



# VENDOR DUE DILIGENCE CHECKLIST

## Industry Requirements Checklist for Security, ATM, and TCR

Description	CSG	Yes	No
<b>LEGAL COMPLIANCE</b>			
<b>Copy of SOC 2 Type II audit:</b> <ul style="list-style-type: none"> <li>5 Key Trust principles; security, availability, processing, integrity and privacy/confidentiality</li> <li>Business Continuity Plan</li> <li>Technician Laptops &amp; Devices are audited, secured and encrypted</li> </ul>	✓		
<b>Proof of Insurance &amp; Liability:</b> \$5 million minimum & be able to be bonded up to \$3mm <ul style="list-style-type: none"> <li>Property</li> <li>General Liability</li> <li>Automobile</li> <li>Umbrella</li> <li>Executive Risk</li> <li>Workers Comp</li> <li>Crime</li> </ul>	✓		
<b>Cybersecurity Insurance:</b> \$5 million minimum Errors & Omissions coverage.	✓		
<b>Quarterly SLA Reporting:</b> Vendors should easily be able to obtain this information quickly. <ul style="list-style-type: none"> <li>Response Time</li> <li>Resolve Time</li> <li>On Schedule PM's (Preventative Maintenance)</li> <li>Chronic Equipment</li> </ul>	✓		
<b>Preventive Maintenance Records:</b> Accessible via secure web portal. <ul style="list-style-type: none"> <li>Equipment Inventory</li> <li>Equipment Condition</li> <li>Technician Maintenance Documentation</li> <li>Combination/Pin Changes Documentation for Auditors</li> </ul>	✓		
<b>OPERATIONAL</b>			
<b>Employee background checks &amp; use of sub-contractors:</b> <ul style="list-style-type: none"> <li>Employees pass a Lifetime Record Background Checks performed</li> <li>All Drug Test performed within 72 hrs of acceptance of hire</li> <li>Compliance with all Federal, State &amp; individual technician licensing &amp; certifications required</li> </ul>	✓		
<b>Technician footprint &amp; locations:</b> Without a large footprint you may be over paying for service. <ul style="list-style-type: none"> <li>Copy of technician footprint</li> <li>Certified and tested (*see Background checks above for expectations)</li> </ul>	✓		
<b>Employee turnover rate:</b> <ul style="list-style-type: none"> <li>Less than 15% is ideal</li> <li>Over that is a cause for concern and potential risk</li> </ul>	✓		
<b>Remote Technologies:</b> Ability to view and maintain your equipment anytime & anywhere. <ul style="list-style-type: none"> <li>Online interface to view open/closed calls, installs and history</li> <li>View annual Preventative Maintenance forms, all equipment listings</li> </ul>	✓		
<b>Compliance &amp; Educational Events:</b> <ul style="list-style-type: none"> <li>Industry experts</li> <li>Technology expo</li> </ul>	✓		
<b>FINANCIAL</b>			
<b>Contract terms/ agreement options:</b> Avoid long term contracts with penalties <ul style="list-style-type: none"> <li>30 Day Out option included</li> <li>No penalty clause</li> <li>All-inclusive coverage</li> <li>No hidden charges</li> </ul>	✓		
<b>Invoice and Payment Records:</b> Easily accessible records and line item. <ul style="list-style-type: none"> <li>Consolidated invoices</li> <li>Customizable and electronic versions available</li> </ul>	✓		
<b>Healthy P &amp; L:</b> <ul style="list-style-type: none"> <li>Strong balance sheet readily available</li> <li>GAAP standards</li> </ul>	✓		