

Standard Operating Procedure (SOP): Identification and Management of Visitors and Vendors

This SOP details the **identification and management of visitors and vendors** to ensure secure and efficient access control. It includes procedures for visitor registration, verification of identification, issuance of visitor badges, escorting protocols, and access limitations. The SOP also covers vendor appointment scheduling, compliance checks, and monitoring to maintain a safe and organized environment while protecting company assets and maintaining operational integrity.

1. Purpose

To define clear procedures for the identification, registration, and management of visitors and vendors on company premises.

2. Scope

This SOP applies to all visitors and vendors entering company property, and to employees responsible for their management.

3. Responsibilities

- **Security Personnel:** Enforce SOP, verify IDs, maintain records.
- **Reception Staff:** Register visitors/vendors, issue badges, notify hosts.
- **Host Employees:** Escort visitors/vendors and ensure compliance.

4. Visitor Management Procedures

1. **Pre-registration:** Encourage employees to pre-register visitors through the visitor management system.
2. **Arrival:**
 - Visitors must report to reception/security upon arrival.
3. **Identification Verification:**
 - Present a valid government-issued photo ID for verification.
4. **Registration:**
 - Reception/security logs details (name, company, person visited, time).
5. **Badge Issuance:**
 - Visitor receives a clearly marked visitor badge, displaying name, date, and access zone.
6. **Escort Policy:**
 - Visitors must be escorted by their host at all times within secured areas.
7. **Access Limitations:**
 - Limit visitor access strictly to approved areas.
8. **Departure:**
 - Visitors return badges and sign out at reception/security upon exit.

5. Vendor Management Procedures

1. **Appointment Scheduling:**
 - All vendor visits must be scheduled in advance by the relevant department.
2. **Compliance Verification:**
 - Vendors to submit all required compliance documents (permits, insurance, certification) prior to visits.
3. **Check-in:**
 - Vendors check in at security, present appointment confirmation and valid photo ID.
4. **Badge Issuance:**
 - Issue vendor badges with company name, representative name, and visit details.
5. **Escort and Access Control:**
 - Vendors to be escorted by a company representative, unless authorized otherwise.
6. **Supervision and Monitoring:**
 - All vendor activities must be monitored to ensure compliance with company policies.
7. **Sign-out Procedure:**
 - Vendors return badges and sign out before leaving premises.

6. Documentation & Records

- Maintain visitor and vendor logs for a minimum of 12 months.
- Logs to include name, company, host, time in/out, purpose, badge number.

7. Security & Emergency Procedures

- In emergencies, all visitors and vendors must follow company evacuation and safety protocols as directed by staff.
- Security personnel to account for all visitors and vendors during emergencies.

8. Policy Violations

- Non-compliance may result in restricted access or removal from premises.
- Report policy violations to HR and Security Management for investigation.

9. Review and Update

- SOP to be reviewed annually or in response to security incidents.
- All updates to be documented and communicated to staff.

10. References

- Company Security Policy
- Access Control Guidelines
- Vendor Management Policy