



Did you know warehouses can actually **PROFIT** from a surveillance system?

White Paper – Warehouses

Part 2

Abstract



Warehouses in North America incur about \$500,000 in losses every eleven days due to unforeseen risks. Across the world, issues such as employee theft and product damage cost retailers and wholesalers billions of dollars every year.

When operations include the use of warehouses, it's important to consider all associated potential risks. Risk managers must lessen the likelihood of incidents and reduce the severity when they do take place. Otherwise, the warehouse will be vulnerable to significant losses that can have a serious impact on organizational performance. The security offered at your warehouse premises is now becoming critical considering increase in burglary rates and multiple safety concerns.

Most warehouses use security guards that are not only inefficient and unreliable but also quite expensive. Video surveillance is not only about security. It's about insight. Insights that can help you improve efficiency, achieve better quality and design better processes to protect your business.

Product damage, security inadequacies, fire / flooding, employee theft, negligence of Standard Operating Procedures etc., may all be eating into your business profits.

Currently large and small brands are using readily available, completely proven and affordable eSurveillance technology solutions with CCTVs that has helped them to reduce overall expenditure substantially, providing them a fantastic RoI on their CCTV investments.

In today's competitive environment, this would be a huge savings to warehouse owners giving them a cost advantage that cannot be ignored.





This comprehensive white paper will look to introduce available and affordable surveillance technology.

(1) Part I: Surveillance technology that can work in conjunction with your night guard to proactively detect and deter intrusions and at the same time substantially reduce the cost of your man-guarding.

(2) Part II: Surveillance technology that can be used to increase employee productivity, business efficiency and safety standards while identifying and reducing standard operating deviations that could result in losses, risk mitigation and employee theft, that may all be eating into your business profits.



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Introduction



In the last whitepaper (Part I) we looked at dealing with the security related challenges and also at guarding a large warehouse perimeter or large number of warehouse buildings or sensitive areas within buildings.

When cameras are placed in strategic areas, they cover not only the security issues but operational concerns as well.

This whitepaper (Part II) will introduce the solutions that solve some of the highlighted pain points of operating a warehouse facility, with millions of rupees in assets, a huge employee team and people/trucks continuously entering and exiting the premises, while providing a fantastic RoI from an affordable CCTV investment.

This white paper will also highlight some of the critical risks to consider when assessing an organization's warehouse space.





A) FIRE

Warehouses are generally large spaces tightly packed with stored goods - meaning even a small fire can be devastating. Aside from the obvious issue of extensive product damage from the flames and heat, there may be smoke damage, employee injury, or forced relocation to a new warehouse.

There are several effective methods to help mitigate warehouse fires, such as:

- Installing fire suppression systems, such as sprinklers, fire doors, and fire extinguishers.
- Installing and regularly inspecting fire detection systems, such as smoke alarms.
- Ensuring buildings are up to code.
- Training employees to identify fire hazards and practice fire safety.

In addition, organizations should implement well-functioning evacuation procedures. Procedures should be fully documented, shared publicly, and practiced on a regular basis.

Video Surveillance can be a powerful tool to maintain a safe workspace by preventing accidents from happening in the first place. Visible cameras are a strong tool to enforce employee compliance with corporate safety regulations as well as a deterrent to discourage dangerous behavior. They help floor managers enforce all appropriate health and safety programs. When you have video surveillance cameras strategically placed you can see how employees are behaving to make sure they are following safety rules and procedures.

Video surveillance systems also helps business owners reduce the cost of accidents and discourage potential lawsuits.





B) FLOODING

Flooding is a common warehouse risk, especially in areas prone to natural disasters and high water levels. A high percentage of inventory stored in warehouses is susceptible to water damage. Flooding also damages the warehouse itself. In order to reduce the impact of flooding and water damage, consider taking the following steps:

- Be aware of flood warnings in the area.
- Conduct regular flood risk assessments and inspections to identify any areas or goods that are particularly susceptible to flood damage.
- Keep stock off the floor. Paper records and any damageable goods of high value should be stored on the highest level of shelving, on upper levels, or in sealed metal/plastic containers if possible. Similarly, move machinery and equipment to high ground when flood conditions are approaching.

- Routinely clean external and internal drains of debris such as leaves, waste, and other vegetation.
- Prevent water from entering the building by installing permanent or removable barriers to seal floors, doors, windows, and other openings.
- Raise electrical sockets and wiring above ground level to keep them clear of possible flood water.
- Train employees to recognize and report flooding hazards.
- Install backup systems in the warehouse, such as water pumps.
- After a flood, have a professional perform an inspection to determine the level of damage. Ensure the warehouse is fully clean and dry before resuming operations.

Video surveillance enables you to view your warehouse in real time and keep a watch from anywhere, anytime.



C) SECURITY

Due to their high volume of inventory, warehouses and distribution centres are often at high risk for burglary and theft, especially if inventory is high-value. Security risks come from both internal and external parties. Internal threats are posed by employees and third parties hired by the organization, while external threats would involve anyone else who enters the warehouse without authorization.

To reduce the chance of security risks, consider the following:

A) Facility boundaries

- Install a good surveillance system to monitor your warehouse and record access of all entry/exit points.
- Install a barrier such as a fence around the exterior yard of the warehouse. Keep the gate locked at all times when the warehouse is closed. If necessary, risk managers may consider keeping the gate locked at all times and only allowing access to authorized employees.

- Use separate areas for dispatching and receiving goods. Where possible, provide physical barriers between these two areas.
- Provide audible alarms on all emergency exit doors; and all doors when the warehouse is closed.

B) Visitor sign-in registers

- Establish a visitor register so everyone who enters the warehouse is identified.
- Do not allow visitors or delivery drivers to go through the warehouse unaccompanied.





C) Electronic security and surveillance systems

- Electronic systems can control access into high-value rooms or cages. The access control system should be capable of providing an audit trail of who entered the cage, when, and for how long.
- Use video surveillance systems to record activity in high-value cages and rooms. Cameras should be placed to view entrance points as well as interior areas.
- Install intruder alarms in order to enable a fast and coordinated response in the event of theft or vandalism.

D) Employee checks

- The above methods will protect a warehouse against external threats, but not those presented by internal parties. Employee theft can create staggering losses within warehouses.
- Set up an anonymous reporting system. This will allow employees to report a coworker they believe is stealing without fear of repercussion.

- Conduct thorough background checks of warehouse employees before hiring, paying particular attention to any accounts of theft or unexplained job loss in warehouse or storage jobs.





Employee theft is a \$50 Billion problem in the United States.

You probably don't know it yet, but one or more of your employees may be stealing from you. And this is something that can happen to practically any company – no matter the size or industry. Other statistics include:

- 75% of all employees commit theft at least once and that's not the scariest bit about it. The sad bit is that half of them (or 37.5% of all employees) make a habit of it.
- One out of every three businesses that fail can directly trace the result of the failure to employee theft. This is because it is among the big reasons for the business to incur losses and eventually causing it to close shop.
- 75% of all employee-related crimes go unnoticed and, therefore, unpunished. The dishonest employees end up getting away with the crime. That means that only one out of every four crimes is discovered.

So, who is stealing from you?

Video Surveillance can effectively be used to monitor storage areas and any other critical areas.

One major benefit of surveillance technology is that it keeps most people honest and helps you to quickly eliminate those who are not.





D) HANDLING OF ENVIRONMENTALLY HAZARDOUS SUBSTANCES

All organizations have a responsibility to ensure that they're handling environmentally hazardous substances correctly. Ensure that any warehouses are following the proper laws and regulations for dealing with hazardous substances.

Here are the key best practices:

- Store all hazardous substances correctly.
- Make sure that all hazardous substances are labeled correctly.
- Segregate substances when required.
- Use correct procedures when dispensing materials.
- Isolate exposures with ventilators at the source.
- Make sure you use the right safety equipment.

- Have emergency plans in place.
- Always dispose of hazardous waste in accordance with the law.
- Conduct regular safety inspections to ensure safeguards are in-place and operational.

A smart video surveillance system aids in the prevention of unauthorized access to highly sensitive storage facilities, detection of potential hazards or malpractices, identification of possible risk / threats and activation of emergency response systems etc.





E) EMPLOYEE SAFETY

- Working in a warehouse creates many potential safety issues for employees. When something goes wrong, organizations will likely be financially liable. Follow these guidelines to ensure employee safety at all times:
- Take advantage of machinery wherever possible to avoid repetitive strain or manual labour-related injuries. For example, forklifts should be used instead of lifting that can injure employees' legs or backs.
- Train employees on the safe way to use all job-related machinery and equipment.
- Keep an eye out for hazards that will cause slips, trips, and falls.
- Encourage employees to report any hazard they identify or when they see an incident or near-miss take place.
- Regularly conduct risk assessments.





F) PRODUCT DAMAGE

Aside from damages from fire, flood, and the like, warehouse inventory can also be damaged from its time in the facility. The following precautions should be considered by warehouse staff:

- Ensure the warehouse uses proper storage techniques for each type of goods. The temperature of the warehouse and amount of weight placed on top of an item are particularly important.
- All items should be handled with as much care as possible, especially any marked fragile. Try to limit unnecessary movement.
- Stack heavier items on the bottom shelves of racks and lighter items at the top. This will make the shelves less likely to tip.
- Train employees on the proper handling of all types of materials.

- Use security measures as discussed to limit the chance of sabotage.
- Regularly review product damage claim reports to identify trends and implement corrective actions to mitigate the frequency and impact of future occurrences.





G) EQUIPMENT FAILURE

Warehouses today rely on a lot of equipment and machinery to make them run smoothly. A single issue can cause a lot of difficulty, so prevention is key!

- Only allow properly trained or certified employees to operate machinery and renew training on a regular basis.
- For computer and communication systems, be aware of cyber risks and take precautions about them.
- Consider switching to cloud-based software to eliminate the chance of fire or flood damage to records.

Effective video surveillance and incident management is imperative in identifying hazards and predicting potential losses in warehouses. By tracking near-miss incidents related to the concerns above, organizations can uncover high-risk areas which may not have been known.

It's been proven that by reporting on near-miss trends, organizations lower the likelihood and impact of losses, drastically reduce claims and insurance premium costs, and make the working environment safer for employees and visitors.

A good surveillance system with a central monitoring station can help organizations with warehouses and numerous physical assets stay on top of their vulnerabilities and lower the cost of risk / losses.



Key considerations when selecting a vendor



- Cameras and DVR/NVR are from reputed companies like HIK Vision, Dahua, Honeywell etc.
- Systems must be capable of connecting to Central Monitoring Station.
- Who are their customers?
- Do large companies trust them? Have large warehouses installed their products? **If so, they are reliable** and you are in safe hands.
- How large are they?
- Always go with the Top 3 to be safe. Go with the number one to have complete peace of mind, even if you have to pay a little bit more.
- Can they give you references to check their services? Reference check is always important.
- Are they a national player? Your warehouses may be in multiple locations when you grow. Check the cities and states they are operating in. Also, a national player provides you with safety of operations, local support and business continuity.
- How do they conduct their services? Is it through distributors or local partners or through their own employees. Never go for a company that does services through distributors or local partners.
- Have they been in service for at least 5 years? Experience is important and often **critical** in this business.
- **Note:** If you opt for monitoring, please read the white paper on the subject for key considerations.

Risk of no action



SECURENS
Prevent crime before it happens



Without CCTV surveillance, you face the risks of increased bills / costs of an inefficient man-guarding security, loss due to thefts / fire etc., loss due to low employee productivity and low quality work, losses due to your warehouse not being optimized and losses due to workers compensation due to injuries / accidents.

With Securens as your surveillance partner, we protect your business premises and take timely action to prevent avoidable losses.

We keep watch so you don't have to !



Conclusion



A 360 degree use of Video Surveillance appropriately will:

- (1) Not only increase efficiency of security but will also reduce costs on security guards.
- (2) Improve operational and business efficiencies.
- (3) Not only help in improve safety but also will help to reduce accident compensations and false claims.

In short, a well designed and implemented CCTV Surveillance gives you a RoI where its implementation will be profitable to you.

The one-time costs are insignificant with respect to the benefits derived in short to medium term.

It's More Affordable Than You Think !



Why top companies trust us?



SECURENS
Prevent crime before it happens



Securens is the pioneer & market leader in offering advanced **ACTIVE DETERRENCE™** - India's first smart protection based surveillance technology & services, aiding prevention of crime before it happens.

A credible & trusted brand, proven reliability and robust infrastructure are the three most crucial factors in choosing a surveillance system.

The need for video analytics, business intelligence and personalized solutions has further spurred the demand for intelligent video surveillance systems among the consumers.

With Securens ACTIVE DETERRENCE™ video surveillance solutions gaining popularity and trust in the market, especially in banks, retail outlets, commercial offices, residential societies, factories, warehouses, educational institutes etc., to protect human life, infrastructure and enhance security in their compounds, we are equipped to grow exponentially and further contribute to making India a safer country.

- Securens has detected and deterred over **8200** incidents and potential threats to our customers and their businesses across India.
- Securens holds the highest record in the banking industry in India for aiding police officials in arresting over **100** criminals caught in the act nationwide.
- With **ACTIVE DETERRENCE™** solutions and services replacing onsite security guard personnel, it saves clients **40% - 60%** in costs.
- Securens is the only surveillance company in India to be certified by The Monitoring Association® formerly known as CSAA International (Central Station Alarm Association).
- Securens is ISO/IEC 27001 certified for Information Security Management by The British Standards Institution (BSI).
- Securens top solution **ACTIDETER** won The 'BFSI Technology Product' Award - Economic Times BFSI Innovation Tribe 2018, India.
- Securens won The 'Best eSurveillance Provider of the Year' Award BFSI Leadership Awards 2018, India.
- Securens won The Secona Shield Award for 'Control Room of the Year' - secutechINDIA 2017.

About Securens



Founded in 2011, **Securens Systems Pvt. Ltd.** is India's top eSurveillance company that designs and delivers bespoke surveillance solutions and managed services for a wide range of commercial, private and public-sector markets.

As the pioneer and leading video surveillance systems provider in India, headquartered in Mumbai and operating across **22 states** with **28 offices** nationwide, Securens is a globally recognized award winning eSurveillance solutions partner to over **25,000 sites** monitored live and protected with Securens **ACTIVE DETERRENCE™** technology.



Securens provides live and alert based surveillance monitoring, business intelligence, video analytics and best practice models to protect and safeguard property and assets from internal and external threats. Driven by innovation and new age technology, Securens leverages years of industry expertise in partnering with top companies in BFSI, Retail, F&B, Hospitality, Warehousing, Logistics etc.

We are trusted by top brands across all industries in India i.e. ICICI Bank, State Bank of India, HDFC Bank, Axis Bank, Standard Chartered Bank, Punjab National Bank, IIFL, Future Generali, Tata AIA Life Insurance Co., The Bosch Group, Edelweiss, PepsiCo, Aditya Birla Group, Arvind Lifestyle, Kalpataru Ltd. Raymond Ltd., McDonald's, Domino's Pizza, Box8, Aramex, Delhivery, ITC Warehouses, Agarwal Packers And Movers, 20Cube Logistics, Kaya Clinics and many more.

If you want to talk to our experts to understand what needs to be done, how it will help you, how much you can save and what it will cost etc., contact marketing@securens.in to set up a telephone call or meeting with you and your team.



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(022) 61799439



marketing@securens.in



www.securens.in