

# Undercover Operations Guide: Employee Evaluation

## Purpose

The objective of this guide is to provide a standardized framework for conducting discreet undercover operations to observe and assess employee behavior within an organization. This methodology ensures consistent, professional, and legally compliant investigative practices that protect both the client's interests and the rights of employees under observation.

## Scope and Objectives

This guide covers procedures for:

- Establishing undercover identity and cover story
- Conducting discreet observations in workplace environments
- Documenting employee behaviors and interactions
- Maintaining operational security and confidentiality
- Ensuring legal and ethical compliance throughout the investigation

## Pre-Operation Planning

Before initiating any undercover operation, investigators must:

1. Obtain detailed client briefing on suspected activities
2. Research the target business and employee structure
3. Develop appropriate cover identity matching the business context
4. Establish communication protocols with the investigation team
5. Review legal boundaries and obtain necessary authorizations

## Observation Guidelines

During undercover operations, focus on documenting:

- Employee adherence to company policies and procedures
- Interactions with customers, colleagues, and management
- Handling of cash, inventory, or sensitive information
- Attendance patterns and work ethic indicators
- Any suspicious or irregular behaviors related to the investigation scope

## Documentation Requirements

All observations must be recorded promptly using the accompanying Undercover Observation Form. Notes should be factual, objective, and include specific details such as times, dates, locations, and verbatim quotes when possible. Avoid speculation or personal opinions.

## **Post-Operation Procedures**

Upon completion of undercover activities: 1. Secure all documentation and evidence 2. Debrief with investigation team leadership 3. Prepare comprehensive written report 4. Maintain confidentiality of all operational details 5. Archive materials according to company retention policies