

INCIDENT REPORTING

Report Early. Report Clearly.



ADDRESS IMMEDIATE NEEDS FIRST

Respond according to your role and organizational procedures. Once the situation is stable, document as soon as reasonably practical while details are fresh.



DOCUMENT WHAT YOU KNOW

Clearly distinguish your information sources:

What you observed — What you personally saw, heard, or directly experienced.

What you were told — Information from another person. Identify the source.

What another source shows — Relevant video, photographs, messages, or records.

If you don't know, don't guess.



DESCRIBE SPECIFIC BEHAVIOR

Instead of:

“He became aggressive.”

Write:

“He struck the counter with his open hand, raised his voice, and stepped toward the greeter.”



ORGANIZE THE ACCOUNT

SITUATION → OBSERVATION → ACTION → OUTCOME

Situation: Where and when did it begin? Why did you become involved?

Observation: What did you actually see and hear?

Action: What did you and others do?

Outcome: How did it end? Document any needed follow-up.



BEFORE YOU SUBMIT

FACTS — Is the account factual?

SOURCES — Is it clear how you know each important fact?

SEQUENCE — Can someone follow what happened?

RESPONSE — Did you document the actions taken?

OUTCOME — Did you explain how it ended?

Use with the full Quick Reference Guide and your organization's reporting procedures.



GIBBORIM SECURITY

Empowering Safety; Anchored in Faith.

Companion to GS-QR-003 — Incident Reporting

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