

# SOP Template: Identification and Verification Requirements for Guests

This SOP details the **identification and verification requirements for guests**, outlining the procedures for confirming guest identities upon arrival, acceptable forms of identification, verification methods, and record-keeping protocols. The aim is to ensure secure access, maintain accurate visitor records, and enhance overall safety and security within the premises.

## 1. Purpose

To establish standardized procedures for identifying and verifying all guests entering the premises, ensuring secure access as well as accurate record keeping.

## 2. Scope

This SOP applies to all employees, security personnel, and front-desk staff responsible for guest management at the facility.

## 3. Definitions

- **Guest:** Any non-employee, visitor, contractor, or third-party individual seeking entry to the premises.
- **Identification:** Official documentation confirming the guest's identity (e.g., government-issued ID).
- **Verification:** Steps taken to confirm the authenticity of presented identification and the legitimacy of the visit.

## 4. Procedure

### 4.1 Guest Arrival

- All guests must report to the designated reception or security desk upon arrival.
- Staff should greet the guest and request valid identification.

### 4.2 Acceptable Forms of Identification

Type of ID	Examples
Government-Issued Photo ID	Passport, Driver's License, National ID Card
Company-Issued ID	Visitor Badge (pre-issued), Employee ID (for contractors)
Other (with approval)	Student ID, Membership Cards

### 4.3 Verification Methods

- Inspect identification for validity (check expiry date, match photo, ensure authenticity).
- Verify guest's appointment or purpose of visit against pre-approved visitor list or with relevant host.
- If applicable, scan or electronically log the ID.

### 4.4 Ensuring Secure Access

- Issue a visitor badge or pass upon successful verification.
- Escort guests to and from meeting areas, as required by security protocol.

- Restrict access to only approved areas of the facility.

## 4.5 Record-Keeping Protocol

- Log the following information for each guest:
  - Full Name
  - Date and Time of Entry and Exit
  - ID Type and Number (last 4 digits recommended)
  - Name of Host or Contact Person
  - Purpose of Visit
- Store records securely in accordance with privacy and data protection policies.
- Retain visitor logs for a specified period (e.g., 90 days), after which data should be securely disposed.

## 5. Roles and Responsibilities

- **Reception/Security Staff:** Enforce verification process, maintain guest records, and report any discrepancies or suspicious activity.
- **Employees/Hosts:** Preauthorize visits when possible and accompany guests as required.
- **Management:** Ensure staff are trained in identification and verification protocols.

## 6. Non-Compliance

Failure to adhere to these procedures may result in disciplinary action and compromise facility security.

## 7. Review and Updates

This SOP must be reviewed annually or as required by changes in policy or regulation.