

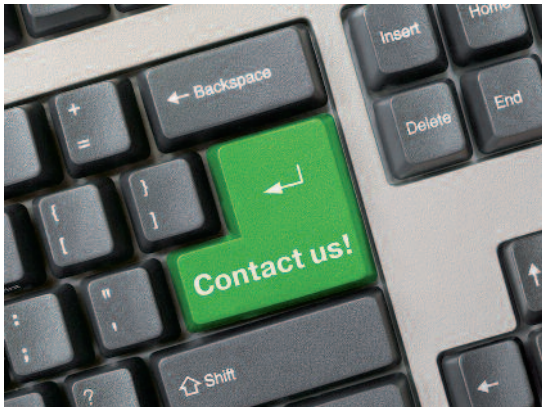
Develop a concept as to dealing with visitors and external personnel that is tailored to your company's needs.

The success of such a visitor management depends on the awareness of each and everyone – starting with the senior management.

Only a sensitised staff member is motivated and able to accept and support corresponding regulations.

Task competent points of contact that will be available in cases of irregularities or violations, and who will be able to initiate appropriate measures.

Contact us and make an appointment for confidential sensitisation talks.



Your contacts

www.verfassungsschutz.de

www.verfassungsschutz-bw.de

www.verfassungsschutz.bayern.de

www.verfassungsschutz-berlin.de

www.verfassungsschutz.brandenburg.de

www.verfassungsschutz.bremen.de

www.hamburg.de/verfassungsschutz

www.verfassungsschutz.hessen.de

www.verfassungsschutz-mv.de

www.verfassungsschutz.niedersachsen.de

www.mik.nrw.de/verfassungsschutz

www.verfassungsschutz.rlp.de

www.saarland.de/verfassungsschutz.htm

www.verfassungsschutz.sachsen.de

www.mi.sachsen-anhalt.de/verfassungsschutz

www.verfassungsschutz.schleswig-holstein.de

www.thueringen.de/de/verfassungsschutz

Imprint: Bundesamt für Verfassungsschutz
für die Verfassungsschutzbehörden
in Bund und Ländern

Pictures: Fotolia

Print: INFOX GmbH&Co.
Informationslogistik KG, Troisdorf

DOI: December 2011

Protection of the Constitution



Visitor management
–
**Dealing with visitors
and external personnel**

Are visitors a risk?

In the modern world of business it is absolutely essential to welcome visitors to one's company. Ranking among visitors are not only customers and business partners, but also suppliers, trainees, delegations, and service providers, as well as other companies.

Weak points of visitor management may be deliberately exploited in order to cause harm to your company.

An efficient visitor management i.a. regulates rights of access, the observance of security regulations, items being taken in or out, and the keeping of visitor records.

Case studies

A medium-size company welcomes a foreign business partner in preparation of a joint million dollar construction project. Against orders, the partner takes detailed pictures of manufacturing components and production plants with a tiny camera on his belt.

In another case, a medium-size plant manufacturer entrusted an external service provider with its export transactions. This very provider abused its access to the company network to gain sensitive expertise and to establish a parallel distribution channel.

During a Chinese delegation's visit at an automotive supply company, one delegation member left the group on a pretext. Attentive staff members found him in the research department.

Foreign intelligence services and competitors systematically use any access – for example through trainees or delegations – to gain expertise.

Especially when external individuals have access to confidential information of a company, a high level of sensitivity is required.



Recommended action

- Classification and setting up of restricted areas
- Strict compliance with rights of access
- Skilled personnel employed at the reception
- Announcement and registration of all visitors (name, reason, time of entry and leaving)
- Recording and registration of visitors' cars
- Escorting of visitors
- Wearing of visible visitor badges
- Written acknowledgement of security regulations (e.g. ban on photography and filming, handling of mobile data carriers)
- Granting of only restricted access or none access at all to a company's network
- Consequent action in cases of non-observance

