



Video Surveillance Systems

7 Ways to Limit Legal Liabilities with Video Surveillance

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Many companies use Video Surveillance Systems to deter or catch theft and other criminal activity. What many business fail to realize is that this is not the only benefit of video surveillance. In fact, in many cases it may not even be the primary benefit of video surveillance. In today business environment there are many potential liabilities that business owner and executive must be worried about on a day to day basis. This includes liabilities associated not only with criminal acts but also liabilities related to employee injuries, customer injuries, employee and customer complaints, and damage to property. With this in mind video surveillance can be used to limit liabilities in the following seven ways:

Workers Compensation Claims - Employee injuries can have a direct impact on workers compensations premiums. Injuries result in increased premiums which directly impacts the profit of the business. Video Surveillance can be used to verify workers compensation claims and eliminate fraudulent claims. It can also help to lower employee injuries overall by providing a method review employee conduct and enforce safety policies.

Third Party Injuries - Much like employee injuries, injuries to customers or other individuals at a business can result in a direct liability to the business. The end result can be insurance claims or lawsuits. Video surveillance can be used to verify injury claims by third parties and eliminate false claims. It can also be used to verify exactly what happen and to what extend the person (s) were injured.

Property Damage - video surveillance can be used to review and verify any properly damage claims. In cases where there is actual property damage, video surveillance can be further used to verify the extent of the damage at the time it occurred. Claims for property damage incurred at a business location can result in lawsuits, payouts or increased insurance premiums.

EEOC Claims - EEOC claims can have a major impact on business operations. EEOC claims often result in payouts or lawsuits that can cost thousands or tens of thousands of dollars. Video surveillance can be used to help verify or contradict activity that is claimed in EEOC type claims such as discrimination and sexual harassment.

Customer Service Complaints - video surveillance can be used to verify or contradict the activity claimed in customer complaints. Audio may be used in conjunction with video surveillance so that the interaction between customers and employees can be reviewed. This information can then be used to determine a proper course of action to ensure customer satisfaction.

Employee Complaints - video surveillance can be used to verify or contradict employee complaints in general. This includes complaints about safety, working conditions, supervisors, customers, vendors, etc. The information gathered can then be used to resolve the situation and ensure there is no further problems or complaints.

Safety and Policy Enforcement - video surveillance can be used to monitor and/or review employee activity in order to enforce safety policies and other company policies involving employee activity. This will help to ensure a productive and safe work environment that is free of potential liabilities for the company.

Video Surveillance systems provide a factual account of activities for many different types of situations, not just for criminal activities. Video surveillance takes the guess work out of many management decisions and eliminates the need to rely solely on statements from the parties involved or witnesses. The use of video surveillance should be seriously considered as part of any organizations overall risk management plan.