CCTV Review & Incident Logging

Objective: To establish a clear process for reviewing, retrieving, and logging CCTV footage using the Dahua Technology system in UAC Clubs, ensuring proper handling of security incidents, member safety, and data privacy compliance.

Scope:

This SOP applies to:

- *All UAC Clubs equipped with Dahua CCTV systems.*
- *All staff authorized to access or review CCTV footage.*
- *All security, safety, and operational incidents occurring within club premises (gym, recovery, offices, garage, and basketball court areas).*

Responsibilities

Role	Responsibilities
Club Manager / Franchisee	Ensures CCTV system is operational and reviews incidents when required.
Franchise Support Officer	Provides oversight, compliance review, and supports investigations.
Authorized Staff / Duty Manager	Conducts initial CCTV review following an incident and logs all details.
IT / Security Provider (Dahua)	Maintains system functionality, storage capacity, and software updates.

CCTV System Overview

- Brand: Dahua Technology
- Access via: Dahua SmartPSS / DMSS / NVR Interface
- Recording: Continuous 24/7 (looped storage)
- Storage Duration: Minimum 30 days (auto-overwrite thereafter)
- Cameras: Cover all key club areas — entry, reception, training zones, exits, garage, and basketball court.

CCTV Review Process

Step 1: Identify Incident
- Receive notification of an event (e.g., injury, theft, equipment damage, member dispute).
- Log the initial report in the Incident Log Sheet with:
  - Date & Time of occurrence
  - Location within club
  - Brief description of event
  - Name of reporting staff or member

Step 2: Access CCTV System
- Log into Dahua SmartPSS or NVR system using authorized credentials.
- Select Playback mode.
- Use timeline and camera view to locate footage around the reported time.
- Narrow down to exact event using time stamps.

Step 3: Review Footage
- Observe the event to confirm details.
- Do not alter, delete, or share footage without permission.
- Document:
  - Camera ID and location
  - Exact time range viewed
  - Summary of observed event

Step 4: Export Footage (if required)
- Export only when:
  - Requested by Franchise Support Officer
  - Required for insurance, audit, or police report
- Save export on a secured, labeled USB drive.
- Rename file using format:
- [ClubName][Date][IncidentType]_[Camera#].mp4
- Store securely in locked office cabinet or password-protected drive.

Step 5: Log the Incident
Record details in the UAC CCTV & Incident Log Sheet, including:
- Incident reference number
- Date/time of review
- Staff name and signature
- Description of incident
- Action taken (e.g., reported to HQ, footage exported)
- Follow-up or resolution notes

Step 6: Reporting
- For minor incidents (e.g., accidental drops, gym mishaps):
- Email summary and log copy to Franchise Support Officer within 24 hours.
- For major incidents (e.g., injury, theft, security breach):
- Immediately notify Franchise Support Officer and Club Owner.
- Attach the exported CCTV file (if required) via secure channel.

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Data Privacy & Security

- Only authorized personnel may access CCTV recordings.
- CCTV footage is strictly for security, safety, and compliance purposes.
- Sharing or copying footage without written consent is strictly prohibited.
- All exports and copies must be recorded in the CCTV Access Log.
- Retention beyond 30 days requires written approval from Franchise Support.

Maintenance & System Checks

Task	Frequency	Responsible
Verify all cameras are recording and clear	Weekly	Duty Manager
Confirm playback and export functions operational	Monthly	Club Manager
Clean camera lenses (visually inspect)	Monthly	Maintenance staff
Review recording storage capacity	Quarterly	IT / Dahua Service Provider
System firmware and password update	Semi-annual	IT Provider

Incident log Reference Template

Date	Time	Camera ID	Incident Description	Reviewed By	Action Taken	Remarks
15/10/2025	9:45 PM	CAM-04	Member slipped in recovery area	M. Santos	Exported & reported	Closed

Training

- All Club Managers and Duty Managers must undergo Dahua CCTV System Training covering:
  - Access control and password use
  - Playback and export procedures
  - Data privacy & handling
- Training refresher: Annually or when system updates occur.

References

- Dahua Technology SmartPSS User Manual
- UAC Safety & Security Policy
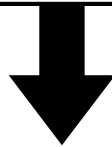- UAC Data Privacy & Member Confidentiality Policy

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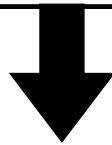
UAC

CCTV Review & Incident Logging

IDENTIFY INCIDENT
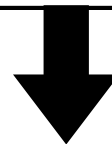Log incident in the incident log sheet

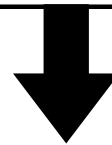### *ACCESS CCTV SYSTEM*
Log into the Dahia system & select playback mode

REVIEW FOOTAGE
View and document the footage

EXPORT FOOTAGE
Export the footage to a secured USB Drive

LOG THE INCIDENT
Record the reviewed details in the incident log sheet

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