

Standard Operating Procedure (SOP)

Visitor Pre-Registration and Approval Processes

This SOP details the **visitor pre-registration and approval processes**, covering procedures for submitting visitor information, verification and background checks, approval workflows, communication of visit details, and compliance with security protocols. The aim is to ensure a streamlined, secure, and efficient process for managing visitor access while maintaining safety and confidentiality within the organization.

1. Purpose

To outline the standardized process for pre-registering and approving visitors, ensuring security protocols are maintained and sensitive information is protected during all stages of visitor management.

2. Scope

This SOP applies to all departments, employees, and contractors who request, process, or authorize entry for external visitors to organization premises.

3. Responsibilities

Role	Responsibility
Requestor/Host	Submits pre-registration forms, provides accurate visitor details, and escorts visitor on site.
Security Team	Reviews visitor information, conducts background checks, and manages access control.
HR/Administration	Coordinates approval workflow, maintains visitor records, and communicates visit status.
Approving Authority	Reviews and approves or rejects visitor access requests based on compliance policies.

4. Procedure

4.1 Visitor Pre-Registration

- Host completes a **visitor pre-registration form** (physical or online) at least *48 hours* prior to the intended visit.
- Form must include:
 - Full legal name of visitor
 - Contact information
 - Company/organization affiliation
 - Date and time of visit
 - Purpose of visit
 - Area(s) to be accessed
 - Host name and department
- Submission is routed to the Security/Administration team for initial review.

4.2 Verification and Background Check

- Security team performs identity verification, checking against watchlists or restricted access lists as per company policy.
- When required, conducts background checks in accordance with legal and organizational guidelines.
- Records findings in the visitor management system.

4.3 Approval Workflow

- Request is forwarded to the relevant Approving Authority for a decision.
- Approval or rejection is documented and updated in the visitor management system.
- If rejected, host is notified with reason and, where appropriate, instruction for resubmission.

4.4 Communication of Visit Details

- Upon approval, confirmation is automatically sent to:

- Visitor (email/SMS, as appropriate)
- Host
- Security reception/front desk

2. Details provided include visit date/time, meeting location, contact person, and entry instructions.

4.5 Compliance and Security Protocols

1. Visitors must present government-issued photo ID at entry for verification.
2. All visitors are issued a temporary access badge, to be worn visibly at all times.
3. Host must accompany visitor at all times unless otherwise approved.
4. Visitor must sign out at departure; badges are collected at exit.
5. Maintain strict confidentiality and privacy regarding visitor information in accordance with data protection laws and organizational policy.

5. Records and Documentation

- All visitor records (forms, approvals, background checks) retained for a minimum of **1 year** as per company policy.
- Records stored securely with access limited to authorized personnel only.

6. Review and Revision

SOP is to be reviewed annually, or as required following changes in regulations, security policies, or incident investigations.

7. References

- Company Security Policy Manual
- Visitor Management System User Guide
- Applicable Local Data Protection Laws