

	<b>RESOURCE LIBRARY – SECURITY Investigation Guidelines</b>	CODE: 03.19.017 EDITION: 1 PAGE 1 OF 3
---	---	--

## **POLICY STATEMENT/政策声明**

Investigation involves the collection of evidence and information which will assist in establishing the truth or otherwise of any crime or incident.

调查包括收集证据、确定信息或其他犯罪和事件的真实性。

## **PURPOSE/目的**

To determine the fact of the case and also serves the purpose of identifying the culprit and the recovery of the items in criminal cases.

确定事实，识别罪犯，预防犯罪事件的发生。

## **PROCEDURES/程序**

1. As a general rule, an investigation will be carried out into the following types of crimes reported in the hotel, whether or not a police report is subsequently made:-

按照一般的惯例，对于以下类型的酒店内犯罪做调查报告，无论警察是否追究：

a) Theft or lost of guest's property./客人的财物丢失或被盗。

b) Theft or lost of hotel property./酒店的财物丢失或被盗。

c) Other theft in the hotel./酒店内的其他偷窃行为。

d) Theft or criminal misappropriation committed by staff.

员工在酒店内偷窃或实施犯罪。

e) Trespass into guest rooms./侵入客房。

2. Security Officers in industry face a difficult task when carrying out investigation, primarily because they have limited power to do so. Not being police officers it is best that they realize the limitations and look at investigation as a process of asking questions and hoping for some answers. Investigation skills can be developed through some practical experience, but what is really needed of a good investigator is a sharp mind – the ability to relate issues, analyze probabilities and logic to get the evidence. He must also be able to present facts (evidence) of the case in a logical sequence, concisely and precisely.

因为力量有限，保安负责人在实施调查任务时要面对许多困难。他们的调查技巧在整个调查过程中起到推动作用，这样确实需要一个内行的，语言表达能力、分析能力、逻辑思维能力强的出色的调查人。他还必须对目前的事实证据进行简明恰当的逻辑分析。

## **GENERAL GUIDELINES/一般指导方针**

1. Theft or lost property of room guest:-/住房客人的财物被偷或丢失：

a) Obtain complainant's full particulars; you may be required to communicate with him/ her at a later date.

取得投诉者全部的细节情况，近期和他/她进行一次必须的沟通。

b) Obtain from complaint:-/从投诉中取得：

- Time, date and place the items/ property seen.

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Investigation Guidelines</b>	<i>CODE:</i> 03.19.017 <i>EDITION:</i> 1 <i>PAGE</i> 2 OF 3
--	---	---

- 发生的时间、日期、地点和丢失的财物。
- Detailed description of items/ property.
- 对财物的详细描述。
- When or where items/ property purchased and cost.
- 什么时候，在哪里购买的，价值多少。
- c) Enquire if the complaint is aware of safe deposit facilities.  
询问投诉者是否知道有保险设施。
- d) Did complaint enquire such facilities./投诉酒店的设施。
- e) Did complainant not make use of such facilities?  
投诉者是不是没有使用保险设施？
- f) Was property insured, and if so, by what company and for how much.  
被盗或丢失的财物是否加入保险，如果是，由保险公司照价赔偿。
- g) Did complainant have visitors (staff or outsiders) before the items/ property was discovered missing.  
发现物品不见以前，投诉者有没有会见来访者（酒店员工或其他酒店外的人）。
- h) Did complainant agree to report the case to the Police Department  
投诉者是否同意报告公安部门。
- i) Request for complainant's turn down request.  
请求投诉者降低要求。
- j) Examine door or room, or cupboard, etc. for sign or forced entry.  
检查房间门、橱子等是否有被撬的痕迹。
- k) Check Front Office records to ascertain whether the key of that room had been reported lost recently, whether any staff had drawn the sub-master and if so, to obtain his or her identify to follow up.  
检查前厅记录，确定近期是否有该房间钥匙丢失的报告，是否有员工将备用钥匙拔下，如果有，向他/她调查并跟进。
- l) Check housekeeping and minibar records for movement of staff to and from that room./检查做该房间的客房服务员和迷你吧记录。
- m) Check with Engineering/ Maintenance whether any repair work was carried out recently in the room./检查近期该房间的工程部维修记录。

2. Theft by employee:/员工偷窃

- a) Obtain full particulars of arresting officer.  
从怀疑对象那里取得全部的情况及细节。
- b) Check whether offender was on/ off duty at time of arrest and when offense was committed.  
检查罪犯实施犯罪行为的当天是否上班及实施犯罪的时间。
- c) Obtain full facts or circumstances leading to apprehension of offender.  
取得所有的事实证据，然后逮捕罪犯。
- d) Full description of property, tracing of owners, mode which was carried by offender./记录财物的详细描述，追踪失主。
- e) Record statement from offender, paying particular attention:-  
记录罪犯的以下陈述：
  - Admission or denial by offender/供认或否认犯罪行为。
  - Modus operandi by offender/实施犯罪行为的方式。

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Investigation Guidelines</b>	<i>CODE:</i> 03.19.017 <i>EDITION:</i> 1 <i>PAGE</i> 3 OF 3
---	---	---

- Offender's reason for the crime/罪犯实施犯罪行为的原因。
- f) If property belongs to hotel with department having control of property to identify the same properties.  
如果财物是酒店的，将归还控制同样财物的部门。
- g) If property belongs to guest, do the same but keep identify of culprit confidential.  
如果此财物属于客人，将财物归还客人并保守罪犯的秘密。
- h) Preserve stolen property in the conditions as it was discovered with wrappings, covering and etc.  
如果被偷财物用包装纸或其他遮盖物遮盖着，要保持现场。

### 3. Assaults:-/攻击

- a) Interview both parties separately and obtain full facts from each side. Versions are bound to differ and the investigator will have to identify the aggressor.  
分别会见双方参与人员，并从双方获得全部的事实情况。调查人分别调查他们，并确认谁是攻击者。
- b) Establish cause, motive etc. 确定攻击的原因和动机。
- c) Establish if any weapon was used if so where it was obtained. Seize as exhibit if possible.  
如果攻击中使用了武器确定武器从何处获取，如有可能获取此武器。
- d) Check for injuries sustained by both sides, make note of actual injuries immediately in the reports.  
检查双方的伤情并在报告中立即记录下实际的伤情。
- e) Enquire the independent witness willing to come forward, record their statements.  
询问愿意作证的独立目击者并记录他们的陈述。
- f) Arrange for escorts to hospital if necessary.  
如有需要安排护送至医院。

### 4. Accidents:-/意外事件:

- a) Identify of witness./目击者。
- b) Details, events and circumstances of accident.  
事故的详细资料及事件详情。
- c) Injuries sustained/持续时间。
- d) Cause of accident and burden or responsibility/事故原因和承担责任者。
- e) Eye witness testimony/目击证人证词。
- f) Recommended corrective or preventive measures./建议补偿及预防措施。