Honeywell

Your Lobby is Your First Line of Defense

LobbyWorks® Visitor Management System

White Paper

www.honeywellaccess.com

Situation/Challenge

The world has changed. Workplace violence, industrial espionage and global terrorism threaten the security of personnel and property. The ability to quickly differentiate between legitimate visitors and potential threats without severely impacting service levels is a crucial element of security procedures. When facility entrances aren't secure, companies are vulnerable – and open to liability. Consider these examples:

- An armed suspect walked into an FBI office, shot and killed three agents, and wounded a fourth. A jury awarded $1.7 million to the husband of one of the slain agents. The reason? They determined that the facility should have had a better visitor sign-in system and other safeguards in place.
- Timothy McVeigh, the Oklahoma Federal Building terrorist bomber, reportedly conducted preliminary walkthroughs of the Murrah Building's ground floor before perpetrating his horrendous attack. Other would-be terrorists are likely to attempt to case buildings before attack. Effective lobby security can prevent this.
- A jury awarded $10 million against a security firm that supplied a guard for a building lobby. The guard did nothing while three loiterers in the lobby harassed a tenant and then shot him six times, leaving him paralyzed.

Today, more than ever, increased global threats make it clear that the traditional approach of simply capturing visitor information in a logbook is no longer sufficient. Using a manual log book and simple VISITOR tags leaves a number of issues unresolved:

- <u>Log is inaccurate</u> – Visitor information is not verified against any ID.
- <u>Log is incomplete</u> – Visitors may not fill out their log entry completely and may not indicate a departure date and time. This makes the log less than useful in case of emergency evacuation.
- <u>Log is non secure</u> – The log can be read by visitors and suppliers to gain visitation knowledge of your business.
- <u>Badges are unprofessional in appearance</u> – Handwritten or text only badges with no photograph.
- <u>Limited capabilities</u> – The log is hard to read, and badges do not include photos to identify visitors. Because multiple log books are required at each entrance and facility, there is not a central database of visitor information.
- <u>Badges can be abused</u> – Badges are often not returned and can be used by imposters.
- <u>Passive method</u> – A manual log cannot enforce security policies such as visitor pre-registration and authorization, mandatory sign out, visitor sponsorship, or required agreement to visitation terms or confidentiality agreements. The log also makes it difficult to track visitors who overstay their allotted time.
- <u>Not compliance friendly</u> – It is difficult to prove that appropriate visitor controls are in place with a manual log. It is costly to investigate past visitors in CFATS (Chemical Facility Anti-Terrorism Standards), SOX (Sarbanes-Oxley) and other regulated industries. CFATS specifically requires visitor controls to be in place.
- <u>No streamlined "deny visits" lists</u> – You may need to deny access to individuals to comply with restraining orders or you may need to keep potentially disgruntled individuals offsite for personal safety reasons. A printed look up list is neither discreet nor quick, and is often more error-prone.

Solution

Honeywell's LobbyWorks® Visitor Management System is a powerful and cost-effective solution for implementing visitor security policies that close potential security gaps and improve productivity at lobby entrances. The net result is unprecedented security with a quick and easy interface that facilitates professional and responsive lobby processing. LobbyWorks is an effective way to:

- Determine who is in your facility
- Identify unwanted visitors immediately
- Speed the registration process
- Allow visitors to self-register at a kiosk conveniently
- Eliminate abuse of visitor badges
- Expedite communication between operators and hosts
- Improve lobby and security desk productivity

LobbyWorks streamlines the identification, authentication, registration, badging and monitoring of visitors. LobbyWorks is used by both employees and security guards to better manage visitors. Employees can use LobbyWorks to pre-register expected visitors and security guards use LobbyWorks to register and track visitors in the facility. Visitor registration can be performed either at a guard/receptionist station or using an optional self-registration kiosk. In less time than it takes to fill in the visitor logbook, LobbyWorks scans a visitor's ID, captures the visitor's photo and signature, checks to confirm the visitor is not on the company's watch list, confirms the visitor is expected, and quickly generates a unique badge specific to the visitor and the type of visit.

Powerful Security Policies:

- <u>Expired visitor monitoring</u> – When visitors overstay their allotted visit time, LobbyWorks can contact the sponsoring host to confirm the visitor is still authorized to stay on site.
- <u>Expired visit tracking</u> – Employees who have visitors that do not sign out, automatically receive nightly e-mail notices to remind them of the visitor escorting and sign-out policies. Tracking such activity dramatically improves compliance.
- <u>Traffic control</u> – LobbyWorks can be configured to limit the number of visitors per host at one time.
- <u>Remote authorization</u> – LobbyWorks can be installed as a kiosk in facility lock-down mode and allow for remote authorization of the visitor via a desktop pop-up before the visitor is even allowed in the building.

Unprecedented Productivity:

- <u>Auto badge pre-printing</u> – LobbyWorks can automatically print badges for expected visitors prior to their expected arrival without any intervention by the security guard. Once the visitor arrives, the guard simply scans the visitor's badge to sign them in.
- <u>Self-registration kiosk</u> – LobbyWorks can be configured to allow visitors to enter their information and take their picture at a kiosk. The guard (not required) can then authorize the visitor and issue the badge. This registration kiosk includes a touch screen interface, voice coaching and an optional visitor information center.
- <u>Streamlined notification process</u> – LobbyWorks automates the process of notifying the hosting employee of their visitor's arrival. In a busy lobby, this can save the guard a significant amount of time. Notification methods include e-mails and workstation visitor photo pop-up.

IT Connected:
- <u>E-mail</u> – SMTP e-mail notifications.
- <u>Microsoft® Exchange® Calendar</u> – Simply invite visitors for a meeting using your calendar program and LobbyWorks will automatically register them as expected visitors.
- <u>Microsoft Active Directory</u> – Use your enterprise directory to keep employee information up to date in LobbyWorks.

Security Policies Supported:
- <u>Company watch list</u> – Filtering for visitors who should not be allowed on site.
- <u>Employee personal watch list</u> – Each employee can designate their own individual lists of authorized and unauthorized visitors.
- <u>Photo notification</u> – Allows a photo of the visitor to instantly be displayed on an employee's or guard's computer to verify identity of the visitor and authorize the visit.
- <u>Delegation</u> – Employees or management can delegate someone to manage visitors for employees such as administrators or managers.
- <u>Asset tracking</u> – Tracking property that is signed out by employees (such as keys, projectors, etc.)
- <u>Delivery tracking</u> – Tracks packages that are delivered to the lobby and automatically notifies the employee of the package arrival.
- <u>NDA (non-disclosure agreement)</u> – Displays visitation agreement or safety video with a corresponding capture of the visitor's acceptance.
- <u>Emergency evacuation information</u> – Available in Front Desk, Web Center and Reporter to show a list of what visitors are currently signed in, their photo and visitation information.
- <u>Reports</u> – Default or custom reports may be generated for investigative or traffic purposes. Reports may be generated automatically and sent to an e-mail address at a specified time each week.
- <u>Scheduled tasks</u> – Can be set to automatically sign-out and close all open visits at a specified time each day so no visits are left open.
- <u>Group processing</u> – Pre-registration of group members and pre-printing of badges for expedited processing.

Electronic visitor management has wide acceptance as a complement to physical security infrastructure such as access control and CCTV. Here are a few industries that benefit from visitor management:
- Pharmaceuticals and health care
- Food supply chain
- Technology and communications
- Defense contractors
- Government agencies and associations
- Chemicals and utilities
- Finance and insurance
- Schools and higher education

Applications of LobbyWorks applied to these industries include:

Facility type	Applications
Corporate facilities	• Register, track and generate unique badges for visitors, VIPs, contractors, etc. • Automatically notify the host when their visitor arrives and confirm the visit. • Generate professional visitor badges with visitor name and picture, sponsor name, visit area and security level. Avoid sharing of badges by multiple visitors. • Enforce sign out policy by tracking visitors who have not signed out and automatically notifying their sponsors. • Generate emergency evacuation report. • Support workplace safety procedures by filtering ex-employees who should not be allowed back on site. • Support Sarbanes-Oxley Financial and Accounting Disclosure Act. Physical security is part of a complete information security audit. Record visitors and their sponsors and who had access to what area at what time.
Manufacturing facilities	• Clearly identify visitors by category to restrict access to vulnerable goods and information. • Track contractor time on-site. • Track and remind contractors of mandatory safety training and certification (support ISO14001 regulations for ensuring contractors have received safety training). • Filter out unwanted and potentially dangerous visitors.
Pharmaceutical and food supply companies	• Track contractors and ensure they have attended safety training. • Display non-disclosure agreement and capture visitor signature. • Play a short safety video for visitors before they receive their badge. • Identify visitor access to specific sensitive production areas with clear color badges. • Proactively track for visitors who should no longer be on site. • Filter for contractors who are no longer authorized to work on site. • Support C-TPAT (Customs-Trade Partnership Against Terrorism) compliance by tracking all visitors and vehicles involved in the supply chain.
Hospitals	• Identify visitors, volunteers and contractors with unique ward-specific badges. • Filter unwanted and potentially dangerous visitors for specific patients. • Limit the number of simultaneous visitors per patient.

Continued…

Facility type	Applications
Schools	• Check for known felons. • Screen visitors during registration. • Require a valid ID to be recorded before permitting entry. • Track substitute teachers. • Track volunteers and print work hours reports. • Recording parent's visits. • Track who is allowed to pick up specific students. • Track and print temporary parking passes.
Defense contractors	• Scan IDs and passports to filter visitors from embargoed countries. • Check for citizenship. • Record more than just the required data, to increase security and employee safety. • Issue different badges for different clearance levels. • Email visitor information to employees. • Record vehicle ID to assist in problem tracking. • Allow only pre-registered visitors. • Track who and why every visitor is at the facility. • Print vehicle window stickers. • Generate reports to ensure regulatory compliance.
Conference facilities	• Allow attendees to register themselves. • Print badges identifying the category of participant - even for late arrivals. • Pre-print badges and simply scan them upon the visitor's arrival. • Capture demographic information and print badges with nicknames. • Identify speakers, press, exhibitors, etc. clearly and easily. • Use the database of visitors to print labels for highly targeted promotional mailings.
Local, state and federal offices	• Prepare required visitor reports. • Use badges to identify temporary workers. • Scan IDs and passports to filter visitors from embargoed countries. • Check for citizenship. • Record vehicle information.
Warehouses and distribution centers	• Capture driver license information, vehicle plate and cargo description for incoming and outgoing trucks and drivers. • Support C-TPAT (Customs-Trade Partnership Against Terrorism) compliance by tracking all visitors and vehicles involved in the supply chain. • Increasing security with contractor badges.

Benefits

Benefit	Details
Increased security	• Identify unwanted visitors (e.g., those with restraining orders, disgruntled former employees, etc.) • Consistently enforce visitor security policies for visit sponsorship, visitation areas, sign out procedure, etc. • Strengthens organizational security policies. • Replace easily duplicated handwritten visitor badges and generic visitor badges. • Be prepared to increase visitor security measures as threat levels rise. • Improve traceability and tracking on parked vehicles.
Increased productivity	• Process most visitors in 20 seconds or less. • Use pre-registration to facilitate faster check-ins. • Leverage automated host notifications to eliminate lobby personnel tasks of contacting hosts. • Automate processes to close out expired visits.
Reduce staffing	• Self-service kiosks are less expensive than lobby staff. • Reduce line wait times (increased retention) by adding additional unmanned self-service kiosks.
Multiple classifications of visitors with varying policies	• Flexibility in design processes. • Policy enforcement and escort requirement tied to visitor type.
IT integration-friendly	• Keep the list of persons in the facility (e.g., hosts) up-to-date via Active Directory synchronization. • Notify hosts and visitors via SMTP integration. • IIS-compatible web application allows hosts to pre-register visitors via their Active Directory logon credentials (Web Center). • Microsoft Exchange vCalendar integration allows hosts to pre-register visitors through their Outlook invites.
Regulatory compliance	• Determine who is in your facility at all times. • Track visitor behavior during current or past visits. • Consolidate visits across entry points. • Monitor visitors registered by host in regulated environments. • Eliminate abuse of visitor badges. • Track arrival/departure of contractors. • Data mining to understand visitor patterns by individuals and groups to better plan staffing and security needs.

Results

A pharmaceutical customer in New Jersey advises that they use LobbyWorks to keep visitor records for the New Jersey Department of Environmental Protection (DEP) security compliance. They say "because we have chemicals on site, the DEP in partnership with the U.S. Department of Homeland Security requires us (and anyone with bulk chemicals) to keep detailed records of everyone who enters our site." The site receives typically 300-400 visitors per day, with up to 600 at peak times.

About CFATS

Per CFATS (Page 17724 Federal Register/Vol. 72, No. 67; Monday, April 9, 2007; Rules and Regulations): "Deterring insider sabotage prevents the facility's own property and activities from being used by a potential terrorist against the facility. Examining the background of employees or contractors who may be planning acts of sabotage assists in preventing an *in situ* release of hazardous chemicals, damage to process unit's manufacturing chemicals or tampering with chemicals that could cause an offsite impact. Ascertaining that visitors and contractors have legitimate business onsite and are escorted when necessary increases the control of the site in general and reduces the likelihood of sabotage or theft."

Furthermore, facilities that may be required to comply with at least some provisions of the CFATS regulation will largely fall into the following categories (http://www.dhs.gov/files/programs/gc_1181765846511.shtm):

- Chemical manufacturing, storage and distribution
- Energy and utilities
- Agriculture and food
- Paints and coatings
- Explosives
- Mining
- Electronics
- Plastics
- Healthcare

Chemicals of interest can be found here:
http://www.dhs.gov/xlibrary/assets/chemsec_appendixa-chemicalofinterestlist.pdf

For more information: www.honeywellaccess.com

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