

SOP Template: Client Site Arrival and Sign-In Procedures

This SOP details **client site arrival and sign-in procedures**, ensuring all personnel follow a standardized process for entering the client premises. It covers mandatory identification checks, visitor registration, issuance of access badges, compliance with site-specific security protocols, and adherence to health and safety regulations. The procedure aims to enhance site security, maintain accurate visitor logs, and promote a smooth and professional entry experience for all visitors and contractors.

1. Purpose

To outline a consistent approach for all personnel and visitors arriving and signing in at client sites.

2. Scope

Applicable to all employees, contractors, and visitors entering client premises.

3. Responsibilities

- **Front Desk/Security Personnel:** Enforce procedures and record all arrivals.
- **Visitors/Contractors:** Comply with all procedures and policies upon arrival.
- **Site Manager:** Ensure staff are trained and procedures are up to date.

4. Procedure

1. **Arrival**
 - All visitors and contractors must use designated site entrances.
 - Follow posted site entry guidelines.
2. **Identification Check**
 - Present government-issued photo ID or company identification at security desk or reception.
 - Security or designated personnel verify identification details.
3. **Visitor Registration**
 - Sign in using electronic system or physical visitor logbook.
 - Record name, company, purpose of visit, contact person, time of arrival, and vehicle details if applicable.
4. **Badge Issuance**
 - Receive and display temporary access badge or visitor identification at all times while on site.
5. **Security & Safety Briefing**
 - Brief visitors/contractors on key site-specific security protocols, emergency procedures, restricted areas, and health/safety requirements (e.g., PPE).
6. **Escort (if required)**
 - If site protocol requires, a staff escort meets visitor at reception and accompanies them throughout their visit.
7. **Sign-Out Procedure**
 - All personnel must sign out at departure, return badges, and record time of exit.

5. Related Documents & Records

- Visitor Log/Registration Sheet
- Site Security & Safety Policy
- Emergency Procedures Document

6. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial creation	Admin