Standard Operating Procedure (SOP)

Visitor Management and Reception Procedures

This SOP details **visitor management and reception procedures**, encompassing visitor identification and registration, access control protocols, visitor escorting policies, confidentiality and security measures, emergency response and evacuation instructions, and visitor sign-out and record-keeping. The objective is to ensure a safe, organized, and professional environment by effectively managing visitor access and interactions within the facility.

1. Purpose

To establish standard procedures for managing and controlling visitor access, ensuring the safety and security of staff, visitors, and assets within the facility.

2. Scope

This SOP applies to all visitors, reception personnel, security staff, and employees responsible for hosting visitors within the facility.

3. Responsibilities

- **Reception Staff:** Facilitate visitor registration, verification, and notify host employees.
- **Security Team:** Oversee access control, monitor visitor movement, and enforce security protocols.
- **Host Employees:** Escort visitors, brief them on confidentiality and safety measures, and ensure proper sign-out.

4. Procedure

4.1 Visitor Identification and Registration

1. All visitors must report to reception upon arrival.
2. Reception staff will request a valid government-issued photo ID for verification.
3. Visitor details (name, organization, contact information, purpose of visit, time in) will be recorded in the visitor log (electronic or manual).
4. A visitor badge will be issued, indicating their name, date, and access level.

4.2 Access Control Protocols

1. Visitors are permitted access only to authorized areas, as pre-approved by their host.
2. All entry and exit doors must be access-controlled and monitored by CCTV where applicable.
3. Security or reception staff will deny entry to unauthorized individuals.

4.3 Visitor Escorting Policies

1. The host employee must meet the visitor at reception and escort them at all times.
2. Unescorted access is strictly prohibited unless prior clearance has been granted by management.

4.4 Confidentiality and Security Measures

1. Visitors must be briefed on confidentiality requirements. NDAs should be signed if required.
2. No unauthorized photography, recording, or use of electronic devices is allowed without permission.
3. Visitors must wear their badges visibly at all times.

4.5 Emergency Response and Evacuation

1. Reception must inform visitors of emergency exits and assembly points upon arrival.
2. In case of evacuation, the host is responsible for guiding the visitor to safety and reporting their status at the assembly point.

4.6 Visitor Sign-Out and Record-Keeping

1. Visitors must return badges and sign out at reception upon departure (time out recorded).
2. The reception will update the visitor log and maintain all records for a minimum of 12 months.

5. Documentation & Record-Keeping

Maintain the following documents:

- Visitor Log/Register (manual or electronic)
- Copies of signed NDAs (where applicable)
- Visitor badges (collected after sign-out)

6. Review & Revision

This SOP should be reviewed annually and revised as necessary to address new security requirements or procedural improvements.

Prepared by: _____ **Date:** _____

Approved by: _____ **Date:** _____