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REPORT

Navigating Safety & Compliance: Key Learnings from Manufacturers



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» Navigating Safety & Compliance: Key Learnings from Manufacturers

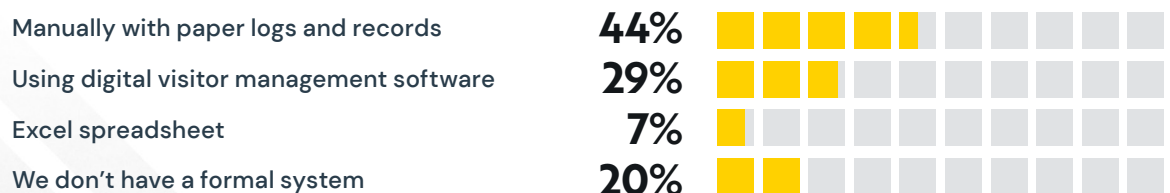
Manufacturing is at a crossroads. The complexity of modern operations, economic headwinds, regulatory pressures, and the dynamic risks of managing a diverse range of visitors, demand more than traditional solutions. Here's the bottom line: if your facility still relies on outdated manual systems for managing visitors, safety, and emergency protocols, you're not only behind; you're exposed.

To gain deeper insights into the current practices and challenges in facility and visitor management at manufacturing organizations, a comprehensive survey was conducted by Agency@1105 and OH&S Magazine. This survey engaged over 200 industry professionals, with nearly 80 percent of respondents being health and safety experts. The participants represented a diverse range of manufacturing organizations from more than a dozen industry verticals, with facility visitor numbers varying widely, including facilities with more than 250 visitors per month. The findings from this survey provide a compelling foundation for understanding why digital transformation in facility and visitor management is essential to securing a sustainable future for manufacturing.

» The Realities You Can't Ignore

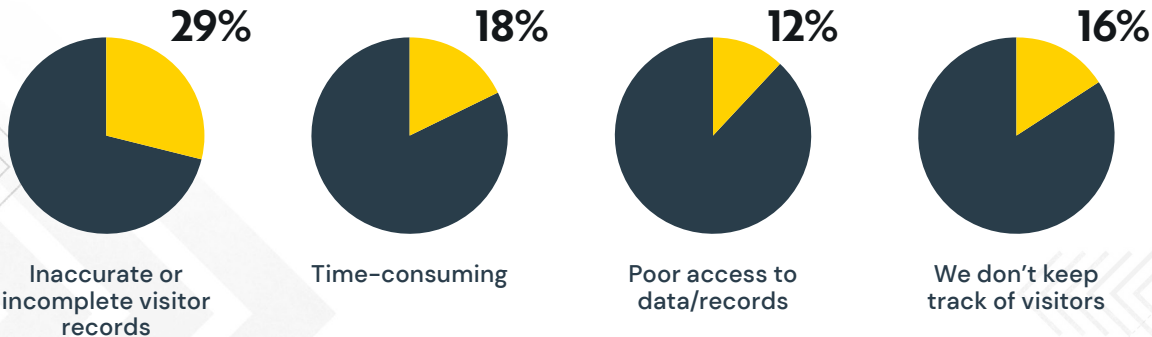
In today's manufacturing environment, relying on manual processes for managing visitors and health, safety, and emergency protocols is a ticking time bomb. Over 70 percent of facilities surveyed either still use paper logs, spreadsheets, or have no formal system in place to manage visitor access; these approaches aren't just inefficient, they're dangerous. Manual systems are prone to errors, leading to incomplete records and slow response times. These are critical failures in an industry where precision and compliance are non-negotiable. 25 percent of surveyed professionals expressed challenges with maintaining the accuracy and completeness of their visitor records, which directly impacts their ability to meet regulatory requirements and maintain safety standards.

How do you currently manage visitor access and identification at your facility?



Compliance with regulations such as the Occupational Safety and Health Administration (OSHA), Good Manufacturing Practice (GMP), and International Traffic in Arms Regulations (ITAR) is a cornerstone of manufacturing operations, and failing to meet these standards can have significant consequences. Yet, over 40 percent of facilities report struggling with data access and incomplete visitor records, and 45 percent could not say they were confident in the accuracy of visitor records. More than a minor inconvenience, this creates liability and poses a significant risk. When compliance is compromised, the consequences range from substantial fines to operational shutdowns which could result in reputational damage. This scenario is particularly alarming given that less than one in three facilities have transitioned to digital platforms, leaving the majority still playing catch-up in a high-stakes game.

What is the biggest challenge you face with your current visitor management processes?



»» What Are Digital Facility and Visitor Management Platforms?

Digital facility and visitor management platforms are advanced software solutions designed to automate and enhance the process of managing visitors and personnel within a facility. These platforms leverage modern cloud technology, kiosks, and mobile devices to automate various aspects of visitor management, from pre-registration and check-in to physical access control and compliance documentation. By replacing traditional manual processes with digital solutions, these platforms offer significant improvements in security, efficiency, and regulatory compliance.

» Benefits of Digital Facility and Visitor Management Platforms

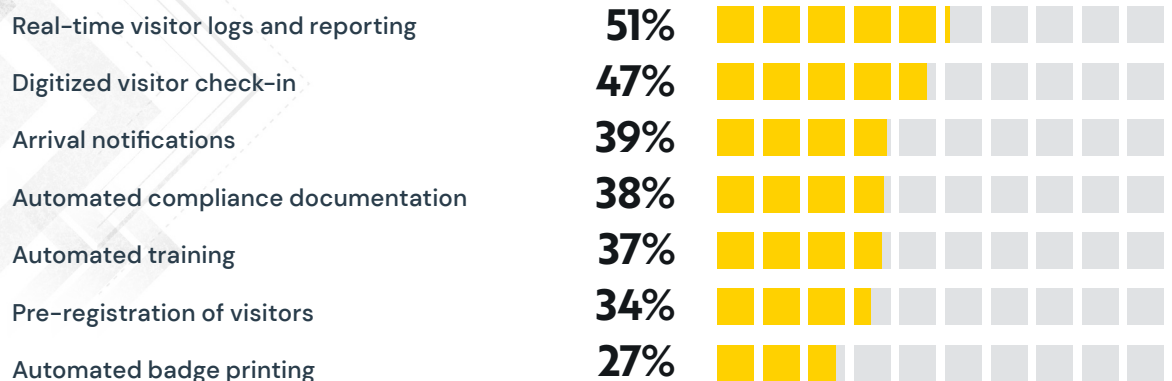
Digital facility and visitor management platforms offer numerous advantages over manual methods. Explore this section to learn how these digital solutions can enhance your facility's operations, security, safety, and more.

Operational and Security Benefits

Facility and visitor management platforms bring a new level of security and efficiency to today's manufacturing environment. By integrating these solutions into daily operations, manufacturers gain a wide range of benefits for a smarter, more proactive approach to managing both security and operational challenges.



What features or improvements do you consider the most critical in a visitor management system?



Automated Visitor Management

Automated systems streamline the process of visitor management, ensuring that all visitor information is accurately recorded and easily accessible for real-time risk management. According to survey data, the most critical automations that organizations seek in a visitor management system include real-time visitor logs and reporting, digitized visitor check-in, and automated training through videos or quizzes. Additionally, manufacturers value features like automated badge printing, arrival notifications, and automated compliance documentation. By integrating these desired automations, facilities can significantly enhance both operational efficiency and compliance, aligning their practices with industry standards and expectations.

47%

view digitized visitor check-ins as a vital component for effective visitor management

Only 15%

have implemented systems capable of digitally provisioning secure credentials for visitors

Automation not only addresses the inefficiencies of time-consuming processes; it ensures that your facility operates with the precision required in today's manufacturing landscape. By eliminating the errors associated with manual record-keeping, digital platforms reduce administrative burdens and free up valuable resources to focus on more critical areas like safety and process optimization.

Survey data reveals that 19 percent note that their current processes are time-consuming. Automated visitor management handles visitor check-ins, physical identity and access management, and documentation processes more efficiently than manual methods, leading to substantial time savings and enhanced data accuracy. By automating these processes, facilities can reduce administrative costs and allocate resources more effectively, leading to significant cost savings.

Enhanced Site Access Control

Unlike the pen-and-paper approach, which is prone to errors and lacks real-time verification, digital systems offer a seamless and reliable method for securely managing visitors. Facility and visitor management solutions can pre-register visitors, validate IDs, cross-check against watchlists, and issue temporary physical access credentials, significantly reducing the risk of unauthorized entry. This makes it even more surprising that 39 percent of respondents have to manually set up and issue physical access credentials.

The survey highlighted that while 47 percent of respondents view digitized visitor check-ins as a vital component for effective visitor management, only 15 percent have implemented systems capable of digitally provisioning secure credentials for visitors, highlighting a significant area for improvement.

How do you grant temporary physical access to visitors/contractors?

Manually setup and issue physical access credentials (*desk attendant*)

39%

Digitally setup and issue physical access credentials (*kiosk*)

15%

We don't give temporary access but we would like to be able to

5%

We don't want to provide temporary access, visitors must only be escorted by an employee at all times

34%

Real-Time Visitor Monitoring and Management

Real-time visitor tracking is a core capability of these platforms providing facility and safety managers with immediate, up-to-date information for all on-site personnel, including details such as check-in times, check-out times, and whom they are visiting. This capability enhances security and operational efficiency, enabling managers to monitor access, mitigate risks, and anomalies.



According to the survey, 51 percent of respondents consider real-time visitor logs and reporting to be a critical feature, yet the majority of facilities still lack this capability, leaving them vulnerable and missing out on essential insights.

Digital platforms also provide reporting capabilities and real-time access to visitor logs, making it easier to track and verify visitor information. Maintaining accurate access records is also essential for both security and compliance, a capability critical during audits and investigations, where accurate records are necessary to demonstrate compliance and operational integrity.

Privacy Enhancements

Digital platforms bring a new level of efficiency to security with features like automated badge printing and arrival notifications. The survey highlighted that respondents value features like automated badge printing (27%) and arrival notifications (38%), reflecting the importance of these features for manufacturers. However, the handling of personally identifiable information (PII) brings data privacy to the forefront.

Adhering to privacy laws like the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), and Personal Information Protection and Electronic Documents Act (PIPEDA) is essential for manufacturers to maintain compliance and safeguard visitor information. To protect against unauthorized access, data breaches, and cyberattacks, digital platforms employ encrypted data storage, ensuring the confidentiality and integrity of sensitive information while maintaining trust and compliance.

Benefits of Comprehensive Emergency Preparedness

The benefits of facility and visitor management platforms extend far beyond operational efficiency and data-driven insights; they also enable the digital transformation of facility safety and emergency management.

Continuous Emergency Plan Improvement

In manufacturing, maintaining safety and operational integrity hinges on effective safety, risk, and emergency management, which must include regular evaluation of and updates to emergency preparedness plans. Consider that 75 percent of facilities report that emergency preparedness evaluations are only conducted on an annual basis. Digital facility and visitor management platforms play a crucial role in these efforts by facilitating ongoing assessments and updates, helping to ensure preparedness plans remain current and effective.

54%

of respondents expressed a desire for greater visibility into the status of visitors and contractors during emergencies

Enhanced Emergency Response

Effective emergency response is a vital component of any robust facility management strategy. However, according to the survey, when tracking visitors and contractors during an emergency event, a staggering 76 percent of facilities rely on manual logbooks or lack a system entirely. Additionally, more than 54 percent of respondents expressed a desire for greater visibility into the status of visitors and contractors during emergencies, yet only 23 percent have systems in place to digitally track evacuee status.

Facility visitor management platforms can significantly enhance a facility's emergency preparedness and response capabilities. These platforms enable real-time communication and tracking during evacuations, ensuring that all on-site personnel and visitors are safe and accounted for. Best-in-class systems go further by producing digital emergency event logs, tracking evacuee status, and logging evacuation duration, providing comprehensive records that can be reviewed and analyzed post-incident.

Streamlining Emergency Drills

Modern platforms also streamline the management of emergency drills, allowing facilities to simulate various scenarios and evaluate the effectiveness of their response strategies. By automating the drill process, facilities can ensure that all participants are properly accounted for, identify areas for improvement, and refine their procedures to better handle actual emergencies. This level of preparedness is best practice for minimizing risks and ensuring a coordinated response when every second counts.

Only
23%
have systems in place to
digitally track evacuee status

Cross-Facility Visibility

Cross-facility visibility is another critical advantage offered by digital platforms for organizations that manage multiple sites. The data generated by digital systems provide a unified view across all facilities, enabling central coordination during emergencies. Facility managers can monitor activities across different locations, ensuring that each site is following protocols and that there is consistency in the response strategy. This cross-facility visibility enhances safety and improves the organization's overall resilience in the face of widespread or simultaneous incidents.

By integrating digital visitor management platforms into their emergency preparedness strategies, manufacturing facilities can move beyond the limitations of manual processes, achieving a higher level of safety, efficiency, and coordination across all sites.

38%

can't communicate
with visitors

15%

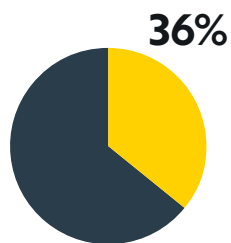
can't communicate
with anyone



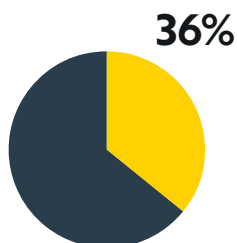
Automated Safety Training

Integrating safety training into visitor management workflows ensures that all visitors and contractors are aware of and can comply with facility health and safety standards. Digital systems can automate safety training, providing visitors with the necessary information and documentation before they enter the facility. The survey revealed that only 10 percent of respondents fully automate safety training with digital records, while 36 percent still rely on manual processes, indicating a significant opportunity for improvement. Without the training of your external visitors, you leave yourself open to risk. In the event of an emergency, your visitors will not be trained on how they should handle incidents at your facility.

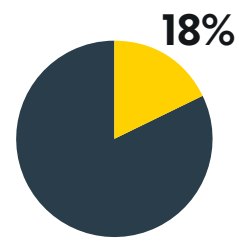
How does your current system incorporate safety training for visitors?



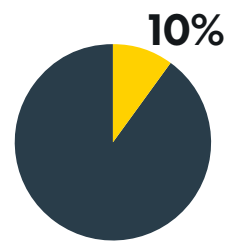
Entirely manual



We don't do
safety training for
visitors



Partially automated
with some manual
processes



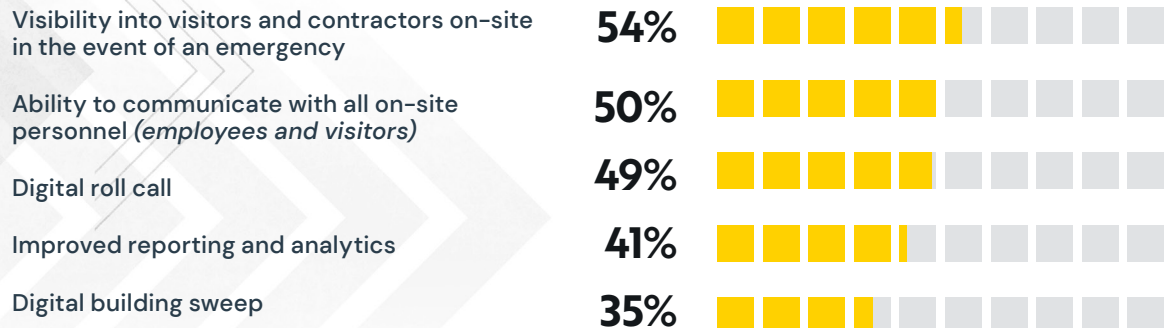
Fully automated
with digital
records

» Automating Operational Excellence: Ensure Your Data Analytics and Reporting is Superior

Data analytics capabilities enable facility management to leverage data for improved compliance reporting and informed decision-making. Digital audit trails provide access to vital visitor data and emergency evacuation logs, crucial elements for internal and external audits, to track trends over time, and general visibility.

Survey data indicates that over 41 percent of respondents desire enhanced reporting and analytics capabilities in their emergency management systems, and over 40 percent don't have access to complete records, underscoring the importance of data-driven insights. By analyzing visitor patterns and trends, facilities can pinpoint areas for improvement, optimize safety protocols, and ensure regulatory compliance, leading to a safer and more efficient operational environment.

What features or improvements would you like to see in your emergency management system?



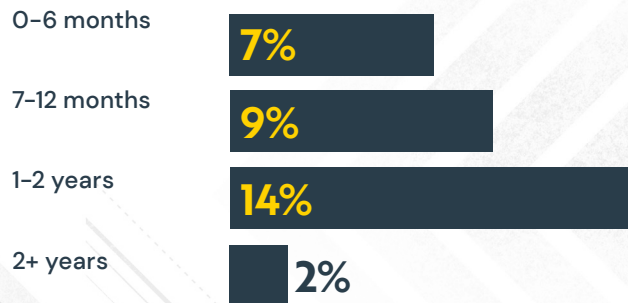
Facilities that embrace digital solutions can expect significant improvements in operational efficiency, security, and compliance. These platforms automate critical processes, from compliance documentation to real-time visitor tracking, ensuring that your records are accurate, easily accessed, and audit-ready at all times.

» The Future of Facility and Visitor Management

Digital facility and visitor management platforms represent the future of operational efficiency, safety, and compliance in manufacturing. These platforms leverage advanced technologies to automate visitor management processes, providing real-time monitoring, accurate documentation, and comprehensive data analytics. By adopting these solutions, manufacturing facilities can anticipate and respond to challenges with greater agility and precision, while saving costs and increasing competitive advantage.

It's promising that 30 percent of participants plan to enhance their visitor management systems within the next two years. However, it's crucial for executive leadership to prioritize visitor and employee safety and adopt a proactive approach to potential incidents. To drive these improvements, manufacturing companies should thoroughly assess the significant advantages that digital facility and visitor management platforms offer compared to manual processes.

We have plans to improve our visitor management system in the next:



Reasons for inability to purchase a visitor management system:



As the industry seeks to improve the safety and security of manufacturing facilities, the integration of digital platforms will enable more effective management of visitors and employees while leveling up incident preparedness. Real-time communication and tracking capabilities can ensure that all personnel are accounted for and safe during critical events, enhancing the facility's resilience and response capacity. The data generated by digital facility and visitor platforms can empower manufacturing companies to make data-driven decisions, optimize workflows, and identify trends that inform strategies to drive continuous improvement, fostering innovation and supporting a safe and sustainable manufacturing industry of the future.



»» What Next?

The manufacturing industry is moving forward fast, and those who don't adapt will be left behind; or worse, caught unprepared when something goes wrong. The data is clear: digital visitor and facility management platforms offer the tools you need to secure your operations, ensure compliance, and protect both visitors and your workforce.

Take Action Today

- 1 Evaluate Your Current Systems:** Start by assessing your existing processes. Identify any gaps or inefficiencies that could be improved with digital solutions.
- 2 Assess Your Compliance Needs:** Consider the new regulations and requirements, such as GDPR, CCPA and industry-specific standards like ITAR and CJIS requirements, which might necessitate changes to your current systems.
- 3 Research and Evaluate Vendors:** Take the time to explore different digital facility and visitor management solutions available on the market. Compare vendors based on their ability to meet your specific needs, regulatory compliance, and ease of integration. Ensure they offer robust security features that align with recent legislative changes and industry requirements.
- 4 Invest in Digital Solutions:** After selecting the right platform for your organization, it is now time to build your internal rollout plan.
- 5 Train Your Team:** Make sure everyone understands the new systems and protocols. Automation and digital solutions only work if they're integrated into your daily processes.

Manufacturing operations needs to be focused on precision, efficiency, and safety for both employees and visitors. If your facility's management systems are not fully supporting these objectives, it is time to consider an upgrade. By proactively adopting the right solutions, you can enhance your operations and ensure a safer, more efficient environment for everyone.

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About FacilityOS

FacilityOS is a leading global software and technology company transforming how manufacturing companies manage their facilities. By automating key processes, the company's facility, asset, and visitor management platform enhances security, enforces safety protocols and helps to achieve regulatory compliance. With FacilityOS, companies can efficiently manage the flow of visitors, contractors, and deliveries, while also providing real-time emergency response capabilities. Trusted by more than 6,000 sites worldwide, FacilityOS elevates operational standards while maintaining a seamless, professional experience for everyone on-site.