Facility Tour Checklist

	Audited	Notes
Security & Chain of Custody		
Are facility entry points physically secured and monitored (e.g., badge access, visitor logs)?		
Are cameras visible and placed in key areas (e.g., receiving, data destruction, inventory zones)?		
Is there a secure area for assets awaiting processing aligned with certification guidelines?		
Are there clear chain-of-custody practices visible during the receiving process?		
Is there a process for validating asset intake against shipping manifests?		
Data Sanitization & Destruction		
Are devices segregated by destruction vs. reuse streams?		
Can you observe NIST 800-88 compliant data wipe stations in use?		
Are shredders or degaussers on-site (if physical destruction is offered)?		
Are there processes in place for audit trails, including wipe logs and technician sign-off?		
Environmental & Sustainability Practices		
Can the vendor verify landfill diversion steps within their processes (e.g., sorting, plastics reuse)?		
Are e-Stewards or R2v3 best practices observable in real time?		
Are resale, redeployment, or donation processes clearly organized and documented?		
Reporting & Technology Systems		
Is the inventory system or customer portal visible or demoed during the tour?		
Is there a process in place to track assets throughout each stage?		
Can you preview how the system logs audit trails, reporting, and resale metrics?		
Does the vendor's system integrate with APIs or provide exports to client systems?		

	Audited	Notes
Operations, Throughput & Scalability		
Are there sorting processes for different asset types (laptops vs servers vs phones)?		
Are there clearly designated workstations for each stage (e.g., testing, teardown, wipe)?		
Are there sufficient technicians and QA staff on-site to meet your volume needs?		
Are processes scalable for multi-site pickups, international needs, or volume needs?		
Team & Culture		
Are team members trained in handling sensitive assets and secure logistics?		
Is the vendor able to introduce key contacts (e.g., site manager, logistics lead)?		
Do technicians have documented SOPs for data destruction and processing?		
Are safety practices visible and embraced?		
Documentation & Compliance		
Are posted certifications (e.g., R2v3, NAID AAA, ISO 14001/45001) up to date?		
Are incident response procedures documented and available for review?		
Are safety and e-waste handling SOPs visibly posted and followed?		
Can the vendor provide sample certificates of destruction or audit reports?		