

# POLICE GENERAL ORDERS

## CHAPTER 20

### STATION AND BRANCH ROUTINE

14/04  
12/10  
17/10

#### 20-01 Report Rooms

Every police station or post shall have a report room where a member of the public may make a report or conduct other official business with the Force.

2. The officer-in-charge of a report room shall be the Duty Officer (DO).
3. Report room staff shall not leave the report room except for a duty purpose, refreshment break or to go to the lavatory. In every case, the DO shall be informed.
4. In each report room, a poster size Pol. 153 shall be displayed. 14/09
5. A further notice shall be displayed stating the name and office telephone numbers of:-
  - (a) the DVC; and
  - (b) the CIP Crime or equivalent (or the ADC Crime where there is no CIP Crime or equivalent). 14/09  
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#### 20-02 Duty Periods

03/08

Under the eleven-day per fortnight work pattern, the tour of duty shall be eight and three quarter hours for police officers. The working cycle shall be ninety-six (96) hours and shall comprise of eleven working days, one Rostered Off Day (ROD) and two Leave Days. 20/11

2. The standard tour of duty shall include:-
  - (a) duty briefing;
  - (b) handing over to a relief; and
  - (c) returning to station and duty debriefing.
3. Under the Five-day Week work pattern, the tour of duty shall be nine hours and thirty-six minutes for police officers. The fortnightly working cycle shall be ninety-six (96) hours and shall comprise ten working days, two ROD or two Off Days (OFF) and two Leave Days. 14/09

**02/08 20-03 Disclosure of Identity to Members of Public Upon Request**

Without prejudicing operational efficiency, officers exercising statutory powers should disclose adequate personal information to identify themselves upon request. Officers should disclose the following minimum information after a request to identify themselves:-

<b>PC, SGT, Traffic Warden and Senior Traffic Warden</b>	<b>SSGT and above</b>
Rank and UI number	Rank and surname

**01/15 20-04 Duty Records and Weekly Duty List**

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Unless exempted in writing by the Commissioner, every Police Formation shall maintain a record in the CMIS Duty Scheduler Version 3 (DS3), in which the duties of all officers below the rank of Superintendent are recorded. This record shall be completed in accordance with the DS3 User Manual (which can be accessed via POINT) and shall replace the manual Pol. 329 Duty Record.

03/08 2. A duty week shall commence at 0800 hours each Sunday. Duty records shall be prepared two weeks in advance to allow for the inclusion of the Rostered Off Day (ROD) and two Leave Days in the 96 hour, eleven-day fortnight duty cycle, or the inclusion of the appropriate number of ROD, OFF, and two Leave Days in the 96 hour, ten-day fortnightly duty cycle.

20/11 3. A printout of the weekly duty list shall be posted on the relevant notice board(s) by 10:00 hours each Saturday, with a printout of the daily duty list being posted by 10:00 hours the day prior to that on which the duty is to be performed. The number and distribution of additional duty lists shall be as directed by the District Commander (CSP) or equivalent (e.g. SSPs Crime, Traffic, Ops, Admin in Regional Headquarters or Bureau Heads in Police Headquarter Formations).

4. No alteration or erasure shall be made to a printed duty record. If it is necessary to amend an entry it shall be crossed out, initialled by the appropriate Inspectorate officer and a new entry made. Any amendment must be entered into the DS3 system at the end of the shift.

17/10 5. A Chief Inspector shall be responsible for checking that amendments to the daily duty list in respect of officers under his/her command have been entered into the DS3 system before 14 days have elapsed, when the records will be frozen, whereas amendments to the daily duty list of a CIP should be checked by a Superintendent. Any subsequent request for amendment must be made in writing to, and approved by, a Superintendent.

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**20-05 Occurrence Books**

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Occurrence Books (OB) will be maintained in each Formation in accordance with specific orders issued by a District Commander (CSP or SSP) or equivalent.

2. An entry shall be made in the Formation OB whenever an officer below the rank of Superintendent reports on or off duty. A District Commander (CSP) or equivalent may, in writing, waive this requirement in respect of CIPs who do not claim overtime.

3. All routine events, (e.g. the posting of duties, inter-Formation movements, inspection of barracks, checking of cells) shall be entered in the OB.

4. Any report made to a Formation that does not have a CMIS shall be entered in the OB.

5. Entries in an OB shall be numbered consecutively commencing at 0000 hours on 1st January each year.

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6. Entries made under the 'Date' and 'Time' columns shall reflect the actual date and time that the entry is made. Where the date and time of the occurrence referred to differ from the date and time of the entry, this will be reflected in the column marked 'Occurrence'.

7. An OB will be carried in every EU Car. Every report received and all actions taken by a car crew will be recorded in the OB.

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8. For OB maintained for record of on duty/off duty/sick leave, supervisory checks on OB are conducted as follows:-

**Supervisory Officer**

Sub-unit Commander  
CIP or ADVC at IP/SIP rank  
SP or DVC at CIP rank

**Frequency**

Daily  
Fortnightly  
Monthly

9. For OB maintained for other operational purposes, Formation Commanders shall implement appropriate control measures and include such in their specific orders.

**20-06 Report Reference Cards**

When an officer on report room duties has completed initial enquiries into a report received from a member of the public and no longer requires the presence of the informant/complainant, he shall offer a completed Report Reference Card (Pol. 720), indicating the report reference and office telephone number of the Duty Officer/OC Case, as appropriate.

2. Where such enquiries are handled by a Crime Formation or in their Formations, the officer processing the case shall offer a completed Pol. 720, indicating the report reference and office telephone number of the OC Case.

3. Formation Commanders shall ensure that sufficient stocks of Pol. 720s are held on charge for the above purpose.

**01/10 20-07 Visiting Books**

Deployment and use of visiting books (Pol. 57) is at the discretion of a Formation Commander. If the system is adopted, visiting books shall be signed by beat and patrol duties as directed by the relevant Formation Commander.

**03/08 20-09 Handover Reports**  
**17/10**

Handover reports shall be prepared in full by all Formation and Unit Commanders down to and including officers in the posts of ADVC or equivalent whenever they relinquish command. In the event of a post holder proceeding on leave or any other authorized absence apart from sickness, for a period of 30 days or more, and handing over to his second-in-command for the period of that leave, only Part I of the handover report need be completed. For leave or authorized absence of less than 30 days, a brief handover note is to be prepared by the post holder.

2. Formation Commanders will issue Standing Orders detailing which post holders below ADVC or equivalent will prepare handover reports or maintain handover files. In the case of files these will include such instructions and information as will allow the incoming post holder to fully brief himself on the current situation.

**17/10 20-10 Destruction of Accountable and Auditable Documents**

The destruction of all accountable and auditable documents is subject to Standing Accounting Instructions (SAI) 220, 225 and 230. No accountable or auditable document shall be destroyed unless notification has been received that it is no longer required for audit. Such notification will be given by the Director of Audit.

**14/09 20-13 Reports Concerning Non-Police Matters**  
**17/10**  
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When a member of the public makes a report or, seeks advice from the Police regarding a matter which is considered unable to be dealt with appropriately by the Police, but which could be dealt with by a Government Department, he shall be given a Pol. 461 advising him which Department may be able to assist.

2. This form shall not be issued until the DO dealing with the matter is satisfied that it is one which cannot be dealt with by the Police.

3. The signature of the DO issuing the form shall be endorsed by an official stamp.

4. If the informant or complainant is Chinese, the form shall be completed in Chinese and English.

5. If a report or complaint is made by telephone the DO will explain the situation to the person concerned and make an entry to this effect in CMIS. The DO may suggest the caller to call the 1823 Citizen's Easy Link. There is no need to issue a Pol. 461.

**20-14 Warrant Cards**

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A warrant card is evidence of an officer's appointment as a police officer under the Police Force Ordinance, Cap. 232. A warrant card will be issued:-

- |     |  |                |
|-----|--|----------------|
| (a) | to a recruit officer prior to passing-out from Police College (Aberdeen);  | 01/06          |
| (b) | to an officer who has been recruited or appointed as a specialist;   |                |
| (c) | to an officer who has been re-employed by the Force;   |                |
| (d) | to an officer upon promotion, advancement or reduction in rank;  | 03/08          |
| (e) | to an officer who has reported a change of name;   |                |
| (f) | in accordance with the guidelines contained at FPM 20-14(4)(a) and (b) on the taking of warrant card photographs, upon the transfer of an officer between UB and Crime Stream; | 11/05<br>20/11 |
| (g) | to an officer who has lost or damaged his original warrant card; and   |                |
| (h) | in any case after five years since the date of issue of a previous card.   |                |

2. A police officer shall carry his warrant card on his person at all times provided his intended activities are compatible with its safe keeping. An officer in plain-clothes when dealing with members of the public and exercising his police powers, whether he is on or off duty, shall identify himself and produce his warrant card. At the scene of a crime, officers in plain-clothes shall wear their warrant cards in such a manner that they may be readily identified.

3. A police officer in plain-clothes, whether on or off duty, shall produce and wear his warrant card on his outer clothing on entry to police buildings and shall continue to wear his warrant card throughout the duration of his stay in such building.

4. Uniformed police officers should produce their warrant cards upon request by members of the public unless:-

- (a) circumstances do not allow; or
- (b) to do so would prejudice the police action and/or safety of the officers concerned; or
- (c) the request is unreasonable.

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5. If a police officer in uniform is unable to produce his warrant card at the time of the request as required by paragraph 4(a) and (b) above, the officer should produce the warrant card at the earliest opportune moment. Only where police officers do not produce their warrant cards, either because the request for production was unreasonable or it could not be subsequently complied with, must an explanatory notebook entry be made.

6. Where a group of uniformed police officers is operating together, for example during a licensing raid, only one of the uniformed police officers present shall produce his warrant card on request.

05/10 7. A police officer shall be responsible for the security of his warrant card and shall not give it to any person other than a senior officer. An officer shall not make or cause to be made any reproduction of a warrant card, nor have such a reproduction in his possession.

8. Formation and Sub-Unit Commanders shall inspect the warrant cards of officers under their command at regular intervals, and institute replacement procedures where necessary in respect of illegible or damaged warrant cards, or in respect of cards which were issued more than five years prior to such inspection as indicated by the renewal date.

14/09 **Loss of Warrant Cards**

9. A Formation Commander shall conduct an investigation or disciplinary review into a reported loss of warrant card, when the same officer has already made one or more loss report within the past 12 months or when the circumstances surrounding any loss report are suspicious. Formation Commanders are to check the PICS to verify whether the reporting officer has reported a loss of his police warrant card in the past.

20/11 **20-35 End of Shift Productivity Report**

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The End of Shift Productivity Report (EOS) is a component of Duty Scheduler 3 (DS3) in CMIS which captures figures relating to enforcement, deployment, and other operational activities for operational commanders.

Mandatory Completion by All DS3 User

2. All UB and Crime stream officers, who are currently using DS3, are required to record their productivity in EOS in accordance with the Standardized Counting Rules as stipulated in FPM 20-35.

3. EOS is based on the submission of positive results only and therefore 'nil' productivity returns are not required. Non-operational units and operational units with no recorded productivity in any particular shift or day are therefore not required to complete an EOS return.

4. EOS is a DS3 based system and consequently units that are exempt from using DS3 are also exempt from compiling EOS returns.

Data Verification and Checking

5. To ensure the integrity of the data stored in EOS, it is necessary to verify the data before it is entered into EOS and to institute a spot-check system after it has been entered. The checking can be done in DS3 and a record will be made under the EOS Inspection to this effect. As the data will, in almost every case, be transferred from an officer's notebook, the following measures, which are in line consistent with PGO 53-02, shall be implemented:-

- (a) immediate supervising officers shall check the daily productivity return of JPOs against their notebooks before it is input into EOS. If this is operationally impractical, then the check is to take place as soon as practicable, and in any event, not later than the end of next working shift of the JPOs concerned;
- (b) Inspectors, or other nominated officers, shall carry out random cross checks of EOS records under their command against notebook entries every two weeks and on all officers under their command at least once a month; and
- (c) Chief Inspectors, or other nominated officers, shall carry out random cross checks of EOS records of officers under their command as frequently as his duties may permit against notebook entries on a monthly basis.

6. The need to take into account localized management issues is recognized. Therefore, the responsibility to institute these measures, in a manner best tailored to meet individual Formation needs, will rest with Formation Commanders. However, all verification and checking measures must ensure that:-

- (a) EOS Standardized Counting Rules are strictly adhered to;
- (b) DS3 users must submit daily or shift EOS return in the case of recordable productivity, except those were exempted in the above paragraph 3 to 4; and
- (c) the above pre-data entry verification and post-data checking systems are put in place.

7. There is also a related need to ensure that the physical entry of data into EOS is carried out in a timely manner and as soon as practicable after the tour of duty to which it refers. All data is therefore to be entered by the end of the next working day or shift to which it relates. Any amendments to the entry of data may be made within two weeks after its original entry following which the data will be 'frozen' and any further amendment will require the personal authorization of an officer of the rank of Superintendent or above.

8. Formation Commanders are required to introduce standing orders covering the use and management of EOS within their Formations, which will include the provisions contained in the above paragraphs 5 to 7, in addition to any localized verification and checking measures that may be deemed necessary.

20/11 **20-36 Parading for Duty**

Formation Commanders shall ensure that Parade and inspection on a monthly basis, preferably during D shift, is conducted by Unit Commanders to ensure that the requisite standards of appearance, uniform, and serviceability of kit and equipment are maintained. This monthly inspection would in no way absolve supervisory officers of their responsibility to inspect their subordinates on an irregular basis. Proper record should be made in the formation OB after an inspection.

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