

THE SECURITY PLAYBOOK FOR LOGISTICS AND WAREHOUSING

DESIGNING ENTRANCE SECURITY AROUND THE PEOPLE WHO USE IT

Although warehouses operate from the same facility every day, the people moving through it change constantly.

Full-time employees can arrive in large numbers during shift changes, while temporary workers may be added on an as needed basis at different times of the day. Contractors may need access to one area or a facility for weeks at a time or for just a few hours. Suppliers typically make deliveries on scheduled days. Drivers need access to the property on a daily basis without ever moving beyond loading dock areas. And visitors come and go randomly with no set patterns.

Each group presents a different access challenge.

Yet many warehouses still rely on entry solutions based on the assumption that all user groups are essentially the same; requiring some form of access credential or pass with little or no specific access permissions enforced.

The goal is to create an entrance strategy that recognizes specifically who is entering your facility, where they need to go, when they arrive and how long they need access, and what level of access and permissions they need to fulfill their reason for being on-premises.

START WITH THE INDIVIDUAL, NOT THE ENTRANCE

Entrance planning often begins with a physical question: What type of secured entry solutions do we need?

A better starting point is based on operations and workflows:

Who needs to gain entry, where they need to go and what specific access permissions do they need?

A full-time employee arriving for the same shift every day at the same time has very different needs from a service technician performing emergency repairs. A delivery driver should not necessarily follow the same access path as a warehouse worker. A new visitor who has never been inside the facility before needs a different process to register for access than a known individual who has already been vetted for access clearance.

Understanding these differences helps organizations plan and implement access procedures and policies around individuals' behaviors instead of relying on exceptions and improvised processes that create potential security breaches and liabilities.

FULL-TIME EMPLOYEES REQUIRE PREDICTABLE WORKFLOWS

Full-time employees are generally the most predictable user group at warehouse facilities.

Their access permissions are vetted and pre-established. They arrive and leave based on planned schedules. And they understand entry/egress processes.

The challenge is usually volume, and individuals trying to blend in to gain unauthorized access.

Access procedures and processes designed for generalized pedestrian traffic in places like malls or public transportation are inadequate for facilities like warehouses that may have hundreds of workers transiting entry/egress points at the same time intervals.

Security entrances need to allow authorized personnel to quickly and seamlessly gain access while maintaining consistent credential enforcement. The objective is to get known personnel in (or out) of the facility as easily and efficiently as possible during peak traffic times.

When the process becomes too slow or cumbersome, personnel find faster alternatives outside of approved processes and policies. Common practices like propping doors open, sharing credentials, tailgating and other workarounds may seem innocent at first – until they're not and create security challenges.

TEMPORARY WORKERS DEMAND ACCESS VERSATILITY

Temporary and seasonal labor introduces different access and security challenges. These workers are typically onsite for relatively short periods and with access permissions that can frequently change depending on their job function. And unlike full-time employees, temporary workers are also often less familiar with the facility and its access and security procedures.

That means entrance processes and policies for this user group require access solutions with flexible onboarding, credentialing, access permissions, entry instructions and off-boarding capabilities.

Security entrances need to support changing permissions with minimal manual processes and intervention from security personnel. In essence, temporary access permissions need to be temporary by design to sustain efficient workflows and high security controls.



CONTRACTORS AND SERVICE PERSONNEL NEED ACCESS WITH PURPOSE

Contractors and service providers can be especially difficult to manage because of when and where they may need access to perform scheduled and/or emergency projects.

An HVAC technician may need emergency access to secured infrastructure areas. A maintenance contractor may need to reach specific warehouse systems inside the facility. And a construction crew may be onsite for days or weeks but only need access to defined work zones.

Granting general access across this entire user group does not address the individual needs and requirements associated with an individuals' specific functions.

Entrance planning should consider where these individuals need to gain access, specific times when their credentials are valid, whether their access requires an escort/supervision, and if they require access permission changes over the course of a project.

The goal is to make contractor access highly defined and repeatable, so authorized work can be performed without hampering workflows or violating established security mandates.

DRIVERS NEED ACCESS TO LOADING DOCKS 24/7

Drivers and delivery personnel also have unique access requirements.

Truckers drive all hours of the day, every day so they need access to yards, gates, and loading areas 24/7 in most instances. Depending on each facility's operation, they may also need access to loading dock and shipping offices or designated waiting spaces during regular and after-hours operations.

This demands that property access and building access have very distinct permissions for truckers and delivery personnel.

An effective security entrance solution strategy takes a lot of variables into account. This may mean separating vehicle and individual access, creating dedicated access points or limiting credentials to specific areas necessary to complete pickups and deliveries.

The goal is simple: enable the best flow of goods and services in and out of your facility with tight access and security controls.

VISITORS AND VENDORS NEED TO BE AUTHENTICATED AND DIRECTED

Visitors and vendors present almost the opposite challenge from full-time employees. They may have no familiarity with the facility, its access procedures, or where they are supposed to go.

The access process can be confusing, requiring human intervention, this often entails calling an employee to the entrance, asking a guard to provide directions, issuing ad hoc credentials, or allowing an individual through an entrance that was never intended to support visitor traffic.

Good entrance planning makes the approved process easy to understand.

Visitors should know where they need to go, and personnel need to know where to direct them. Security teams should have a consistent way to authorize individuals with specific access permissions. Equally important, the physical security entrances deployed need to support established policies and procedures for clarity and compliance.





ACCESS POLICIES AND PHYSICAL SECURITY ENTRANCES NEED TO ALIGN

Warehouse access and security processes and entrances need to accommodate different user groups with very specific access requirements and permissions.

Different user groups may require different personal protective equipment, be transporting various devices/ equipment or products, and transiting different entrances at different times of the day to fulfill their work responsibilities.

If an entrance routinely requires someone to bypass established processes and procedures because their approved access/egress path does not accommodate their work requirements, exceptions can quickly become security gaps.

DEFINE PERMISSIONS AND THE NECESSARY CONTROLS TO SUPPORT THEM

Not every person needs the same level of access, and not every area of a warehouse requires the same level of security. This allows facility administrators to determine and enforce access permissions and the necessary controls to support them.

The important distinction to be established for each secured area within your warehouse facility depends on the need to identify and/or authenticate individuals.

A credentialing system can determine that the holder of the credential is authorized to enter. This can be accomplished with conventional physical credentials like access cards, fobs or PIN codes. The need to authenticate individuals requires a more advanced form of biometrics credentialing to authenticate an individual. In either case, the security entrances located throughout your facility need to accommodate identification and/or authentication to ensure that secured areas are being protected accordingly.

FIVE QUESTIONS FOR YOUR NEXT SECURITY PLANNING MEETING

As you evaluate how people move through your warehouse facility, consider:

- 1. Have we clearly defined our different user groups and the areas each needs to access to perform their job function?**
- 2. Do access permissions reflect a person's role, schedule, location, and duration of need?**
- 3. Do our most highly secured areas require stronger physical security entrances and higher forms of identification and authentication?**
- 4. Do our security entrances accommodate workflows, including shift changes, contractor activity, visitors, and maintenance periods, without sacrificing security?**
- 5. When someone's role or reason for access changes, can we quickly adjust or remove their permissions?**

If the answer to any of these questions is unclear, it may be time to look more closely at whether your entrance strategy reflects the people using your facility today.

DESIGN FACILITY ACCESS BASED ON YOUR SPECIFIC OPERATIONS

There is no single access process that is right for every user group, entrance, or area of a warehouse facility. The best strategies recognize those differences and apply the appropriate access permissions, identity verification, physical protection, and operational efficiency where appropriate.

As your facility grows, personnel and workflows change, and new users require access, your access policies and procedures will also need to evolve.



Need help designing a security entrance strategy around the people who use your warehouse? Let's talk.
Boon Edam can help you identify the right secured entry solutions for different users, locations, and security priorities throughout your facility.



Boon Edam Inc.
421 N. Harrington St. | Raleigh, NC 27603
M: +1 910 814 3800
E: sales@boonedam.us


BOON EDAM
YOUR **ENTRY** EXPERTS.