

**com**<sup>TM</sup>  
**sur**

the missing piece of CCTV

# THE FOOTAGE WHISPERER

# "SEE WHAT THE CAMERA SAW"

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100+ TOPICS - AIRPORTS TO ZOOS

GAUTAM D. GORADIA



UTILITY VALUE OF  
COM-SUR™ FOR  
THE OIL AND GAS  
INDUSTRY

WELCOME



AUDIT HOURS OF FOOTAGE IN MINUTES  
FIND OUT HOW COM-SUR, THE BEST  
'MOUSETRAP' WILL HELP

["Seeing is believing - See what the camera saw"](#)

CCTV and other forms of video surveillance are commonly used in the oil and gas industry, 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/  
SURVEILLANCE VIDEO FOOTAGE AUDITING,  
SMART BACKUP, AND STANDARDIZED  
INTELLIGENT INCIDENT REPORTING SOFTWARE  
– THE MISSING PIECE OF CCTV/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.

#### OIL AND GAS INDUSTRY CHALLENGES

##### 1. Compliance issues:

Oil and gas companies operate in a highly regulated environment and are subjected to continuous scrutiny and inspections from various regulatory bodies and other local and global authorities. Moreover, since oil and gas companies heavily consume energy and water resources, they are subject to stringent environmental standards. This makes them rethink their production, extraction, and distribution methods to maintain or get a license to operate. Further, there is a challenge of ensuring transparency in the environmental management of their processes.

##### 2. Worker safety:

The oil and gas industry involves working with hazardous materials, heavy machinery, and complex processes. This poses health and safety risks to workers, including the potential for accidents, injuries, exposure to toxic substances, and occupational health issues.

##### 3. Theft and pipeline vandalism:

Oil and gas companies are susceptible to theft and pipeline vandalism which besides causing losses of revenue, also leads to loss of lives due to safety breaches such as explosions, environmental damage in case the product is spilled and left undetected, as well as loss of reputation. Further, it has been observed that the perpetrators are often experienced and employ sophisticated equipment and methods to carry out their activities, and thus avoid being detected.

##### 4. Terrorism:

The oil and gas industry's infrastructure, including oil and gas facilities, pipelines, and transportation networks, are attractive targets for terrorist organizations due to their strategic importance and potential for causing significant damage. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

##### 5. Geopolitical risks:

Oil and gas operations often take place in regions with geopolitical instability, including conflicts, political unrest, or territorial disputes. These risks can lead to operational disruptions, supply chain interruptions, and challenges in managing relationships with local communities and governments.

##### 6. Insider threats:

Oil and gas companies have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

## 7. 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 the operations of oil and gas companies worldwide. There was a sharp decline in global oil demand, leading to oversupply and plummeting prices. Owing to restrictions/lockdowns, several oil and gas companies had to temporarily shut down their operations. The operations of dependent industries were also impacted, resulting in huge losses. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

### USE OF VIDEO SURVEILLANCE AT OIL AND GAS COMPANIES

Most oil and gas companies have video surveillance covering the following areas:

- Entry and exit points
- Drill floors
- Derricks (structure over an oil well which supports the drilling equipment)

- Helidecks (a helicopter landing area located on a fixed or offshore oil or gas exploration /production unit)
- BOPs (Blowout preventers - a mechanism that shuts off the valve beneath the drilling machinery to prevent any liquid from surfacing, thereby averting a potential explosion.)
- Onshore and offshore drilling rigs
- FPSOs (Floating Production Storage and Offloading vessels)
- Pipelines
- Industry plants
- Tank farms (at refineries)
- Other critical areas that house expensive equipment and material

Further, the concerned stakeholders at oil and gas companies generally need to review and analyze recorded CCTV video footage from time to time of their daily operations as well as incidents/accidents at their plants. This footage is used for training employees in order to prevent future recurrences, as well as to assist police/law enforcement agencies.

### REMOTE VISUAL INSPECTION

Oil and gas companies make use of specialised CCTV systems (which are generally explosion-proof) to carry out 'remote visual inspection' of structures, equipment, and components that are otherwise inaccessible to a human inspector to physically carry out such activity due to reasons such as their physical configuration, safety concerns, or other limitations. In recent times, drones are also

being used for remote visual inspections.

### VIDEO EXPOSURE MONITORING

Oil and gas companies also make use of a technique known as video exposure monitoring (VEM) in order to evaluate the various 'exposures' to potentially hazardous substances like chemicals, dust, exhaust, radioactive material, carcinogenic agents, gases, pesticides, fire etc., that workers are subjected to in the work premises.

### FLARE STACK MONITORING

Oil and gas companies, as part of regulatory compliance, need to continuously monitor the flares in their industrial plants in order to ensure that proper combustion is taking place and that there are no unburned pollutants (which may lead to an explosion). For this, oil and gas companies use a combination of specialized thermal cameras as well as CCTV cameras. Specifically, they need to monitor whether the flare is emitting any smoke in order to take the requisite measures for the same. This is because regulations allow smoke to be emitted only for a limited time, and any violations of the same result in steep fines and even licenses being revoked.

### LIVE MONITORING – CHALLENGES

Several oil and gas companies have a dedicated control room with operators, set up for live monitoring of CCTV as well as other cameras such as drones. 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 CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV 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:

- Compliance issues
- Health and safety issues
- Accidents/Causes of potential accidents
- Potential causes of fire
- Recces/suspicious movements /activities
- Insider job/security lapses
- Unauthorized/unlawful activities/visitors

- Fraud/loss/corruption/theft
- Unclaimed/unattended objects
- Human rights violations
- Staff negligence
- Unruly staff
- Inattentive staff (e.g. guard sleeping)
- Issues with female staff
- Housekeeping issues
- 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 the entire industry reports incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of the oil and gas industry.

## 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 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 authorized staff.
2. List of authorized security personnel deployed at the oil and gas company.

3. List of habitual offenders/suspects likely to visit the oil and gas company's premises (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!

**Finally, allow us to present three important**

mantras that change the landscape of video surveillance:

1. Auditing is fundamental – everything else is peripheral.
2. Cameras have lenses – humans have eyes.
3. Let's make cameras 'accountable'.