



Commercial CCTV Installation Planning Checklist

For BC businesses planning, upgrading, or reviewing a commercial camera system. Use this before approving the technical scope so camera purpose, privacy, recording, monitoring, response, and handover are clear.

Business / Property		Date	
Address		Prepared By	
Technical Provider		Review Date	

1. Purpose and Security Need

- ☐ Write the main problem the system is intended to solve.
- ☐ List areas where useful evidence or visibility is needed.
- ☐ Identify the hours when the concern is highest.
- ☐ Decide whether each view needs overview, verification, or identifying detail.
- ☐ Record current blind spots or incident-review problems.

3. Recording and Storage

- ☐ Confirm local NVR, cloud, or hybrid recording.
- ☐ Define the business purpose for retaining footage.
- ☐ Confirm retention and recorder/storage capacity.
- ☐ Confirm how staff search, play back, and export footage.
- ☐ Define what happens to exported footage after an incident closes.

2. Site Coverage

- ☐ Mark entrances, exits, gates, and driveways.
- ☐ Mark loading docks, service doors, and delivery routes.
- ☐ Mark parking, parkade, high-value, and restricted areas.
- ☐ Identify objects or structures that can block views.
- ☐ Review lighting, glare, headlights, rain, and night conditions.

4. Privacy and Surveillance Policy

- ☐ Document why surveillance is being used.
- ☐ Review fields of view and avoid unnecessary capture.
- ☐ Identify staff authorized to view or export footage.
- ☐ Plan clear surveillance notice/signage where applicable.
- ☐ Define retention, disclosure, secure disposal, and audio rules.

Technical Security, Monitoring and Response

Keep the technical system responsibilities and the physical-response responsibilities clear, then connect them through a written escalation plan.

5. Network and Account Security

- ☐ Change default usernames and passwords.
- ☐ Use unique credentials and MFA where supported.
- ☐ Limit administrator accounts.
- ☐ Assign firmware/update responsibility.
- ☐ Segment camera/IoT traffic where practical.
- ☐ Document who owns remote-access accounts.

6. Monitoring and Escalation

- ☐ Decide recording only, alerts, or professional monitoring.
- ☐ List which events should generate action.
- ☐ Confirm primary and backup keyholders.
- ☐ Define when security response is requested.
- ☐ Define when emergency services are contacted.
- ☐ Keep monitoring instructions current.

7. Technical Provider Scope

- ☐ Confirm provider identity and applicable licensing.
- ☐ Receive a written equipment and camera-location plan.
- ☐ Confirm cabling, mounting, labour, and special access.
- ☐ Confirm recorder, remote viewing, and monitoring options.
- ☐ Confirm warranty, support, maintenance, and exclusions.
- ☐ Confirm who handles technical faults after installation.

8. Physical Response Plan

- ☐ Confirm whether Zentra response, patrol, or guards are required.
- ☐ Provide clear site-access instructions.
- ☐ Identify areas responders may check.
- ☐ Define action for damage or unsecured conditions.
- ☐ Define who receives reports and follow-up.
- ☐ Keep security response separate from technical CCTV responsibilities.

9. Handover and Final Testing

- ☐ Receive a device/camera inventory and location map.
- ☐ Confirm live view, playback, search, and footage export.
- ☐ Confirm authorized-user and administrator access.
- ☐ Store warranty and technical-support contact details.
- ☐ Test alert/monitoring escalation and the keyholder/response workflow.
- ☐ Record final blind spots or follow-up items and schedule a future review.

Technology workflow

CCTV / alarm event -> monitoring or authorized review -> escalation -> dispatch when required

Physical response

Zentra attends under the confirmed security agreement -> site check -> escalation -> documented report

Buyer Review Before Approval

Compare the proposal against the business need, not camera count alone. Use the right column for decisions, follow-up questions, or quote notes.

Question	Notes / Decision
What exact security problem will this system address?	
Which cameras are critical and why?	
What will footage look like at night?	
How and where is video recorded?	
How long will recordings be retained?	
Who can view, export, or administer the system?	
Who provides technical monitoring, if any?	
Who is called first after an alert?	
When is physical security attendance required?	
Who provides the technical warranty and support?	
What is excluded from the quote?	
What documentation will we receive at handover?	

Service boundary: Zentra Protection does not present itself as the technical CCTV installer. The independent licensed technical provider handles CCTV assessment, quotation, installation, configuration, monitoring, technical support, warranty, and equipment responsibilities within its agreement. Zentra can provide separately contracted alarm response, mobile patrol, guards, site attendance, keyholder communication, and incident documentation.

General planning guidance only. Confirm the technical, privacy, network, electrical, licensing, monitoring, insurance, and legal requirements that apply to your property and organization.

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