in the same location or area, and law enforcement agencies. This is an effective method as it ensures that information is disseminated quickly and reaches all relevant parties simultaneously.

PHYSICAL OR HARD COPY. In this case, the Security Guard report is printed and distributed to all relevant parties in person. This method is common in situations where the parties involved do not have immediate access to email or other electronic communication devices. Physical distribution of the Security Guard report may also be necessary in cases where there is a need to maintain a physical record of the report for auditing or legal purposes.

ONLINE PORTAL OR PLATFORM where Security Guard reports are uploaded and stored for easy access by relevant parties. This method of distribution enables authorized personnel to view reports online and respond accordingly.

In conclusion, the distribution of Security Guard reports is critical to ensure that all relevant parties are informed about the security situation at a specific location. The method of distribution will depend on the organization's policies and procedures, communication channels, and the urgency of the situation.

Here is a list of people that may receive a copy of your report:

- **CLIENT:** Copies of reports involving incidents that occur at the building you are working at.
- **BUILDING OPERATORS:** Reports involving something wrong with the building.
- **BUILDING MAINTENANCE:** Reports that require maintenance of the building.
- **SECURITY SUPERVISOR:** Any internal reports that are employer-specific.



The security department will provide a secure facility for keeping all reports, logs, communications, documents, laptops, and notebooks. When information is disclosed to unauthorized parties, security is compromised.

CONFIDENTIALITY OF REPORT

Security personnel must be aware that their notes, reports, and statements may contain sensitive or confidential information. It is the responsibility of the security professional to ensure the security of such sensitive information. This also applies to any electronic record-keeping or information transmission.

If it becomes necessary to send information electronically to other people, the sensitivity of the information must be considered before selecting a method of transmission.

For example, it may not be appropriate to send these records via email unless special precautions are taken, such as using encryption, creating password-protected files, or some other security measure.

In some cases, security personnel may be directed to upload files into a secure database created for the purpose, or onto cloud-based storage systems, where they will be placed in folders to which only authorized individuals have access.

Emailing confidential reports can pose several problems, some of which are listed below:

1. SECURITY RISKS:

When confidential reports are sent via email, there is a risk that they may be intercepted, read, or altered by unauthorized people. Email is not a secure method of communication, and the confidentiality of the reports can be compromised if the email account is hacked or accessed by an unauthorized user.

2. LACK OF CONTROL:

Email communication lacks the control features offered by dedicated messaging and file sharing applications. It is difficult to manage who has access to the confidential reports once they have been sent via email. Anyone who has access to the email inbox can potentially access the confidential reports, and there is no effective way of tracking who accessed them or when.



3. COMPLIANCE ISSUES:

Transmitting confidential reports via email can violate various regulations, policies, and codes of conduct. For example, when dealing with sensitive information such as medical records, financial information, or customer data, there may be specific legal or regulatory requirements that must be followed to protect the information.

4. MISDIRECTION:

There is also the possibility of emailing confidential reports to the wrong recipients due to simple typing errors or mixing up email addresses. This can lead to highly sensitive information being sent to unintended recipients, who may not be authorized to view or handle the information.

5. EMAILS LASTING FOREVER:

Once sent, emails can last forever, and there is no guarantee that recipients will delete them once they are no longer needed. This can create a risk that confidential information remains accessible long after it should have been removed or destroyed.

In conclusion, emailing confidential reports can be risky and is generally not recommended. It is essential to consider the risks associated with email communication and have adequate policies and procedures in place that govern how confidential information should be transmitted, shared and stored.