



# COM<sup>TM</sup> SUR

the missing piece of CCTV

COM-SUR<sup>TM</sup> EMPOWERS PEOPLE TO ACHIEVE  
OPTIMAL OUTCOMES FROM SURVEILLANCE VIDEO,  
LEADING TO A SAFER WORLD.



UTILITY VALUE OF  
COM-SUR™ FOR  
TRANSPORT  
(INCLUDING CASH  
MANAGEMENT)

WELCOME



OVERVIEW

CCTV and other forms of video surveillance are commonly used in transport sector 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 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.

TRANSPORT SECTOR CHALLENGES

1. Theft of goods and cash:

The transport of valuable goods, such as cash, jewelry, and electronics, is vulnerable to theft, both in transit and during loading and unloading. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

2. Terrorism:

The transportation of goods can be a target for terrorist attacks, which can result in loss of life, destruction of property, and disruption of supply chains.

3. Vehicle hijacking:

Vehicles used for transportation, especially those carrying valuable goods, are at risk of being hijacked and stolen.

4. Unauthorized access:

It is important to ensure that only authorized

personnel are allowed access to the vehicles, loading and unloading areas, and storage facilities.

5. Driver behavior:

Drivers need to follow traffic rules and drive safely, as well as safeguard the goods and cash they are transporting.

6. Accidents:

Accidents involving transportation vehicles can lead to injuries, property damage, and legal liabilities.

7. Maintenance and repairs:

Vehicles require regular maintenance and repairs to ensure they are safe and efficient.

8. Insider threats:

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

COVID-19 PANDEMIC

The pandemic severely impacted the transport sector worldwide. Owing to restrictions /lockdowns, there was a steep decline in passenger traffic in all three modes of transport – air, water, and road. Also, there was a disruption in the global supply chain for goods and materials. This resulted in severe losses for the transport sector. Further, industries that are dependent on the transport sector were also severely impacted. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE BY THE TRANSPORT SECTOR

Most transport companies (including cash management facilities) have video surveillance covering the following areas:

- Entry and exit points
- Parking areas
- Inside the vehicles (dash cams)
- Loading and unloading areas
- Storage facilities

Further, transport companies need to review and analyse recorded surveillance video footage from time to time in order to identify potential safety and security issues, compliance with traffic laws, safety regulations, and other policies, address customer complaints or issues such as lost or damaged baggage as well as optimize their operations. The video footage is also used for training new employees on how to improve their driving and customer service skills.

Besides CCTV, transport companies use other forms of video surveillance as follows:

1. Dash cameras:

Dash cameras are typically mounted on the dashboard of a vehicle and can capture video footage of the road ahead. They are commonly used by transport companies to monitor the driving behaviour of their employees and to ensure compliance with traffic rules.

## 2. Body-worn cameras:

Body-worn cameras are worn on the uniform of transport employees. They are used to record interactions between employees and customers, as well as to monitor employee behaviour.

## 3. Thermal imaging cameras:

Thermal imaging cameras are used to monitor the temperature of goods being transported, ensuring that they are being stored at the appropriate temperature. They are also used to detect people hiding in transport vehicles.

### LIVE MONITORING – CHALLENGES

Several transport facilities 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:

- Driver issues
- Customer issues
- Accidents/Causes of potential accidents
- Safety issues
- Recces/suspicious movements/activities
- Theft
- Hijacking attempts
- Vandalism
- Staff negligence
- Insider job/security lapses
- Intrusions, especially by animals

- Unauthorized/unlawful activities/visitors
- Operational issues
- 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 all transport facilities report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take

action for the collective benefit of the transport sector.

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 officials on duty at the transport company.
2. List of authorized security personnel deployed at the transport company.
3. List of habitual offenders/suspects likely to visit the transport company’s premises (a ‘Watch out’ list).

5) USE A POWERFUL NEW SIGNAGE

**"WE CHECK CCTV/SURVEILLANCE 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.

THE SOLUTION - ‘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 a 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.

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!