

Standard Operating Procedure (SOP): Access Control and Visitor Management Protocols

This SOP defines **access control and visitor management protocols**, encompassing procedures for secure entry and exit, visitor registration and identification, authorization and escort requirements, access level assignments, monitoring and surveillance, incident response, and record-keeping. The goal is to maintain a safe and secure environment by regulating and supervising all access points and visitor activities within the facility.

1. Purpose

To establish standardized procedures for access control and visitor management that safeguard the facility, personnel, assets, and information.

2. Scope

This SOP applies to all employees, contractors, authorized personnel, and visitors entering and exiting the facility premises.

3. Definitions

- **Visitor:** Any non-employee individual seeking temporary access to the facility.
- **Access Point:** Any door, gate, or portal regulated for entry or exit.
- **Escort:** Authorized employee designated to accompany visitors within restricted areas.
- **Authorization:** Permission granted by management or security to access specific facility areas.

4. Procedures

4.1 Secure Entry and Exit

- All entry and exit points must remain secured and monitored.
- Employees use assigned access cards or biometric systems for entry and exit.
- Unauthorized propping or tampering of doors is prohibited.

4.2 Visitor Registration and Identification

- Visitors must report to the designated reception or security desk upon arrival.
- Visitors provide valid government-issued identification for verification.
- Visitor information is recorded in the Visitor Log (see Section 6).
- Visitor badges must be visibly worn at all times while on premises and surrendered upon exit.

4.3 Authorization and Escort Requirements

- Access is granted only to approved areas relevant to the visit's purpose.
- Visitors may not enter restricted zones without proper authorization and must be escorted at all times.
- Escorts are responsible for ensuring visitors comply with facility policies and procedures.

4.4 Access Level Assignments

- Staff access levels are assigned based on role and necessity.
- Visitor access is limited to non-sensitive areas unless authorized otherwise.
- Access rights are reviewed periodically and deactivated when no longer required.

4.5 Monitoring and Surveillance

- All access and visitor activities are monitored by surveillance systems and security personnel.
- Suspicious activity or policy violations are reported immediately to security management.

4.6 Incident Response

- Security incidents (e.g., unauthorized entry, badge loss) are reported and escalated as per the incident response protocol.

- Security investigates, documents, and resolves access or visitor management incidents.

4.7 Record-Keeping

- Visitor logs are maintained electronically or in hard copy and retained for a minimum of **12 months** or as required by policy.
- Access records are periodically reviewed for compliance and audit purposes.

5. Roles and Responsibilities

Role	Responsibility
Security Personnel	Oversee access points, verify identity, monitor surveillance, respond to incidents.
Reception Staff	Register visitors, issue and retrieve visitor badges, maintain the visitor log.
Escort	Accompany visitors in restricted areas, ensure compliance with protocols.
All Employees	Adhere to access control measures, report incidents, challenge unidentified individuals.

6. Visitor Log Sample

Date/Time	Visitor Name	Company/Organization	ID Type/Number	Person Visited	Purpose of Visit	Badge #	In	Out
2024-07-12 09:15	Jane Doe	ABC Corp	DL 1234567	John Smith	Meeting	005	09:15	10:45

7. References

- Organizational Security Policy
- Incident Response SOP
- Physical Security Guidelines

8. Revision History

Version	Date	Description	Author
1.0	2024-06-17	Initial SOP Release	Security Manager