

Camera Tampering Response Checklist

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What to do when live view alerts you to a possible camera tampering event — from immediate response through disciplinary documentation.

Immediate Response (0–5 minutes)

- ☐ Open live view platform and identify affected camera channel(s)
- ☐ Note exact time of alert and vehicle GPS position
- ☐ Check all remaining camera channels for further anomalies
- ☐ Capture screenshot of platform dashboard showing camera status
- ☐ Do not contact driver personally — route via control room only

Driver Contact (5–15 minutes)

- ☐ Contact driver through control room — create a documented record
- ☐ Ask driver to confirm if they are aware of any camera issue
- ☐ Do not use language indicating you already know what happened
- ☐ Instruct driver not to touch any camera hardware
- ☐ Decide: recall to depot now, or complete shift under monitoring?

Evidence Preservation

- ☐ Download and save the tamper alert clip from the platform
- ☐ Export the access log entry showing alert time and camera ID
- ☐ Pull footage from surrounding cameras for the same time window
- ☐ Save GPS route data for the shift up to the alert time
- ☐ Record the driver's verbal account with timestamp and witness

Physical Inspection (on depot return)

- ☐ Inspect camera lens for covering, smearing, or physical damage
- ☐ Check cable connections at camera and MDVR — any interference?
- ☐ Photograph camera housing, mounting, and lens condition
- ☐ Check MDVR for signs of tampering with the recording device

- ☐ Record findings in a written inspection report with date/time

Disciplinary Process

- ☐ Consult HR before beginning formal disciplinary process
- ☐ Compile evidence chain: alert, footage, GPS, inspection, account
- ☐ Check employment contract for camera policy and obligations
- ☐ Inform insurer if tampering relates to an incident or claim
- ☐ Update camera usage policy if gaps identified during review