com sur™

the missing piece of CCTV

THE FOOTAGE WHISPERER

"SEE WHAT THE CAMERA SAW"

100+ TOPICS - AIRPORTS TO ZOOS

WELCOME

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

CCTV surveillance is common at places of worship 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 VIDEO FOOTAGE AUDITING, SMART BACKUP, AND STANDARDIZED INTELLIGENT INCIDENT REPORTING SOFTWARE – THE MISSING PIECE OF CCTV

COM-SUR is the world's only CCTV 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 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 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 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 PLACES OF WORSHIP

1. Hate crimes and discrimination:

Places of worship face challenges related to hate crimes or discrimination based on religious or ethnic factors. These incidents can undermine the sense of safety, peace, and inclusivity within the community.

2. Terrorism:

Terrorist attacks on places of worship aim to spread fear, disrupt communities, and target religious or ethnic groups. These attacks can cause significant loss of life, injuries, and damage to the infrastructure of the place of worship. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

3. Vandalism and property damage:

Vandalism and property damage, such as graffiti, destruction of religious symbols, or defacement of sacred spaces, can occur, causing emotional distress to the community and requiring costly repairs.

4. Theft and burglary:

Places of worship contain valuable items such as religious artifacts, artwork, or financial contributions. These items can be targeted by thieves or burglars, posing a risk to the security and integrity of the place of worship.

5. Community safety:

Places of worship serve as community centers, attracting a large number of people during religious services, events, or social activities. Ensuring the safety of the community members, managing crowds, and addressing traffic or parking concerns are important concerns. Further, there are concerns about children being vulnerable to kidnapping.

6. Insider threats:

Places of worship 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 places of worship worldwide, leading to cancellation of worship services, religious congregations, ceremonies, pilgrimages, and festivals. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE AT PLACES OF WORSHIP

Most places of worship have video surveillance covering the following areas:

- Entry and exit points

- Areas within the perimeter

- All entry/access points to the sanctum sanctorum

- Queuing areas

- Kitchen as well as areas where food is distributed to the devotees

- Donation box/cash receipts section

- Staircases, corridors, and terraces

- Areas where water is dispensed (for drinking, bathing etc.)

- Administrator's office

- Parking areas

Further, the concerned stakeholders of places of worship analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assisting Police/other Law Enforcement Agencies.

LIVE MONITORING – CHALLENGES

Several high-profile places of worship have a dedicated control room with operators, set up for live monitoring of CCTV 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 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 IS 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:

- Recces/suspicious movements/activities

- Insider job/security lapses

- Unauthorized/unlawful activities/visitors

- Fraud/loss/corruption/theft

- Violence and vandalism

- Kidnapping/kidnapping attempts

- Human rights violations

- Health, safety, and hygiene issues

- Accidents/Causes of potential accidents

- Potential causes of fire

- Unclaimed/unattended baggage/objects

- Staff negligence

- Inattentive staff (e.g. guard sleeping)

- Unruly devotees/staff

- Housekeeping issues

- Issues with female staff or devotees

- Cameras/recorder malfunctions

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

1) <u>AUDIT CCTV VIDEO FOOTAGE DAILY</u>
<u>AS A STANDARD OPERATING PROCEDURE</u>

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV 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 CCTV video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

2) <u>DOCUMENT AUDIT FINDINGS/INCIDENTS</u>

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 places of worship report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all places of worship.

3) <u>ENSURE DISASTER RECOVERY OF CCTV</u>
<u>VIDEO FOOTAGE – LIKE A 'BLACKBOX'.</u>

CCTV 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) <u>DISPLAY DYNAMIC INFORMATION AT</u>
<u>RELEVANT PLACES</u>

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 guards deployed at the place of worship.

3. List of habitual offenders/suspects likely to visit the place of worship's premises (a 'Watch out' list).

5) <u>USE A POWERFUL NEW SIGNAGE</u>

"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".

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

<u>DE-CENTRALIZED SURVEILLANCE +</u>
<u>CENTRALIZED SURVEILLANCE = OPTIMAL</u>
<u>RESULTS</u>

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.

OUR SOCIETAL PURPOSE

Because we are so convinced that 'COM-SUR' will bring exceptional value to all users of CCTV world-over, we have decided to offer COM-SUR ('BUSINESS' version) for free* to:

1) All places of worship world-over (think of the multiple terror attacks at places of worship across the world).

2) All low-budget government schools world-over (think of the school shoot-outs, to abuse of various kinds across the world).

3) All zoos world-over (think about animal cruelty, theft, and so on across the world).

Software comes for free. Installation and commissioning, training, support, consulting etc. is to be carried out by relevant COM-SUR certified system integrators, which would be a chargeable activity by them. Besides, a small administration fee to issue the license will apply per install. Additional details are available on request.

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 CCTV - why suffer!

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