

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Incident Reporting Guidelines</b>	<i>CODE:</i> 03.19.018
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

**POLICY STATEMENT政策声明**

Reporting of incidents, fire, safety, and etc....., made for submission to the management (General Manager), with the findings and recommendations.

向总经理提交事件报告、消防报告、安全报告等，汇报调查结果并提出相应建议。

**PURPOSE/目的**

For Police references or hotel and action taken.

为警察或酒店采取行动做参考。

**PROCEDURES/程序**

1. The following guidelines could be used by Security Officers who has to conduct an Incident Report.

以下指导方针可供做事件报告的保安部主管使用。

2.

a) Prepare On The Date/当日准备

It is important that the Incident Report must start immediately and finish on the same day. This will facilitate speed to cover guests who may leave the Hotel and the staff before the shift is over. Once they go home, it would be difficult to question them on the following day. Major or significant occurrences such as involving death or substantial loss of assets should be reported promptly to the General Manager.

事发当天立即准备并完成事件报告是很重要的。这有利于加速事件的撰写，因为客人可能会离开酒店或发生事件班次的员工下班了，一旦他们回到家，以后再问他们相关的问题，就很困难了。发生重大事件应立即向总经理汇报，例如：死亡、重大资产丢失等。

b) Obtain Complete Information/获得全部信息

In order to complete the report fully, the Investigation Officer should make every effort to obtain complete information concerning the incident including the names and address of witnesses. The report must constitute and accurate account of statements and other descriptions of the incidents.

为了充分完成报告，事件调查负责人应尽最大努力获得关于该事件的全部信息，包括目击证人的姓名和地址。报告必须准确并要包括目击证人的陈述及有关事件的其它描述。

c) Interview The Guests And Other Witnesses/调查客人和目击证人

The Investigation Officer should interview the guests and other witnesses to obtain the information necessary to complete the form. The guest may be provided with a copy of his/ her own statement if he/ she requests.

调查负责人必须会见客人和其它目击证人，获得必需的信息，完成报告。如果客人要求，可以向客人提供他/她的证词的复印件。

3. A copy of the Loss and Incident Reports is attached.

遗失和事件报告表附后。

**LOSS AND INCIDENT REPORT/遗失和事件报告表**



**RESOURCE LIBRARY – SECURITY  
Incident Reporting Guidelines**

CODE: 03.19.018

EDITION: 1

PAGE 2 OF 3

OCCURRENCE/事件

1. Date/日期: \_\_\_\_\_ Time/事件: \_\_\_\_\_ (am/pm)

2. Place/地点: \_\_\_\_\_

3. Type of Incident/ case/事件类型: \_\_\_\_\_

Complaint/ Victim of the Case/投诉、事件受害人

4. If Room Guest/如果是住房客人

Name/姓名 : \_\_\_\_\_

NRIC/ Passport No./护照编号 : \_\_\_\_\_

Address/地址 : \_\_\_\_\_

Room No (if any)/房间号 : \_\_\_\_\_

5. If Staff/如果是员工

Name/姓名 : \_\_\_\_\_

NRIC/ Passport No./员工编号 : \_\_\_\_\_

Department/部门 : \_\_\_\_\_

6. Brief Facts of Case /事情概况: \_\_\_\_\_

7. Person (s)/ Suspect (s) involved in the case/犯罪嫌疑人作案相关信息: \_\_\_\_\_

8.

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

9. Findings/ Evidence Adduced/主要证据:

\_\_\_\_\_  
\_\_\_\_\_



**RESOURCE LIBRARY – SECURITY  
Incident Reporting Guidelines**

CODE: 03.19.018

EDITION: 1

PAGE 3 OF 3

10. Action taken by whom/操作人: \_\_\_\_\_

11. Police report (if any)/警察报告

a) Station /名称: \_\_\_\_\_ Tel/电话: \_\_\_\_\_

b) Report No/报告编号.: \_\_\_\_\_ Date/日期: \_\_\_\_\_

c) Name of Police Investigation Officer 调查事件警官姓名: \_\_\_\_\_

d) Made by : \_\_\_\_\_

12. Case involving properties/事件包括

a) Properties stolen/ damaged /被损坏或被偷的物品: \_\_  
Value /价值: \_\_\_\_\_

b) Properties recovered 物品恢复: \_  
Value/价值 : \_\_\_\_\_

c) How disposed off /如何处理: \_\_\_\_  
\_\_\_\_\_

d) Other remarks/备注 : \_\_\_\_  
\_\_\_\_\_

13. Case not involving property (body injury, discipline etc) :

与财物无关的事件 (人身伤害、违纪)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. Recommendation for further action (if any) :

对进一步处理事件的建议

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

15. Other Comments/ Remarks :/其他备注

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_