

# Vendor Site Visits: Why, When and Example Scenarios



 *Virtual and on-site vendor visits are utilized during due diligence.*



## Why

- Site visits offer a valuable point-in-time assessment of your most critical or high-risk vendors.
- They allow you the chance to uncover details you may not have otherwise discovered and thoroughly evaluate the risk associated with the vendor.
- They provide an opportunity to create deeper relationships with your vendors.

## When

- If you have a new critical vendor or if you have a vendor whose performance is declining.
- If you've had issues receiving documents or information from a vendor – questions can be answered during a site visit.

## Example Scenarios

### Verify adherence to specific policies or processes.

If you were to visit the **vendor's call center** – the one handling your customer service and personally identifiable information – you would want to ensure that none of the operators had mobile phones at their desks or that screenshot functionality was disabled on the computer terminals.

### See safety controls in action.

If you were to visit a **manufacturing facility**, you would want to review the safety protocols in action and confirm the presence of emergency first aid stations. You might also ask to see an accidents and incidents log.

### Observe the physical security controls.

If you visit your **data center**, check that there are cameras at all entrances and exits and see how they limit access to sensitive areas. Also, you'd look at advanced ID security such as systems that use an employee's fingerprint instead of just an ID card.

### Review physical documents.

If you visit an organization's **corporate headquarters**, ask to review physical documents that the vendor was unwilling to provide copies of as part of due diligence.

### Examine the general condition of the physical workspace and employees.

If you visit an organization's **corporate headquarters**, you'll want to confirm that the condition of the physical workspace meets your contractual expectations. Unlocked premises, unauthorized access to sensitive data or simply a disorganized space are just a few red flags that you may find.



 *When your organization is exposed to a variety of vendor risks, it doesn't hurt to have the extra layer of protection that site visits provide.*



Download free samples of Venminder's vendor Control Assessments and see how they empower third-party risk professionals in mitigating risks.

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