STANDARD OPERATING PROCEDURE

Security Incident Reporting SOP

Document no.	SOP-SEC-003
Revision	1.0
Owner	Security Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every security incident is documented accurately and promptly, escalated to the right people, and followed up with corrective action.

2. Scope

Applies to all security incidents on the property, including theft, trespass, altercations, vandalism, suspicious activity and safety hazards discovered during duty.

Definitions

Security incident	Any event involving theft, trespass, violence, vandalism, unauthorized access or a safety hazard that a guard becomes aware of during duty.
Incident register	The master log where every completed incident report is recorded and tracked to closure.

3. Responsibilities

Security Guard	Secures the scene, gathers facts and witness information, and completes the initial incident report.
Shift Supervisor	Reviews the report, classifies severity, and coordinates the immediate response.
Control Room Operator	Retrieves CCTV footage related to the incident and logs the notification time.
Security Manager	Notifies the client or management for serious incidents, tracks corrective actions and closes the incident record.

RACI matrix

Activity	Security Guard	Shift Supervisor	Control Room Operator	Security Manager
Secure the scene and ensure safety	R/A	I	I	I
Complete the incident report form	R/A	C	I	I
Retrieve CCTV footage	I	C	R/A	I
Classify severity and escalate	I	R/A	I	C
Notify client or management	I	C	I	R/A

Activity	Security Guard	Shift Supervisor	Control Room Operator	Security Manager
Track corrective actions to closure	I	C	-	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Incident report form
- Incident register
- Camera or phone for scene photos
- CCTV system for footage retrieval
- Witness statement forms
- Evidence bags for any recovered items

Personal protective equipment

- Uniform and identification badge
- Disposable gloves for handling recovered items

5. Procedure

Step	Task	Owner	Done
5.1	**Ensure immediate safety** Assess the situation for any ongoing danger, call emergency services immediately if there is injury or an active threat, and move bystanders to safety. **Warning:** Personal and bystander safety comes before documentation. Call emergency services first if anyone is in danger.	Security Guard	☐
5.2	**Secure the scene** Restrict access to the area where the incident occurred so evidence is not disturbed, and keep people not involved away until the scene is documented.	Security Guard	☐
5.3	**Notify the control room immediately** Radio or call the control room as soon as the scene is safe, giving the location, nature of the incident and whether further response is needed.	Security Guard	☐
5.4	**Gather witness information** Identify anyone who witnessed the incident and record their name, contact information and a brief account while details are still fresh.	Security Guard	☐
5.5	**Take photos of the scene** Photograph the scene, any damage, and relevant conditions before anything is moved or cleaned up, to support the written report.	Security Guard	☐
5.6	**Retrieve CCTV footage** Identify the cameras covering the incident location and time, and save or export the relevant footage before it is overwritten by the system. **Checkpoint:** Relevant footage is saved before the system's normal overwrite cycle deletes it.	Control Room Operator	☐

Step	Task	Owner	Done
5.7	**Complete the incident report** Fill out the incident report form with the facts: what happened, who was involved, exact times, actions taken and any items recovered, using only what was observed or reported.	Security Guard	☐
5.8	**Submit the report to the shift supervisor** Submit the completed incident report to the shift supervisor before the end of the shift in which the incident occurred. **Checkpoint:** The incident report is submitted before the reporting guard's shift ends.	Security Guard	☐
5.9	**Classify severity** Review the report and classify the incident's severity based on injury, loss value and risk, deciding what level of escalation is needed.	Shift Supervisor	☐
5.10	**Notify client or management** For incidents classified as serious, notify the client or site management with a summary of the incident and immediate actions taken.	Security Manager	☐
5.11	**Assign corrective actions** Identify any corrective action needed, such as a lighting repair, additional patrol coverage or a policy reminder, and assign an owner and due date.	Security Manager	☐
5.12	**File and track to closure** Log the incident in the incident register and track the assigned corrective actions until they are confirmed complete.	Security Manager	☐

6. Quality checks

- Every incident report is submitted before the end of the shift it occurred in.
- CCTV footage relevant to an incident is saved before the system overwrites it.
- Serious incidents are classified and escalated to the client or management the same day.
- Assigned corrective actions are tracked until confirmed closed.

7. Records

- Incident report forms
- Incident register
- Witness statements
- Saved CCTV footage related to incidents

8. KPIs

- Percentage of incidents reported before the end of shift
- Average time to classify and escalate a serious incident
- Percentage of corrective actions closed by their due date

9. Common mistakes

- Cleaning up or moving items before the scene is photographed.
- Writing opinions or assumptions into the report instead of only what was observed.
- Waiting until the next shift to file the report.
- Forgetting to retrieve CCTV footage before it is automatically overwritten.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

This is a template. Adapt it to your organization, equipment and local regulations before use.

Scan for the latest version

Opens this template online, where you can download it again in Word, PDF, Excel or CSV — free, no sign-up.

Or add it to Perfect Wiki so your team can find it and ask questions about it in Microsoft Teams, Slack, kChat or Mattermost.