

SOP: Issuance and Management of Visitor Identification Badges

Purpose

This SOP details the **issuance and management of visitor identification badges**, covering the procedures for issuing badges to visitors, guidelines for badge display and use, verification processes, badge retrieval upon exit, and record-keeping protocols. The objective is to enhance security, ensure visitor accountability, and maintain an organized system for tracking all visitors within the premises effectively.

Scope

This SOP applies to all staff responsible for visitor management and all external visitors entering the facility.

Responsibility

- **Reception/Security Staff:** Issue and collect badges; maintain visitor log; enforce compliance.
- **Visitors:** Display badges visibly at all times and return badges upon exit.
- **Facility Manager:** Oversee and audit adherence to procedures.

Procedure

1. **Visitor Check-in**
 - All visitors must report to the main reception/security desk upon arrival.
 - Reception/security staff will verify the visitor's identity using an official photo ID.
2. **Log Entry**
 - Record visitor details in the **Visitor Logbook** (manual or electronic):
 - Name
 - Organization (if any)
 - Purpose of visit
 - Date and time of entry
 - Sponsoring employee/contact
3. **Badge Issuance**
 - Assign a **visitor identification badge** to the visitor.
 - Provide instructions regarding badge display (badge must remain visible at all times).
4. **Badge Display and Use**
 - Visitor badges must be worn prominently while on premises.
 - Visitors must remain under escort if required by facility policy.
5. **Badge Return and Exit**
 - Upon departure, visitors must return badges to reception/security staff.
 - Reception/security staff update the Visitor Logbook with the exit time and badge return status.
6. **Record Retention**
 - Maintain visitor logs for a minimum period as defined by company policy (e.g., one year).
 - Ensure stored information complies with data privacy regulations.

References

- Company Security Policy
- Local Data Protection and Privacy Legislation

Revision History

Version	Date	Description	Approved By
1.0	2024-06-10	Initial SOP release	Facility Manager