



# 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  
WASTE AND SEWAGE  
MANAGEMENT  
FACILITIES

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 waste and sewage management facilities 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/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.

### CHALLENGES FACED BY WASTE AND SEWAGE MANAGEMENT FACILITIES

#### 1. Safety hazards:

Waste and sewage management facilities house hazardous materials and equipment, posing various safety issues.

#### 2. Environmental hazards:

Waste and sewage management facilities may pose environmental hazards, and need to ensure that their operations are conducted safely and do not pose a risk to public health.

#### 3. Fire and explosions:

Waste and sewage management facilities face the risk of fires or explosions, particularly in areas where flammable materials or gases are present. Fires can cause extensive damage to infrastructure, equipment, and stored waste,

leading to operational disruptions and potential environmental pollution.

#### 4. Unauthorized access:

Waste and sewage management facilities need to ensure that only authorized personnel are allowed inside the premises, and that visitors do not have access to restricted areas.

#### 5. Theft and vandalism:

Waste and sewage management facilities need to protect their facilities and equipment from theft, vandalism, and other types of criminal activity.

#### 6. Illegal dumping:

Illegal dumping of waste or hazardous materials at or near waste and sewage management facilities can pose environmental risks and regulatory compliance issues.

#### 7. Compliance issues:

Waste and sewage management facilities need to comply with regulations related to environmental protection and public health, and ensure that their operations are conducted in an environmentally responsible manner.

#### 8. Insider threats:

Waste and sewage management facilities have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

#### 9. 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 waste and sewage management facilities worldwide. There was an increase in the medical waste generated from hospitals and quarantine centers, as well as the amount of non-biodegradable waste from generated due surge in the use of personal protective equipment (PPE) like masks, gloves, and gowns. As a result, this put additional pressure on waste management facilities to dispose of such waste safely. Further, there were concerns over the presence of the virus in wastewater as well as in human waste. This led to increased monitoring of wastewater in some areas. Also, there were severe labour shortages. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

### USE OF VIDEO SURVEILLANCE AT WASTE AND SEWAGE MANAGEMENT FACILITIES

Most waste and sewage management facilities have video surveillance covering the following areas:

- Entry and exit points
- Storage areas
- Loading and unloading areas
- Processing areas

- Odor control systems
- Transfer stations
- Incinerators and landfills
- Equipment maintenance areas
- Hazardous material handling areas
- Recycling facilities
- Reception and lobby areas
- Fleet parking areas
- Administrative offices
- Outdoor areas

Further, the concerned stakeholders at waste and sewage management facilities generally need to review and 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 assist Police/other Law Enforcement Agencies.

Further, waste and sewage management facilities may use other forms of video surveillance as follows:

#### 1. Thermal imaging cameras:

Thermal imaging cameras are capable of detecting heat signatures, which are useful for identifying and monitoring temperature changes in storage tanks, pipelines, and other equipment. These cameras can also detect abnormal hotspots that may indicate potential equipment failure or other issues.

## 2. Underwater cameras:

Underwater cameras are used to monitor and inspect sewage pipelines, treatment systems, and other underwater infrastructure.

These cameras are typically designed to withstand harsh environmental conditions and can provide clear images of underwater areas.

## 3. Mobile cameras:

Mobile cameras are used to monitor and inspect remote or hard-to-reach areas of the facility. These cameras can be mounted on vehicles, drones, or other equipment and can be remotely controlled to capture images and video in real-time.

### LIVE MONITORING – CHALLENGES

Several waste and sewage management 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:

- Safety hazards
- Environmental hazards
- Health and safety issues
- Compliance issues
- Recces/suspicious movements/activities
- Staff negligence
- Inattentive staff (e.g. guard sleeping)
- Insider job/security lapses
- Unauthorized/unlawful activities/visitors
- Loss/theft

- Vandalism
- Intrusion, especially by animals
- Housekeeping issues
- 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 waste and sewage management facilities

report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all waste and sewage management facilities 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 authorized staff.
2. List of authorized security personnel deployed at the waste and sewage management facility.
3. List of habitual offenders/suspects likely to visit the premises of the waste and sewage management facility (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!