



Operating an effective Body Worn Camera Program

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In the rapidly evolving landscape of the retail industry, particularly in the grocery sector, ensuring the safety and security of customers, staff, vendors, and trades people has become increasingly crucial.

One effective tool in addressing these concerns is the implementation of body-worn cameras (BWCs). When combined with sophisticated software solutions, BWCs offer a comprehensive approach to managing incidents, ensuring compliance, and enhancing overall safety.

This white paper explores the uses of body-worn cameras in the grocery retail environment, focusing on how software can be utilised to manage metadata collection, event data, and streamline processes related to video retrieval and incident review.

Statistics



Australia

Workplace injuries: According to Safe Work Australia, in 2019-20, the retail trade industry, which includes grocery stores, had an incidence rate of 8.5 serious claims per 1,000 employees.

Slip, trip, and fall accidents: A study by the Monash University Accident Research Centre found that in the retail trade industry, slip, trip, and fall accidents accounted for 23% of all workers' compensation claims in Victoria from 1998-2004.

Ergonomic injuries: A 2016 study published in the International Journal of Environmental Research and Public Health found that among Australian supermarket workers, 92.5% reported experiencing musculoskeletal pain, with the lower back (82.8%), shoulders (75.8%), and neck (68.2%) being the most affected areas.

Food safety: The Food Standards Australia New Zealand (FSANZ) estimates that foodborne illnesses cause approximately 4.1 million cases of gastroenteritis each year in Australia, with a significant portion of these cases attributed to improper food handling and storage practices in food retail establishments.

Theft and shrinkage: According to the Australian Retailers Association's 2019 Retail Crime Survey, the average shrinkage rate among Australian retailers was 0.92% of sales, with theft being a significant contributor to these losses.

New Zealand

Workplace injuries: Statistics New Zealand reports that in 2019, the retail trade industry had an incidence rate of 92 work-related injury claims per 1,000 full-time equivalent employees.

Ergonomic injuries: A study published in the International Journal of Industrial Ergonomics found that among New Zealand supermarket workers, 91% reported experiencing musculoskeletal discomfort, with the lower back (62%), neck (57%), and shoulders (57%) being the most affected areas.

Food safety: The New Zealand Food Safety Science & Research Centre estimates that foodborne illnesses cause approximately 200,000 cases of gastroenteritis each year in New Zealand, with a portion of these cases attributed to improper food handling and storage practices in food retail establishments.

Theft and shrinkage: A 2018 survey by Retail NZ found that the average shrinkage rate among New Zealand retailers was 1.3% of sales, with theft being a significant contributor to these losses.

While specific data on slip, trip, and fall accidents and COVID-19 impact in the grocery sector for New Zealand is limited, it is reasonable to assume that these issues are also relevant concerns, similar to the trends observed in Australia and other countries.

These statistics underscore the need for robust safety management practices in the grocery sector in Australia and New Zealand. Implementing technologies like body-worn cameras and associated software solutions can help grocery businesses in these countries better address workplace safety, food safety, and loss prevention challenges.

These statistics also highlight the importance of implementing comprehensive safety management strategies in the grocery sector to address various risks, including workplace injuries, ergonomic issues, food safety concerns, theft, and public health crises. By utilising an effective BWC strategy grocery businesses can better monitor, investigate, and mitigate these risks, ultimately creating a safer environment for employees and customers alike.

Metadata Collection and Management

Effective management of metadata is essential for maximising the value of body-worn camera footage. Software solutions can be designed to automatically capture and store relevant metadata for each video, such as the date, time, location, and associated personnel. This metadata can be used to quickly search and retrieve specific footage when needed, saving valuable time during investigations or incident reviews. Furthermore, software can be configured to tag videos with specific categories or labels, such as "theft," "customer safety," or "vendor incident," allowing for easy categorisation and organisation of footage.

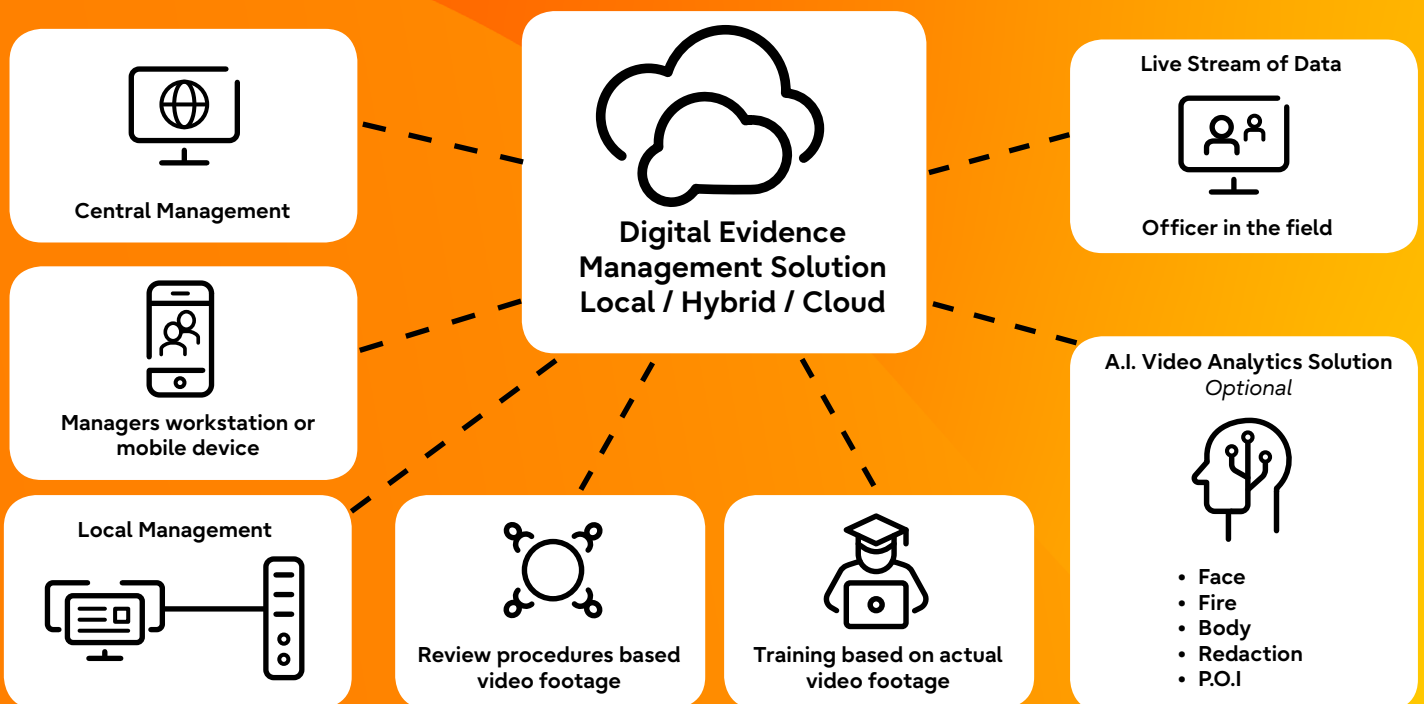
Event Data Integration

In addition to metadata, software can be leveraged to integrate event data from various sources, such as point-of-sale systems, CCTV, access control logs, or alarm triggers. By synchronising this data with body-worn camera footage, retailers can gain a more comprehensive understanding of incidents and identify patterns or trends. For example, if a theft event is recorded in the point-of-sale system, the software can automatically link the corresponding body-worn camera footage, providing a complete picture of the incident for investigation and review.

Compliance and Efficiency in Video Retrieval and Review

Maintaining compliance with legal regulations and industry standards is a top priority for grocery retailers. Software solutions can be designed to ensure that body-worn camera footage is securely stored, accessed only by authorised personnel, and retained for the required duration. Additionally, software can automate the process of redacting sensitive information, such as faces, personal identifiers, or even Pin Pad entries for EFPOS to prevent the accidental capture or PIN numbers, ensuring compliance with privacy laws and regulations.

When it comes to reviewing incidents, software can streamline the process by providing advanced search and filtering capabilities. Investigators can quickly locate relevant footage based on specific criteria, such as date, time, location, or incident type. Furthermore, software can enable collaborative review, allowing multiple stakeholders to access and annotate footage simultaneously, facilitating efficient resolution of incidents. Fujitsu have a number of solutions to manage the operation of a BWC program which we can demo for you highlight the pros & cons and potential for return on investment.



Addressing Safety Concerns

Body-worn cameras, in conjunction with software solutions, can play a vital role in addressing various safety concerns within the grocery retail environment:



Theft Prevention and Investigation:

BWCs can act as a deterrent to potential thieves and provide valuable evidence for investigation and prosecution when theft incidents occur.



Customer Safety:

In situations where customers are involved in accidents or disputes, body-worn camera footage can provide an objective account of the incident, aiding in the resolution process and potentially mitigating legal liabilities.



Staff Safety:

BWCs can help protect staff members from false accusations, harassment, or violence by documenting interactions and providing evidence for investigation and resolution.



Vendor and Trade People Safety:

When incidents involving vendors or trade people occur, such as accidents or disputes, body-worn camera footage can assist in determining liability and ensuring appropriate measures are taken to prevent future occurrences.

Compliance Capabilities for External Stakeholders

Software solutions for managing body-worn camera footage should be procured with compliance capabilities that allow the video to be used by various external stakeholders, such as work health and safety bodies, courts, and insurance companies. This includes:



Secure Sharing

Software should provide secure methods for sharing footage with authorised external parties, such as encrypted file transfer or access-controlled streaming.



Audit Trail

A detailed audit trail should be maintained, recording all access and actions taken on the footage, ensuring the integrity and admissibility of the evidence.



Exportation and Formatting

Software should allow for the exportation of footage in formats compatible with the requirements of external stakeholders, such as specific video codecs or file types.



Redaction and Annotation

The ability to redact sensitive information and add annotations to the footage can help external stakeholders review and understand the context of the incident more effectively.



Indelible Storage

Video and Meta Data storage should be designed in a way that prevents the deletion of collected data by an individual either accidentally or on purpose. In such, a strict governing process sets the rules relevant to the organisation on the removal of data.

Data Privacy and Security

In the implementation of body-worn cameras and associated software solutions, ensuring data privacy and security is of utmost importance.

Grocery retailers must address concerns related to the collection, storage, and access to sensitive video footage, and implement measures to protect employee and customer privacy rights. This includes implementing strict access controls, encrypting data in transit and at rest, and regularly auditing the system for potential vulnerabilities. Compliance with relevant data protection regulations must also be ensured.

In Australia, the primary data protection regulation is the Privacy Act 1988, which governs how personal information is handled by organisations. The Privacy Act includes 13 Australian Privacy Principles (APPs) that set out standards, rights, and obligations for the handling, holding, accessing, and correcting of personal information. The APPs cover:

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1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct marketing
8. Cross-border disclosure of personal information
9. Adoption, use, or disclosure of government-related identifiers
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction of personal information

Integration with Other Systems

To maximise the effectiveness of body-worn cameras in the grocery retail environment, it is essential to integrate the associated software with other existing systems, such as surveillance cameras, access control systems, or incident management platforms. This holistic and integrated approach to safety and security management enables retailers to gain a comprehensive view of their operations, streamline incident response, and make data-driven decisions. Integration also allows for the correlation of data from multiple sources, providing valuable insights into safety and security trends..

Training and Adoption

Proper training for employees on the use of body-worn cameras and the associated software is crucial for successful implementation. Retailers should develop comprehensive training programs that cover the technical aspects of using the equipment, as well as the ethical and legal considerations surrounding its use. Strategies for promoting adoption and buy-in from staff include communicating the benefits of the technology, involving employees in the implementation process, and recognising and rewarding positive behaviours.

Regular refresher training and ongoing support should also be provided to ensure that employees are using the technology effectively and consistently. Due to the transient nature of retail staff, careful consideration is needed to ensure that the daily operation of the camera's and any associated software that the staff need to interact with is as simple and intuitive as possible. In deploying a solution that is easy to understand to all users, with daily tasks kept to a minimum will further enhance adoption rates and greatly reduce the time needed for training.



Continuous Improvement

The data and insights gathered from body-worn cameras can be a valuable resource for continuous improvement of safety and security processes in the grocery retail sector. By leveraging video analytics and machine learning technologies, retailers can identify patterns, trends, and areas for improvement in safety management. For example, analysing footage from slip, trip, and fall incidents can help identify high-risk areas and inform preventive measures. Similarly, monitoring employee-customer interactions can provide insights into customer service quality and help identify training needs. Regular review and analysis of body-worn camera data should be integrated into the retailer's continuous improvement processes.

Cost-Benefit Analysis

When considering the implementation of body-worn cameras in the grocery retail sector, it is important to conduct a thorough cost-benefit analysis. The upfront costs of hardware and software, as well as ongoing maintenance and storage costs, should be carefully evaluated against the potential benefits. These benefits may include reduced losses from theft, improved incident resolution, lower legal liabilities, and enhanced employee and customer safety. Retailers should also consider the indirect costs, such as the time and resources required for training and administration, and factor these into their analysis.

Regulatory Compliance

Grocery retailers must ensure that their use of body-worn cameras complies with relevant regulations and guidelines. This may include data protection laws

which regulate the collection, processing, and storage of personal data. Industry-specific standards, such as those related to food safety or occupational health and safety, may also have implications for the use of body-worn cameras. Retailers should work closely with their legal and compliance teams to ensure that their body-worn camera policies and procedures meet all applicable regulatory requirements. The key being that the video must be useful for its intended purpose and for that it must comply with privacy standards and comply with the requirements for use in legal proceedings and insurance claims.

Vendor Selection and Implementation

Selecting the right body-worn camera vendor and software solution is critical for the success of the implementation. Grocery retailers should consider factors such as product features, scalability, customer support, and integration capabilities when evaluating potential vendors. It is also important to assess the vendor's track record in the retail sector and their understanding of the unique challenges and requirements of grocery businesses. Once a vendor has been selected, retailers should develop a detailed implementation plan that includes milestones, responsibilities, and contingencies. A phased rollout approach, starting with a pilot program in select locations, can help identify and address any issues before a full-scale deployment. Ongoing vendor management and performance monitoring should also be a priority to ensure that the solution continues to meet the retailer's needs over time. Fujitsu provides BWC services across many industries notably law enforcement and retail.





Implementing a well-thought-out body-worn camera strategy, in conjunction with other cameras like CCTV, can provide numerous benefits for grocery businesses.

By leveraging software solutions to manage metadata collection, event data, and streamline processes for video retrieval and incident review, retailers can enhance safety, security, and compliance across their operations.

Body-worn cameras can help deter and investigate theft, ensure the safety of customers, staff, vendors, and trade people, and provide objective evidence for resolving incidents. Software solutions with robust compliance capabilities allow the footage to be used by external stakeholders,

such as work health and safety bodies, courts, and insurance companies, further strengthening the value of the body-worn camera system.

Ultimately, a comprehensive body-worn camera strategy, supported by advanced software solutions, can contribute to a safer, more secure, and compliant grocery retail environment. By investing in this technology and the necessary software infrastructure, grocery businesses can better protect their assets, people, and reputation, while also improving operational efficiency and risk management.

Please do not hesitate to reach out to Fujitsu for more information and software demos relative to the operation of an effective body worn camera program.

