

Standard Operating Procedure (SOP)

Surveillance Camera Operation and Footage Review

This SOP details the procedures for **surveillance camera operation and footage review**, covering camera installation and maintenance, real-time monitoring protocols, footage recording and storage guidelines, review and analysis of recorded video, incident investigation processes, and privacy compliance measures. The goal is to ensure effective use of surveillance technology to enhance security, monitor activities, and support incident resolution while protecting individual privacy rights.

1. Purpose

To outline standard procedures for operating surveillance cameras, storing and reviewing footage, responding to incidents, and maintaining privacy compliance.

2. Scope

This SOP applies to all security personnel and authorized staff responsible for managing and operating surveillance systems.

3. Responsibilities

- **Security Manager:** Oversee surveillance operations and compliance.
- **Technicians:** Install and maintain camera hardware and software.
- **Monitoring Staff:** Real-time monitoring and initial footage review.
- **Data Protection Officer (DPO):** Ensure privacy compliance and manage data access requests.

4. Procedures

1. Camera Installation and Maintenance

- Conduct a site survey to determine optimal camera placement.
- Install cameras according to manufacturer guidelines, ensuring clear visibility of monitored areas.
- Document each camera's location, coverage area, and technical specifications.
- Perform routine maintenance checks (at least quarterly) and address faults promptly.

2. Real-Time Monitoring Protocols

- Assign trained personnel to monitor surveillance feeds during designated hours.
- Report observed suspicious activities immediately to the Security Manager.
- Maintain a monitoring log detailing dates, times, and noteworthy observations.

3. Footage Recording and Storage

- Ensure all cameras record continuously and store footage securely on approved servers or devices.
- Retain footage for a minimum of 30 days, unless otherwise required by law or ongoing investigation.
- Restrict access to footage storage to authorized personnel only.

4. Review and Analysis of Recorded Video

- Authorized staff may review footage in response to incidents, access requests, or periodic audits.
- Document all footage reviews, including reviewer name, date, time, and purpose.
- Extract and securely store relevant clips for investigation or evidence as needed.

5. Incident Investigation Process

- Upon notice of an incident, promptly identify and secure relevant footage.
- Analyze footage to determine the sequence of events and persons involved.
- Share footage with law enforcement or authorized third parties following proper authorization and legal requirements.
- Maintain an incident log with all actions taken related to surveillance footage.

6. Privacy Compliance Measures

- Prominently display signage in areas under surveillance, notifying individuals of camera usage.
- Ensure surveillance does not encroach on areas where privacy is expected (e.g., restrooms, break rooms).
- Process requests for footage access or deletion in accordance with applicable privacy laws.
- Conduct periodic privacy impact assessments and adjust procedures as needed.

5. Documentation

- Camera Placement Map and Log
- Maintenance and Monitoring Logs
- Incident Reports and Investigative Notes
- Footage Access Request Forms
- Privacy Impact Assessments

6. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP release	Security Manager