



HOTEL SECURITY INCIDENT REPORT TEMPLATE

A structured record for significant security events, escalation, evidence, follow-up and closure

How to use this template

Use this form when an occurrence meets your hotel's threshold for formal incident reporting or escalation. It is designed to build on, not duplicate, the Daily Occurrence Log. Link the incident back to the relevant DOL entry where applicable, then create a fuller record of the event, response, notifications, evidence, actions and closure.

1. Incident identification

Hotel / property		Incident reference	
Date		Incident time	
Location		Related DOL entry / ref	
Reported by		Report completed by	
Duty manager		Incident category	
Severity / priority	Low / Medium / High / Critical	Report date / time	

2. Initial incident summary

Record the incident factually and concisely. Focus on what was observed, reported and known at the time.

What happened?	
How was the incident first identified / reported?	
What was the situation when security arrived?	

3. People involved

Record only information that is necessary for the incident record and handled in line with your hotel's privacy and data-retention procedures.

Name / identifier	Role / relationship	Contact details (if required)	Involvement	Statement / notes ref

4. Immediate response

Record the actions taken to control, contain or respond to the incident.

Action	Taken?	Details / time
Security attended	Yes / No / N/A	
Area secured / access controlled	Yes / No / N/A	
First aid provided	Yes / No / N/A	
Guest / staff support provided	Yes / No / N/A	
Individual removed / escorted	Yes / No / N/A	
Police contacted	Yes / No / N/A	
Ambulance / fire service contacted	Yes / No / N/A	
Duty manager informed	Yes / No / N/A	
CCTV preserved / flagged	Yes / No / N/A	
Facilities / maintenance contacted	Yes / No / N/A	
Other action	Yes / No / N/A	

5. Escalation and notifications

Create a clear record of who was notified, when, and what response or instruction followed.

Person / organisation	Time notified	Notified by	Response / instruction
Duty manager			
Hotel management			
Police			
Ambulance / fire service			
Facilities / engineering			
Other			

6. Evidence and supporting records

Record what evidence exists and where it is stored. Avoid embedding sensitive material directly in this form unless your procedures require it.

Evidence type	Available?	Reference / location	Preservation / access notes
CCTV footage	Yes / No / N/A		
Photographs	Yes / No / N/A		
Witness statement(s)	Yes / No / N/A		
Access / key / card records	Yes / No / N/A		
Physical evidence	Yes / No / N/A		
Other document / record	Yes / No / N/A		

7. Incident timeline

Reconstruct the significant sequence of events and actions for this incident.

Time	Event / observation	Action / response

8. Follow-up and corrective actions

Assign every outstanding action to an owner and keep it visible until it is complete.

Action required					
Owner		Due Date		Status	
Completion notes					

Action required					
Owner		Due Date		Status	
Completion notes					

9. Review and closure

Further investigation required?	Yes / No
Corrective action required?	Yes / No
Lessons / recurring issues identified	
Final outcome	
Reviewed by	
Closure date	
Closed by	

Important

This template is a general operational framework and should be adapted to your hotel's incident thresholds, emergency procedures, privacy requirements, reporting obligations, safeguarding arrangements, insurance requirements and applicable legal or regulatory duties. Where an incident requires emergency action or notification to an external authority, follow the relevant procedure immediately rather than waiting to complete this form.