

# SOP Template: Visitor Escorting and Host Notification Requirements

This SOP details the **visitor escorting and host notification requirements**, outlining the procedures for ensuring all visitors are properly escorted within the premises and the designated host is promptly notified upon visitor arrival. The goal is to maintain security, safety, and efficient communication by controlling visitor access and ensuring responsible supervision throughout their stay.

## 1. Purpose

To define the procedures for escorting visitors and notifying the host upon visitor arrival, ensuring all visitors are accounted for and supervised while on-site.

## 2. Scope

This SOP applies to all employees, contractors, and staff responsible for receiving, managing, and escorting visitors within company premises.

## 3. Definitions

- **Visitor:** Any non-employee individual entering the premises for business or personal reasons.
- **Host:** The employee or contractor responsible for the visitor during their stay.
- **Escort:** Qualified personnel assigned to accompany the visitor within the premises.

## 4. Responsibilities

Role	Responsibilities
Reception/Security Personnel	<ul style="list-style-type: none"><li>• Register all visitors upon arrival.</li><li>• Verify visitor identity and purpose.</li><li>• Notify the designated host.</li><li>• Issue visitor badges/pass.</li></ul>
Host	<ul style="list-style-type: none"><li>• Respond to notifications promptly.</li><li>• Escort the visitor at all times unless otherwise authorized.</li><li>• Ensure the visitor follows all safety and security regulations.</li><li>• Return visitor badge/pass upon completion of visit.</li></ul>

## 5. Procedure

1. **Visitor Arrival and Registration**
  - Visitor checks in at the reception/security desk.
  - Reception/security personnel verify identity and log visit details (name, company, host, time, purpose).
2. **Host Notification**
  - Reception/security notifies the designated host via phone, email, or messaging system.
  - If host is unavailable, an alternate point of contact is assigned.
3. **Issuance of Visitor Badge**
  - Visitor is issued a clearly-visible visitor badge/pass.
4. **Visitor Escorting**
  - The host or an assigned escort meets the visitor and accompanies them at all times while in restricted or sensitive areas.
  - The visitor is not to be left unaccompanied in secure zones.
5. **Departure and Sign-Out**
  - Visitor is escorted back to reception/security upon completion of visit.
  - Host (or escort) ensures the visitor signs out and returns the badge/pass.

## 6. Exceptions

- Pre-authorized visitors with written management approval may have alternative escort arrangements.
- Emergency personnel may be exempted following incident response protocols.

## **7. Records**

- Visitor logs must be retained for a minimum of 12 months or as per company policy.
- Host notification records (email, message logs) should be filed where applicable.

## **8. Review & Audit**

- This SOP should be reviewed annually or after any security incident involving visitors.
- Compliance may be audited by security management at any time.

## **9. References**

- Company Security Policy
- Access Control Procedures
- Local Laws/Regulations on Visitor Management