



# THE FOOTAGE WHISPERER

"SEE WHAT THE  
CAMERA SAW"

100+ TOPICS - AIRPORTS TO ZOOS



## UTILITY VALUE OF COM-SUR™ FOR FREIGHT AND BULK CARRIERS

### WELCOME



### AUDIT HOURS OF FOOTAGE IN MINUTES FIND OUT HOW COM-SUR WILL HELP

CCTV and other forms of video surveillance are commonly used in freight and bulk carriers world over, but footage is often only reviewed reactively. Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing (hours in minutes) of CCTV footage, filling the gap for a complete "workflow". The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

### 'COM-SUR' – THE WORLD'S ONLY CCTV/OTHER SURVEILLANCE VIDEO FOOTAGE AUDITING, SMART BACKUP, AND STANDARDIZED INTELLIGENT INCIDENT REPORTING SOFTWARE – THE MISSING PIECE OF CCTV/OTHER SURVEILLANCE VIDEO

COM-SUR is the world's only CCTV/surveillance video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV/surveillance video footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV/surveillance video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV and other surveillance cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

## HOW COM-SUR SMARTLY REDUCES 'VIDEO' STORAGE SIZE

COM-SUR employs an innovative approach to smartly reduce the amount of video to be audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single screenshot of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with screenshots, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

## CHALLENGES FACED BY FREIGHT AND BULK CARRIERS

### 1. Piracy and maritime security:

Piracy remains a significant threat, particularly in certain regions known for maritime piracy activities. Pirates may attempt to board vessels, hijack ships, or steal cargo.

### 2. Cargo theft:

Cargo theft is a persistent challenge for freight carriers, both at sea and during land transportation. Criminals may target valuable cargo during transit or while the ship is docked.

### 3. Stowaways and unauthorized persons:

Stowaways and unauthorized individuals gaining access to ships pose security and safety risks.

### 4. Port security:

Ports are critical nodes in the shipping network, and security challenges can arise during vessel loading, unloading, and while docked.

### 5. Human trafficking and illegal immigration:

Freight carriers may unknowingly become involved in human trafficking or illegal immigration. Criminal organizations may attempt to smuggle people in containers or other concealed spaces.

### 6. Compliance issues:

Compliance with international maritime regulations and security standards is a complex aspect of freight and bulk carrier operations. Failure to meet these standards can result in penalties, delays, or even the denial of entry to certain ports.

### 7. Terrorism threats:

The potential for terrorism poses a security concern for freight carriers, especially in regions with heightened security risks. Vessels may be targeted directly, or cargo may be exploited for nefarious purposes.

### 8. Cybersecurity threats:

As the shipping industry becomes more digitized, the risk of cyber threats increases. Cyberattacks targeting navigation systems, communication networks, and operational technology can have serious consequences.

### 9. Crew safety and well-being:

Ensuring the safety and well-being of the crew is a paramount concern. Challenges include medical emergencies, onboard accidents, and

providing adequate living conditions during extended voyages.

#### 10. Insider threats:

Freight and bulk carriers have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

#### 11. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

#### COVID-19 PANDEMIC

The pandemic severely impacted freight and bulk carriers worldwide. Global supply chains were disrupted, causing fluctuations in demand for goods, and posing challenges to the health and safety of seafarers. The shipping industry experienced port congestion, delays, and volatility in charter rates, leading to financial challenges for some carriers. The pandemic heightened awareness of supply chain vulnerabilities, prompting a reassessment of resilience strategies and an increased focus on digital solutions for operational efficiency. Regulatory challenges emerged in crew changes and repatriation, and the industry adapted to

changes in trade patterns and cargo prioritization. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

#### USE OF VIDEO SURVEILLANCE BY FREIGHT AND BULK CARRIERS

Most freight and bulk carriers have video surveillance covering the following areas:

- Bridge and navigation areas
- Cargo holds (compartments) and decks
- Engine room
- Access points and gangways
- Perimeter of the vessel
- Port and dock areas
- Crew quarters and common areas
- Weather deck
- Lifeboat stations
- Communication rooms and data centers
- Exterior hull and submerged areas
- Restricted and sensitive areas

Further, the concerned stakeholders of freight and bulk carriers analyse recorded CCTV video footage from time to time for post-event analysis, especially in order to identify instances of theft, violence, and/or vandalism as well as assist Police/other Law Enforcement Agencies.

In addition, freight and bulk carriers make use



of the following forms of video surveillance:

1. Thermal imaging cameras:

Thermal cameras are effective for monitoring the ship's surroundings, especially during low-light conditions or adverse weather. These cameras detect heat signatures, allowing for improved visibility in complete darkness or challenging environmental conditions.

2. Underwater cameras:

Underwater cameras are deployed to monitor the ship's hull, propellers, and other submerged areas. These cameras assist in assessing the condition of the vessel, inspecting for damage, and facilitating maintenance.

3. Wireless maritime cameras:

Wireless cameras are used to simplify installation and reduce the need for extensive cabling. These cameras transmit data wirelessly to central monitoring systems on the ship.

### LIVE MONITORING – CHALLENGES

Some freight and bulk carriers have a dedicated control room with operators, set up for live monitoring of CCTV and other cameras. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on. Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

### COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

### COMPLIANCE - AUDITS

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance. A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded video footage from time to time for investigating and preventing compliance issues. Auditing video provides actionable insights on the level of compliance within the organization.

### AUTOMATED SOFTWARE – WHY THEY WILL NOT WORK IN ISOLATION

In the wake of the Christchurch shooting incident, several high-profile places of worship considered deploying gun detection technology. However, there are concerns about its efficacy, since it may not be able to detect all types of weapons, or the perpetrator could still create damage before being detected. Similarly, automated systems like video analytics, AI/ML can only detect what they have been programmed for. What about the rest? Again, these technologies are prone to triggering huge amounts of false alarms.

Also, since the permutation combinations of exceptions can be vast and varied, it becomes almost impossible to automate every kind of exception. Facial recognition technology also raises ethical and privacy concerns, and has been found to produce inaccurate results, especially for certain ethnic groups. Therefore, experts suggest that while automated technologies will continue to grow, human intervention and intelligence will still be necessary to verify alerts and ensure their efficacy.

“CCTV AND OTHER FORMS OF VIDEO SURVEILLANCE ARE NOT ENOUGH – WE MAKE IT WORK FOR YOU”

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Illegal immigration attempts/human trafficking
- Fraud/loss/pilferage/theft
- Recces/suspicious movements/activities
- Insider job/security lapses
- Unauthorized/unlawful activities/visitors
- Accidents/Causes of potential accidents
- Potential causes of fire
- Health and safety issues
- Housekeeping issues
- Compliance issues

- Unclaimed/unattended baggage/objects
- Human rights violations
- Staff negligence
- Unruly staff
- Issues with female staff
- Cameras/recorder malfunctions

So, what is the 'more' that needs to be done?

1) AUDIT CCTV AND OTHER SURVEILLANCE VIDEO FOOTAGE DAILY AS A STANDARD OPERATING PROCEDURE

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV and other surveillance video footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to become video footage auditors, and the audit teams should be rotated to avoid complacency/ collusion. Daily auditing of CCTV and other surveillance video footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

2) DOCUMENT AUDIT FINDINGS/INCIDENTS

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed

corrective and preventive action. If all freight and bulk carriers report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of the shipping industry worldwide.

### 3) ENSURE DISASTER RECOVERY OF CCTV AND OTHER SURVEILLANCE VIDEO FOOTAGE – LIKE A ‘BLACKBOX’

CCTV and other surveillance video footage must be stored at multiple locations in order to ensure that even if the recorder/storage device is stolen, destroyed or tampered with the data is never lost. Further, any backed-up data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

### 4) DISPLAY DYNAMIC INFORMATION AT RELEVANT PLACES

Document and display details of information that is dynamic in nature in relevant areas.  
For example:

1. List of authorised crew members on duty in the premises of the freight/bulk carrier.
2. List of authorized security personnel deployed in the premises of the freight/bulk carrier.
3. List of habitual offenders/suspects likely to visit the premises of the freight/bulk carrier. (a ‘Watch out’ list).

### 5) USE A POWERFUL NEW SIGNAGE

**"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".**

One size, one color, one powerful message.  
Across the nation.

### DE-CENTRALIZED SURVEILLANCE + CENTRALIZED SURVEILLANCE = OPTIMAL RESULTS

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

### CONCLUSION

“You see, but you do not observe” is a quote by Sherlock Holmes in A Scandal in Bohemia (1891, written by Sir Arthur Conan Doyle).  
COM-SUR makes 'observation' far effortless and effectual leading to superior results.

"Cameras don't lie" - but how will you know unless you 'see' what the cameras 'saw'?  
Audit video - why suffer!

Get award-winning COM-SUR now. Don't wait for things to go wrong!