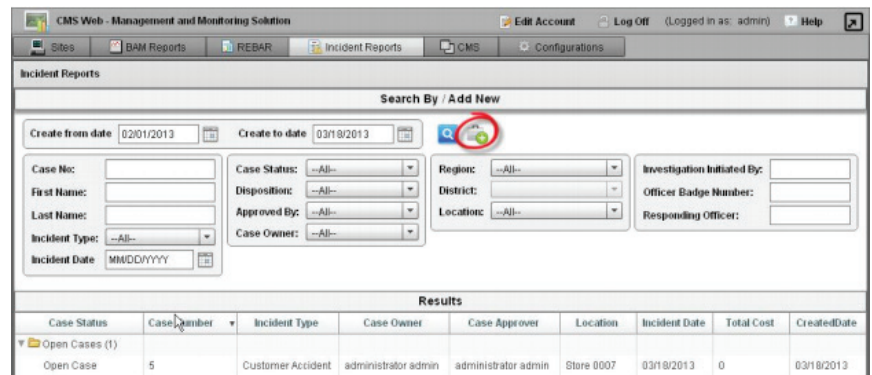


Incident Report is a repository for creating and tracking in-store incidents such as Customer Accidents, Fraud and Shoplifting. This is an invaluable tool for loss prevention professionals that allows them to keep track of all the incidents for all connected Sites together with video evidence and any additional available information about the case.

Incident report can be customized to fit the needs of an organization. By utilizing video and reporting tools, the managers and store associates can track, query, and store vital data onto a remote server. The server can be located at the corporation HQ or at i3 HQ. Incident reports are web-based and can be accessed from anywhere with the right combination of the IP address, user name, and password. Incident Reporting is simple to use and encourages staff to engage in organization's goals and objectives, such as staff safety, client security, and legal litigation. For example, an eye-witness account to a slip-and-fall can be documented through Incident Reporting module with detailed information and video footage. At a later date, such Incident Reports can be used for training purposes in order to analyze the possible cause of the slip-and-fall incidents and develop effective strategies to avoid similar occurrences in the future. For example, if the slip-and-fall occurred right after the floors were washed but the warning sign was not posted by the caretaker, more attention can

be paid in the future to ensure the "Caution. Wet Floor" signs are used every time by the custodian team.

Incident Reporting is a module of i3 CMS (Central Management Software). CMS software consists of five main modules: Sites, Business Activity Monitor (BAM), Retail Exception Base Analytic Reporting (REBAR), Incident Reports, and Configurations. Incident Reporting requires the usage of i3 SRX-Pro Server video security system and of the CMS Server. Both applications are linked to one another: when reporting an incident, video is accessed from the SRX-Pro Server and transferred to the CMS Server for storage in a secure environment. The video can be configured to be transferred to the secure location on the remote server during the off peak hours to reduce the strain on the corporation's bandwidth.



DEPENDENT ON THE TYPE OF THE ORGANIZATION, INCIDENT REPORT CAN BE MADE UP OF A VARIETY OF CUSTOM FIELDS TO BE COMPLETED BY USERS.

- Incident Info: General Info (Reported By, Approved By, Case Status)
- Incident Info: Event Info (Location: Site, Date, Time)
- Incident Info: Contact Info (Name and Address of the Store personnel in charge or in the knowledge of the incident)
- Subject Info: General Info (Age, Social Security #, Attire, Additional Info, ID# and Type)
- Subject Info: Contact Info (Location: Name and Address of the person involved in the incident)
- Subject Info: Biological Info (DOB, Hair Color, Ethnicity, Eye Color, Weight, Height, Sex)
- Injury Info (Injury Type, Medical Treatment Provided Status, Body Part Affected, Name of the Employee on the Scene)
- Environment Info (Weather Information, if applicable)
- Law Enforcement: General Info (Apprehended Date, Handcuffed (Y/N), Trespass (Y/N), Prosecuted (Y/N), CCTV Available (Y/N))
- Law Enforcement: Police Info (Police Contacted Date, Police Arrival Date, Responding Officer Name, Officer Badge#, Police Officer Phone, Police Case#)



- Law Enforcement: Court Info (Court Name, Court Location, Court Date, Court Disposition, Subject Plea, Penalty, Restitution (N/Y/Amount), Civil Demand (N/Y/Amount))
- Law Enforcement: Investigation Info (Investigation Date, Investigation Initiated By, Investigation Conducted By)
- Merchandise: Object Info (Disposition, Date Returned to Stock, Disposition Info, Total Cost, Condition, Loss, Recover)
- Merchandise: Merchandise Detail (UPC, SKU, Description, Quantity, Price Per Unit)
- Incident Detail: Shoplifting (First Time Observed, Location)
- Incident Detail: Alarm Condition (Contacted By, Responded By, Fire Alarm, Police Contacted, Property Damage, Cause, Amount)
- Incident Detail: Burglary (CCTV (Y/N), Police Contacted (Y/N), Property Damage (Y/N), Amount)
- Incident Detail: General Incident (Emergency Evacuation, Suspicious Incident, Internet, Customer Service Complain, Description)
- Interview Info (Interview Witnessed By, Interview Location, Interview By, Interview Date, Start Time, End time, Request Made By, Reason Given, Verbal Admission (Can attach Video/File), Written Admission (Can attach File))
- Additional Evidence (Evidence Type, can attach File) Fraud Info (Fraud Type)
- Transaction Info (Transaction ID, Transaction Number, Transaction Date, Transaction Time, Register Number, Employee ID, Amount, Location#, Location Name)
- Interruption Info (Interruption Type, Business Closed (Y/N), Start Date/Time, End Date/Time, Contacted By, Responded By, False Alarm (Y/N))

