

# SOP Template: Visitor Pre-Registration and Appointment Scheduling Procedures

This SOP details the **visitor pre-registration and appointment scheduling procedures**, encompassing steps for registering visitors prior to arrival, verifying visitor credentials, coordinating appointment times, managing visitor logs, and ensuring a smooth and secure check-in process. The objective is to enhance site security, streamline visitor management, and improve coordination and communication between hosts and visitors.

## 1. Purpose

To outline standardized procedures for pre-registering visitors and scheduling appointments to ensure effective visitor management and site security.

## 2. Scope

This procedure applies to all external visitors who intend to enter the site, as well as all staff members responsible for visitor management and security.

## 3. Responsibilities

- **Reception/Security Staff:** Oversee visitor pre-registration, verify documentation, manage appointment schedules, and maintain visitor logs.
- **Host Employees:** Initiate visitor pre-registration requests, confirm appointments, and escort visitors as required.
- **Visitors:** Provide required information in advance and adhere to site entry procedures.

## 4. Definitions

- **Host:** Employee responsible for sponsoring the visitor.
- **Visitor:** Any non-employee seeking entry to the site.

## 5. Procedure

### 1. Visitor Pre-Registration

- Host completes the visitor pre-registration form (paper/electronic) at least 24 hours prior to expected visit.
- Required information includes visitor name, company/organization, contact details, purpose of visit, date and time of arrival, and any special requirements.

### 2. Verification of Credentials

- Reception/Security reviews submitted information for completeness.
- Visitors may be asked to provide official ID details in advance or at check-in.

### 3. Appointment Scheduling

- Reception/Security coordinates with host to confirm the appointment time.
- Confirmation email or message is sent to the visitor with appointment details, site map, and entry instructions.

### 4. Visitor Arrival and Check-In

- Upon arrival, visitor presents government-issued photo ID for verification.
- Reception/Security checks pre-registration, verifies appointment, and logs arrival time.
- Visitor receives a visitor badge or access pass.
- Host is notified of visitor's arrival and escorts visitor, if required.

### 5. Visitor Log Management

- All visitor entries and exits are recorded in the visitor log (electronic or paper-based).
- Logs include visitor name, contact, host name, entry/exit times, and badge/pass numbers.

- Records are maintained according to site policy (e.g., retained for 12 months).

6. **Visitor Departure**

- Visitor returns badge/pass to reception/security upon exit.
- Reception/Security logs departure time and updates the visitor log accordingly.

6. Documentation

- Visitor Pre-Registration Form
- Visitor Log Book/Register (electronic or manual)
- Appointment Confirmation Email Template
- Visitor Badge/Access Pass Template

7. References

- Company Visitor Policy
- Site Security Protocols
- Data Privacy and Protection Regulations

8. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-26	Initial version	Security Manager