



DATE: October 22, 2021

TO: Depot Network

RE: **CCTV/Video Footage Guide**

CCTV and video footage is something that is becoming increasingly common. It can be a useful tool for you to assist customers, who will often want to see the containers being counted when a refund is disputed. It can also assist Depots to verify refund compliance audits and it can be used to deal with complaints or incidents at depots as they arise, and more often than not, helping to resolve issues before they escalate.

In order to help you get the most out of your CCTV, should you have it, BCMB has produced this best practice document.

This guide will cover:

1. Camera Angles
2. Customer Complaints
3. Refund Compliance Audits
4. Reviewing your Camera System
5. How to Save, Export and Send Footage

Best Practices Guide:

1. Camera Angles

For those depots who have cameras placed in their customer service areas, the angle and quality of the video footage has proven to have significant effects on its useability. To achieve the best results, the angle and view of a camera situated inside the depot should be oriented towards each counting station, preferably an overhead view, facing the employee. It is recommended that the view of your camera is not oriented towards the back of your employee or in any way obstructing the view of the counting station.

If you have counting automation onsite, it is recommended that the camera should be placed at two critical locations:

- 1) at the counting station facing the employee, and
- 2) the section of the equipment where the containers fall into the mega-bag.

The quality and resolution of the footage should be clear enough that you are able to confirm the material stream of each container being counted.



2. Customer Complaints

Customers have the ability to challenge a count at the depot, should they have a concern. If a refund accuracy complaint arises at your depot, and you have CCTV, the customer should be given an opportunity to review the footage of their transaction. This allows the customer to feel confident that they are getting an accurate refund, and that you are addressing any issues that may have occurred during the count, should they be apparent. Depot Owners and Managers should know how to rewind footage for customer review, and there should always be at least one person on-site with this knowledge.

3. Refund Compliance Audits

Whilst it is not a requirement to have CCTV or video footage to challenge a Refund Compliance audit, it can greatly assist. If you have footage and wish to challenge an audit, the following requirements must be met in order for video footage to be admissible:

- 1) The depot must pinpoint exactly where they believe the error has occurred within the video footage.
- 2) The depot must provide the entire video footage of the customer's transaction, including 60 seconds prior to the customer arriving and 60 seconds after the customer has left.
- 3) The footage must be clear enough that the number of containers and material stream being processed can be clearly seen and identified. The counting process should in no way be obstructed or hindered by the camera angle.

If the footage submitted is blurry, poor quality, inconclusive due to the camera angle and/or does not meet the above requirements, the footage will not assist BCMB in making a determination.



4. Reviewing your Camera System

If cameras are currently in place for customer review, you are encouraged to review the quality and angle of your video cameras. Take a moment and ask yourself the following questions:

- 1) Q: Can I see the entire transaction taking place?
If you answered no, is it possible for you to move the camera to a more favorable angle?
- 2) Q: Are the containers clearly visible in the transaction, including the material streams of each container?
If you answered no, is it possible for you to upgrade the resolution/quality of your cameras?

Some additional questions to ask yourself are:

- 3) Is reviewing video footage with the customer something that is offered if a refund is disputed?
- 4) Is there always an employee on-site who knows how to rewind video footage upon request?

5. Know How to Save, Export and Send Video Footage

Depot Owners and Managers should be familiar with how to save, export, and send video footage. It's important to know how your cameras operate and how to download your video footage. Video footage is often saved for a specific period, and it may not be as helpful if it's only saved for a few days and cannot be accessed thereafter. The recommended retention period for video surveillance is 1 month. This is to assist with addressing any complaints that may be reported to the BCMB at a later date, or refund compliance audit reports (which can be sent to your industry email up to 10 business days after the audit has occurred), and other matters that may require video footage review.

You may find it useful to have a guide available with your video system as this will assist with the process and enable use of your system without the need for specialist assistance, which can be costly and cause delays.