

Welcome to our Webinar

Best Practices in VISITOR MANAGEMENT



Presented by members of your

Visitor Pass Solutions Sales Team



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Topics

- Guidelines for Visitor Management
- Your Environment and your Stakeholders
- The ABC's of Visitor Management
 - Elements
 - Types
- Recap: final thoughts, questions, and contact information

Guidelines for Visitor Management

Per the FBI's best practices, facilities should record ...

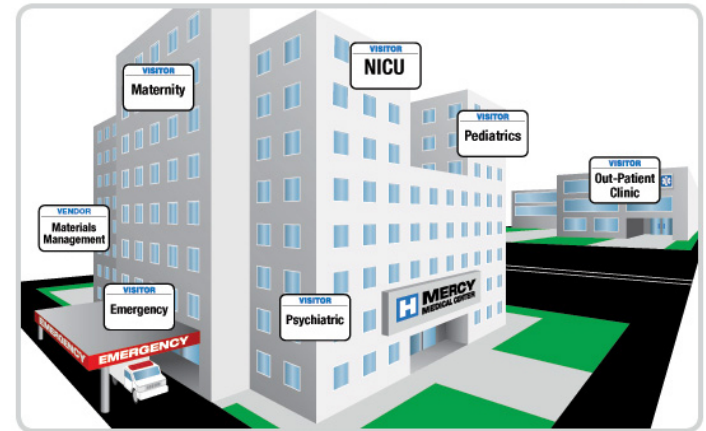
- Identity of non-employees
- When they entered & exited
- Purpose & location of visit
- Person being visited
- Agreement to rules of the facility



Your Environment

Public (points of concern):

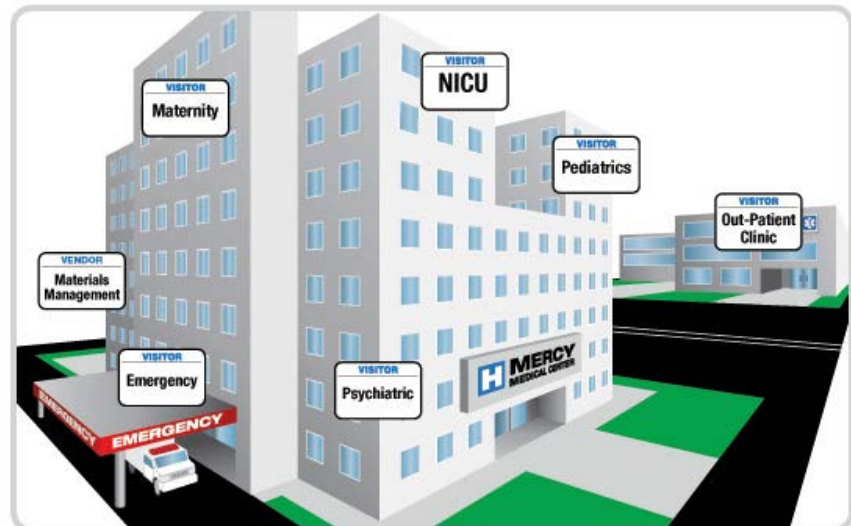
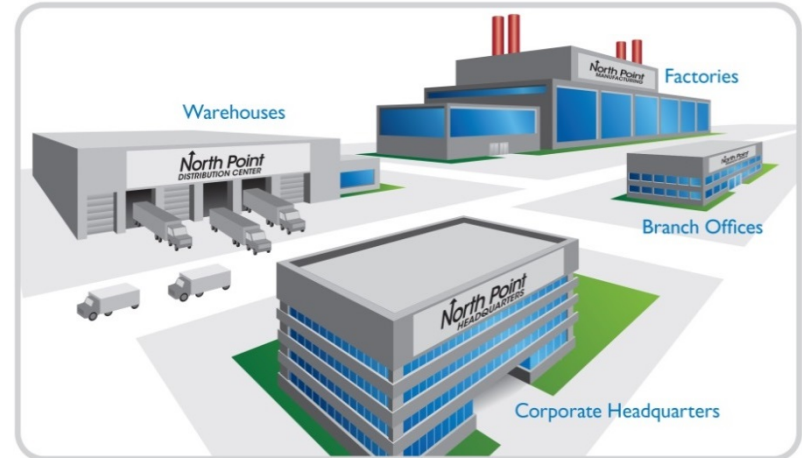
- Open door visits, unpredictable volume
- Controlling visitor traffic
- Ensure safety of...
 - Clients
 - Personnel
 - Visitors
 - Property



Your Environment

Private (points of concern):

- Visits usually by appointment
- Pre-registered & escorted
- Concerns —
 - Protection of Assets
 - Limit liability
 - Protect personnel
 - Visitor safety



Your Stakeholders



Registration

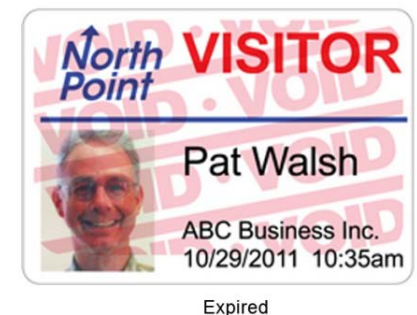
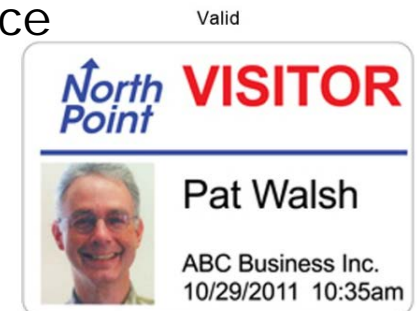
- Visitor registration is the process of documenting/recording the visit and the visitor
- Recording the visit is critical to your security and safety at the time of the visit and as a historical reference
- Pre-registration – via email or call to lobby
- Notification of arrival – via email or call to host



Identification

What fields to consider having on a badge ...

- Name of visitor & host or destination
- Time in and date
- Your logo makes it harder to duplicate
- Badge size to make it easy to see from a distance
- Consider badge holders to ensure compliance



Reporting

Visitor logs perform several important functions:

- Controlling # of visits or # of visitors allowed
- Monitoring visitor traffic
- Staffing justification
- Evacuations
- Investigations



Emergency Evacuations

- Accurate accounting of all non-personnel on premises or expected soon
- Portability of visitor history
- Back up system (in case of no power)
- Well-communicated evacuation plan
- Critical alert messages
- Visible credentials to aid first responders

RECAP: Best Practices

- FBI Best Practices
- Your Environment
- Your Stakeholders
- The Elements of your Visitor Management process
 - Registration
 - Identification
 - Reporting
 - Emergency practices



Contact Information

- 800-243-1969
 - Noel Turner ext. 370
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 - Ron Coleman ext. 328
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- More security industry resources
 - FBI brochure: "Visitors: Risks and Mitigations"

