

ENVOY REPORT

Neglecting workplace safety and security puts businesses' future at risk



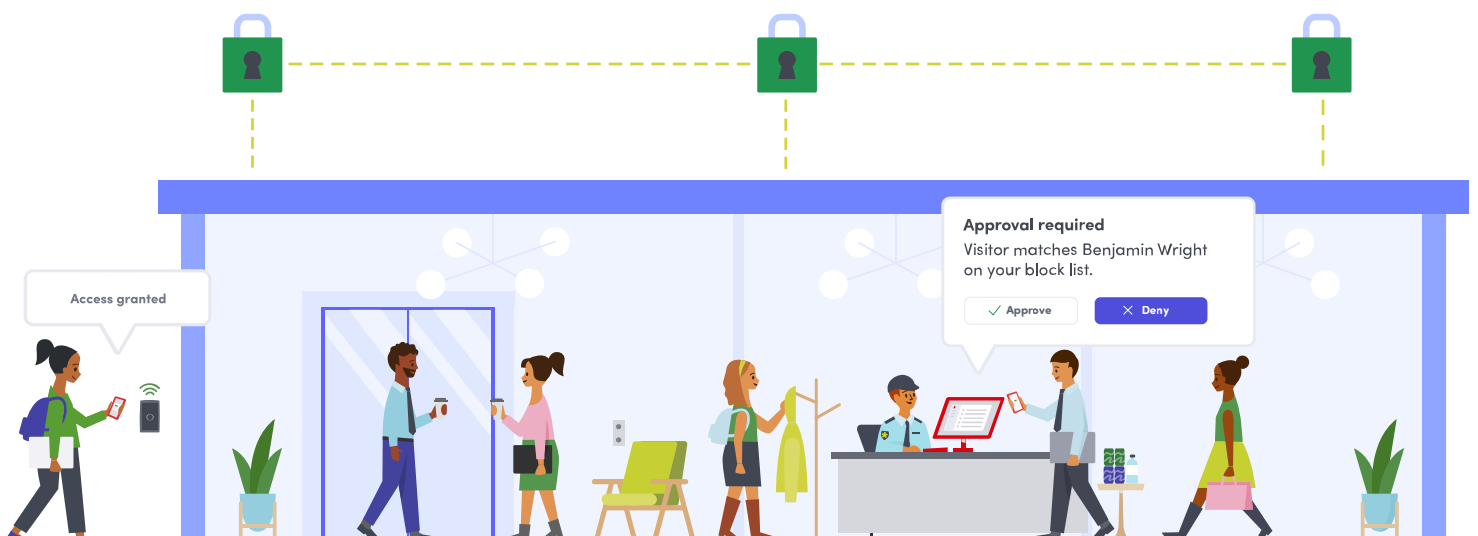
Introduction

Workplace safety and security are not just checkboxes to tick or training sessions to attend. They are critical pillars that safeguard every company and ensure their survival. However, in today's ever-evolving workplace landscape, where companies manage multiple flexible and hybrid work policies, the safety and security of the workplace is now more complex than ever. There is so much to consider, and so it's no surprise that 41% of companies acknowledge that protecting their workplace has become even more challenging in the last 12 months. To survive, businesses must significantly enhance their safety and security measures, integrating them seamlessly into the workplace to foster a culture of safety and engagement.

But in a world that's more dangerous, transparent, and data-rich, that's easier said than done. Redesigning the workplace with a new type of security in mind—one that goes beyond the basics of access control, physical barriers, and video surveillance—is paramount. Now, leaders must embrace safety and security solutions holistically to protect everything in the workplace.

To be successful, streamlining security is crucial. Having everything in one, integrated solution will not only make sure practices remain clear and concise, but it will give leaders the much-needed agility to adapt and pivot when they need to. With threats like bad actors, mass shootings, and climate change becoming more common, keeping your properties, people, and data safe at all times is more important than ever.

With a streamlined, integrated solution in place, leaders can effectively harness technology to ensure a safe and secure environment for everyone. Failure to do so will not only be detrimental to the workplace experience, but risk the future and success of the entire organization.



Workplace security is only as strong as its weakest link



One of the key problems companies run into when managing safety and security is the sheer volume of assets they must protect. There's so much to think about, and the list is only getting longer. It's no surprise then, that in Envoy's recent survey of IT, security and facility leaders conducted with Hanover Research, the majority of companies (56%) attributed their security challenges to an increase in the volume and severity of threats. What's more, half of companies (50%) have experienced between one and five onsite security incidents in the last year.



So what's causing these security threats and attacks to keep happening for companies, even those with the highest budget for technology solutions? Below are some of the main factors contributing to the problem.

1. Companies are weighed down by antiquated approaches

Whether it's pen and paper log books, spreadsheets, or disparate security systems, the protective measures many businesses have today lack efficiency, accuracy, and real-time visibility, leaving them exposed and vulnerable to potential security breaches. This might be violating privacy policies by allowing visitors to see others who have signed in, or it could be letting someone onto the premises who is unauthorized or banned. Both are serious and can threaten companies in different ways.

The right technology can help modernize these outdated approaches and make it easier for people to follow protocol. By having a centralized system in place, companies can both automate and streamline their security process, while also utilizing up-to-date records of all individuals accessing the workplace. Unfortunately though, many businesses still don't have this level of visibility. According to Envoy's most recent survey, 53% of companies want to improve workplace security by upgrading their security devices and protocols, while 44% want to improve email security and protocols.

But upgrading technology will only take you so far. In today's market, it's unrealistic to pay through the nose for siloed security solutions that don't protect you. In fact, 37% of leaders admit that the lack of integrated solutions across their tech stack directly contributes to the security challenges they currently face in the workplace.

Investing in a unified, integrated solution will not only save time and cost, but it'll also ensure your approaches to safety and security remain modern and effective.



**All respondents could select up to three choices.*

2. Employees and visitors do not follow protocol

If technology is one half of keeping up your safety and security, then the other half is people. When security processes are ineffective or difficult to understand, employees and visitors simply won't follow them. It's why just under half of companies (48%) want their employees to receive better security training as a way of improving their overall workplace safety and security.

The return to office has also added to the sense of urgency when it comes to safety and security in the workplace. As the number of employees and visitors increases onsite, so too does the amount of sensitive data being handled. This can range from secure entry systems, to visitors checking into the office, to spaces designed specifically for confidential discussions.

It's therefore concerning that only 46% of companies have enhanced their security protocols to accommodate secure remote access and monitor visitor activities. What's more, even less (36%) currently use visitor management software to schedule and track remote employees and visitors. With the growing amount of natural disasters, civil disturbances, and targeted attacks, it's imperative that organizations track who's onsite and take a holistic approach to protecting everyone and everything in the workplace.

3. Companies face challenges from decentralization and regulatory compliance

Prior to 2023, many businesses focused on expanding their global footprint as part of growing their business. While having multiple locations helps companies tap into the world market, managing a decentralized workforce can come with its own set of challenges. It's therefore no surprise that 47% of companies cited hybrid work and distributed workforces as a key contributor to their current workplace security challenges.

From a security standpoint, leaders must not only navigate a complex web of local regulations across multiple locations, but they also have the added challenge of tracking who is onsite in those locations. In a decentralized company structure, tracking employees and visitors is no longer a straightforward, linear path. For these companies, it's a must-have to implement an integrated security system that safeguards all locations in real-time.

There are various regulations to consider when companies become decentralized. For example, California's SB 553 requires employers to develop their own workplace violence prevention plans as part of Cal/OSHA (California Division of Occupational Safety and Health) and Illness Prevention. This law emphasizes the importance of proactively addressing and mitigating the risk of workplace violence, ensuring the safety and well-being of employees.

Companies must also ensure compliance with regulations such as ITAR and OSHA. ITAR regulations govern the export and import of defense-related articles and services, requiring companies to implement stringent security measures to protect sensitive information and technologies. Similarly, OSHA regulations focus on ensuring the safety and health of employees in the workplace.

For companies operating in multiple locations, complying with such regulations becomes even more complex. They must not only adhere to the specific requirements of each jurisdiction but also establish a cohesive and integrated security system that spans across all of their locations. This entails connecting various security measures, such as access control systems, surveillance cameras, and incident reporting mechanisms, to ensure a unified approach to workplace safety and security. Failing to do so puts companies at risk of potential fines, legal liabilities, damage to brand reputation, and even the possibility of jeopardizing their future operations.



“As humans, we’re incentivized to manage our known risks, not the unknown ones. That’s why it can be easier for organizations to continue doing things the same way rather than modernize. This works—until it doesn’t. That’s when they typically reassess.”






— Lee Odess, CEO of Access control executive brief



Companies must streamline security to safeguard the workplace

If companies today want to ensure their future safety and security, then their security processes must be modern, automated, flexible, and streamlined. Visitor management, as the front line of workplace security for nearly all businesses, is especially critical. Yet despite this, 30% of businesses admitted to not updating their visitor management policies in response to an increased rate of employees and visitors returning to the office. Not only do outdated policies pose a huge risk for a company's overall future, but in today's competitive landscape, employees won't want to work somewhere with a proven track record of security breaches, safety threats, and non-compliance.

Streamlining security takes work, but also comes with many benefits. Here are just a few:

-  Houses all processes and procedures together within an integrated solution, rather than across separate tools
-  Configures and customizes security and access levels by employee or visitor type to ensure that your physical spaces are always secure—and you can do so in real time
-  Simplifies procedures to make protocols clear, consistent, and easy to follow for onsite and remote employees
-  Reduces human error while utilizing automation to do a lot of the heavy lifting
-  Enables companies to be adaptable in the face of change or security threats



Streamlining your security practices is the best way to reduce costly threats that may prevent future business success. It requires replacing outdated tools with a modern, integrated solution that bridges the gap between the physical and digital protection.

“Integration systems that are built in silos, video systems that don't talk to access control panels, that don't talk to the next product are problematic. The more integration we can do and the more streamlining we can do, the more effective workplace security becomes.”

— Jeff Beahen, Senior Director of Security, Minnesota Twins



Gain visibility and peace of mind with a unified security solution

In an overwhelming landscape, with so many changes, it can be difficult to know what to focus on. With one, integrated solution you could gain visibility and peace of mind across all the key areas of security in the workplace. This includes:



Visitor management

A modern visitor management system (VMS) provides a crucial layer of security for businesses, including encryption, access control, and data masking. By centralizing visitor and employee data, leaders can gain insights into peoples' behavior, including where and when they check into the office and how long they stay. Not only is tracking this foot traffic crucial from a security standpoint, but it also enables leaders to use this data for reporting and analysis.

Yet, despite how a visitor management system can uplevel your workplace safety and security, only 36% of organizations use them to track foot traffic across their office locations.

With an up-to-date VMS, facility leaders can:

- **Safeguard personal information from unauthorized access**
- **Maintain compliance with features like consent management**
- **Ensure data privacy in accordance with applicable privacy laws**
- **Maintain up-to-date and accurate records of visitor information**



Facilities management

As the return-to-office movement gains more momentum, many businesses are placing greater emphasis on securing their physical environment. Physical security is just as important as digital security because it keeps everyone, and everything, safe. It's therefore crucial to have a security system that offers the right detail and visibility leaders need.

44% of organizations would like to enhance their physical security as a way of keeping everyone safe. To do that, leaders need to invest in security systems that can manage the security of their physical infrastructure. This includes access control, block lists, ID verification, and more.

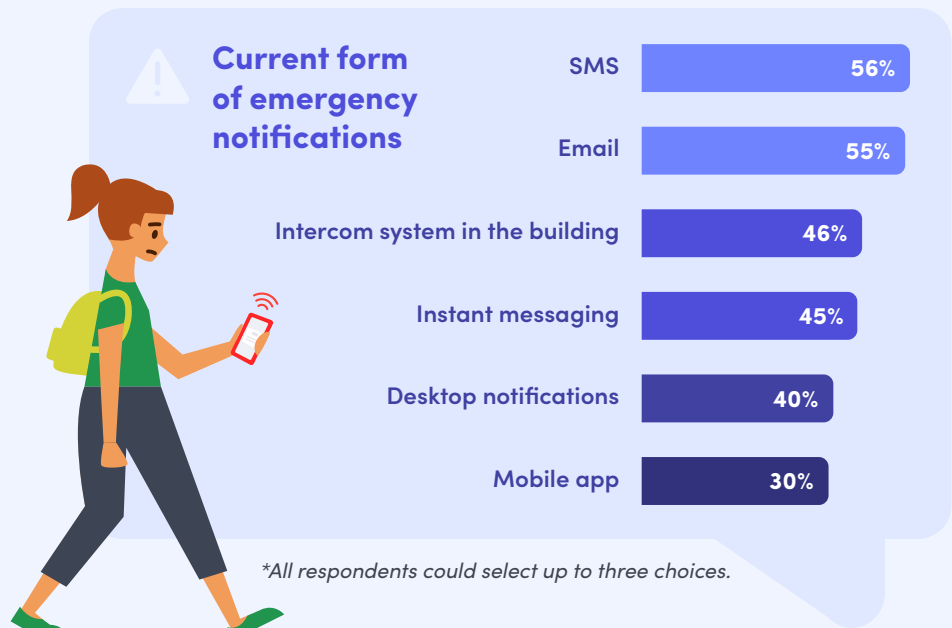


Emergency and safety protocols

In case of an emergency, businesses must be able to respond and notify their employees and visitors immediately. That means tracking occupancy data to understand who's onsite – including their name, photos, and check-in status – and when, while also having an efficient way of communicating and coordinating an emergency response.

In Envoy's recent survey, only half of companies use some form of emergency notifications. The majority use SMS (56%) and email (55%) to alert people, while many others use an intercom system (46%) and instant messaging (45%). Nearly half of companies are not using any form of emergency notifications.

This problem is further exasperated in a flexible and hybrid workplace dynamic. Only 55% of companies have different emergency notification workflows for those onsite and remote. With the rise of flexible work arrangements, understanding who's in the office at any given time is more crucial today than ever. Layer in some of the recent global events, such as mass shootings and natural disasters, it's no surprise that this heightened awareness about the need for safety has driven 32% of organizations wanting to improve their emergency response protocols next year.

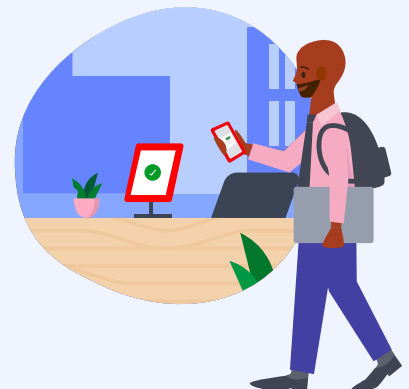


Compliance adherence

Compliance is a critical component of every business's security set-up. If organizations want to adhere to the growing list of regulations like ITAR, SOC2, GDPR, and OSHA, then they need to have scalable compliance practices. It's therefore no surprise that the majority (53%) of companies say that they utilize tooling to stay on top of their compliance mandates.

But there is still a lot of work to be done. For many businesses, maintaining workplace compliance is a second thought next to more pressing security threats. Among a wave of pressing responsibilities, it's easy to understand why only 26% plan on updating their organization's compliance procedures in 2024.

Parker Meggitt, a global organization specializing in aerospace, defense, and energy systems has standardized security and ensured compliance through automation. By implementing a workplace platform, the organization was able to quickly and easily roll out their processes to different locations. Instead of starting from scratch each time, they simply edit the template to meet location-specific requirements. This approach not only saves the organization days of work, but ensures Parker Meggitt complies with regulations such as ITAR across all locations, helping them to reduce potentially costly risks.



What's next for business security solutions?

Looking ahead, executives face inevitable challenges to their safety and security management. The world of work continues to evolve, especially with digital and AI advancements. Moving forward, leaders will need to keep a steady hand on physical security, while also protecting digital assets like data. The only way of doing this and future-proofing your business is to converge the two worlds.

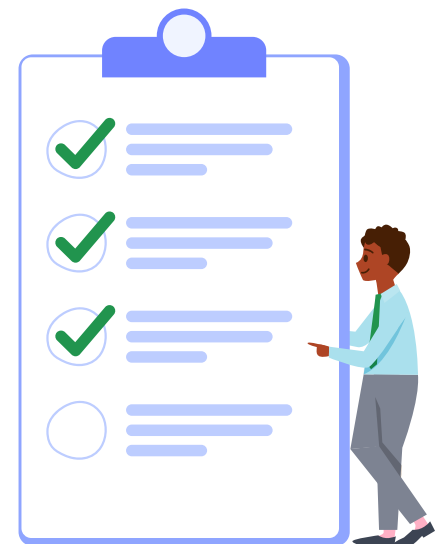
The good news is that companies are understanding the vital importance of safety, security, and compliance for their businesses. When asked how they would allocate resources towards workplace protection in 2024, 62% of companies said they'd increase budget allocation. Others said:

- **Collaborating with other departments (49%)**
- **Reallocating existing resources (43%)**
- **Seek external funding (34%)**

What's more, companies are planning their workplace safety and security plans with both digital and physical in mind. When asked what their key priorities were for improving workplace protection in 2024, the results showed:

- **Enhancing cybersecurity measures (40%)**
- **Investing in advanced surveillance technology (37%)**
- **Integrating AI and automation into daily operations (35%)**
- **Strengthening physical security infrastructure (33%)**
- **Improving emergency response protocols (32%)**
- **Updating compliance procedures (26%)**
- **Shifting towards more flexible work (20%)**
- **Streamlining visitor management processes (19%)**
- **Shifting towards more in-office arrangements (16%)**

**All respondents could select up to three choices.*



When companies invest in their physical security, they're investing in their organization's future. This investment will not only secure businesses, but save leaders money by reducing ongoing costs, ensuring compliance with regulations, reducing business risk, and opening up new doors to opportunity in the market.

While attitudes are shifting, companies and their leaders still have a long way to go. The urgency is clear: modernize and streamline your security practices in order to protect your business from threats and ensure your reputation, brand, and future. Businesses' survival and success depends on it.

“Balancing strong security controls with employee engagement is the tightrope walk of modern workplaces – where protection and innovation must coexist harmoniously. Envoy has made it easy for us to manage anyone coming into our workplace in a frictionless way, helping us strike the right balance between security and seamless access.”

— Julius Jayasekaran, Global Head of Physical Security, DataDog



About Envoy

Envoy empowers over 16,000 workplaces and properties around the globe to redefine how their workplaces run. We connect people, spaces, and data in one seamlessly integrated workplace platform, providing a single solution to manage every aspect of any facility, anywhere. Companies of all sizes can deliver unrivaled employee and visitor experiences to optimize working together in-person.

By capturing data and space usage across multiple sources, we help customers make informed workplace resourcing and investment decisions—all while supporting the requirements of operating a secure, safe and fully compliant workplace. We power the places where people work best together.

Learn more about how Envoy can support your workplace compliance needs. Visit envoy.com/secure-visitor-management-software

Source:

Data in this report was taken by Envoy's recent survey, conducted with Hanover Research, in September 2023.